

APPENDIX B: GLOSSARY OF ACRONYMS AND TERMS

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

Appendix B: Glossary of Acronyms and Terms - Continued

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

Appendix B: Glossary of Acronyms and Terms - Continued

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

Appendix B: Glossary of Acronyms and Terms – Continued

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

Appendix B: Glossary of Acronyms and Terms – Continued

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

APPENDIX C: BELLSOUTH'S AUDIT POLICY

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001-2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

Statistical Methodology

Basic concepts and Terms

When making the comparison of BellSouth results to AT&T results, it is necessary to employ comparative methods that are based upon generally accepted statistical procedures. It is important to use statistical procedures because all of the BellSouth-AT&T processes that will be measured are processes that contain some degree of randomness. The use of statistical procedures recognizes the practical existence of measurement variability, and assists in translating results data into decision-making information. AT&T and BellSouth agree that the use of the modified "Z-test," for the difference between the two means (BellSouth and AT&T) or two percentages, or the difference in two proportions, is the appropriate statistical test for the determination of parity when the result for BellSouth and AT&T are compared. The modified Z-tests are applicable if the number of data points are greater than or equal to 10 for a given measurement. For testing compliance for measures for which the number of data points are 9 or less, a permutation analysis is applicable.

The parties agree that the definition of performance measure parity should be that parity exists when the measured results in a single month (whether in the form of means, percents or proportions) for the same measurement, at equivalent disaggregation, for both BellSouth and AT&T are used to calculate a Z-test statistic and the resulting value is no greater than zero.

The Z-test

The objective of the statistical test is to compare the mean of a sample of the ILEC measurements with the mean of a sample of CLEC measurements. Suppose both samples were drawn from the same population; then the difference between these two sample means (*i.e.*, $DIFF = \bar{x}_{CLEC} - \bar{x}_{ILEC}$) will have a sampling distribution which will

- (i) have a mean of zero; and
- (ii) have a standard error that depends on the population standard deviation and the sizes of the two samples.

Statisticians utilize an index for comparing measurement results for different samples. The index employed is a ratio of the difference in the two sample means (being compared) and the standard deviation estimated for the overall population. This ratio is known as a z-score. The z-score compares the two samples on a standard scale, making proper allowance for the sample sizes.

Statistical Methodology

The computation of the difference in the two sample means is straightforward.

$$DIFF = \bar{x}_{CLEC} - \bar{x}_{ILEC}$$

The standard deviation is less intuitive. Nevertheless, statistical theory establishes the fact that

$$s_{DIFF}^2 = \frac{s^2}{n_{CLEC}} + \frac{s^2}{n_{ILEC}},$$

where s is the standard deviation of the population from which both samples are drawn. That is, the squared standard error of the difference is the sum of the squared standard errors of the two means being compared.¹

We do not know the true value of the population s because the population cannot be fully observed. However, we can estimate s given the standard deviation of the ILEC sample (s_{ILEC}).² Hence, we may estimate the standard error of the difference with

$$s_{DIFF} = \sqrt{\frac{s_{ILEC}^2}{n_{CLEC}} + \frac{s_{ILEC}^2}{n_{ILEC}}} = \sqrt{s_{ILEC}^2 \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

If we then divide the difference between the two sample means by this estimate of the standard deviation of this difference, we get what is called a "z-score".

$$z = \frac{DIFF}{s_{DIFF}}$$

Proposed Test Procedures

Applying the Appropriate Test

Three z-tests will be described in this section: the "Test for Parity in Means", the "Test for Parity in Rates", and the "Test for Parity in Proportions".

¹ Winkler and Hays, *Probability, Inference, and Decision*. (Holt, Rinehart and Winston: New York), p. 370.

² Winkler and Hays, *Probability, Inference, and Decision*. (Holt, Rinehart and Winston: New York), p. 338.

Statistical Methodology

Test for Parity in Means

Several of the measurements in the LCUG SQM document are averages (*i.e.*, means) of certain process results. The statistical procedure for testing for parity in the ILEC and CLEC means is described below:

1. Calculate for each sample the number of measurements (n_{ILEC} and n_{CLEC}), the sample means (\bar{x}_{ILEC} and \bar{x}_{CLEC}), and the sample standard deviations (s_{ILEC} and s_{CLEC}).
2. Calculate the difference between the two sample means; if *larger* CLEC mean indicates possible violation of parity, use $DIFF = \bar{x}_{CLEC} - \bar{x}_{ILEC}$, otherwise reverse the order of the CLEC mean and ILEC mean.
3. To determine a suitable scale on which to measure this difference, we use an estimate of the population variance based on the ILEC sample, adjusted for the sized of the two samples: this gives the standard error of the difference between the means as

$$s_{DIFF} = \sqrt{s_{ILEC}^2 \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

4. Compute the test statistic

$$z = \frac{DIFF}{s_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.
6. Declare the means to be in violation of parity if $z > c$.

Test for Parity in Proportions

Several of the measurements in the LCUG SQM document are proportions derived from certain counts. The statistical procedure for testing for parity in the ILEC and CLEC proportions is described below. It is the same as that for means, except that we do not need to estimate the ILEC variance separately.

1. Calculate for each sample sizes (n_{ILEC} and n_{CLEC}), and the sample proportions (p_{ILEC} and p_{CLEC}).

Statistical Methodology

2. Calculate the difference between the two sample means; if *larger* CLEC proportion indicates worse performance, use $DIFF = p_{CLEC} - p_{ILEC}$, otherwise reverse the order of ILEC and CLEC proportions.
3. Calculate an estimate of the *standard error for the difference* in the two proportions according to the formula

$$s_{DIFF} = \sqrt{p_{ILEC}(1 - p_{ILEC}) \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

4. Hence compute the test statistic

$$z = \frac{DIFF}{s_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.
6. Declare the means to be in violation of parity if $z > c$.

Test for Parity in Rates

A rate is a ratio of two counts, *num/denom*. An example of this is the trouble rate experience for POTS. The procedure for analyzing measurements results that are rates is very similar to that for proportions.

1. Calculate the numerator and the denominator counts for both the ILEC and CLEC, and hence the two rates $r_{ILEC} = num_{ILEC}/denom_{ILEC}$ and $r_{CLEC} = num_{CLEC}/denom_{CLEC}$.
2. Calculate the difference between the two sample rates; if *larger* CLEC rate indicates worse performance, use $DIFF = r_{CLEC} - r_{ILEC}$, otherwise take the negative of this.
3. Calculate an estimate of the *standard error for the difference* in the two rates according to the formula

$$s_{DIFF} = \sqrt{r_{ILEC} \left[\frac{1}{denom_{CLEC}} + \frac{1}{denom_{ILEC}} \right]}$$

4. Compute the test statistic

Statistical Methodology

$$z = \frac{DIFF}{s_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.
6. Declare the means to be in violation of parity if $z > c$.

Service Quality Measurements: Reporting Expectations And Report Format

Basic Operating Principles

Performance Results Comparison:

For all performance measurement metrics, AT&T results for the report month are to be shown in comparison to BellSouth retail results for the same period. The difference between the AT&T and BellSouth retail results for the performance metric and an indication where the AT&T result is lesser in quality compared to BellSouth will also be shown.

Separate Results Reporting:

BellSouth shall also report separately on its performance for each reporting dimension as provided to: (1) its own retail customers, (2) any of its affiliates that provide local service, (3) competing carriers (CLECs) in the aggregate, and (4) AT&T. The "affiliate" category above includes any BellSouth affiliate that purchases local service for resale or purchases unbundled network elements from BellSouth.

Detailed Reporting:

Detailed reporting shall be provided only to AT&T unless written permission is provided to do otherwise. Reporting to AT&T shall include, for each measure, a representation of the dispersion around the average (mean) of the measured results for the reporting period (e.g. percent of 1-4 lines installed in the 1st day, 2nd day, 3rd day, and > 10 days, etc.)

Disaggregation:

Measurement data shall be reported in a manner consistent with natural geographic and operational areas. AT&T and BellSouth shall agree upon the appropriate disaggregation within 30 days of the commission approval of the Interconnection Agreement. Such disaggregation shall be at a level necessary to reveal underlying differences in performance, which could mask parity comparison. For purposes of this Agreement, the parties concur that reporting must be disaggregated at a level lower than the statewide or LATA-wide level (preferably at the MSA Metropolitan Statistical Area level.)

The reporting dimensions in the Formula Quick Reference Guide (Attachment 1) provide the disaggregation level for each Performance Measurement.

Service Quality Measurements: Reporting Expectations And Report Format

Raw Data:

BellSouth shall provide all data records captured in its observation for the reporting period for all performance measurement reports. A corresponding data file will be provided for each performance measurement report which contains the associated data records.

Each record will contain a minimal set of data corresponding to the CLEC retained data described in the performance measurement definition. A column heading will be provided for each field in the record. The raw data records will include delimiters between data fields. The raw data files will be provided in a format that can be used as direct input into a common database management system such as Microsoft ACCESS.

Raw Data User's Guide:

BellSouth shall provide explicit instructions of what is contained in the raw data files, including column heading definitions, column purpose and data field code definitions. BellSouth shall provide instructions on how to gain access to reports and raw data. BellSouth shall comprehensively describe how to recreate the performance result reports using the raw data records. When instructions need clarity, BellSouth shall receive input from AT&T and make appropriate changes as agreed to by both parties.

Timely Delivery of Reports and Raw Data:

Reports and raw data files shall be made available to AT&T no later than ten (10) calendar days following the close of the calendar report month.

Failure to Report in a Timely Manner:

Unless otherwise agreed to by AT&T, failure of BellSouth to provide timely reports as to any performance measurement result shall be considered a failure by BellSouth to meet the minimum level of performance specified in the Agreement.

Changes to Performance Reporting Formats or Raw Data File Formats:

Changes to any performance report format will be conducted as set forth in Section 6 of Attachment 9.

Service Quality Measurements: Reporting Expectations And Report Format

Data Update or Revision:

BellSouth shall notify AT&T within three (3) business days of a determination that reports and/or data previously provided to AT&T under this Agreement are in need of revisions or updates. Such notification shall include the reason for the revision or update and a specific plan for providing such revisions or updates, including the identification of the metrics involved and those calculations or comparisons that BellSouth is proposing to modify to accurately reflect BellSouth performance. BellSouth shall provide the revised reports to AT&T within five (5) business days of first notifying AT&T of the need for revisions or updates.

Benchmark Reporting

The general structure for reporting benchmark results shall be the same for the different measures/sub-measures and will consist of three components. The first component, is the monthly performance results over a period of time. The second component is performance results for each measure/sub-measures for the current month. Finally, the third component of the reporting structure is a summary of any adjustments to the data made in the process of calculating the data, including a description of how many records were excluded from analysis and the reason for the exclusion (i.e., excluded due to business rules pertaining to the measure).

An outline of the report is shown below. Reporting will be presented in a manner consistent with the Basic Operating Principles outlined above.

1. Monthly Benchmark attainment Over a Period of Time
2. Results For The Current Month
3. Adjustment to Data
 - A. Records Excluded Due to Business Rules

Statistical Reporting

The general structure for reporting statistical results shall be the same for the different measures/sub-measures and will consist of three components. The first component, is the monthly test statistics over a period of time. The second component is test statistic for each measure/sub-measures for the current month and the parity outcome. Finally, the third component of the reporting structure is a summary of any adjustments to the data made in the process of running the tests, including a description of how many records were excluded from analysis and the reason for the exclusion (i.e., excluded due to business rules, or due to statistical/methodological rules pertaining to the measure). This component is important to assure that the reported results can be audited.

Service Quality Measurements: Reporting Expectations And Report Format

An outline of the report is shown below. Reporting will be presented in a manner consistent with the Basic Operating Principles outlined above.

1. Monthly Test Statistics Over a Period of Time
2. Results For The Current Month
3. Adjustment to Data
 - A. Records Excluded Due to Business Rules
 - B. Records Excluded Due to Statistical Rules

Service Quality Measurements:

Formula Quick Reference Guide:

The Formula Quick Reference Guide represents the measures that AT&T requires and the formulas for the data. The Guide is separated by Measurement Designations: Order Provisioning (OP), Maintenance and Repair (MR), General (GE), Billing (BI), Operator Services / Directory Assistance & Listings (OS, DA, & DL), Network Performance (NP), Collocation Provisioning (CP), Database Updates (DU), and Interconnect / Unbundled Elements and Combos (IUE).

Measurement Designation refers to the measurement category and number. Measurement Name describes the measurement being reported. Measurement Formula represents the formula used to calculate the measurements. Reporting Dimensions represents the subcategories of measures required. Each item in the column for Reporting Dimensions marked with a (*) is detailed in Attachment 2 to this Appendix C - Reporting Dimensions.

**Service Quality Measurements:
Reporting Expectations And Report Format
ATTACHMENT 1:
FORMULA QUICK REFERENCE GUIDE**

Measurement Designation :	Measurement Name:	Measurement Formula:	Reporting Dimensions
Ordering and Provisioning (OP)			
OP-1	Average Completion Interval	Average Completion Interval = $\Sigma [(\text{Completion Date \& Time}) - (\text{Order Submission Date \& Time})] / (\text{Count of Orders Completed in Reporting Period})$	<ul style="list-style-type: none"> • Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-2	Percent Orders Completed on Time	Percent Orders Completed on Time = $(\text{Count of Orders Completed within the ILEC Committed Due Date}) / (\text{Count of Orders Completed in Reporting Period}) \times 100$	<ul style="list-style-type: none"> • Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-3	Average Offered Interval	Average Offered Interval = $\Sigma [(\text{Committed Due Date \& Time}) - (\text{Date \& Time of Receipt of valid Service Request})] / (\text{Number of Committed Due Dates})$	<ul style="list-style-type: none"> • Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-4	Percent Order Accuracy	Percent Order Accuracy = $(\Sigma \text{Orders Completed w/o Error}) / (\Sigma \text{Orders Completed}) \times 100$	<ul style="list-style-type: none"> • Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-5	Percent Mechanized Order Flow Through	Percent Mechanized Order Flow Through = $[(\text{Total Number of Orders Processed Without Manual Intervention}) / (\text{Total Number of Orders Completed})] \times 100$	<ul style="list-style-type: none"> • Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-6	Percent Orders Rejected	Percent Orders Rejected = $[\text{Number of Orders Rejected Due to Error or Omission} / \text{Number of Orders Received by the ILEC During Reporting Period}] \times 100$	<ul style="list-style-type: none"> • Company • Interface Type • Service Type* • Order Activity* • Volume Category

**Service Quality Measurements:
Reporting Expectations And Report Format**

Measurement Designation	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-7	Average Submissions Per Order	Average Submissions Per Order = $\Sigma[(\text{Number of Firm Order Confirmations}) + (\text{Number of Rejections Issued})]/(\text{Number of Firm Order Confirmations})$	<ul style="list-style-type: none"> • Company • Interface Type • Service Type* • Order Activity* • Volume Category

Ordering and Provisioning (OP)			
Measurement Designation	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-8	Reject Interval	Reject Interval = $\Sigma [(\text{Date and Time of Order Rejection}) - (\text{Date and Time of Order Receipt or Acknowledgment})]/(\text{Number of Orders Rejected in Reporting Period})$	<ul style="list-style-type: none"> • Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-9	FOC Interval	FOC Interval = $\Sigma [(\text{Date and Time of Firm Order Confirmation}) - (\text{Date and Time of Order Acknowledgment})]/(\text{Number of Orders Confirmed in Reporting Period})$	<ul style="list-style-type: none"> • Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-10	Jeopardy Interval	Jeopardy Interval = $\Sigma [(\text{Date and Time of Committed Due Date for the Order}) - (\text{Date and Time of Jeopardy Notice})]/(\text{Number of Orders Jeopardized in Reporting Period})$. For all orders jeopardized on or before the scheduled due date.	<ul style="list-style-type: none"> • Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-11	Completion Notice Interval	Completion Notice Interval = $\Sigma [(\text{Date and Time of Notice of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion by the ILEC})]/(\text{Number of Orders Completed in Reporting Period})$	<ul style="list-style-type: none"> • Order Activity* • Company • Interface Type • Service Type* • Geographic Scope

**Service Quality Measurements:
Reporting Expectations And Report Format**

Measurement Designation	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-12	Percent Completions / Attempts without Notice or with Less Than 24 Hours Notice.	Percent Completions/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	<ul style="list-style-type: none"> • Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-13	Percent Jeopardies	Percent Jeopardies = (Number of Orders Jeopardized in Reporting Period)/(Number of Orders Confirmed in Reporting Period)	<ul style="list-style-type: none"> • Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-14	Average Coordinated Conversion Interval	Average Coordinated Conversion Interval = Σ [(Date & Time Re-termination is Completed by the ILEC) – Date and Time of Initial Service Interruption (disconnect of facilities and translations for customer transferring service)/All Customer Conversions Completed During Reporting Period] x 100	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category

Ordering and Provisioning (OP)			
OP-15	Percent Service Loss from Early Cuts	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	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category

**Service Quality Measurements:
Reporting Expectations And Report Format**

Measurement Designation	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-16	Percent Service Loss from Late Cuts	Percent Service Loss from Late Cuts = (Customer Conversion Where Cutover Time Is More Than 30 Minutes Past Due Date and Time)/All Customer Conversion Completed During Reporting Period) x 100	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category
OP-17	Held Order Interval	Held Order Interval = Σ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date	<ul style="list-style-type: none"> • Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope
OP-18	Percent Orders Held \geq 90 Days	Percent Orders Held \geq 90 Days = (Number of Orders Held for \geq 90 days) / (Total Number of Orders Pending But Not Completed) x 100	<ul style="list-style-type: none"> • Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope
OP-19	Percent Orders Held \geq 15 Days	Percent Orders Held \geq 15 Days = (Number of Orders Held for \geq 15 days) / (Total Number of Orders Pending But Not Completed) x 100	<ul style="list-style-type: none"> • Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope

**Service Quality Measurements:
Reporting Expectations And Report Format**

Ordering and Provisioning (OP)			
NOP-20	Percent of Orders Cancelled or Supplemented at the Request of the ILEC	Number of Orders Cancelled or Supplemented at the Request of the ILEC = [(Number of orders cancelled or supped at the request of the ILEC during reporting period)/(Number of cancels and sups during the reporting period)] x 100	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NOP-20	Percent of Orders Cancelled or Supplemented at the Request of the ILEC	Number 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	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

**Service Quality Measurements:
Reporting Expectations And Report Format**

NOP-21	Percent of Hot Cuts Not Working as Initially Provisioned	Percent of Hot Cuts Not Working as Initially Provisioned = (Number of Troubles Attributable to the ILEC on Initial Customer Cutover)/(Number of Hot Cuts Provisioned During The Reporting Period) X100	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
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Ordering and Provisioning (OP)

NOP-22	Average Recovery Time	Average Recovery Time = $\Sigma[(\text{Date \& Time That Trouble is Closed By CLEC}) - (\text{Date \& Time Initial Trouble is Opened With ILEC})] / (\text{Number of Troubles Opened With ILEC})$	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
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**Service Quality Measurements:
Reporting Expectations And Report Format**

<p>NOP-23</p>	<p>Mean Time to Restore a Customer to the ILEC</p>	<p>Mean Time to Restore A Customer to the ILEC = $\Sigma[(\text{Date \& Time Service is Restored to Customer}) - (\text{Date \& Time of Initial Notification to Restore})] / \text{Number of Circuits Restored to ILEC}$</p>	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
<p>NOP-24</p>	<p>Percent of Customers Restored to the ILEC</p>	<p>Percent Of Customers Restored to the ILEC = $(\text{Number of Circuits Restored to ILEC} / \text{Number of Total Circuits Attempted to Port During Interval}) \times 100$</p>	<ul style="list-style-type: none"> • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Maintenance and Repair (MR)

**Service Quality Measurements:
Reporting Expectations And Report Format**

MR-1	Mean Time to Restore	Mean Time To Restore = Σ [(Date and Time of Trouble Ticket Resolution Returned to CLEC)-(Date and Time Trouble Ticket Referred to the ILEC)] / (Count of Trouble Tickets Resolved in Reporting Period)	<ul style="list-style-type: none"> • Service Type* • Trouble Type* • Geographic Scope
MR-2	Mean Jeopardy Interval for Maintenance and Trouble Handling	Mean Jeopardy Interval for Maintenance and Trouble Handling = Σ [(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)	<ul style="list-style-type: none"> • Service Type* • Trouble Type* • Geographic Scope
MR-3	Repeat Trouble Rate	Repeat Trouble Rate = (Count of Trouble Reports Where More Than One Trouble Report Was Logged for the Same Service Access Line Within a Continuous 30 Day Period) / (Number of Reports in the Report Period) x 100	<ul style="list-style-type: none"> • Service Type* • Company • Trouble Type* • Geographic Scope
MR-4	Trouble Rate	Trouble Rate = (Count of Initial & Repeated Trouble Reports in the Current Period) / (Number of Service Access Line in Service at End of the Report Period) x 100	<ul style="list-style-type: none"> • Standard Service Groupings • Company • Trouble Type* • Geographic Scope
MR-5	Percent Troubles Within 30 Days of Install and Other Order Activity	Percent Troubles Within 30 Days of Install and Other Order Activity = (Total Number of Trouble Tickets Associated With Lines That Had Service Order Activity Within 30 Days of the Trouble Report) / (Total Number of Orders Completed in the Report Period)	<ul style="list-style-type: none"> • Service Type* • Company • Trouble Type* • Geographic Scope

**Service Quality Measurements:
Reporting Expectations And Report Format**

MR-6	Percent Customer Troubles Resolved Within Estimate	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	<ul style="list-style-type: none"> • Company • Service Type* • Trouble Type* • Geographic Scope
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General (GE)			
GE-1	Percent System Availability	Percent System Availability = [(Hours Functionality is Available to CLECs During Report Period) / (Number of Hours Functionality was Scheduled to be Available During the Period)] x 100	<ul style="list-style-type: none"> • Company • Interface type offered for each functional area • Business Period (8:00 AM to 8:00 PM local time vs 8:00 PM to 8:00 AM, weekends and holidays)
GE-2	Mean Time to Answer Calls	Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)] / (Total Calls Answered by Center)	<ul style="list-style-type: none"> • Support Center Type (i.e., CLEC Maintenance, CLEC Provisioning, ILEC Maintenance, ILEC Provisioning/business office)
GE-3	Call Abandonment Rate	Call Abandonment Rate = (Count of Calls Terminated Before Answer During the Reporting Period) / (Count of All Calls Placed in Queue During the Reporting Period)	<ul style="list-style-type: none"> • Support Center Type (i.e., CLEC Maintenance, CLEC Provisioning, ILEC Maintenance, ILEC Provisioning/business office)
GE-4	Average Response Interval	Average Response Interval = Σ [(Query Response Date & Time) - (Query Submission Date & Time)] / (Number of Queries Submitted in Reporting Period)	<ul style="list-style-type: none"> • Company • Interface Type • Pre-ordering Query Types* • Maintenance Query Types*

**Service Quality Measurements:
Reporting Expectations And Report Format**

Billing (BI)			
BI-1	Mean Time to Provide Recorded Usage Records	Mean Time to Provide Recorded Usage Records = $\frac{\sum[(\text{Data Set Transmission Date}) - (\text{Date of Message Recording})]}{(\text{Count of All Messages Transmitted in Reporting Period})}$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
BI-4	Percent Usage Accuracy	Percent Usage Accuracy = $\frac{[(\text{Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting}) / (\text{Total Number of Usage Records Transmitted})] \times 100}{100}$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NBI-5	Percent Mechanized Billing Format Accuracy	Percent Mechanized Billing Format Accuracy = $\frac{[(\text{Total Number of Accurate Mechanized Local Bills}) / (\text{Total Number of Mechanized Local Bills Processed})] \times 100}{100}$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NBI-6	Percent Process Accuracy of Current Billing Activity	Percent Process Accuracy of Current Billing Activity = $\frac{\{[(\text{Total Other Charges \& Credits Billed Dollars}) + (\text{Total Detail Of Adjustments Billed Dollars})] - (\text{Total Correction \& Correction Adjustment Dollars})\}}{[(\text{Total Other Charges \& Credits Billed Dollars}) + (\text{Total Detail Of Adjustment Billed Dollars})]} \times 100$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NBI-7	Percent Switched Local Billing Accuracy	Percent Switched Local Billing Accuracy = $\frac{[(\text{Total Switched Billed Dollars}) - (\text{Switched Adjustment Dollars})]}{(\text{Total Switched Billed Dollars})} \times 100$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
Billing (BI)			

**Service Quality Measurements:
Reporting Expectations And Report Format**

NBI-8	Percent On-Time Mechanized Local Services Invoice Delivery	Percent On-Time Mechanized Local Services Invoice Delivery = $[(\text{Total Number of Mechanized Local Bills Received On Time}) / (\text{Total Number of Mechanized Local Bills Processed})] \times 100$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NBI-9	Percent On-Time Service Order Billing	Percent On-Time Service Order Billing = $[(\text{Sum of the Absolute Value of Timely Other Charges \& Credits Dollars}) / (\text{Sum of the Absolute Value of Other Charges \& Credits Billed Dollars})] \times 100$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NBI-10	Percent On-Time Correction/Adjustment Dollars	Percent On-Time Correction/Adjustment Dollars = $[(\text{Total Correction/Adjustment Dollars}) - (\text{Total Correction/Adjustment Dollars} > 60 \text{ Calendar Days})] / (\text{Total Correction/Adjustment Dollars}) \times 100$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NBI-11	Percent On-Time Switched Local Charges	Percent On-Time Switched Local Charges = $[(\text{Switched Local Charges}) - (\text{Switched Local Charges Billed} > 60 \text{ Calendar Days From Date Service Rendered})] \times 100$	<ul style="list-style-type: none"> • Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Operator Services/Directory Assistance & Listings (OS, DA and DL)			
OS/DA-1	Mean Time To Answer	Mean Time To Answer = $\Sigma [(\text{Date and Time of Call Answer}) - (\text{Date and Time of Call Receipt})] / (\text{Total Calls Answered on Behalf of CLECs in Reporting Period})$	<ul style="list-style-type: none"> • Company • Operator Services by Center • Directory Assistance by Center • Directory Listings by Directory
Operator Services/Directory Assistance & Listings (OS, DA and DL)			

**Service Quality Measurements:
Reporting Expectations And Report Format**

DL-1	Average Time Allotted To Proof Listing Updates Before Publication	Average Time Allotted To Proof Listing Updates Before Publication = $\Sigma[(\text{Date \& Time of Directory Publication Deadline}) - (\text{Date and Time Updates Available for Proofing})] / \text{Number of Updates Sent for Proofing}$	<ul style="list-style-type: none"> • Company • Operator Services by Center • Directory Assistance by Center • Directory Listings by Directory
Network Performance (NP)			
NP-1	Percent Call Completion	Percent Call Completion = $[(\text{Total number of blocked call attempts during busy hour}) / (\text{Total number of call attempts during busy hour})] \times 100$. (inbound and outbound call attempts would be measured separately)	<ul style="list-style-type: none"> • Trunk Capacity Type (DSO, DS1, DS3, etc.) • Dedicated Trunk Groups • Common Trunk Groups where CLEC/LD Traffic Share Common ILEC Trunks. • Common Trunk Groups where CLEC traffic traverses a separate common network from the ILEC traffic. • Availability of 7-digit call back-up to PSAP location • E911/911 Trunk Groups • OS/DA Trunk Groups • By Switch (Serving CLEC) for CLEC • By Switch (Serving CLEC) for ILEC • Company • Geographic
NP-2	Meantime To Notify CLEC	Meantime To Notify CLEC = $\Sigma[(\text{Date and Time ILEC Notified CLEC}) - (\text{Date and Time ILEC detected network incident})] / \text{Count of Network Incidents}$	<ul style="list-style-type: none"> • Company • Type of Event – By each Reportable Incident Grouping* • By Switch and Tandem
NP-3	Network Performance Parameters	Network Performance Parameters = $\Sigma(\text{Network Performance Parameter Result}) / (\text{Number of Tests Conducted})$	<ul style="list-style-type: none"> • Transmission Quality*

**Service Quality Measurements:
Reporting Expectations And Report Format**

Collocation Provisioning (CP)			
CP-1	Meantime To Respond To Collocation Request	Meantime To Respond To Collocation = $\Sigma [(Request Response Date) - Request Submission Date] / \text{Count of Request Responses Issued}$	<ul style="list-style-type: none"> • Company • Type of Collocation* • Geographic Scope
CP-2	Meantime To Provide Collocation Arrangement	Meantime To Provide Collocation Arrangement Request = $\Sigma [(Date \& Time Collocation Arrangement is Complete) - (Date \& Time Collocation application submitted)] / \text{Number of Collocation Arrangements Complete}$	<ul style="list-style-type: none"> • Company • Type of Collocation* • Geographic Scope
CP-3	Percent Due Dates Missed	Percent Due Dates Missed = $(\text{Number of Orders Not Completed By ILEC Committed Due Date}) / \text{Total Number of Orders Completed During the Reporting Period}$	<ul style="list-style-type: none"> • Company • Type of Collocation* • Geographic Scope
Database Updates (DU)			
DU-1	Average Update Interval	Average Update Interval = $\Sigma [(Completion Date \& Time of Database Update) - (Submission Date and Time of Database Change)] / \text{Total Number of Updates Completed During Reporting Period}$	<ul style="list-style-type: none"> • Company • Database Type*
DU-2	Percent Update Accuracy	Percent Update Accuracy = $[\text{Number of Updates Completed Without Error} / (\text{Number Updates Completed})] \times 100$	<ul style="list-style-type: none"> • Company • Database Type*

**Service Quality Measurements:
Reporting Expectations And Report Format**

Interconnect / Unbundled Elements and Combos (IUE)			
IUE-1	Function Availability	<p>Function Availability¹ = (Amount of Time² a Functionality is Useable¹ by a CLEC in a Specified Period)/(Total Time² Functionality Was Intended to Be Useable)</p> <p>Notes: 1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.</p>	<ul style="list-style-type: none"> • By unique UNE or UNE combinations requested by AT&T
IUE-2	Timeliness of Element Performance	<p>Timeliness of Element Performance = (Number of Times Functionality Executes Successfully Within the Established Timeliness Standard)/(Number of Times Execution of Functionality was Attempted)</p>	<ul style="list-style-type: none"> • By unique UNE or UNE combinations requested by AT&T

**Service Quality Measurements:
Reporting Expectations And Report Format
ATTACHMENT 2:
REPORTING DIMENSIONS**

Service Types:

- Resold Residence POTS
- Resold Business POTS
- Resold BRI ISDN
- Resold PRI ISDN
- Resold Centrex/Centrex-like
- Resold Analog PBX trunks
- Resold DID Trunks
- Resold Voice-Grade Private Line
- Resold DS1 Services
- Resold DS3 Services
- Resold >DS3 Services
- Other Resold Services
- UNE Platform (at least DS0 loop + local switch + transport elements)
- UNE Channelized DS1 (DS1 loop + multiplexing)
- Unbundled or UNE-derived 8 dB Analog Loops
- Unbundled or UNE-derived 2-wire Digital Loops
- Unbundled or UNE-derived 4-wire Digital Loops
- Unbundled or UNE-derived ADSL Loops
- Unbundled or UNE-derived HDSL Loops
- Unbundled or UNE-derived xDSL Loops
- Other Unbundled or UNE-derived Loops
- UNE Analog Switch Port (line side)
- UNE BRI Capable Switch Port (line side)
- UNE DS1 Switch Port (line side)
- UNE PRI Switch Port (trunk side)
- UNE DID-capable Switch Port (trunk side)
- UNE Message Trunk Port
- UNE Dedicated DS0 Transport
- UNE Dedicated DS1 Transport
- UNE Dedicated DS3 Transport
- Interconnect Trunks (DS0s, DS1s and DS3s,
- Two-Way Trunking, Inbound Augments, separately)
- Common Transport
- ILNP
- PNP
- ILNP-to-LNP conversions

Service Quality Measurements: Reporting Expectations And Report Format

**Standard Order
Activities:**

- New Service Installations
- Service Migrations Without Changes
- Service Migrations With Changes
- Local Number Porting
- Inside Move
- Outside Move
- Records Change
- Feature Changes
- Service Disconnects
- Translation Disconnects
- Standalone Directory Listing (DL)
- Standalone Directory Assistance (DA) Listing
- Standalone DL & DA Activity

Service Quality Measurements: Reporting Expectations And Report Format

Pre-Ordering Query Types:	<ul style="list-style-type: none"> • Due Date Reservation (if separate transaction from Appointment Scheduling) • Feature Function Availability • Facility Availability (if separate transaction from Feature/Function Availability) • Qualification of Loops for Advanced Digital Services • Street Address Validation • Service Availability Information (if separate transaction from Feature/Function Availability) • Appointment Scheduling • Customer Service Records • Telephone Number • Rejected or Failed Queries (regardless of type)
Maintenance Query Types	<ul style="list-style-type: none"> • Create (or confirm logging of) a Maintenance Request • Obtain Status • Obtain Test Results • Cancel Request • Rejected or Failed Queries (regardless of type) • Clearance Notification • Closure Notification
Order Rejection Reason Codes	<ul style="list-style-type: none"> • Invalid Address • Address Errors • End User Name Doesn't Match ILEC Records • Incorrect Directory Assistance Listing/Due Date • Duplicate PON • Winback (Customer Returned to ILEC) • ILEC System Problem • TN Already Disconnected
Transmission Quality Parameter:	<ul style="list-style-type: none"> • Subscriber Loop Loss • Signal to Noise Ratio • Idle Channel Circuit Noise • Loop-Circuit Balance • Circuit Notched Noise • Attenuation Distortion
Type of Collocation:	<ul style="list-style-type: none"> • Physical within CO (space available at time of request) • Physical within CO (space created in response to request) • Physical outside of CO (space available at time of request) • Physical outside of CO (space created in response to request) • Virtual • Backhauling to neighboring CO • Access to GR-303 compatible concentration equipment (leased UNE alternative)

**Service Quality Measurements:
Reporting Expectations And Report Format**

- Other alternatives to physical

**Service Quality Measurements:
 Reporting Expectations And Report Format**

<p>Databases and Switch Tables:</p>	<ul style="list-style-type: none"> • E911/911 ALI, Selective Router • MSAG • LIDB • OS/DA • DL • NXX tables at CO for call completion and NXX routing • NXX tables at tandem for call completion and NXX routing
<p>Reportable Network Incidents:</p>	<p>Switching (Local/Tandem):</p> <ul style="list-style-type: none"> • Complete loss of call processing capability from a switch (host/remotes) lasting = > 2 minutes or longer. • Network Incident (Loss of Dial Tone) affecting one thousand access lines. • Media Interest: Any interruption or outage that may cause public or news media attention. <p>Transport:</p> <ul style="list-style-type: none"> • <u>EQUIPMENT AND/OR FACILITY FAILURES</u> • Local (200 or more working pairs affected, causing loss of dial tone) • Toll/EAS (Isolation of an entire exchange) > 2 minutes. • Fiber (Any working fiber providing customer service that fails without protection) lasting > 2 Minutes. • A transport equipment failure (E.G. DACS) > 2 minutes. • <u>BROADBAND</u> • Frame Relay (A failure of one or more channelized T1 carrier systems or two or more non-channelized T1 carrier systems. • ATM (A failure of one OC3 or two DS3s) • SMDS (A failure of one DS3 or four T1s) • Packet Switching (Any failure of an access module (AM) or resource module (RM)) • <u>NARROWBAND</u> • 5 T1 carrier systems (within a switch) • Fiber (Any working fiber providing customer service that falls without protection) • Media Interest: Any interruption or outage that may cause public or news media attention. <p>SS7:</p> <ul style="list-style-type: none"> • Loss of mated pair of STP or SCP > 2 minutes

Service Quality Measurements: Reporting Expectations And Report Format

- Media Interest: Any interruption or outage that may cause public or news media attention

Trunking:

- Loss of intra/interoffice calling lasting > 2 minutes. (E.G. Toll and/or EAS)
- Media Interest: Any interruption or outage that may cause public or news media attention

911:

- A central office isolation from the E911 network for = > 2 minutes or longer.
- Loss of 25% or more of the trunking capabilities from an E911 tandem to the PSAPs it serves for = > 2 minutes or longer (e.g. translations, trunking frame failure, etc.)
- A PSAP isolation from the E911 network for = > 2 minutes or longer (e.g. translations, trunking problems, etc.)
- A transport cable failure that isolates a central office from the E911 network; (Local switch to the E911 tandem) transport cable failure that isolates a PSAP from the E911 tandem;- A transport cable failure that results in the loss of 25% or more of the trunks/circuits (aggregate from an E911 tandem to the PSAPs served by that Tandem; A transport equipment failure that isolates a central office from the E911 network; A transport equipment failure that isolates a Public Safety Answering Point (PSAP) tandem.; or A transport equipment failure that results in the loss of 25% or more of the trunks/circuits (aggregate) from an E911 tandem to the PSAPs served by that tandem.
- Federal Government, equipment or facility affecting 5 or more military special communication, isolations of FAA location or air ground facilities.- State and local agencies interruptions seriously affecting service to police, fire departments, hospitals, press, military, PBS's

**Service Quality Measurements:
Reporting Expectations And Report Format**

Trouble Types	<ul style="list-style-type: none">• Inside (Central Office) Dispatch - Out of Service• Outside Dispatch - Out of Service• Inside Dispatch – Degraded Service• Outside Dispatch – Degraded Service• No Access or No Trouble Found• NXXs not loaded properly by ILEC• NXXs not loaded properly by party other than CLEC/ILEC• All Other Troubles <p><i>“Out of Service” means that the customer has no dial tone. “Dispatch” means that ILEC repair personnel must be dispatched to a location outside an ILEC building (to customer premises or other off-site facilities) to resolve the trouble.</i></p>
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**Service Quality Measurements:
Reporting Expectations And Report Format
ATTACHMENT 3:
EXAMPLES OF REPORTS**

The following report details examples of the two Reports for the first Measurement Designation OP-1 (Average Completion Interval).

				AT&T	ILEC	Difference	Dispersion
Company				0.00	0.00	0.00	
	Resold Residential Pots			0.00	0.00	0.00	
	New Service Installs			0.00	0.00	0.00	
	<i>Geographic Scope 1</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category 2		0.00	0.00	0.00	
		Volume Category X		0.00	0.00	0.00	
	<i>Geographic Scope X</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category 2		0.00	0.00	0.00	
		Volume Category X		0.00	0.00	0.00	
	Service Migrations			0.00	0.00	0.00	
	<i>Geographic Scope 1</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category 2		0.00	0.00	0.00	
		Volume Category X		0.00	0.00	0.00	
	<i>Geographic Scope X</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category 2		0.00	0.00	0.00	
		Volume Category X		0.00	0.00	0.00	
	Activity X			0.00	0.00	0.00	
	<i>Geographic Scope 1</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category 2		0.00	0.00	0.00	
		Volume Category X		0.00	0.00	0.00	
	<i>Geographic Scope X</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category 2		0.00	0.00	0.00	
		Volume Category X		0.00	0.00	0.00	
	Service X			0.00	0.00	0.00	
	New Service Installs			0.00	0.00	0.00	
	<i>Geographic Scope 1</i>			0.00	0.00	0.00	
		Volume Category 1		0.00	0.00	0.00	
		Volume Category ...		0.00	0.00	0.00	

**Service Quality Measurements:
Reporting Expectations And Report Format**

				AT&T	ILEC	ILEC Affiliates	Other CLECs
Company				0.00	0.00	0.00	0.00
	Resold Residential Pots			0.00	0.00	0.00	0.00
	New Service Installs			0.00	0.00	0.00	0.00
	<i>Geographic Scope 1</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category 2		0.00	0.00	0.00	0.00
		Volume Category X		0.00	0.00	0.00	0.00
	<i>Geographic Scope X</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category 2		0.00	0.00	0.00	0.00
		Volume Category X		0.00	0.00	0.00	0.00
	Service Migrations			0.00	0.00	0.00	0.00
	<i>Geographic Scope 1</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category 2		0.00	0.00	0.00	0.00
		Volume Category X		0.00	0.00	0.00	0.00
	<i>Geographic Scope X</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category 2		0.00	0.00	0.00	0.00
		Volume Category X		0.00	0.00	0.00	0.00
	Activity X			0.00	0.00	0.00	0.00
	<i>Geographic Scope 1</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category 2		0.00	0.00	0.00	0.00
		Volume Category X		0.00	0.00	0.00	0.00
	<i>Geographic Scope X</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category 2		0.00	0.00	0.00	0.00
		Volume Category X		0.00	0.00	0.00	0.00
	Service X			0.00	0.00	0.00	0.00
	New Service Installs			0.00	0.00	0.00	0.00
	<i>Geographic Scope 1</i>			<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
		Volume Category 1		0.00	0.00	0.00	0.00
		Volume Category ...		0.00	0.00	0.00	0.00