Performance Measurements
[DISAGREE]

APPENDIX A

TABLE OF CONTENTS

PRE-ORDERING - OSS

Report/Measurement :
Average OSS Response Time and Response Interval

Definition:

As an initial step of establishing service, the customer service agent must determine such basic facts as availability of desired features, service delivery intervals, telephone numbers to be assigned, the customer's current products and features, qualification of the customer's loop for advanced digital services, and/or the validity of the street address. This type of information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Because pre-ordering activities are the first tangible contact a customer may have with a CLEC, it is critical that the CLEC be perceived as equally competent, knowledgeable and fast as an ILEC customer service agent. This measure is designed to monitor the time required for CLECs to obtain the pre-ordering information necessary to establish and modify service. Comparisons to ILEC results indicate whether a CLEC has an equal opportunity to deliver a comparable customer experience when a retail customer calls the CLEC with a service inquiry.

Exclusions:

None

Business Rules:

For CLEC Results:

Average Response Interval: The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period.

For ILEC Results:

The ILEC computation is identical to that for the CLEC with the clarifications noted below:

Other Clarifications and Qualification:
- The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent.
- As additional pre-ordering functionality is established by the industry, for example with respect to unbundled network elements, the reporting dimensions may be expanded.
- Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.
- Elapsed time is to be measured through automated rather than manual monitoring and logging.
- The ILEC service agent entry of a request for pre-ordering information (to the ILEC OSS) is considered to be the equivalent of the ILEC receipt of a query from the CLEC.
- The ILEC OSS return of information to the ILEC customer service agent, whether in hard copy or by display on a terminal, is considered equivalent to the return of requested information to the CLEC.

Level of Disaggregation:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

Calculation:

Average Response Interval = Σ[(Query Response Date & Time) - (Query Submission Date & Time)]/(Number of Queries Submitted in Reporting Period)

Report Structure:

CLEC Specific
CLEC Aggregate
Not product/service specific
Regional Level

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

Report Month Interface Type (specific to pre-ordering) Query Identifier (e.g., unique tracking number) Query Receipt Date by ILEC Query Receipt Time by ILEC Query Type (per reporting dimension) Response Return Date Response Return Time Legacy Contract (per reporting dimension) Response Interval Regional Scope	Report Month Interface Type Query Type (per reporting dimension) Query Count Standard Error of the mean response interval Legacy Contract (per reporting dimension) Response Interval Regional Scope
Retail Analog/Benchmark	
See Appendix A:-AT&T Disaggregation, Analogs and Benchmarks	

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TEN	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
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

PRE-ORDERING - OSS

Report/Measurement:
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. **For CLEC Results:** Percent System Availability: The total "number of hours functionality was scheduled to be available" is the cumulative number of hours (by date and time on a 24-hour clock) over which the ILEC planned to offer and support CLEC access to ILEC OSS functionality during the reporting period. The ILEC must provide a minimum advance notice of one reporting period regarding availability plans and such plans must be interface-specific. If scheduled availability is not provided with at least one report period's advance notice, then the default availability for the subsequent reporting period will be seven days per week, 24 hours per day. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the ILEC gateway or interface is capable of accepting CLEC transactions or data files for processing in the gateway / interface and supporting OSS. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. The "Percent system availability" measure is required for each unique interface type offered by the ILEC. **For ILEC Results:** Each OSS of the ILEC that is employed in the support of CLEC operations must first be identified by supported functional area (e.g., pre-ordering, ordering and provisioning, repair and maintenance and billing) with such mapping disclosed to the CLECs. The "available time" and "scheduled available time" is gathered for each of the identified ILEC OSS during the report period. The OSS function availability is computed based upon the weighted average availability of the subtending support OSS. That is, the available time for each OSS supporting a functional area is accumulated over the report period and then divided by the summation of the scheduled available time for those same supporting OSS. **Other Clarifications and Qualification:** • The ILEC analogs for this performance measure are the internal measures of system downtime (or up time) typically established between the ILEC Systems Management Organization and the client organizations. • OSS scheduled and available time may be utilized in the computation of more than one functional area. • Parity exists if the CLEC "Percent system availability" ≥ ILEC function availability for the functionality accessed by the CLEC. • "Capable of accepting" must have a meaning consistent with the ILEC definition down time, whether planned or unplanned, for internal ILEC systems having a comparable potential for customer impact. • Time is measured in hours and tenths of hours rounded to the nearest tenth of an hour.
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks
Calculation:
(Number of Hours Functionality is Availabile to CLECs During Report Period) / (Number of Hours Functionality was Scheduled to be Availabile During the Report Period) X 100
Report Structure:

CLEC Specific	
CLEC Aggregate	
Not product/service specific	
Regional Level	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
Report Month	Report Month
Legacy contract type (per reporting dimension)	Legacy contract type (per reporting dimension)
Regional Scope	Regional Scope
Interface Type (Identifies each unique interface available to CLECs)	Functionality Identification
	Business Period
Business Period	Percent Availability of Functionality
Scheduled Hour Available	
Actual Hours Available	
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

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

ORDERING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
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 ⁻ CLEC System Fallout Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)
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 and Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier). **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. * Attached is a list of services, including complex services, that can currently flow through.

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:
Percent Flow Through Service Requests = Σ[(Total number of valid service requests that flow-through to SOCS)] / (Total number of valid service requests delivered Electronically) X 100 Description: Percent Flow Through = (The total number of LSRs that flow through LESOG to the SOCS) / (the number of LSRs passed from LEO to LESOG) – Σ[(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   ➤ Region

Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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
    ➤
    ➤ Auto clarification
    ➤ CLEC caused system fallout
• Total number of errors by error code
• Count of Orders Completed Without Manual Intervention
• Count of Firm Order Commitments
• Count of Syntax Rejects
• Count of Legacy System Rejects
• Count of Orders Submitted
• Order Activity Type
• Original order date for rejected orders
• Rejection Notice Date and Time
• Service Type
• Volume Category
• Manual Fallout (for Mechanized Orders Only)
	• Report month
	• Total number of errors by type:
	    ➤ BST system error
	• Count of Orders Completed Without Manual Intervention
	• Count of Order Commitments
	• Count of Syntax Rejects
	• Count of Legacy System Rejects
	• Count of Orders Submitted
	• Order Activity
	• Service Type
	• Volume Category

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

ORDERING

Report/Measurement:
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 • ¯ ¯ • CLEC System Fallout • Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under   development)
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 two types of service; Resale and Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier). **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. *Attached is a list of services, including complex services that can currently flow through.

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered Electronically) 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) – Σ[(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
  - ➤
  - ➤ 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:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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
  ➤
  ➤ Auto clarification
  ➤ CLEC errors
• Total number of errors by error code
• Count of Orders Completed Without Manual Intervention
• Count of Firm Order Commitments
• Count of Syntax Rejects
• Count of Legacy System Rejects
• Count of Orders Submitted
• Order Activity Type
• Original order date for rejected orders
• Rejection Notice Date and Time
• Service Type
• Volume Category
• Manual Fallout (for Mechanized Orders Only)
	• Report month
	• Total number of errors by type:
	  ➤ BST system error
	• Count of Orders Completed Without Manual Intervention
	• Count of Order Commitments
	• Count of Syntax Rejects
	• Count of Legacy System Rejects
	• Count of Orders Submitted
	• Order Activity
	• Service Type
	• Volume Category

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

ORDERING

Report/Measurement:
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:
Σ 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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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	Touchtone	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)	No*	UNE	Yes	no	* yes as of OSS'99

	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	* yes as of OSS'99, captions and indentions
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 are unique to the CLEC environment.

ORDERING

Report/Measurement:
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. • 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. **LNP:** Under Development **For CLEC Results:** Percent Orders Rejected: The percentage of orders rejected is the count of (1) order submissions where the ILEC returns a Fatal Reject notice to the CLEC and (2) order submissions where the ILEC returns an Auto Clarification to the CLEC. The resulting combined count of rejections is divided by the count of orders submitted (For EDI interfaces, the orders submitted would be the combined count of positive and negative 997 messages issued upon receipt of the CLEC order.) **For ILEC Results:** Same computation as for the CLEC.
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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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 • Count of Orders Completed Without Manual Intervention • Count of Firm Order Commitments • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count Orders Completed Without Manual Intervention • Count of Order Commitments • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

RETAIL ANALOG/BENCHMARK:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

ORDERING

Report/Measurement:
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 EDI, TAG) until the LSR is rejected (date and time stamp of reject in EDI, TAG). 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, 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 EDI, TAG.   **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 Server) until notice of the reject is returned to the CLEC via FAX Server.   **LNP**: Under development.   **Reject Interval:** Reject Interval *(syntax)* is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a syntax rejection to the CLEC. The time measurement starts when the ILEC receives the order from the CLEC. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of rejected orders associated with the particular order type. **Reject Interval:** Reject Interval *(legacy system)* is the elapsed time between the ILEC's acknowledgement /acceptance of an order from the CLEC to the ILEC's return of a rejection notice to the CLEC. The time measurement starts when the ILEC accepts or acknowledges the order from the CLEC as syntactically correct. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of rejected orders associated with the particular service and order type. **Other Clarifications and Qualification:**   - When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.   - All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.   - Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.   "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.   - The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.   - The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.   - Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.   - Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.   - Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:

Reject Interval = Σ[(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:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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 • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Order Submission Date • Order Submission Time • Standard Order Activity • Status Type • Status Notice Date • Status Notice Time • Number of Statuses Provided •	• Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Standard Error of Status Interval • Standard Order Activity • Status Type • Status Notice Date • Status Notice Time • Number Of Statuses Provided

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

ORDERING

Report/Measurement:
Firm Order Commitment Timeliness
Definition:
Interval for Return of a Firm Order Commitment (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order commitment.
Exclusions:
•
• None.
Business Rules:
• **Mechanized** - The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed, including mechanized facilities validation in LFACS and any other appropriate data bases to ensure available facilities, and appropriate service orders are generated in SOCS and the FOC is sent to the CLEC from LENS, EDI, TAG.   • **Partially Mechanized** – The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and the FOC is sent to the CLEC from LENS, EDI, TAG. A mechanized facilities validation in LFACS and any other appropriate data bases is conducted to ensure available facilities prior to the return of the FOC.   • **Total Mechanized** - Combination of Fully Mechanized and Partially Mechanized LSRs   • **Non-Mechanized** - The elapsed time from receipt of a valid LSR (FAX Server receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and the FOC is sent to the CLEC from the FAX Server.   • **LNP** – Under development.

Firm Order Commitment (FOC) Interval: Interval for Return of a Firm Order Commitment is the elapsed time between the ILEC acceptance of a syntactically correct order and the return of a commitment to the CLEC that the order will be worked as submitted or worked with the modifications specified on the commitment. A database query in LFACS is conducted to ensure availability of facilities. The time measurement starts when the ILEC accepts (acknowledges) the order from the CLEC. The time measurement stops when the ILEC returns a valid firm order commitment to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of orders associated with the particular order type.

Other Clarifications and Qualification:
• When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
• All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
• Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
• "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
• The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
• The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
• Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
• Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
 Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice

to the CLEC.

Calculation:

Firm Order Commitment Timeliness = Σ[(Date and Time of Firm Order Commitment) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Committed in Reporting Period)

Report Structure:

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

Level of Disaggregation:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Report Month • Interval for FOC • Total number of LSRs • State and Region • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Order Submission Date • Order Submission Time • Standard Order Activity • Status Type • Status Notice Date • Status Notice Time • Number of Statuses Provided	• Report Month • Interval for FOC • Total Number of LSRs • State and Region • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Standard Error of Status Interval • Standard Order Activity • Status Type • Status Notice Date • Status Notice Time • Number Of Statuses Provided

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

ORDERING

Report/Measurement:
Speed of Answer in Ordering Center
Definition:
Measures the average time a customer is in queue.
Exclusions:
None
Business Rules:

For CLEC Results:
Mean Time to Answer Calls: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the ILEC call management system until the CLEC call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance. The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. The accumulated elapsed time is divided by the count of calls transferred to ILEC agents for accuracy.

For ILEC Results:
Mean Time to Answer Calls: Speed of Answer, as it relates to the ILEC, will be measured in an identical manner as described for the CLEC. The results for the ILEC business office operations and its repair bureau operations should be separately accumulated, computed and retained. If further distinctions are made or more discrete tracking is performed within the ILEC call receipt centers (e.g., by business and residence), then results should be reported at the lowest possible level of detail. Where call receipt for such operations are commingled and inseparable, then only a single result for each measure will be generated and serve as the comparative result for both the CLEC repair support and the CLEC provisioning support results.

Other Clarifications and Qualification:
- Speed of Answer minimum service standards, established in many states for business office, maintenance center, and/or operator services represent a similar ILEC measure and are derived from identical data (although the result displayed may be in comparison to a pre-established standard performance minimum).
- For ILEC and CLEC calls, an ILEC Agent answering and placing the caller on hold does not stop timing for purposes of the speed of answer interval.
- An interactive voice response (IVR) unit does not stop the timing for purposes of the speed of answer interval. For a call to be considered answered, the live ILEC Agent must handle the CLEC request.
- Results may be reported for the CLEC industry in aggregate to the extent that separate carrier-specific support centers are not provided. If separate centers are provided (either for an individual CLEC or a group of CLECs) then results should be gathered and supplied for each center and reported to the CLEC(s) based upon the center providing the specific CLEC's support.
- If the ILEC call management technology cannot measure speed of answer on a call-specific basis, then an alternate methodology that simulates speed of answer based upon the average time for component parts of the call (e.g., queue to IVR + IVR to queue + queue to agent answer) can be utilized by mutual consent of the ILEC and CLECs.

Calculation:
Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)]/(Total Calls Answered by Center)
Report Structure:
• BST Aggregate (Combination of Residence Service Center and Business Service Center data under development.)
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Mechanized tracking through LCSC Automatic Call Distributor • Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer	• Mechanized tracking through BST Retail center support systems • Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

PROVISIONING

Report/Measurement:
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:
•
• Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
For CLEC Results: **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). **For ILEC Results:** Same computation as for the CLEC with the clarifications provided below. **Other Clarifications and Qualification:** • The "held order" measure established by some state commissions as part of minimum service standards is analogous to this proposed measure but, because it is typically limited to monitoring only those orders held because of facility shortages, needs to be expanded to include all reasons that an order is pending and past due. • Order Supplements - If the CLEC initiates a supplement to the originally submitted order for the purpose of reflecting changes in customer requirements, then the due date returned on the FOC will be the basis for the preceding calculations. No other supplemental order activities will result in an update to the committed due date. • See "Order Status" measurement definitions for discussion of the ILEC analog for a completion notice. • The held order interval is measured in calendar rather than business 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 $\geq$ 90 days) / (Total # of Orders Pending But Not Completed) X 100 (# of Orders Held for $\geq$ 15 days) / (Total # of Orders Pending But Not Completed) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number and PON	• Report Month • BST Order Number

• Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count (under development) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope • Average Held Order • Standard Error for Average Held Order Interval • Number of Orders Rejected
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

PROVISIONING

Report/Measurement:
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:
•
• Orders held for CLEC end user reasons
•
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.

For CLEC Results:

Jeopardy Interval: Jeopardy Interval is the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date. The scheduled order completion time will be assumed to be 5:00 p.m. local time unless other information is communicated in the FOC. The date and time of the jeopardy notice delivered by the ILEC is subtracted from the scheduled completion date to establish the jeopardy interval for any order placed in jeopardy before its scheduled due date. The jeopardy interval is accumulated by standard order activity with the resulting accumulated time then divided by the count of orders placed in jeopardy before the due date for each order activity.

Percent Jeopardies: Percent Jeopardies is the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. The measurement result is derived by dividing the count of jeopardy notices the ILEC issues to the CLEC by the count of FOCs returned by the ILEC during the identical period. Both the "Number of Orders Jeopardized in Reporting Period" and "Number of Orders Committed in Reporting Period" are utilized in other status measurement computations and have identical meaning and derivation for this measurement.

For ILEC Results:
Same computation as the CLEC with the clarifications outlined below:

Other Clarifications and Qualification:
- When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.

  Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:
Average Jeopardy Interval $=\Sigma$ [(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). For all orders jeopardized on or before the scheduled due date.   **Percent of Orders Given Jeopardy Notice** $=\Sigma$ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Committed(due) in Reporting Period)

Report Structure:
• CLEC Specific and CLEC Aggregate   • BST Aggregate (under development with estimated release date of 8/15/99 for June reporting)

Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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 • Standard Service Groupings • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Order Submission Date • Order Submission Time • Standard Service Order Activity • Status Type • Status Notice Date • Status Notice Time • Number of Statuses Provided **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • ILEC Order Number • Date and Time Jeopardy Notice sent • Due Date • Standard Service Groupings • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Standard Error of Status Interval • Standard Service Order Activity • Status Type • Status Notice Date • Status Notice Time • Number Of Statuses Provided **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

PROVISIONING

Report/Measurement:
Percent Orders Completed On Time

Definition:
The "orders completed on time" measure monitors the reliability of ILEC commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customers. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.

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.) • • ILEC Orders associated with internal or administrative use of local services • Orders where CLEC has selected a longer due date than requested.

Business Rules:
For CLEC Results: Percent Orders Completed On Time: The percentage of orders completed on time is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting interval and the number of orders completed by the committed due date (as specified on the initial FOC returned to the CLEC). For each reporting dimension, the resulting count of orders completed no later than the committed due date is divided by the total number of orders completed with the resulting fraction expressed as a percentage. **For ILEC Results:** Same as for CLEC with the clarifications noted below. **Other Clarifications and Qualification:** • The elapsed time for an ILEC order is measured from the point in time when the ILEC customer service agent enters the order into the ILEC order processing system until the date and time that the ILEC personnel log actual completion of all work necessary to permit service initiation, whether or not the ILEC initiates customer billing at that point in time. • Results for the CLECs are captured and retained at the order level (e.g., unique PON). • The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC. • If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement. • No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval. • See "Order Status" measurement detail for a discussion of ILEC analogs, receipt of a syntactically correct order and return of a valid completion notice. • Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour. • The accumulation of elapsed time continues through off-schedule, weekends and holidays.

Calculation:
Percent Orders Completed on Time = (Count of Orders Completed within ILEC Committed Due Date) / (Count 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.

Level of Disaggregation:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number and PON • Order Submission Date • Order Submission Time • Committed-Due Date • Completion Date • Order Completion Time • Status Type • Status Notice Date • Standard Order Activity (See Appendix 1) • Geographic Scope • Average Order Completion Interval • Service Type (See Appendix 1) **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 (See Appendix 1) • Geographic Scope • Average Order Completion Interval • Standard Error for the Order Completion Interval • Count of Orders Completed • Count of Orders Completed by the Due Date • Service Type (See Appendix 1) • Volume Category

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution & Average Offered Interval

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. The "average offered interval" indicates whether both ILEC and CLEC have the same scheduling opportunities for service delivery.

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.)   "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:
For CLEC Results: - 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, whether or not the ILEC initiates customer billing at that point in time.. 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   Average Offered Interval: The offered interval is the due date that an ILEC provides the CLEC on a firm order commitment (i.e. the earliest date on which the CLEC's customer can obtain service without paying for an escalation). **For ILEC Results:** Same as for CLEC with the clarifications noted below. **Other Clarifications and Qualification:**   - Results for the CLECs are captured and retained at the order level (e.g., unique PON).   - The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC.   - If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement.   - No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.   - See "Order Status" measurement detail for a discussion of ILEC analogs, receipt of a syntactically correct order and return of a valid completion notice.   - Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.   - The accumulation of elapsed time continues through off-schedule, weekends and holidays.

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 **Average Offered Interval:** = [(Date & Time Due Date) − (Date &Time of Receipt of Service Request)]/(Number of Committed Due Dates)

Report Structure:
- CLEC Specific   - CLEC Aggregate

• BST Aggregate	
Level of Disaggregation:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	
DATA RETAINED RELATING TO CLEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • CLEC Company Name • Order Number • Submission Date & Time • Completion Date & Time • Service Type • Geographic Scope • Activity Type **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 • Average Order Completion Interval • Standard Error for the Order Completion Interval • Count of Orders Completed • Count of Orders Completed by the Due Date • Average Offered Interval • Activity Type • Volume Category
RETAIL ANALOG/BENCHMARK	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

PROVISIONING

Report/Measurement:
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:
- Cancelled Service Orders   - Order Activities of BST associated with internal or administrative use of local services   ⁻

Business Rules:
For CLEC Results: Completion Notice Interval is the elapsed time between the ILEC technician's reported completion of physical work and the issuance of a valid completion notice to the CLEC. Where physical work is not required, such as in the case of software-only changes, the elapsed time will be measured beginning at 5:00 p.m. local time of the date for the committed completion and will end when the ILEC returns a valid completion notice to the CLEC. If a valid completion notice is returned before 5:00 p.m. on the committed completion date and no physical work is involved, then the elapsed time will be recorded as 1/10 hour. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of completion notices returned for each service and order type. **For ILEC Results:** Same computation as the CLEC with the clarifications outlined below: **Other Clarifications and Qualification:**   - When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.   - All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.   - Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.   "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.   - The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.   - The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.   - Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.   - Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.   - Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:
Σ (Date and Time of Notice of Completion Issued to the CLEC) – (Date and Time of Work Completion by ILEC) / (Number of Orders Completed in Reporting Period)

Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate (in development-expected release date 08/15/99 reporting)

Level of Disaggregation:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

PROVISIONING – (Average Completion Notice Interval- Continued)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Work Completion Date • Work Completion Time • Completion Notice Delivery Date • Completion Notice Delivery Time • Service Type • Activity Type • Geographic Scope • Interface Type • Status Type (Rejection, FOC, Jeopardy Type, Completion Notice) • Standard Order Activity • Order Due Date **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 Delivery Date • Completion Notice Delivery Time • Service Type • Standard Order Activity • Geographic Scope • Interface Type • Status Type (Rejection, FOC, Jeopardy Type, Completion Notice) • Average Status interval • Standard error of status interval • Number of Orders Reflected In Result • Number of Statuses Provided **NOTE:** Code in parentheses is the corresponding header found in the raw data file.
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

PROVISIONING

Report/Measurement:
Coordinated Customer Conversions
Definition:
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch termination connector and cross connect it to a CLEC's equipment termination connector. This measurement applies to service orders with and without NP, and where the CLEC has requested BST to provide a coordinated cutover.
Exclusions:
•
• None
Business Rules: -
Average Coordinated Conversion Interval: The elapsed time between the disconnection of an access line (for a retail customer of the ILEC) from the switch port of the ILEC to the time that the ILEC finishes both the physical work necessary to re-terminate the loop (at the point of re-termination specified by the CLEC) and receives CLEC confirmation that electrical continuity exists. The elapsed time is accumulated for the reporting period and divided by the number of loops that were re-terminated on a coordinated basis.
Calculation:
Σ[(Date & Time Re-termination is Completed by ILEC) – Date & Time of Initial Service Interruption (disconnect for Customer Transferring Service)]/(Count of Completed Coordinated Conversions in Reporting Period)
Report Structure:
• CLEC Specific
• CLEC Aggregate
•
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number • Committed Due Date • Service Type • Cutover Start Date & Time • Cutover Completion Date & Time • Portability start and completion times (NP Orders) • Total Items • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors NOTE: Code in parentheses is the corresponding header found in the raw data file.	• • Report Month • Number of Early Conversions • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

PROVISIONING

Report/Measurement:
% 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. **For CLEC Results:** Percent Troubles Within 30 Days of Installation: The results are computed by accumulating the number of trouble tickets submitted by a CLEC to the ILEC for a service arrangement that had at least one install or service order activity within the 30 calendar days preceding the creation of the current trouble ticket. The count of troubles is divided by the count of service-affecting orders completed by the ILEC for the CLEC during the report period. Non-parity results for Percent Trouble Rate within 30 Days of Install and Other Order Activity may require further reporting to determine root cause issues. For instance, reports on whether facilities provided on new installations tested to industry standard per interconnection contract, tariff or regulatory requirements may be required if results indicate a poorer performance of facilities and supporting network equipment provided to CLECs. ILECs also may need to cooperate with CLECs on comparative mechanized line testing (through respective ILEC and CLEC switches) of the transmission quality of ILEC loops versus CLEC unbundled loops obtained from the ILEC. Reporting dimensions of copper versus fiber deployment may show that CLEC install troubles result from a disparity in use of underlying transmission media for install of ILEC vs. CLEC facilities. The broadening of the measure to include more than just new installs will detect new service activations (hunt group changes, other feature additions) that cause troubles versus network transmission quality.   **For ILEC Results:** Calculations are similar to those for CLECs.
Calculation:
% Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on all completed lines $\leq$ 30 days following service order(s) completion) / (All Service Orders completed in the report period) X 100
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - CLEC Order Number and PON - Order Submission Date - Order Submission Time	- Report Month - BST Order Number - Order Submission Date - Order Submission Time

Attachment 9
Appendix A
Page 38

• Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • CLEC Ticket Number • Ticket Submission Time • Ticket Submission Date • Trouble Resolution Time • Trouble Resolution Date • Service Type (See Appendix 1) • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • Service Type (See Appendix 1) • Trouble Type • Number of Tickets • Number of Service Access Lines

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

PROVISIONING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement :
Total Service Order Cycle Time (TSOCT)   (under development 3Q99)
Definition:
This is a new measurement under development to measure 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 Commitment) 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 :
Total Service Order Cycle Time (under development)
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

MAINTENANCE & REPAIR
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
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:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

MAINTENANCE & REPAIR

Report/Measurement:
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.   - Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring   - Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers)   - Tickets used to track referrals of misdirected calls

Business Rules:
For CLEC Results: The frequency of trouble metric is computed by accumulating, by standard service grouping and disposition and cause, the total number of maintenance tickets logged by a CLEC (with the ILEC) during the reporting period. The resulting number of tickets for each trouble type is accumulated within each standard service grouping, and trouble type is divided by the total number of "service access lines" existing for the CLEC at the end of the report period **For ILEC Results:** Same calculation as for the CLEC with the clarifications provided below. **Other Clarifications and Qualification:**   - Unbundled loops or UNE combinations involving unbundled loops would be counted as a "service access line."   - A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.   - See the "Time to Restore" measurement for a discussion of the ILEC equivalent of "trouble tickets" and "trouble logging".

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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - CLEC Company Name - CLEC Ticket Number - Ticket Submission Date & Time - Ticket Completion Date - Trouble Resolution Time - Trouble Resolution Date - Service Type - Disposition and	- 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

• # Service Access Lines in Service at the end of period • Geographic Scope • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	period • Geographic Scope • Number of Tickets • Trouble Type • Number of Tickets • Number of Service Access Lines

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

MAINTENANCE & REPAIR

Report/Measurement:
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   - Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring   - Subsequent Reports (additional reports on an already open ticket)   - Any trouble type tracking that parties agree are technically unfeasible or operationally prohibitive   - A trouble ticket created for tracking and/or monitoring requests for clarifying information (e.g. confirmation of customer ownership from CLEC support centers.   - Tickets used to track referrals of misdirected calls
Business Rules:
- For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.   **For CLEC Results:**   <u>Mean Time To Restore:</u> The restoral interval for resolution of customer requested maintenance and repair is the elapsed time, measured in hours and tenths of hours, measured from the CLEC submission of a customer trouble to the ILEC, regardless of the ultimate resolution of the trouble, to the time the ILEC returns a valid trouble resolution notification to the CLEC. The elapsed time is accumulated by service type and trouble disposition for the reporting period. The accumulated time is divided by the count of maintenance tickets reported as resolved by the ILEC (by service type and trouble type) during the report period.   **For ILEC Results:**   Same computation as for the CLEC.   **Other Clarifications and Qualification:**   - Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis. The time is measured in hours and hundredths of hours rounded to the nearest hundredth hour.   - Multiple reports for the same customer service are treated as the same incident only when a subsequent report is received for a customer service arrangement that already has an open ticket.   "Restore" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable.   - A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.   - A trouble ticket or trouble report is any record (whether paper or electronic) used by the ILEC for the purpose of monitoring action and disposition of a service repair or maintenance situation.   - ILEC acceptance of a trouble by the call receipt agent is considered equivalent to the CLEC logging or submitting a trouble to the ILEC.   - The ILEC closure of a trouble ticket (whether automatic or manual) is considered equivalent to returning a trouble resolution notice to the CLEC.
Calculation:
Maintenance Average Duration = Σ(Date and Time of Trouble Ticket Resolution Returned to CLEC) – (Date and Time Trouble Ticket wasReferred to ILEC) / Σ(Total Closed Trouble Tickets Resolved in the reporting period)
Report Structure:

• CLEC Specific	
• BST Aggregate	
• CLEC Aggregate	

Level of Disaggregation:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Ticket Number • Total Tickets • CLEC Company Name • Ticket Submission Date & Time • Ticket Completion Date & Time • Trouble Resolution Date & Time • Service Type Disposition and Cause • Geographic Scope • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type (See Appendix 1) **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 • Standard Error for the Average Restoral Interval • Trouble Type (See Appendix 1)

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

MAINTENANCE & REPAIR

Report/Measurement:
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   - Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring.   - Subsequent trouble report(s) on a maintenance ticket that has (have) not been reported as resolved (or closed)   - Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers)   - Tickets used to track referrals of misdirected calls.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report. **For CLEC Results:** The repeat trouble rate measure is computed by accumulating the number of instances where a trouble ticket is submitted by a CLEC to the ILEC for a service arrangement that had at least one prior trouble ticket any time in the 30 calendar days preceding the creation of the current trouble ticket. The number of repeat troubles are accumulated for the reporting period by service type and trouble type. The count of repeat troubles, by service type, is divided by the count of initial trouble reports (by service type) received during the report period. **For ILEC Results:** Same computation as for CLECs. **Other Clarifications and Qualification:**   - Unbundled loops or UNE combinations involving and unbundled loops are considered a "service access line".   - A trouble is "resolved" when the ILEC issues notice to the CLEC that the Customer's service is restored to normal operating parameters.   - The "same service arrangement" means a trouble report being reported for the same telephone number or the same circuit identifier.   - The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.
Calculation:
Percentage of Missed Repair Appointments = (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 in Reporting Period) X 100
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - Total Tickets - CLEC Company Name - Ticket Submission Date & Time - Ticket Completion Date & Time - Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) - Service Type Disposition and Cause - Geographic Scope - CLEC Ticket Number - Service Type - WTN or CKTID (a unique identifier for elements combined in a service configuration) - Trouble Type 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

Retail Analog/Benchmark:

See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

MAINTENANCE & REPAIR
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
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 created in LMOS 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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

MAINTENANCE & REPAIR

Report/Measurement:
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. **For CLEC Results:** Percent System Availability: The total "number of hours functionality was scheduled to be available" is the cumulative number of hours (by date and time on a 24-hour clock) over which the ILEC planned to offer and support CLEC access to ILEC OSS functionality during the reporting period. The ILEC must provide a minimum advance notice of one reporting period regarding availability plans and such plans must be interface-specific. If scheduled availability is not provided with at least one report period's advance notice, then the default availability for the subsequent reporting period will be seven days per week, 24 hours per day. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the ILEC gateway or interface is capable of accepting CLEC transactions or data files for processing in the gateway / interface and supporting OSS. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. The "Percent system availability" measure is required for each unique interface type offered by the ILEC. **For ILEC Results:** Each OSS of the ILEC that is employed in the support of CLEC operations must first be identified by supported functional area (e.g., pre-ordering, ordering and provisioning, repair and maintenance and billing) with such mapping disclosed to the CLECs. The "available time" and "scheduled available time" is gathered for each of the identified ILEC OSS during the report period. The OSS function availability is computed based upon the weighted average availability of the subtending support OSS. That is, the available time for each OSS supporting a functional area is accumulated over the report period and then divided by the summation of the scheduled available time for those same supporting OSS. **Other Clarifications and Qualification:** • The ILEC analogs for this performance measure are the internal measures of system downtime (or up time) typically established between the ILEC Systems Management Organization and the client organizations. • OSS scheduled and available time may be utilized in the computation of more than one functional area. • Parity exists if the CLEC "Percent system availability" $\geq$ ILEC function availability for the functionality accessed by the CLEC. • "Capable of accepting" must have a meaning consistent with the ILEC definition down time, whether planned or unplanned, for internal ILEC systems having a comparable potential for customer impact. • Time is measured in hours and tenths of hours rounded to the nearest tenth of an hour.
Calculation:
OSS Interface Availability = (Number of Hours Functionality is Availabile to CLECs During Report Period) / (Number of Hours Functionality was Scheduled to be Availabile During the Report Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

• BST/CLEC	
Level of Disaggregation:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	
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 (under development at this time) • Report Month • Interface Type (Identifies each unique interface available to CLECs) • Business Period • Scheduled Hour Available • Actual Hours Available	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS • Report Month • Functionality Identification • Business Period • Percent Availability of Functionality
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

MAINTENANCE & REPAIR

Report/Measurement:
OSS Response Interval and Percentages
Definition:
Maintenance customer service agents must obtain real-time information in order to log customer troubles. In Maintenance information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Because customers already may be dissatisfied when they report a trouble, it is critical that the CLEC be perceived as equally competent, knowledgeable and fast as and ILEC customer service agent. This measure is designed to monitor the time required for CLECs to obtain maintenance information necessary to log trouble reports. Comparisons to ILEC results indicate whether a CLEC has an equal opportunity to deliver a comparable customer experience when a retail customer calls the CLEC with a service inquiry.
Exclusions:
Queries received during scheduled system maintenance time.
Business Rules:
For CLEC Results: The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period. **For ILEC Results:** The ILEC computation is identical to that for the CLEC with the clarifications noted below. **Other Clarifications and Qualification:** • The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent. • Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. • Elapsed time is to be measured through automated rather than manual monitoring and logging. • The ILEC service agent entry of a request for repair information (to the ILEC OSS) is considered to be the equivalent of the ILEC receipt of a query from the CLEC. • The ILEC OSS return of information to the ILEC customer service agent, whether in hard copy or by display on a terminal, is considered equivalent to the return of requested information to the CLEC.
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, ≥ 4 to 10, ≥ 10, ≥ 30 seconds.
Report Structure:
• CLEC • BST Residence • BST Business (BST Total is under development at this time) by interface for each legacy system and function as appropriate.
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• CLEC Transaction Intervals • Report Month • Interface Type (specific to pre-ordering or maintenance and repair) • Query Identifier (e.g., unique tracking number) • Query Receipt Date by ILEC • Query Receipt Time by ILEC • Query Type (per reporting dimension) • Response Return Date • Response Return Time	• BST Business and Residence transaction Intervals • Report Month • Interface Type • Query Type (per reporting dimension) • Mean response interval • Query Count • Standard error of the mean response interval
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

MAINTENANCE & REPAIR

Report/Measurement:
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:
For CLEC Results: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the ILEC call management system until the CLEC call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance. The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. The accumulated elapsed time is divided by the count of calls transferred to ILEC agents for accuracy. **For ILEC Results:** <u>Mean Time to Answer Calls:</u> Speed of Answer, as it relates to the ILEC, will be measured in an identical manner as described for the CLEC. The results for the ILEC business office operations and its repair bureau operations should be separately accumulated, computed and retained. If further distinctions are made or more discrete tracking is performed within the ILEC call receipt centers (e.g., by business and residence), then results should be reported at the lowest possible level of detail. Where call receipt for such operations are commingled and inseparable, then only a single result for each measure will be generated and serve as the comparative result for both the CLEC repair support and the CLEC provisioning support results. **Other Clarifications and Qualification:** • Speed of Answer minimum service standards, established in many states for business office, maintenance center, and/or operator services represent a similar ILEC measure and are derived from identical data (although the result displayed may be in comparison to a pre-established standard performance minimum). • For ILEC and CLEC calls, an ILEC Agent answering and placing the caller on hold does not stop timing for purposes of the speed of answer interval. • An interactive voice response (IVR) unit does not stop the timing for purposes of the speed of answer interval. For a call to be considered answered, the live ILEC Agent must handle the CLEC request. • Results may be reported for the CLEC industry in aggregate to the extent that separate carrier-specific support centers are not provided. If separate centers are provided (either for an individual CLEC or a group of CLECs) then results should be gathered and supplied for each center and reported to the CLEC(s) based upon the center providing the specific CLEC's support. If the ILEC call management technology cannot measure speed of answer on a call-specific basis, then an alternate methodology that simulates speed of answer based upon the average time for component parts of the call (e.g., queue to IVR + IVR to queue + queue to agent answer) can be utilized by mutual consent of the ILEC and CLECs.
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks
Calculation:
Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)]/(Total Calls Answered by Center)
Report Structure:
• CLEC Aggregate • BST/CLEC Aggregate

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• CLEC Average Answer Time • Month • Center Identifier • Center Type • Standard Error for Mean Speed of Answer	• BST Average Answer Time • Month • Center Identifier • Center Type • Standard Error for Mean Speed of Answer
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

BILLING
AT&T Proposes That This Measure Be Replaced By The Following Measures:
- Percent Mechanized Billing Format Accuracy   NB-5
- Percent Process Accuracy of Current Billing Activity   NB-6
- Percent Switched Local Billing Accuracy   NB-7

BILLING

AT&T Proposes That This Measure Be Replaced By The Following Measures:

- **Percent On-Time Mechanized Local Services Invoice Delivery**
- **Percent On-Time Service Order Billing**
- **Percent On-Time Correction/Adjustment D**
- **Percent On-Time Switched Local Charges**

BILLING

Report/Measurement:
Usage Data Delivery Accuracy
Definition:
This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.
Exclusions:
None
Business Rules:-
For CLEC Results: The completeness of content, accuracy of information/charges and conformance of formatting will be determined based upon the terms of the individual CLEC interconnection agreements with the ILECs. The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. The measurement is expressed as a ratio (expressed as a percentage) of accurate records/charges to the total records/charges delivered. **For ILEC Results:** The computation for the ILEC is identical to that described for the CLEC. The usage accuracy determination is based upon comparison of the usage records, following format conversion to the EMR (or equivalent) format as compared to the internally established content and formatting requirements. **Other Clarifications and Qualification:** • The usage accuracy measures identified here are similar to the type of measures that ILECs commonly institute in service contracts with long distance service suppliers who use ILEC billing services.
Calculations:
Usage Data Delivery Accuracy = Σ [(Total number of usage records delivered during current reporting period that reflected complete information content and proper formating)] / (Total number of usage records transmitted during reporting period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:

• Report Month
• Record Type
   ➤ BellSouth Recorded
   ➤ Non BellSouth Recorded
Number of Records With Errors
Number of Records Delivered
	• Report Month
	• Record Type
	• Number of Records With Errors
	• Number of Records Created

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

BILLING

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Usage Data Delivery Com : :eness
Definition:
This measurement provid: 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 = Σ(Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date) / Σ(Total number of Recorded usage records delivered during the current month) X 100
REPORT STRUCTURE
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

BILLING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Usage Data Delivery Timeliness

Definition:
This measurement provides 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 = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100

Report Structure:
• CLEC Aggregate
• CLEC Specific
• BST Aggregate

Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

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:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

BILLING

Report/Measurement:
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 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.   **For CLEC Results:**   <u>Usage Records:</u> This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or by CLEC access customers (by the AMA recording equipment associated with the ILEC switch) and the time when the data set, in a compliant format, is successfully transmitted to the CLEC. For each usage record, the calendar date and time of usage recording is compared to the calendar date and time of successful completion of data set transmission to the CLEC. The number of hours and tenths of hours elapsed between message recording and data set transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each usage record with the resulting total number of hours accumulated being divided by the number of complete usage records in all the data sets transmitted.   For ILEC Results: Identical computations are made for the ILEC with the clarifications provided below.   **Other Clarifications and Qualification:**   • The elapsed time for delivery of ILEC usage records is measured from the time of message recording, as captured on the ILEC's AMA tape, to the time the AMA tape is converted to billing format (EMR format or equivalent).   • Mean time to deliver usage records is to be reported separately for end user usage and access related usage.
Calculation:
  Mean Time to Provide Recorded Usage Records ={ Σ[(Data Set Transmission Date)-(Date of Message Recording)]}/(Count of All Messages Transmitted in Reporting Period)
Report Structure:
• CLEC Aggregate   • CLEC Specific   • BST Aggregate
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:

• Report Month
 • Record Type
    ➤ BellSouth Recorded
    ➤ Non-BellSouth Recorded
 • Mean Delivery Interval
 • Standard Error of Delivery Interval
 • Number of Messages or Invoices Delivered
	• Report Monthly
	 • Record Type
	 • Mean Delivery Interval
	 • Standard Error of Delivery Interval
	 • Number of Messages or Invoices Delivered

Retail Analog/Benchmark:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks