OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Proposes One OS/DA Measure:
Mean Time To Answer With Separate Reporting For OS And DA

Report/Measurement:	
Speed to Answer Performance/Average Speed to Answer – Toll	
Definition:	
Measurement of the average time in seconds calls wait before answered by a toll operator.	
Exclusions:	
None	
Business Rules:	
Mean Time To Answer: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC retail customer call into the ILEC call management system queue until the CLEC retail customer call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance (whether DA or OS). The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.	
Calculation:	
Mean Time To Answer =[Σ(Date and Time of Call Answer) – (Date and Time of Call Receipt)]/(Total Calls Answered on Behalf of the CLECs in Reporting Period)	
Report Structure:	
Reported for the aggregate of BST and CLECs • State	
Level of Disaggregation:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	
DATA RETAINED (ON AGGREGATE BASIS)	
•	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	**DATA RETAINED RELATING TO BST PERFORMANCE:**
• Month • Type of Measurement (OS Calls, DA Calls or Directory Listing • Center Identifier (or Directory ID for DL) • Mean Speed of Answer (OS & DA only) • Standard Error for Mean Speed of Answer (OS & DA only) • Number of Calls Answered (OS & DA only) • Directory Close Date (DL only) • List Availability Date (DL only)	• Month • Type of Measurement (OS Calls, DA calls or Directory Listings) • Center Identifier (or Directory ID for DL) • Mean Speed of Answer (OS & DA only) • Standard Error for Mean Speed of Answer (OS & DA only) • Standard Error for Mean Speed of Answer (OS & DA only) • Directory Close Date (DL only) • Listing Availability Date (DL only)
Retail Analog/Benchmark	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Note: AT&T Proposes One OS/DA Measure:
Mean Time To Answer With Separate Reporting For OS And DA
See "Speed to Answer Performance/Average Speed to Answer – Toll"

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks

OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Does Not Include This Measure In Its Proposal

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

E911

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

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

E911

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

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

E911

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

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

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

Report/Measurement:	
Trunk Group Service Report	
Definition:	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Aggregate ➢ CTTG ➢ Local • CLEC Aggregate ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk • CLEC Specific ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk	
Level of Disaggregation:	
State	
DATA RETAINED RELATING TO CLEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT
Retail Analog/Benchmark:	
Retail Analog	

TRUNK GROUP PERFORMANCE

Report/Measurement:

Trunk Group Service Detail

Definition:

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

Exclusions:

- None.

Business Rules:

For CLEC Results:

Percent Call Completion: For determining outbound call blocking, the number of CLEC customer call attempts, where the customer dials a valid telephone number, is accumulated for the reporting period. The number of blocked call attempts experienced by CLEC customers, where a call to a valid telephone number was not completed by the network because of ILEC-controlled capacity limitations or other ILEC network trouble, also is accumulated during the reporting period. At the end of the reporting period, the total number of blocked attempts is divided by the total number of attempts, and the ratio is expressed as a percentage. For inbound calling, the results will measure calls originating on the ILEC's network and blocked from terminating on the CLEC's network.

For ILEC Results:

The approach is identical to that described for the CLEC, except that the network performance is measured only for representative ILEC service configurations.

Other Clarifications and Qualifications:

CLECs may agree to call completion reports in lieu of or in addition to blocking reports.

Calculation:

Measured Blocking = (Total number of blocked call attempts (separate measure for inbound and outbound) during the busy hour / (Total number of attempted calls during busy hour) X 100

Report Structure:

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

Level of Disaggregation:

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

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports • By Switch (Serving CLEC) for CLEC • Trunk Capacity Type • Trunk Group Identifier • Geographic Identifier • Busy Hour and Day • Calls Attempted • Calls Blocked	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports • By Switch (Serving CLEC) for ILEC • Trunk Capacity Type • Trunk Group Identifier • Geographic Identifier • Busy Hour and Day • Calls Attempted • Calls Blocked
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

COLLOCATION

Report/Measurement:

Collocation/Average Response Time

Definition:

Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.

Exclusions:

- Any application cancelled by the CLEC or CLEC requested delays

Business Rules:

For CLEC Results:
Mean Time to Respond to Collocation Request: The response interval for each space request is determined by computing the elapsed time from the ILEC receipt of a collocation request (or inquiry) from the CLEC, to the time the ILEC returns the requested information or commitment to the CLEC. Elapsed time is accumulated for each type of collocation space request, and then divided by the associated total number of collocation requests received by the ILEC during the report period.

For ILEC Results:
The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog.

Other Clarifications and Qualifications:
- Elapsed time is measured in days and hours.
- A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient).
- Questions about the CLEC's collocation request also do not count as a "received response."

Calculation:

Average Response Time = Σ(Request Response Date) – (Request Submission Date) / Count of Responses Returned within Reporting Period.

Report Structure:

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Level of Disaggregation:

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

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DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC. • Request type (per reporting dimension) • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Response Date and Time • Geographic Scope	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Geographic scope

Retail Analog/Benchmark:

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

COLLOCATION

Report/Measurement:

Collocation/Average Arrangement Time

Definition:

Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.

Exclusions:

- Any Bona Fide firm order cancelled by the CLEC or CLEC requested delays
-

Business Rules:

For CLEC Results:

Mean Time To Provide Collocation Arrangements: The interval is the elapsed time from the ILEC's receipt of an order for collocation (from the CLEC) to the ILEC's return of a valid completion notification to the CLEC. Elapsed time for each order is then divided by the associated total number of collocation orders completed within the reporting period for each type of collocation. The measurement is similar to the Average Completion Interval for resold services and unbundled network element orders and could be reflected as a separate category of that measurement.

For ILEC Results:

The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog.

Other Clarifications and Qualifications:

- Elapsed time is measured in days and hours.
- A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient).
- Questions about the CLEC's collocation request also do not count as a "received response."

Calculation:

Average Arrangement Time = Σ(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted) / Total Number of Collocation Arrangements Completed during Reporting Period.

Report Structure:

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Level of Disaggregation:

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

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DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC. • Request type (per reporting dimension) • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Response Date and Time	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Geographic scope

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

COLLOCATION

Report/Measurement:

Collocation/Percent of Due Dates Missed

Definition:

Measures the percent of missed due dates for collocation arrangements.

Exclusions:

- Any Bona Fide firm order cancelled by the CLEC or CLEC requested delays
-

Business Rules:

For CLEC Results:

Percent Due Dates Missed: For each type of collocation, both the total numbers of orders completed within the reporting interval and the number of orders completed but missing the committed due date (as specified on the initial confirmation returned to the CLEC) are counted. The resulting count of orders completed later than the committed due date is divided by the total number of orders completed. The measurement is similar to the Percent Completed on Time for resold services and unbundled network element orders and could be reflected as a separate category within the Percent Completed on Time measurement.

For ILEC Results:

The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog.

Other Clarifications and Qualifications:

- Elapsed time is measured in days and hours.
- A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient).

Questions about the CLEC's collocation request also do not count as a "received response."

Calculation:

% of Due Dates Missed = Σ (Number of Orders not completed w/ ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100

Report Structure:

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Level of Disaggregation:

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

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DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC. • Request type (per reporting dimension) • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Response Date and Time • Geographic Scope	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Geographic scope

Retail Analog/Benchmark:

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

MEASURES PROPOSED BY AT&T TO REPLACE BELLSOUTH'S BILLING INVOICE MEASURES:

Report/Measurement:	
Percent Mechanized Billing Format Accuracy	
Definition:	
The purpose of this measurement is to monitor the accuracy of the mechanized billing format.	
Exclusions:	
• None	
Business Rules:	
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 and invoices delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. If a sampling process is used to monitor accuracy, then the study results must be reconfirmed no less than quarterly.	
Calculation:	
Percent Mechanized Billing Format Accuracy = [(Total Number of Accurate Mechanized Local Bills)/(Total Number of Mechanized Local Bills Processed)] 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Accurate Mechanized Local Bills • Number of Mechanized Local Bills	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Number of Messages or Invoices Delivered • Number of Accurate Mechanized Local Bills • Number of Mechanized Local Bills
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Percent Process Accuracy of Current Billing Activity	
Definition:	
The purpose of this measurement is to monitor the process accuracy of the current billing activity.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
Percent Process Accuracy of Current Billing Activity = {[(ITotal Other Charges &Credits Billed DollarsI)+(ITotal Detail Of Adjustments Billed DollarsI)]-(ITotal Correction & Correction Adjustment DollarsI)}/[(ITotal Other Charges & Gredits Billed DollarsI)+(ITotal DOA Billed DollarsI)] 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charges & Credits Billed Dollars • Adjustment Billed Dollars • Correction Adjustment Dollars	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Charges & Credits Billed Dollars • Adjustment Billed Dollars • Correction Adjustment Dollars
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Percent Switched Local Billing Accuracy	
Definition:	
The purpose of this measurement is to monitor the switched local billing accuracy.	
Exclusions:	
• None	
Business Rules:	
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 and invoices delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. If a sampling process is used to monitor accuracy, then the study results must be reconfirmed no less than quarterly	
Calculation:	
Percent Switched Local Billing Accuracy = [(|Total Switched Billed Dollars|)-(|Switched Adjustment Dollars|)]/(|Total Switched Billed Dollars|) 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Switched Billed Dollars • Switched Adjustment Dollars	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Switched Billed Dollars • Switched Adjustment Dollars
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Percent On-Time Mechanized Local Services Invoice Delivery	
Definition:	
The purpose of this measurement is to monitor the percent of invoices successfully transmitted to the CLEC within 10 calendar days of the close of a bill cycle.	
Exclusions:	
• Any invoices rejected due to formatting or content errors	
Business Rules:	
This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. For each invoice, the calendar date of the scheduled close of Bill Cycle is compared to the calendar date that successful invoice transmission to the CLEC completes to determine the number transmitted within 10 calendar days. The number transmitted within 10 calendar days is divided by the number of complete invoices sent in the reporting period.	
Calculation:	
Percent On-Time Mechanized Local Services Invoice Delivery = [(Total Number of Mechanized Local Bills Received On Time)/(Total Number of Mechanized Local Bills Processed)] 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Mechanized Local Bills Received On-Time • Number of Mechanized Local Bills	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Number of Mechanized Local Bills Received On-Time • Number of Mechanized Local Bills
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Percent On-Time Service Order Billing	
Definition:	
The purpose of this measurement is to monitor the percent of dollars on all service orders completed within 60 calendar days of the current bill date/cycle.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
Percent On-Time Service Order Billing = [(Sum of the Absolute Value of Timely Other Charges & Credits Dollars)/(Sum of the Absolute Value of Other Charges & Credits Billed Dollars)] 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charged Dollars • Credit Dollars	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charged Dollars • Credit Dollars
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Percent On-Time Correction/Adjustment Dollars	
Definition:	
The purpose of this measurement is to monitor the adjustments or corrections which are implemented within 60 days of decision to grant adjustment or adjustment claim submission.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
Percent On-Time Correction/Adjustment Dollars = [(|Total Correction/Adjustment Dollars|)-(|Total Correction/Adjustment Dollars > 60 Calendar Days|)]/(|Total Correction/Adjustment Dollars|) 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Correction/Adjustment Dollars	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Correction/Adjustment Dollars
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Percent On-Time Switched Local Charges	
Definition:	
The purpose of this measurement is to monitor the on-time delivery of Switched Local Charges.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
Percent On-Time Switched Local Charges = [(Switched Local Charges)-(Switched Local Charges Billed>60 Calendar Days From Date Service Rendered)] 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 ALEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Charges > 60 Calendar Days From Date Service Rendered • Delivery Date of Switched Local Charges	• Report Month • Record Type or Invoice 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	

ADDITIONAL MEASURES PROPOSED BY AT&T

Report/Measurement:

Acknowledgement Timeliness

Definition:

This measure is designed to monitor the rate at which the CLECs receive a timely acknowledgement from the ILEC after the submission of a Local Service Request.

Exclusions:

- None

Business Rules:

For CLEC Results:

An acknowledgement is the first indicator that the Local Service Request has been received by the ILEC and is under analysis. Acknowledgement Timeliness is determined by computing the elapsed time (in minutes and seconds) from the ILEC receipt of a Local Service Request from the CLEC, to the time the ILEC returns the acknowledgement that a syntactically correct order has been received. Elapsed time is calculated for each acknowledgement. The acknowledgments that are returned within 15 Minutes are categorized in a manner consistent with the specified level of disaggregation, then divided by the associated total number of acknowledgements transmitted by the ILEC during the reporting period.

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in minutes and seconds rounded to the nearest second.
- 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.

Calculation:

Acknowledgement Timeliness = [(Date and Time Local Service Request is Received by the ILEC)-(Date and Time Acknowledgement of Syntactically Correct Local Service Request is Transmitted From the ILEC Gateway)];
[(Count of All Acknowledgements Transmitted Within 15 Minutes)/(Count of All Acknowledgements Transmitted in the Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total 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 Firm Order Acknowledgements • 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	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count of Order Acknowledgments • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

• Volume Category • Manual Fallout	
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:

Acknowledgement Completeness

Definition:

This measure is designed to monitor the percent of acknowledgements received by the CLEC from the ILEC after the submission of a Local Service Request.

Exclusions:

- None

Business Rules:

For CLEC Results:

An acknowledgement is the first indicator that the Local Service Request has been received by the ILEC and is under analysis. Acknowledgement Completeness is determined by computing the number of acknowledgements transmitted by the ILEC and divided by the number of Local Service Requests received by the ILEC during the reporting period.

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in minutes and seconds rounded to the nearest second.
- 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.

Calculation:

Acknowledgements Completeness = [(Total Number of Acknowledgements)/(Total Number of Service Requests Received in the Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total 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 Firm Order Acknowledgements • 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	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count of Order Acknowledgments • 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

Report/Measurement:

Firm Order Commitment and Reject Response Completeness

Definition:

A response is expected from the ILEC for every Local Service Request transaction (version). More than one response or differing responses per transaction is not expected. Firm Order Commitment and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Commitment and Reject Responses.

Exclusions:

- Service Requests canceled by the CLEC prior to being committed or rejected.

Business Rules:

- **Mechanized** - The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).
- **Partially Mechanized** – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.
- **Total Mechanized** - The number of the combination of Fully Mechanized and Partially Mechanized LSRs
- **Non-Mechanized** - The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

For CLEC Results:

Firm Order Commitment and Reject Response Completeness is determined in two dimensions:

- Percent responses is determined by computing the number of Firm Order Commitments and Rejects transmitted by the ILEC and dividing by the number of Local Service Requests (all versions) received in the reporting period.
- Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Commitments, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.

For ILEC Results:

Same computation as for the CLEC.

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement.
- 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.

Calculation – Single FOC/Reject Response Expected

Firm Order Commitments / Reject Response Completeness = [(Total Number of Service Requests for Which a Firm Order Commitments or Reject is Sent/Total Number of Service Requests Received in the Report Period)] X 100

Calculation – Multiple or Differing FOC/Reject Responses Not Expected

Firm Order Commitment and Reject Response Completeness = [(Total Number of Firm Order Commitments Per LSR Version)+(Total Number of Reject Responses Per LSR Version)+(Combination of Firm Order Commitments and Reject Per LSR Version)/(Total Number of Service Requests (All Versions) Received in the Reporting Period) X 100]

Report Structure:

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

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	

Report/Measurement:	
Provisioning Notification Completeness	
Definition:	
The percent of Local Service Requests eligible to complete that receive notification of provisioning completion. Local Service Requests are eligible to complete if the order is not in clarification on the date and time the LSR is due to be provisioned and completed; a supplement LSR has not been sent to the ILEC to cancel the LSR, and the due date has passed.	
Exclusions:	
• Service Requests which is in clarification on the date and time the LSR is due to be provisioned and completed. • Service Requests canceled by the CLEC prior to being committed or rejected. • Service Requests which have not yet reached the due date.	
Business Rules:	
Provisioning Notification Completeness is determined by counting the number of completed Local Service Requests and then dividing by the total number of Local Service Requests received that are eligible to complete.	
Calculation:	
Provisioning Notification Completeness = [(Count of Completed Local Service Requests)/(Total Number of Local Service Requests Received That are Eligible to Complete in the Reporting Period)] X 100	
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	

Report/Measurement:

Percent Order Accuracy

Definition:

Customers expect that their service provider will deliver precisely the service ordered and all the features specified. A service provider that is unreliable in fulfilling orders, will not only generate ill-will with customers when errors are made, but will also incur higher costs to rework orders and to process customer complaints. This measurement monitors the accuracy of the provisioning work performed by the ILEC, in response to CLEC orders. When the ILEC provides the comparable measure for its own operation, it is possible to know if provisioning work performed for CLECs is at least as accurate as that performed by the ILEC for its own retail local service operations.

Exclusions:

- Orders canceled by the CLEC
- Order Activities of the ILEC associated with internal or administrative use of local services.
- For resubmissions impact on due date measure, ILEC would not have to comply if tying final accepted order to original order is technically infeasible (But feasibility issue will be revised as systems are upgraded.)

Business Rules:

For CLEC Results:

For each order completed during the reporting period, the original account profile and the order that the CLEC sent to the ILEC are compared to the services and features reflected upon the account profile as it existed following completion of the order by the ILEC. An order is "completed without error" if all service attribute and account detail changes (as determined by comparing the original and the post order completion account profile) completely and accurately reflect the activity specified on the original and any supplemental CLEC orders. "Total number of orders completed" refers to the total number of order completion notices sent to the CLEC by the ILEC for each reporting dimension identified below.

For ILEC Results:

Same computation as for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- Order Supplements - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer.
- Completion Notices - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC.
- All Orders - The comparison is between the CLEC order and the account profile as it existed before and after order completion.
- Service Profile - If a sample is employed for this measurement, then the ILEC should also be prepared, if requested, to demonstrate that the order activity types represented within each service type for both the ILEC and CLEC sample are representative of actual experiences for each entity.
- Sampling may be utilized to establish order accuracy provided the results produced are consistent with the reporting dimensions specified, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and the sampling process may be audited by the CLEC.

Calculation:

Percent Order Accuracy = [(Σ Orders Completed w/o Error)/(ΣOrders 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 Performance:
• Report Month • Count of Orders Completed Without Manual Intervention	• Report Month • Count 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)	• Count of Order Commtments • 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	

Report/Measurement:

Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice.

Definition:

CLECs need adequate notice of order completion activities. They can be made to look disorganized by ILECs providing service without such advance notice: Customers and CLECs may even be unable to schedule necessary vendors on the scene to complete the installation, resulting in ILEC technicians being turned away and customer frustration with the CLEC. An ILEC could cause a great deal of harm to the CLEC competitively, yet look like it is providing parity or above parity service by the results other provisioning measures. A measurement capturing any non-parity in the occurrence of surprise or short-notice service deliveries also is critical to affording CLECs a reasonable opportunity to compete.

Exclusions:

- Rejection Interval - None
- Jeopardy Interval - None
- Firm Order Commitment Interval - None
- Completion Notification Interval - None
- Percent Jeopardies – None
- Completions or Attempts Without Notice or With less than 24-hours' notice delivery that the CLEC specifically requested.

Business Rules:

For CLEC Results:
Calculation would exclude any successful or unsuccessful service delivery that CLEC was informed of at least 24 hours in advance. ILEC may also exclude from calculation deliveries on less than 24 hours' notice that CLEC requested.

For ILEC Results:
The ILEC reports completions for which ILEC technicians delivered service to customers without giving sufficient advance notice to customers, sales or to internal account team to arrange for appropriate vendors to be on hand. Calculation of insufficient notice is similar to CLEC calculation (none or less than 24 hours). Similar surprise service deliveries are calculated for ILEC affiliate's account representatives.

Calculation:

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = [(Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received Within 24 Hours of Due Date)/(All Completions)] 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 • Interface Type • Service Type • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type (Rejection, FOC, Jeopardy Type, • Completion Notice) • Status Notice Date • Status Notice Time • Standard Order Activity • Order Due Date	• Report Month • Interface Type • Service Type • Status Type (Rejection, FOC, Jeopardy Type, • Completion Notice) • Average Status interval • Standard error of status interval • Number of Orders Reflected In Result • Standard Order Activity • Number of Statuses Provided

Retail Analog/Benchmark:

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

Report/Measurement:

Percent Service Loss from Early Cuts

Definition:

Customers must not be subjected to unscheduled service disruptions because of lengthy or uncoordinated cutovers of loops with interim or permanent number portability or the provision of any other UNEs that require disconnection and reconnection of a customer.

Exclusions:

- None

Business Rules:

For CLEC Results:

For coordinated loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnects also are reported if they occur too early in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was earlier than the committed due date and time that appeared on the FOC. The total number of early cutovers will be divided by the total number of customer conversions that were completed during the reporting period. The resulting ratio will be expressed as a percentage.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Percent Service Loss from Early Cuts = [(Customer Conversion Where Cutover Time is Earlier Than Due Date and Time)/(All Customer Conversions Completed 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 • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Commitments • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • 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

Report/Measurement:

Percent Service Loss from Late Cuts

Definition:

Customers must not be subjected to unscheduled service disruptions because of lengthy or uncoordinated cutovers of loops with interim or permanent number portability or the provision of any other UNEs that require disconnection and reconnection of a customer.

Exclusions:

- None

Business Rules:

For CLEC Results:

For coordinated loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnects also are reported if they occur too late in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was later than the committed due date and time that appeared on the FOC. The total number of cutovers that were completed more than 1 hour past the committed due date and time for 1-10 lines and more than 2 hours for more than 10 lines will be divided by the total number of customer conversions that were completed during the reporting period. The resulting ratio will be expressed as a percentage.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Percent Service Loss from Late Cuts =[(Customer Conversions Where Cutover Time is More than 30 Minutes Past Due Date and Time)/(All Customer Conversions Completed 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 • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Commitment) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • 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

Report/Measurement:

Percent of Orders Cancelled or Supplemented at the Request of the ILEC

Definition:

Prior to or during the cutover, the ILEC may encounter internal problems with its network which make it impossible to perform the cutover at the agreed upon time. This results in significant inconvenience to the customer. As a result, the percent of orders that are cancelled or supped by the CLEC at the request ILEC must be measured. This measurement must be expressed as a fraction to understand both the number and the percent of times that the order must be supped at the ILEC Request.

Exclusions:

- None

Business Rules:

For CLEC Results:

The percent of orders that are supplemented or cancelled due to a jeopardy and network problems attributable to the ILEC. The ILEC will track the number of orders that they request to be supplemented or changed. The total number of supplements and cancels from the CLEC will also be tracked. The ratio will be calculated by dividing the number of orders supplemented or cancelled at the request of the ILEC divided by the total supplements or cancels by the CLEC. For this formula, the resulting ratio will be expressed as a percentage.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Percent of Orders Cancelled or Supplemented at the Request of the ILEC = [(Number of Orders Cancelled or Supplemented at the Request of the ILEC During Reporting Period)/(Number of Cancels and Supplements During the 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 • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Commitment) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • 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

Report/Measurement:

Percent of Coordinated Cuts Not Working as Initially Provisioned

Definition:

Customers may experience either a full or partial loss of service due to defective ILEC facilities where the CLEC is reusing the customer's existing loop, or due to the switching platform not being properly set up with the 10 Digit / 6 Digit trigger being applied. To ensure that the CLEC's customers are not disproportionately losing dial tone, the percent of ILEC caused service interruptions outside of the initial customer cutover must be measured.

Exclusions:

- None

Business Rules:

For CLEC Results:
The ILEC will track the number of Coordinated Cuts that are not working as initially provisioned by the number of provisioning troubles by the CLEC during the cutover process that are ultimately attributable to the ILEC. The measurement will be calculated by dividing the number of troubles by the total number of Coordinated Cuts provisioned for the CLEC during the reporting period.

For ILEC Results:
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Percent of Coordinated Cuts Not Working as Initially Provisioned = [(Number of Troubles Attributable to the ILEC on Initial Customer Cutover)/(Number of Coordinated Cuts Provisioned During The 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 • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Commitment) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • 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

Report/Measurement:

Average Recovery Time

Definition:

Customers do not expect lengthy service outages due to problems experienced during the coordinated cut process. If problems do occur, the ILEC should work to minimize the customer outage. If a problem is found and can be isolated to the ILEC side of the network, the time between notification and resolution by the ILEC must me measured to ensure that CLEC customers do not experience unjustifiably lengthy service outages.

Exclusions:

- None

Business Rules:

For CLEC Results:

When there is a problem during the porting process, the ILEC will track the average duration of each service outage or trouble. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and an index number issued by the CLEC. For each trouble, the ILEC will track the duration of the trouble. The sum of all time associated with the troubles will be divided by the number of troubles. Average recovery time does not include time restoring a customer to the ILEC.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Average Recovery Time = $\Sigma\{[$(Date & Time That Trouble is Closed By CLEC)–(Date & Time Initial Trouble is Opened With ILEC)$]/$(Number of Troubles Referred to the ILEC)$\}$

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 • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Troubles • Date & Time Trouble is Received • Date & Time Trouble is Closed • Interval of Each Trouble	• Report Month • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Troubles • Date & Time Trouble is Received • Date & Time Trouble is Closed • Interval of Each Trouble

Retail Analog/Benchmark:

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

Report/Measurement:

Mean Time to Restore a Customer to the ILEC

Definition:

If there are extenuating circumstances during a port such that the customer is out of service for an extended amount of time, the CLEC may determine that the problem cannot be resolved quickly, and the service must be restored to the ILEC. The CLEC will communicate to the ILEC Coordinator that the customer needs to be restored to the ILEC until the situation can be resolved. To ensure that the customer is not out of service for an extended period of time during the restoration to the ILEC, the time it takes to re-establish the end user's service must be also be measured.

Exclusions:

- None

Business Rules;

For CLEC Results:

If the customer has been out of service, and there are issues that cannot be fixed or resolved in an expeditious manner, the CLEC may request to reestablish the customer on the existing ILEC facilities. This will allow both the ILEC and the CLEC to resolve the issues and the port to proceed at a later date without further outage of the customer's service. For each customer restored to ILEC service, the ILEC will track the cumulative amount of time between the initial notification from the CLEC until the time when the end user or CLEC has confirmed that their service has been restored. The cumulative time will be divided by the number of customers restored to the ILEC during the reporting period.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Mean Time to Restore A Customer to the ILEC = $\Sigma\{[(\text{Date \& Time Service is Restored to Customer}) - (\text{Date \& Time of Initial Notification to Restore})]/(\text{Number of Circuits Restored to ILEC})\}$

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 • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Circuits Restored • Date & Time Notification is Received • Date & Time Restoration is Completed • Interval of Each Restoration	• Report Month • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type

Retail Analog/Benchmark:

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

Report/Measurement:	
Percent of Customers Restored to the ILEC	
Definition:	
In addition to monitoring the time it takes for the ILEC to re-establish the end-user's service, the frequency that a CLEC customer must be restored to the ILEC must be measured.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results: The ILEC will track the number of circuits that need to be reestablished with the ILEC and divide them by the cumulative number of coordinated cuts during the established period. This measurement will be expressed as a percentage. **For ILEC Results:** ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).	
Calculation:	
Percent Of Customers Restored to the ILEC = [(Number of Circuits Restored to ILEC/Number of Total Circuits Attempted to Port During Interval)] 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 • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Circuits Restored • Number of Circuit Port Attempts	• Report Month • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:

Call Abandonment Rate – Ordering & Provisioning

Definition:

When CLECs experience operational problems dealing with ILEC processes or interfaces, prompt responses by ILEC support centers are required to ensure that the CLEC customers are not adversely affected. Any delay in responding to CLEC center requests for support (e.g., request for a vanity telephone number) will, in turn, adversely impact the CLEC retail customer who may be holding on-line with the CLEC customer service agent. This measure monitors the ILEC's handling of support calls from CLECs to determine if responsiveness is at parity with the service the ILEC provides its retail customers seeking assistance.

Exclusions:

- None

Business Rules;

For CLEC Results:

The Call Abandonment Rate is based on the number of calls received by the call distribution system of the ILEC center for the reporting period, regardless whether the call actually is transferred to ILEC personnel for processing. In addition, a count is accumulated of all calls that are subsequently terminated by the calling party or dropped due to equipment failure before transfer to the service agent for processing. The accumulated count of calls abandoned (terminated) is divided by the total count of calls received at the monitored center.

Call Abandonment Rate is monitored through the call management technology utilized to distribute calls to ILEC agents supporting CLEC activities (i.e., call receipt personnel staffing ILEC support centers intended for CLEC use). Results for each measure are to be provided separately for each center handing CLEC inquiries. If centers deployed by the ILEC support multiple functions (e.g., both maintenance and provisioning) then the results for each function supported should be separately reported.

Calculation:

Call Abandonment Rate = [(Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the 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:**
• Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer • Count of Calls Answered • Count of Calls Abandoned	• Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer • Count of Calls Answered • Count of Calls Abandoned

Retail Analog/Benchmark:

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

Report/Measurement:

Mean Jeopardy Interval for Maintenance and Trouble Handling

Definition:

Customers need to know that the CLEC is monitoring the status of their repair closely. The CLEC, therefore, needs jeopardy notification if repair commitments are not going to be met. This measure, when collected and compared for the CLEC and ILEC, monitors whether the CLEC receives the same jeopardy notices regarding repairs as the ILEC provides for its own or an affiliate's retail customers.

Exclusions:

- Trouble tickets that are canceled at the CLEC's request
- ILEC 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:

CLEC Results:

Jeopardy Interval is the remaining time between the pre-existing committed maintenance or trouble handing appointment date and time and the date and time the ILEC issues a notice to the CLEC indicating an appointment is in jeopardy of being missed. The scheduled appointment time will be assumed to be 5:00 p.m. local time unless other information is communicated. 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 appointment placed in jeopardy. The jeopardy interval is accumulated by service group with the resulting accumulated time then divided by the count of scheduled appointments associated with the particular service.

For ILEC Results:

Computations are the same as for the CLEC with the clarifications outlined below.

Other Clarifications and Qualification:

All intervals are measured in hours and hundredths of an hour rounded to the nearest hundredth. The lack of electronic bonding for maintenance does not excuse the ILEC from jeopardy reporting requirements.

Calculation:

Mean Jeopardy Interval for Maintenance and Trouble Handling = $\Sigma\{[$(Date and Time of Committed Due Date for Maintenance or Trouble Handling)-(Date and Time of Jeopardy Notice)$]/$(Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period)$\}$

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 • CLEC Ticket Number • Ticket Submission Time • Ticket Submission Date • Ticket Completion Time • Trouble Resolution Time • Trouble Resolution Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type • Geographic Scope	• Report Month • Average Restoral Interval • Standard Error for the Average Restoral Interval • Service Type • Trouble Type • Geographic Scope • Number of Tickets •

Retail Analog/Benchmark:

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

Report/Measurement:

Percent Customer Troubles Resolved Within Estimate

Definition:

When customers experience trouble on working services, they naturally expect the services to be restored within the time frame promised. When such commitments are not fulfilled, an already unsatisfactory condition, in the customer's eyes, becomes even worse. When this measure is collected for the ILEC and CLEC and then compared, it can be used to establish that CLECs are receiving equally reliable (as compared to the ILEC operations) estimates of the time required to complete repairs.

Exclusions:

- Trouble tickets that are canceled at the CLEC request
- ILEC 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 computation of the measure is as follows: The quoted repair completion date and time is compared to the actual repair date and time (ticket closure as defined in Time to Restore metric). In each instance where the actual repair date and time is on or before the initially provided estimated or quoted date and time to restore, the count of "troubles resolved within estimate" is incremented by one for the relevant "service type" and "trouble type." The resulting count is divided by the total number of troubles resolved (for the consistent service and trouble type), for the report period, in all instances where an estimated interval was provided or a standard interval existed.

For ILEC Results:

Same calculation as for CLEC.

Other Clarifications and Qualification:

The ILEC analog for this measure is derived by comparing the actual date and time of ILEC trouble ticket closure compared to the projected trouble clearance date and time established through the ILEC agent's on-line interaction with the ILEC's work management system, regardless of whether or not the ILEC currently quotes this information to its retail customer.

- See the "Time To Restore" measurement for discussion of analogous ILEC maintenance activities (e.g., trouble resolution).
- The "quoted" or "estimated" time to restore is the actual scheduled time projection returned by the ILEC work management system or the standardized repair interval that the ILEC uses for its own operations when equivalent service arrangements are involved.
- A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.
- If the ILEC supplies only the estimated repair interval, then the estimated date and time of repair is determined by adding the repair interval to the date and time that the CLEC logged the repair request with the ILEC.

Calculation:

Percent Customer Troubles Resolved Within Estimate = [(Count of Customer Troubles Resolved By The Quoted Resolution Time and Date)/(Count of Customer Troubles Tickets Closed)] 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 • CLEC Ticket Number • Ticket Submission Time • Ticket Submission Date	• Report Month • Service Type • Trouble Type • Number of Troubles Resolved Within Estimate

• Trouble Resolution Time • Trouble Resolution Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type • Geographic Scope	• Number of Troubles Resolved • Geographic Scope •
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:

Call Abandonment Rate – Maintenance

Definition:

When CLECs experience operational problems dealing with ILEC processes or interfaces, prompt responses by ILEC support centers are required to ensure that the CLEC customers are not adversely affected. Any delay in responding to CLEC center requests for support (e.g., request for a vanity telephone number) will, in turn, adversely impact the CLEC retail customer who may be holding on-line with the CLEC customer service agent. This measure monitors the ILEC's handling of support calls from CLECs to determine if responsiveness is at parity with the service the ILEC provides its retail customers seeking assistance.

Exclusions:

- None

Business Rules:

For CLEC Results:

The Call Abandonment Rate is based on the number of calls received by the call distribution system of the ILEC center for the reporting period, regardless whether the call actually is transferred to ILEC personnel for processing. In addition, a count is accumulated of all calls that are subsequently terminated by the calling party or dropped due to equipment failure before transfer to the service agent for processing. The accumulated count of calls abandoned (terminated) is divided by the total count of calls received at the monitored center.

Call Abandonment Rate is monitored through the call management technology utilized to distribute calls to ILEC agents supporting CLEC activities (i.e., call receipt personnel staffing ILEC support centers intended for CLEC use). Results for each measure are to be provided separately for each center handing CLEC inquiries. If centers deployed by the ILEC support multiple functions (e.g., both maintenance and provisioning) then the results for each function supported should be separately reported.

Calculation:

Call Abandonment Rate = [(Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the 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:**
• Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer • Count of Calls Answered • Count of Calls Abandoned	• Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer • Count of Calls Answered • Count of Calls Abandoned

Retail Analog/Benchmark:

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

Report/Measurement:	
Average Time Allotted To Proof Listing Updates Before Publication	
Definition:	
CLECs must be provided the same opportunity to review directory listing updates to catch any errors before publication in white pages directories.	
Exclusions:	
None	
Business Rules:	
For CLEC Results: Time Allotted To Proof Listing Updates encompasses the amount of review time afforded to CLECs for the purposes of validating directory listings prior to directory publication. If electronic access permits a CLEC to view, on demand, its customers' listings as they will be published, then this measure is not necessary. An interface availability measurement, however, should be included within the reporting dimensions for the "General" OSS systems measurements. The directory proofing interval information should be captured and retained for each directory published. The interval is measured from the date and time the CLEC receives a final listing of customer-related information that will be contained within the ILEC's next directory publication to the final date and time for submission of changes to the listings provided. **For ILEC Results:** Same calculation as for CLEC.	
Calculation:	
Average Time Allotted To Proof Listing Updates Before Publication = $\Sigma\{[$(Date & Time of Directory Publication Deadline)–(Date and Time Updates Available for Proofing)$]/$(Number of Updates Sent for Proofing)$\}$	
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:**
• Month • Type of Measurement - Directory Listing • Directory Close Date (DL only) • List Availability Date (DL only)	• Month • Type of Measurement - Directory Listing • Directory Close Date (DL only) • Listing Availability Date (DL only)
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:	
Meantime To Notify CLEC	
Definition:	
Both CLECs and ILECs must be made aware of major network events in order to notify customers and regulatory agencies (e.g. E-911 agencies, FAA, and other key customer accounts). To that end, the ILECs must provide the CLECs with timely and detailed information (pertaining to a network incident) to afford CLECs the opportunity to make prudent business decisions regarding management of their own customer base and networks. For example, the ILEC would inform the CLEC that the network incident was caused by a cable cut at a specified location.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results: The results will be based on the time it takes for the ILEC's Centralized Control Center to notify the CLEC and ILEC of a customer impacting network incident in equipment utilized by the CLEC. When the ILEC's Centralized Control Center becomes aware of the network incident, they must electronically notify both the ILEC and the CLEC. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. **For ILEC Results:** Same computation as for the CLEC.	
Calculation:	
Meantime To Notify CLEC = $\Sigma\{[$(Date and Time ILEC Notified CLEC)–(Date and Time ILEC detected network incident)$]/$(Count of Network Incidents)$\}$	
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 • Type of Event • Meantime to notify CLEC • Number of Events • Geographic Scope Indicator	• Report Month • Type of Event • Mean Time to Detect Event • Number of Events • Geographic Scope Indicator
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:

Average Update Interval

Definition:

CLECs must rely on ILEC databases in order to provide accurate E911/911 services, directory listings, directory assistance, and operator services. ILECs currently control the updating of many essential databases, such as the Line Information Database (LIDB); directory listings, E911 Automatic Location Identifier (ALI), Master Street Address Guide (MSAG) and selective routing databases.

In addition, accurate and timely loading of NXXs before the LERG (Local Exchange Routing Guide) effectiveness date is vital to CLEC customer's receiving calls from ILEC customers, and it is essential to ensure that customers are charged correctly for local and toll calls. Routing of CLEC's NXXs at the tandem and central office to the proper Public Safety Answering Point (PSAP) for emergency calls also is critical to E911/911 service.

Disparity in timely and accurate updates of the above databases can lead to annoying, costly and possibly "life and death" situations for CLEC customers.

Exclusions:

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- ILEC updates associated with internal or administrative use of local services

Business Rules:

For CLEC Results:

The actual update interval is determined for each update processed during the reporting period. It is the elapsed time from the ILEC receipt of a syntactically correct transaction from the CLEC to the ILEC's accurate completion of updating all databases affected by the CLEC activity. Elapsed time for each update is accumulated for each affected database (e.g., E911/911, LIDB, Directory and Directory Listings). The time required to update each database is accumulated and then divided by the associated total number of updates completed within 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:

- For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation:

Average Update Interval = $\Sigma\{[(\text{Completion Date \& Time of Database Update}) - (\text{Submission Date and Time of Database Change})]/(\text{Total Number of Updates Completed During Reporting Period})\}$

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 • Database Type • Update Submission Date	• Report Month • Database Type • Mean Interval for Update

• Update Submission Time • Update Completion Date • Update Completion Time • Reporting Dimension • Geographic Scope	• Standard Error of Mean • Number of Updates • Number of Updates With Errors • Geographic Scope
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

Report/Measurement:

Percent Update Accuracy

Definition:

CLECs must rely on ILEC databases in order to provide accurate E911/911 services, directory listings, directory assistance, and operator services. ILECs currently control the updating of many essential databases, such as the Line Information Database (LIDB); directory listings, E911 Automatic Location Identifier (ALI), Master Street Address Guide (MSAG) and selective routing databases.

In addition, accurate and timely loading of NXXs before the LERG (Local Exchange Routing Guide) effectiveness date is vital to CLEC customer's receiving calls from ILEC customers, and it is essential to ensure that customers are charged correctly for local and toll calls. Routing of CLEC's NXXs at the tandem and central office to the proper Public Safety Answering Point (PSAP) for emergency calls also is critical to E911/911 service.

Disparity in timely and accurate updates of the above databases can lead to annoying, costly and possibly "life and death" situations for CLEC customers.

Exclusions:

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- ILEC updates associated with internal or administrative use of local services

Business Rules:

For CLEC Results:

For each update completed during the reporting period, the original update that the CLEC sent to the ILEC is compared to the Database following completion of the update by the ILEC. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each Database (e.g., E911/911, LIDB, Directory and Directory Listings) should be separately tracked and reported.

For ILEC Results:

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

Other Clarifications and Qualification:

- For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation:

Percent Update Accuracy = [(Number of Updates Completed Without Error)/(Number Updates 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 Performance:
• Report Month • Database Type • Update Submission Date • Update Submission Time	• Report Month • Database Type • Mean Interval for Update • Standard Error of Mean

• Update Completion Date • Update Completion Time • Reporting Dimension • Geographic Scope	• Number of Updates • Number of Updates With Errors • Geographic Scope
Retail Analog/Benchmark:	
See Appendix A: AT&T Disaggregation, Analogs and Benchmarks	

APPENDIX A: AT&T DISAGGREGATION, ANALOGS AND BENCHMARKS*

Appendix A

Disaggregation Explanation
(Process Level)

Disaggregation
A. Pre-Order OSS Responsiveness 1. Feature Function Availability/Service Availability 2. Facility Availability Qualification of Loops for Advanced Digital Services 3. Street Address Validation 4. Appointment Scheduling 5. Customer Service Records 6. Telephone Number 7. Rejected or Failed Queries (regardless of type)
B. Maintenance & Repair OSS Responsiveness 1. Create (or confirm logging of) a Maintenance Request 2. Obtain Status 3. Obtain Test Results 4. Cancel Request 5. Rejected of Failed Queries (regardless of type) 6. Clearance Notification 7. Closure Notification
C. Collocation 1. Physical Caged 2. Shared Caged 3. Cageless 4. Adjacent On-Site 5. Adjacent Off-Site 6. Augment to Physical 7. Virtual 8. Augment to Virtual
D. Multi-Functional Disaggregation 1. Interface type—for preordering, ordering, billing and maintenance and repair OSS 2. Dispatch and non-dispatch—for provisioning and maintenance measures 3. Volume—for ordering, provisioning, and maintenance measures (a) 1-5 lines, (b) 6-14 lines, and (c) 15+ lines 4. Geographic --All measures should be disaggregated to a state level, if the data is available. Additionally, provisioning and maintenance measures should be disaggregated to the MSA level 5. By CLEC, BST, and all BST affiliates for all measures 6. Center—for OS/DA, ordering & maintenance service center measures
E. Service Order Activities 1. New Service Installations 2. Service Migrations Without Changes 3. Service Migrations With Changes 4. Local Number Porting 5. Inside Move 6. Outside Move 7. Records Change 8. Feature Changes 9. Service Disconnects 10. Translation Disconnects

Disaggregation
11. Standalone Directory Listing (DL) 12. Standalone Directory Assistance (DA) Listing **13.** Standalone DL & DA Activity
F. Billing 1. Record Type (resale, interconnection, UNE)

Disaggregation, Analogs and Benchmarks		
G. Product Disaggregation for (Ordering, Provisioning, and Maintenance & Repair)	**Benchmark-- 95% within x Days unless otherwise noted (resale) for Order Completion Interval**	**Retail analog for other provisioning and maintenance and repair measures**
1. Resold Residence POTS	1. Retail Analog	1. Retail Analog
2. Resold Business POTS	2. Retail Analog	2. Retail Analog
3. Resold BRI ISDN	3. Retail Analog	3. Retail Analog
4. Resold PRI ISDN	4. Retail Analog	4. Retail Analog
5. Resold Centrex/Centrex-like	5. Retail Analog	5. Retail Analog
6. Resold Analog PBX trunks	6. Retail Analog	6. Retail Analog
7. Resold DID Trunks	7. Retail Analog	7. Retail Analog
8. Resold Voice-Grade Private Line	8. Retail Analog	8. Retail Analog
9. Resold DS1 Services	9. Retail Analog	9. Retail Analog
10. Resold DS3 Services	10. Retail Analog	10. Retail Analog
11. Resold >DS3 Services	11. Retail Analog	11. Retail Analog
12. Other Resold Services	12. Retail Analog	12. Retail Analog
13. UNE Platform	13. Retail POTS	13. Retail POTS
14. UNE Channelized DS1 (DS1 loop + multiplexing)	14. 3, 7, and 10 days, for a ,b, and c, volumes respectively	14. DS1
15. Unbundled 8 dB Analog Loops	15. Same as above	15. Retail POTS
16. Unbundled 2-wire Digital Loops	16. Same as above	16. Retail POTS
17. Unbundled 4-wire Digital Loops	17. Same as above	17. Retail POTS
18. Unbundled ADSL Loops	18. Same as above	18. DS1
19. Unbundled HDSL Loops	19. Same as above	19. DS1
20. Unbundled xDSL Loops	20. Same as above	20. DS1
21. Other Unbundled Loops	21. Same as above	21. DS1
22. UNE Analog Switch Port (line side)	22. 2 days	22. POTS
23. UNE BRI Capable Switch Port (line side)	23. 3 days	23. ISDN
24. UNE DS1 Switch Port (line side)	24. 5 days	24. DS1
25. UNE PRI Switch Port (trunk side)	25. 5 days	25. ISDN
26. UNE DID-capable Switch Port (trunk side)	26. 5 days	26.
27. UNE Message Trunk Port	27. 5 days	27. DS1
28. UNE Dedicated DS0 Transport	28. 3, 7, and 10 days, for a ,b, and c, volumes respectively	28. DS1
29. UNE Dedicated DS1 Transport	29. Same as above	29. DS1
30. UNE Dedicated DS3 Transport	30. Same as above	30. DS3
31. Interconnect Trunks (DS0s, DS1s and DS3s,)	31. ILEC Trunks	31. ILEC Trunks
32. Two-Way Trunking, Inbound Augments, separately)	32. ILEC Trunks	32. ILEC Trunks

Disaggregation, Analogs and Benchmarks		
G. Product Disaggregation for (Ordering, Provisioning, and Maintenance & Repair)	**Benchmark-- 95% within x Days unless otherwise noted (resale) for Order Completion Interval**	**Retail analog for other provisioning and maintenance and repair measures**
33. ILNP	33. 3, 7, and 10 days, for a ,b, and c, volumes respectively	33. Retail POTS
34. PNP	34. Same as above	34. Retail POTS

AT&T Performance Standards By Measure

BellSouth Measure	Standard/Benchmark
1. Average Response Time and Response Interval (Pre-Ordering) 2. Interface Availability (Pre-Ordering) 3. Interface Availability (Maintenance & Repair) 4. Response Interval (Maintenance & Repair)	(See Section D above re: interface, company, and geographic disaggregation) 1. Retail analogs by function. See Section A above. 2. 99.5 % availability for all OSS interfaces. 3. 99.5% availability for all OSS interfaces. 4. Retail analogs by function. See Section B above.
1. Percent Flow-through Service Requests 2. Order Acknowledgement Timeliness 3. Order Acknowledgement Completeness 4. Percent Rejected Service Requests 5. Reject Interval 6. Firm Order Commitment Timeliness 7. Firm Order Commitment/Rejection Response Completeness 8. Speed of Answer in Ordering Center 9. Percent Order Accuracy	(See Section G above re: products) (See Section D above re: interface, company, and geographic, and volume disaggregation) 1. 98% flow-through, with an improvement plan if BST's current methodology is not rejected by the Commission. 2. 100% of all Mechanized Acknowledgements Are Returned Within 15 Minutes of Receiving LSR 3. Mechanized Acknowledgements Are Sent 100% of Time 4. Diagnostic 5. 95% or greater within: mechanized-- 1 hour, partially mechanized—5 hours, non-mechanized--24 hours 6. 95% or greater within: mechanized-- 1 hour, partially mechanized—5 hours, non-mechanized--24 hours 7. Firm Order Commitments or Reject Responses are Returned on 100% of LSRs. 8. 95% within 20 seconds, 100% within 30 seconds 9. 99% of Completed CLEC Orders Are Accurate
1. Mean Held Order Interval & Distribution Intervals 2. Average Jeopardy Notice Interval & % of Orders Given Jeopardy Notices 3. Percent Orders Completed On Time 4. Average Completion Interval 5. Average Completion Notice Interval 6. Provisioning Notification Completeness 7. Coordinated Customer Conversions 8. % Provisioning Troubles w/i 30 days of Service Order Activity 9. Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice 10. Percent Service Loss from Early Cuts	(See Section G above for product specific benchmark or retail analog) (See Section D above re: company, and geographic, dispatch, and volume disaggregation) 1. Retail Analog 2. Retail Analog 3. Retail Analog 4. Benchmark 5. Retail Analog 6. Completion notification sent for 98% of completed service orders 7. <10 lines – 100% within 1 hour >11 lines – 100% within 2 hours 8. Retail analog 9. ≥ 98 percent of completions and completion attempts should receive more

BellSouth Measure	Standard/Benchmark
11. Percent Service Loss from Late Cuts 12. Percent of Orders Cancelled or Supplemented at the Request of the ILEC 13. Percent of Hot Cuts Not Working as Initially Provisioned 14. Average Recovery Time 15. Mean Time to Restore a Customer to the ILEC	than 24 hours notice via a FOC 10. 100% of coordinated cutovers begin no earlier than 15 minutes prior to committed due date and time on FOC 11. 100 % of coordinated cutovers complete no later than 1 hour past the committed due date and time on FOC for 1-10 lines and no later than 2 hours for greater than 10 lines. 12. < 1.0% Supped or Cancelled at Request of ILEC 13. < 1.0% of All Coordinated Cuts Not Working as Initially Provisioned 14. 98% of Customer Recoveries Done Within 1 Hour/ 100% of Customer Recoveries Done Within 2 Hours 15. 98% of Customer Restorral to the ILEC Completed Within 1 Hour and 100% Within 2 Hours
1. Customer Trouble Report Rate 2. Maintenance Average Duration 3. Percent Repeat Troubles w/i 30 days) 4. Average Answer Time - Repair Centers 5. Mean Jeopardy Interval for Maintenance & Trouble Handling 6. Percent Customer Troubles Resolved Within Estimate	(See Section G above for product specific retail analog) (See Section D above re: company, and geographic, dispatch, and volume disaggregation) 1. Retail Analog 2. Retail Analog 3. Retail Analog 4. 95% within 20 seconds, 100% within 30 seconds 5. Retail Analog 6. > 99% Resolved Within Estimate
1. Call Abandonment Rate 2. Mean Time To Answer Calls(Service Center)	(See Section D above re: center) 1. < 1% of calls abandoned from queue 2. > 95% of calls, by center, are answered within 20 seconds All calls are answered within 30 seconds
1. Percent Mechanized Billing Format Accuracy 2. Percent Process Accuracy of Current Billing Activity 3. Percent Switched Local Billing Accuracy 4. Percent On-Time Mechanized Local Services Invoice Delivery 5. Percent On-Time Service Order Billing 6. Percent On-Time Correction/Adjustment Dollars 7. Percent On-Time Switched Local Charges 8. Usage Data Delivery Accuracy 9. Mean Time to Deliver Usage	(See Section D above re: interface and company disaggregation) 1. Retail Analog 2. Retail Analog 3. Retail Analog 4. Retail Analog 5. Retail Analog 6. Retail Analog 7. Retail Analog 8. Retail Analog 9. Retail Analog
1. Mean Time To Answer(OS/DA) 2. Mean Time Allotted to Proof Listing Updates Before	((See Section D above re: company and center) 1. >90% of Calls Answered by a Live Agent in 10 Seconds 2. Review Time May be no More than 4 Hours Less Than the ILECs' review time

BellSouth Measure	Standard/Benchmark
Publication(Disaggregated by Directory)	
1. Database Average Update Interval 2. Database Percent Update Accuracy	(See Section d above re: company) 1. 99.99% Completed in 24 Hours 3. > 99.99% Accurate
1. Percent Call Completion	1. Dedicated trunk groups not to exceed blocking standard of B.01. Common Trunk Groups: Where CLEC/LD traffic share common ILEC trunks: No more than 1% of end offices may have more than 2% blockage a month based on Erlang B.01 scale. Where CLEC traffic traverses a separate common network from ILEC traffic: No more than 2% of end offices may have more than 2% blocking.
1. Collocation Average Response Time 2. Collocation Average Arrangement Time 3. Collocation % of Due Dates Missed	(See Section D above re: company and geographic disaggregation and Section C re: collocation disaggregation) 1. 95% within 10 calendar days 2. Physical-90 calendar days, virtual 60 calendar days 3. 0 misses of committed due date