

ATTACHMENT 2

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

**I. RESALE POTS, RESALE SPECIALS AND UNES**

**A. Pre-Ordering/Ordering**

**1. Measurement - Average Response Time For OSS Pre-Order Interfaces.**

**Definition** - The average response time in seconds from the SWBT side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate and DataGate) by function:

- Address Verification
- Request For Telephone Number
- Request For Customer Service Record (CSR)
- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required.

**Calculation** -  $\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]/(\text{Number of Queries Submitted in Reporting Period})$ .

**Report Structure** - Reported on a company basis by interface for DATAGATE and VERIGATE.

**2. Measurement - EASE Average Response Time.**

**Definition** - Average screen to screen response from the SWBT side of the Remote Access Facility (RAF) and return.

**Calculation** -  $\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]/(\text{Number of Queries Submitted in Reporting Period})$ .

**Report Structure** - Reported for all CLECs and SWBT by division name(CPU platform).

**3. Measurement - OSS Interface Availability.**

**Definition** - Percent of time OSS interface is available compared to scheduled availability.

**Calculation** -  $((\text{\# scheduled system available hours} - \text{unscheduled unavailable system hours}) \div \text{scheduled system available hours}) * 100$ .

**Report Structure** - Reported on a company basis by interface e.g. EASE, DATAGATE, VERIGATE, LEX, EDI and TOOLBAR. The RAF will be reported by CLEC.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

4. **Measurement** - % Firm Order Confirmations (FOCs) Received Within "X" Hours.

**Definition** - Percent of FOCs returned within a specified time frame from receipt of service requests to return of confirmation to CLEC.

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

**Calculation** - (# FOCs returned within "x" hours ÷ total FOCs sent) \* 100.

**Report Structure** - Reported for CLEC and all CLECs. This includes mechanized from EDI and LEX and manual (FAX or phone orders). The FOC for EASE is considered to be at the time the due date is negotiated and is not included in the calculation.

5. **Measurement** - Average Time To Return FOC.

**Definition** - The average time to return FOC from receipt of service order to return of confirmation to CLEC.

**Calculation** -  $\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})] / (\# \text{ of FOCs})$ .

**Report Structure** - Reported for CLEC and all CLECs.

6. **Measurement** - Percent Mechanized Completions Returned Within 1 Hour Upon The Successful Execution Of The SORD (BU340) Batch Cycle Which Updates The Order Status, Indicating A Completion Notice. The batch process executes at the following times: 9:00 am, 12:00 noon, 3:00 pm, 6:00 pm, 10:30 pm.

**Definition** - % mechanized completions returned within 1 hour for EDI and LEX.

**Calculation** - (# mechanized completions returned to CLEC within 1 hour ÷ total completions) \* 100.

**Report Structure** - Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX). The 1 hour interval above is subject to change as the EDI polling time frame changes.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

7. **Measurement** - Average Time to Return Mechanized Completions.  
**Definition** - Average time required to return a mechanized completion.  
**Calculation** -  $\Sigma[(\text{Date and Time of Notice Of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion})]/(\# \text{ of Orders Completed})$ .  
**Report Structure** - Reported on CLEC and all CLECs for the electronic interfaces (EDI and LEX). The standard interval for returning completion will be >97% received within 1 hour of order completion. The 1 hour interval is subject to change as the EDI polling time frame changes.
  
8. **Measurement** - Percent Rejects.  
**Definition** - The number of rejects compared to the issued orders for the electronic interfaces (EDI, RMI and LEX).  
**Calculation** -  $(\# \text{ of rejects} \div \text{total orders issued}) * 100$ .  
**Report Structure** - Reported on CLEC and all CLECs for the electronic interfaces (EDI and LEX).
  
9. **Measurement** - Percent Mechanized Rejects Returned Within 1 Hour Of The Start Of The EDI/LASR Batch Process.  
**Definition** - Percent mechanized rejects returned within 1 hour of the start of the EDI/LASR batch process. The EDI and LASR processes execute every two hours between 6:00 A.M. and 12:00 A.M.  
**Calculation** -  $(\# \text{ mechanized rejects returned within 1 hour} \div \text{total rejects}) * 100$ .  
**Report Structure** - Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX). The standard interval to send a reject will be 97% within 1 hour of PON.
  
10. **Measurement** - Mean Time to Return Mechanized Rejects.  
**Definition** - Average time required to return a mechanized reject.  
**Calculation** -  $\Sigma[(\text{Date and Time of Order Rejection}) - (\text{Date and Time of Order Acknowledgment})]/(\# \text{ of Orders Rejected})$ .  
**Report Structure** - Reported on CLEC and all CLECs for the electronic interfaces (EDI and LEX).

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

11. **Measurement** - Mechanized Provisioning Accuracy.  
**Definition** - Percent of mechanized orders completed as ordered.  
**Calculation** - ( $\#$  of orders completed as ordered  $\div$  total orders) \* 100.  
**Report Structure** - Reported by individual CLEC, CLECs and SWBT.
12. **Measurement** - Order Process Percent Flow Through.  
**Definition** - Percent of orders or LSRs from entry to distribution that progress through SWBT ordering systems excluding rejects.  
**Calculation** - ( $\#$  of "good" orders that flow through  $\div$  total orders) \* 100  
LASR orders that flow through are those orders that go to the mechanized order generation (MOG). Total orders are the sum of orders that go to the MOG and those that go to folders for manual handling. EASE orders that flow through are those orders that are issued by using the PF11 key and do not go to the error queue. The total orders are all PF11 issued orders.  
**Report Structure** - Reported by individual CLEC, CLECs and SWBT for CLEC typed orders and LSC typed orders.

**B. Billing**

13. **Measurement** - Billing Accuracy.  
**Definition** - SWBT performs three bill audits to ensure the accuracy of the bills rendered to its customers: CRIS, CABS and toll/usage. In addition, SWBT has developed a test order process to ensure the accuracy of the CRIS non-recurring charges (see Attachment 1).  
**Calculation** - ( $\#$  of bills not corrected prior to bill release  $\div$  total bills audited) \* 100.  
**Report Structure** - Reported for aggregate of all CLECs and SWBT for the CRIS, CABS and Usage bill audits
14. **Measurement** - Percent of Accurate And Complete Formatted Mechanized Bills.  
**Definition** - Measures the % of accurate and complete formatted mechanized bills via EDI.  
**Calculation** - (Count of accurate and complete formatted mechanized bills via EDI  $\div$  total  $\#$  of mechanized bills via EDI.) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

15. **Measurement** - Percent Of Billing Records Transmitted Correctly.  
**Definition** - Measures % of billing records transmitted correctly on the usage extract feed.  
**Calculation** - (Count of billing records transmitted correctly ÷ total billing records transmitted) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs.
16. **Measurement** - Billing Completeness.  
**Definition** - Percent of service orders on the bill for the current bill period for both CRIS and CABS.  
**Calculation** - (Count of service orders included in current applicable bill period ÷ total service orders in current applicable bill period) \* 100.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT.
17. **Measurement** - Billing Timeliness (Wholesale Bill).  
**Definition** - The measurement will be % mechanized bills sent by midnight of the 6<sup>th</sup> work day after the end of the bill period. Since paper bills are handled via the same process that SWBT uses for paper distribution no measurement is provided.  
**Calculation** - (Count of bills released on time ÷ total number of bills released) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs.
18. **Measurement** - Daily Usage Feed Timeliness.  
**Definition** - The percent of usage data transmitted on time. (This measurement is still under development and therefore the definition may change).  
**Calculation** - (Number of usage feeds transmitted on time ÷ total number of usage feeds) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs.
19. **Measurement** - Unbillable Usage  
**Definition** - The percent usage data that is unbillable. (This measurement is still under development and therefore the definition may change).  
**Calculation** - (Total unbillable usage ÷ total usage) \* 100.  
**Report Structure** - Reported for the aggregate of SWBT and CLECs.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

**C. Miscellaneous Administrative**

20. **Measurement** - LSC Average Speed Of Answer.

**Definition** - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.

**Calculation** - Total queue time ÷ total calls.

**Report Structure** - Reported for all calls to the LSC by operational separation and SWBT retail.

21. **Measurement** - LOC Average Speed Of Answer.

**Definition** - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.

**Calculation** - Total queue time ÷ total calls.

**Report Structure** - Reported for all calls to the LOC for all CLECs and SWBT retail.

**II. RESALE POTS**

**A. Provisioning**

22. **Measurement** - Mean Installation Interval.

**Definition** - Average business days from application date to completion date for N,T,C orders excluding customer caused misses and customer requested due dates greater than 5 business days.

**Calculation** -  $[\Sigma(\text{completion date} - \text{application date})]/(\text{Total number of orders completed})$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT, by Field Work (FW), No Field Work (NFW), Business and Residence.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

23. **Measurement** - Percent Installations Completed Within “X” Business Days (POTS).  
**Definition** - Measure of orders completed within “x” business days, 5 business days for FW and 3 business days for NFW, of receipt of confirmed service order for POTS resale service excluding orders where customer requested a due date greater than “x” business days and excluding orders with only customer caused misses.  
**Calculation** -  $(\text{Count of N,T,C orders installed within business 5 days} \div \text{total N,T,C orders}) * 100$ .  
**Report Structure** - Reported for CLEC, all CLECs and SWBT by Field Work (FW), No Field Work (NFW), Business and Residence.
24. **Measurement** - Percent SWBT Caused Missed Due Dates.  
**Definition** - Percent of N,T,C orders where installation was not completed by the due date, excluding customer caused misses.  
**Calculation** -  $(\text{Count of N,T,C orders not completed by the due date, excluding customer caused misses} \div \text{total number of N,T,C orders}) * 100$ .  
**Report Structure** - Reported for CLEC, all CLECs and SWBT by Field Work (FW), No Field Work (NFW), Business and Residence.
25. **Measurement** - Percent Company Missed Due Dates Due To Lack Of Facilities.  
**Definition** - Percent N,T,C orders with missed committed due dates due to lack of facilities.  
**Calculation** -  $(\text{Count of N,T,C orders with missed committed due dates due to lack of facilities} \div \text{total N,T,C orders}) * 100$ .  
**Report Structure** - Reported for CLEC, all CLECs and SWBT Retail for POTS. Reported for > 30 calendar days & > 90 calendar days. (Calculated monthly based on posted orders.)

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

26. **Measurement** - Delay Days For Missed Due Dates Due To Lack Of Facilities.

**Definition** - Average calendar days from due date to completion date on company missed orders due to lack of facilities.

**Calculation** -  $\Sigma(\text{Completion date} - \text{committed order due date}) / (\# \text{ of posted orders})$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT Retail POTS.

27. **Measurement** - Percent Installation Reports Within 10 Days (I-10).

**Definition** - Percent of N,T,C orders that receive a network customer trouble report not caused by CPE or wiring within 10 calendar days of service order completion excluding subsequent reports and all disposition code "13" reports (excludable reports).

**Calculation** -  $(\text{Count of N,T,C orders that receive a network customer trouble report within 10 calendar days of service order completion} \div \text{total N,T,C orders (excludes trouble reports received on the due date)}) * 100$ .

**Report Structure** - Reported for POTS Resale by CLEC, total CLECs and SWBT retail by Field Work (FW), No Field Work (NFW) business and residence.

**B. Maintenance**

28. **Measurement** - Trouble Report Rate.

**Definition** - The number of customer trouble reports not caused by CPE or wiring, CPE and disposition code "13" reports within a calendar month per 100 lines.

**Calculation** -  $[\text{Total number of customer trouble reports} \div (\text{total lines} \div 100)]$ .

**Report Structure** - Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT retail. This measurement is only valid for line counts of 300,000 or greater.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

29. **Measurement** - Percent Missed Repair Commitments.  
**Definition** - Percent of trouble reports not cleared by the commitment time, excluding disposition code "13" reports.  
**Calculation** - (Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) \* 100.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT retail by dispatch and no dispatch.
30. **Measurement** - Receipt To Clear Duration.  
**Definition** - Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared with the customer excluding subsequent, and all disposition code "13" reports (excludable).  
**Calculation** -  $\Sigma[(\text{Date and time ticket is cleared with customer}) - (\text{Date and time ticket received})] \div \text{Total customer network trouble reports}$ .  
**Report Structure** - Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT retail for Out of Service and Affecting Service by Dispatch and No-Dispatch.
31. **Measurement** - Percent Out Of Service (OOS) < 24 Hours.  
**Definition** - Percent of OOS trouble reports cleared in less than 24 hours excluding subsequents, tickets received on Saturday or Sunday, no access and all disposition code "13" reports (excludable).  
**Calculation** - (Count of OOS trouble reports < 24 hours ÷ total number of OOS trouble reports) \* 100.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT retail.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

32. **Measurement** - Percent Repeat Reports.

**Definition** - Percent of customer trouble reports received within 10 calendar days of a previous customer report that were not caused by CPE or wiring excluding subsequent reports and all disposition code "13" reports (excludable).

**Calculation** - (Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) \* 100.

**Report Structure** - Reported by CLEC, all CLECs and SWBT retail.

**III. RESALE SPECIALS (EXCLUDES "ACCESS" ORDERS)**

**A. Provisioning**

33. **Measurement** - Average Installation Interval.

**Definition** - Average business days from application date to completion date for N,T,C orders by item. Excludes customer cause misses and customer requested due date greater than "x" business days.

**Calculation** -  $[\Sigma(\text{completion date} - \text{application date})] / (\text{Total number of orders completed})$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.

34. **Measurement** - Percent Installations Completed Within "X" Business Days.

**Definition** - Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.

**Calculation** - (Count of N,T,C orders by item installed within business "x" business days ÷ total N,T,C orders by item) \* 100.

**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

35. **Measurement** - Percent SWBT Caused Missed Due Dates.  
**Definition** - Percent of N,T,C orders where installations were not completed by the negotiated due date excluding customer caused misses.  
**Calculation** - (Count of N,T,C orders by item with missed due dates excluding customer caused misses ÷ total number of N,T,C orders by item) \* 100.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.
36. **Measurement** - Percent Installation Reports Within 30 Days (I-30).  
**Definition** - Percent of N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion.  
**Calculation** - (Count of N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion ÷ total N,T,C orders by item (excludes trouble reports received on the due date)) \* 100.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.
37. **Measurement** - Percent Missed Due Dates Due To Lack Of Facilities.  
**Definition** - Percent N,T,C orders by item with missed committed due dates due to lack of facilities.  
**Calculation** - (Count of N,T,C orders by item with missed committed due dates due to lack of facilities ÷ total N,T,C orders by item) \* 100.  
**Report Structure** - Reported for Specials Resale by CLEC, all CLECs and SWBT Retail. Reported for > 30 calendar days & > 90 calendar days. (Calculated monthly based on posted orders.)
38. **Measurement** - Delay Days For Missed Due Dates Due To Lack Of Facilities.  
**Definition** - Average calendar days from due date to completion date on company missed orders due to lack of facilities.  
**Calculation** -  $\Sigma(\text{Completion date} - \text{Committed order due date}) / (\# \text{ of posted orders})$ .  
**Report Structure** - Reported for CLEC, all CLECs and SWBT Retail Specials.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

**B. Maintenance**

39. **Measurement** - Mean Time To Restore.

**Definition** - Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

**Calculation** -  $\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.

40. **Measurement** - Percent Repeat Reports.

**Definition** - Percent of network customer trouble reports received within 30 calendar days of a previous customer report.

**Calculation** -  $(\text{Count of network customer trouble reports received within 30 calendar days of a previous customer report} \div \text{total network customer trouble reports.}) * 100$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.

41. **Measurement** - Failure Frequency.

**Definition** - The number of network customer trouble reports within a calendar month per 100 circuits.

**Calculation** -  $[\text{Count of network trouble reports} \div (\text{Total Resold circuits} \div 100)]$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

**IV. UNBUNDLED NETWORK ELEMENTS (UNES)**

**A. Provisioning**

**42. Measurement - Average Installation Interval.**

**Definition** - Average business days from application date to completion date for N,T,C orders excluding customer cause misses and customer requested due date greater than “x” business days. The “x” business days is determined based on quantity of UNE loops ordered and the associated standard interval.

**Calculation** -  $[\Sigma(\text{completion date} - \text{application date})]/(\text{Total number of orders completed})$ .

**Report Structure** - Reported for CLEC and all CLECs by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport.

**43. Measurement - Percent Installations Completed Within “X” Business Days.**

**Definition** - Percent installations completed within “x” business days excluding customer caused misses and customer requested due date greater than “x” business days.

**Calculation** -  $(\text{Count of N,T,C orders installed within business “x” business days} \div \text{total N,T,C orders}) * 100$ .

**Report Structure** - Reported for CLEC and all CLECs by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport.

**44. Measurement - Percent Missed Due Dates.**

**Definition** - Percent of UNE N,T,C orders where installations are not completed by the negotiated due date excluding customer caused misses.

**Calculation** -  $(\text{Count of N,T,C orders with missed due dates excluding customer caused misses} \div \text{total number of UNE N,T,C orders}) * 100$ .

**Report Structure** - Reported for CLEC and all CLECs by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

45. **Measurement** - Percent Installation Reports Within 30 Days (I-30).  
**Definition** - Percent UNE N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion.  
**Calculation** - (Count of UNE N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNE N,T,C orders by item (excludes trouble reports received on the due date)) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport.
46. **Measurement** - Percent Missed Due Dates Due To Lack Of Facilities.  
**Definition** - Percent N,T,C orders with missed committed due dates due to lack of facilities.  
**Calculation** - (Count of N,T,C orders with missed committed due dates due to lack of facilities ÷ total N,T,C orders) \* 100.  
**Report Structure** - Reported for UNE by CLEC, all CLECs Reported for > 30 calendar days & > 90 calendar days. (Calculated monthly based on posted orders.)
47. **Measurement** - Delay Days For Missed Due Dates Due To Lack Of Facilities.  
**Definition** - Average calendar days from due date to completion date on company missed orders due to lack of facilities.  
**Calculation** -  $\Sigma(\text{Completion date} - \text{committed order due date}) / (\# \text{ of posted orders})$ .  
**Report Structure** - Reported for CLEC and all CLECs.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

**B. Maintenance**

48. **Measurement** - Trouble Report Rate.

**Definition** - The number of network customer trouble reports within a calendar month per 100 UNEs.

**Calculation** -  $[\text{Count of network trouble reports} \div (\text{Total UNEs} \div 100)]$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], and switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport.

49. **Measurement** - Percent Missed Repair Commitments.

**Definition** - Percent of trouble reports not cleared by the commitment time for company reasons.

**Calculation** -  $(\text{Count of trouble reports not cleared by the commitment time for company reasons} \div \text{total trouble reports}) * 100$ .

**Report Structure** - Reported for each CLEC, all CLECs and SWBT for "POTS type" loops (2-Wire Analog 8dB Loop).

50. **Measurement** - Mean Time To Restore.

**Definition** - Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

**Calculation** -  $\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$ .

**Report Structure** - Reported for CLEC, all CLECs and SWBT by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport by dispatch and no dispatch.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

51. **Measurement** - Percent Out Of Service (OOS) < 24 Hours.  
**Definition** - Percent of OOS trouble reports cleared in less than 24 hours.  
**Calculation** - (Count of UNE OOS trouble reports < 24 hours ÷ total number of UNE OOS trouble reports) \* 100.  
**Report Structure** - Reported for CLEC, CLECs and SWBT by “POTS like” loop (2-Wire Analog 8dB Loop).
52. **Measurement** - Percent Repeat Reports.  
**Definition** - Percent of network customer trouble reports received within 30 calendar days of a previous customer report.  
**Calculation** - (Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) \* 100.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT by loop type [2-Wire Analog 8dB Loop, BRI (2-Wire Digital Loop), and PRI (DS1 Loop)], switch port (Analog, Analog DID, BRI and PRI) and unbundled dedicated transport.

**V. INTERCONNECTION TRUNKS (See Attachment 3)**

53. **Measurement** - Percent Trunk Blockage  
**Definition** - Percent of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office.  
**Calculation** - (Count of blocked calls ÷ total calls offered) \* 100  
**Report Structure** - Reported for CLEC, all CLECs and SWBT. The SWBT end office to CLEC end office and SWBT tandem to CLEC end office trunk blockage will be reported separately.
54. **Measurement** - Common Transport Trunk Blockage.  
**Definition** - Percent of local common transport trunk groups exceeding 2% blockage.  
**Calculation** - (Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) \* 100.  
**Report Structure** - Reported on local common transport trunk groups.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

55. **Measurement** - Distribution Of Common Transport Trunk Groups Exceeding 2%.  
**Definition** - A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.  
**Calculation** - The number of trunk groups exceeding 2% will be shown in histogram form based on the levels of blocking.  
**Report Structure** - Reported on local common transport trunk groups.
56. **Measurement** - Percent Missed Due Dates.  
**Definition** - Percent trunk order due dates missed on interconnection trunks.  
**Calculation** -  $(\text{Count trunk order orders missed} \div \text{total trunk orders}) * 100$ .  
**Report Structure** - Reported for CLEC, all CLECs and SWBT.
57. **Measurement** - Average Trunk Restoration Interval.  
**Definition** - Average time to repair interconnection trunks.  
**Calculation** -  $\text{Total trunk outage duration} \div \text{total trunk trouble reports}$ .  
**Report Structure** - Reported for CLEC, all CLECs and SWBT.

**VI. DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)**  
(See Attachment 2)

58. **Measurement** - Directory Assistance Grade Of Service.  
**Definition** - % of directory assistance calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds.  
**Calculation** -  $\text{Calls answered within "x" seconds} \div \text{total calls answered}$ .  
**Report Structure** - Reported for the aggregate of SWBT and CLECs.
59. **Measurement** - Directory Assistance Average Speed Of Answer.  
**Definition** - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.  
**Calculation** -  $\text{Total queue time} \div \text{total calls}$ .  
**Report Structure** - Reported for the aggregate of SWBT and CLECs.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

60. **Measurement** - Operator Services Grade Of Service.  
**Definition** - % of operator services calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds.  
**Calculation** - Calls answered within "x" seconds ÷ total calls answered.  
**Report Structure** - Reported for the aggregate of SWBT and CLECs.
61. **Measurement** - Operator Services Average Speed Of Answer.  
**Definition** - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.  
**Calculation** - Total queue time ÷ total calls.  
**Structure** - Reported for the aggregate of SWBT and CLECs.

**VII. INTERIM NUMBER PORTABILITY (INP)**

62. **Measurement** - % Installation Completed Within "x" (3, 7, 10) Business Days.  
**Definition** - % installations completed within "x" (3, 7, 10) business days excluding customer caused misses and customer requested due dates greater than "x" (3, 7, 10) business days.  
**Calculation** - Total INP orders installed within "x" (3, 7, 10) business days ÷ total INP orders.  
**Report Structure** - Reported for CLEC and all CLECs.
63. **Measurement** - Average INP Installation Interval.  
**Definition** - Average business days from application date to completion date for INP orders excluding customer requested due dates greater than the SWBT standard interval.  
**Calculation** - (Total business days from application to completion date for INP orders ÷ total INP orders) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

64. **Measurement** - Percent INP I-Reports Within 30 Days.  
**Definition** - Percent of INP N,T,C orders that receive a network customer trouble report not caused by CPE or wiring within 30 calendar days of service order completion excluding subsequent reports and all disposition code "13" reports (excludable reports).  
**Calculation** - (Count of INP N,T,C orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total INP N,T,C orders (excludes trouble reports received on the due date)) \* 100.  
**Report Structure** - Reported for CLEC and all CLECs.
65. **Measurement** - Percent Missed Due Dates.  
**Definition** - Percent of INP N,T,C orders where installations are not completed by the negotiated due date excluding customer caused misses.  
**Calculation** - (Count of INP N,T,C orders with missed due dates excluding customer caused misses ÷ total number of INP N,T,C orders ) \*100.  
**Report Structure** - Reported for CLEC and all CLECs.

**VIII. 911 (See Attachment 4)**

66. **Measurement** - Average Time To Clear Errors.  
**Definition** - The average time it takes to clear an error is detected during the processing of the 911 database file.  
**Calculation** -  $\Sigma(\text{Date and time error detected} - \text{date and time error cleared}) \div$  total number of errors.  
**Report Structure** - Reported for CLEC, all CLECs and SWBT.

**NOTES:**

1. Measurements will be reported on a Market Area Basis.
2. Measurements for POTS resale will be broken down by business and residence.
3. Specials will be broken down by Voice Grade Private Line (VGPL), DDS, DS1, DS3 and ISDN.

**SOUTHWESTERN BELL**  
**SECTION 271 PERFORMANCE MEASUREMENTS**

4. SWBT does not provide repair commitments for design circuits. Design circuits are given a higher priority than POTS and are prioritized by type of service. Due to the shorter clearing times, SWBT feels that this measurement is not required. The CLEC will be able to assess non-discriminatory treatment from the MTTR measurement.
  
5. Some measurements described above are reported in the aggregate of SWBT and the CLECs (i.e. Directory Assistance and Operator Services) and in some cases no measurement has been required based on the process being the same for the CLECs as it is for SWBT (i.e. 911 Database, Billing). If SWBT changes its process that would change the underlying assumptions for these measurements, SWBT will notify the Department of Justice and the FCC of the change and initiate discussions to determine if additional performance measurements are required.

# ATTACHMENT 1

## 271 PERFORMANCE MEASUREMENTS

### CRIS BILL AUDIT

The purpose of the CRIS Bill Audit position in Billing Operations is to ensure that the CRIS billing system is functioning properly, updates to the system are applied accurately, and that bills are issued to residence and business customers on a timely and accurate basis. As changes are made to CRIS, it is critical that these changes be verified prior to releasing bills to customers. It is the responsibility of the Bill Audit function to determine if bills are to be released to the customers. In general, if an error is detected, bills are not released until the error is corrected.

In order to validate the bills, a sample of specific services requiring different system functions are used as criteria to develop preview account files. The sample is not a statistical sample; however, it does reflect an accurate representation of customer products and services. This sample is used to verify billing system functions. Therefore, data from errors found during the audit cannot be extrapolated to create a percentage of bills in error.

The preview bill file creates a copy of the "Live" bill during the bill creation process. Mechanically the current billing amounts are compared to the previous month's billing amounts. If nothing has changed on the accounts since the previous bill period, the totals should be the same. Using the mechanized printouts and other manual reviews, all accounts which reflect a discrepancy are investigated to determine the cause of the difference. This may require looking at service orders that posted to the accounts or investigating any regulatory, tax or rate change which may have taken affect. Should a system wide error be detected that would require the rerunning of the bills to avoid issuing inaccurate bills, the current billing processes allow for that capability. If a system error is not widespread, the error is referred for program correction.

The purpose of the Bill Audit is to review and recalculate each service billed for each of the seven individual processing centers in the five states. Wholesale accounts are included in each processing center's verification every billing period. The discount table is used to ensure that the correct discount is applied.

Currently, the Bill Audit unit maintains a preview file that includes at least one (1) CLEC CBA and one (1) CLEC end user account per bill period, per site when available. This equates to 210 potential CLEC bills audited per month. In addition to this process, the Bill Audit unit also attempts to verify that the discount applied to every new CLEC CBA is correct when it is first billed to the CLEC.

# ATTACHMENT 1

## 271 PERFORMANCE MEASUREMENTS

### TOLL/USAGE BILL AUDIT

The TOLL/USAGE BILL AUDIT is performed to ensure that toll, and associated charges are correct on residence and business customer bills. The focus of the audit is to manually or mechanically review every toll service we provide to residence and business customers each billing period.

The Customer Information Data Base (CIDB) is utilized for the account selection. CIDB program is used to find accounts and provides information on which accounts have the requested services. Whenever possible, accounts with multiple items are tested to maximize efficiency. Once accounts are selected they are entered into a Preview Bill File. The Preview Bill File contains a copy of each selected account to be audited. The Preview Bill File is continually reviewed and additions or deletions made.

The purpose of the Bill Audit is to review and recalculate each service billed for each of the seven individual processing centers in the five states. Wholesale accounts are included in each processing center's verification every billing period. The discount table is used to ensure that the correct discount is applied.

Any discrepancies found must have root cause analysis done before bills are released to be mailed on the sixth workday of the billing period.

### CABS BILL AUDIT

CABS Bill Audit is performed to ensure that the CABS billing system process each billing function correctly. Bills are chosen based on different billing functions, and usage types, (Feature Groups). This includes each different Feature Group for Switched Access, Non-Switched Access & Special Access. Switched and Special Access both have UNEs included in their bill audit functions.

The Usage billing process is mechanically validated by our Production Code Test (PCT) process for most usage types, and we manually verify any other usage type not included in the PCT process. The PCT process includes processing from AMA through CABS billing using a test-bed of actual usage and creates billed data that is compared to expected result data. Root cause analysis is performed where the actual billing does not match the expected results.

## ATTACHMENT 1 271 PERFORMANCE MEASUREMENTS

Other Charges and Credits, (OC&C), generated by service order activity is reviewed daily prior to bills being created. During the Bill Audit process we verify that the amount expected for OC&C amount appears on the bill.

Late payment charges (LPC), Alternate Billing Media (ABM), surcharges and taxes are additional manual verifications performed on all types of services.

### **NON-RECURRING CHARGE VALIDATION**

SWBT utilizes the daily test order process to validate recurring and non-recurring charges for products and services billed via service orders. This process is embedded in the CRIS billing system programs and cycle flow and has been part of the CRIS program cycle for over twenty years.

Before any live service orders are processed by daily SWBT CRIS billing programs, a test order file is processed through the live service order rating programs. The test order file format is the same as live service orders, with the exception of 3 additional entries. These entries contain expected recurring, non-recurring and total charges from the order. There are 7 separate billing databases for SWBT, thus 7 separate test order files. Texas has 3 databases, with 1 database each for the other states. A total of 1469 test orders reside on these files with 219 being CLEC orders.

Each test order file is maintained by the rate table update groups located in Dallas in the Billing Operations organization. Personnel in the rate groups calculate the rates based on applicable tariffs, contracts or other approved rate documentation. Each file is a representative sample of a variety of activity for existing products and services billed by SWBT. Each file is modified on a regular basis to include new products, services and CLEC's, and any state specific changes.

The live service order rating programs calculate and apply rates to the test orders in the same way they rate live service orders. This encompasses using the same programs and file sources, including the CRIS rate tables and discount matrices for CLECs. When the programs have rated the test orders, a step in the program compares the program calculations to the 3 entries on each test order. Any difference causes the program to halt. Processing stops immediately. A data center manager contacts the appropriate Billing Operations manager to investigate the difference. The cycle is not allowed to continue until the difference is resolved.

**ATTACHMENT 1**  
**271 PERFORMANCE MEASUREMENTS**

**BILLING MEASUREMENTS**

1. **BILLING TIMELINESS**

- Daily usage feed - SWBT will provide a measurement that measures the length of time from message creation to when its made available to the CLEC or the percent of time SWBT transmits the usage feed daily..
- Non-Recurring Charges (NRC)- No separate measurement will be provided since they are included in the wholesale bill.
- Wholesale Bill - SWBT will provide a measurement on mechanized bills that are sent to the CLEC on time. The measurement will be % mechanized bills sent by midnight of the 6<sup>th</sup> work day after the end of the bill period. Since paper bills, diskettes and CD ROMs are sorted for both the CLEC and SWBT by zip code and mailed at the same time, then no measurement is necessary.

2. **BILLING ACCURACY**

- Daily Usage Feed - SWBT will provide a measurement that measures the percent of billing records transmitted correctly on the usage extract feed. In addition a toll/usage audit is done each billing period to verify that toll and associated charges are correct.
- Non-Recurring Charges - SWBT does a non-recurring charge validation by passing test orders to identify problems during the billing cycle (see description above). This process ensures the accuracy of non-recurring charges.
- Wholesale Bill - SWBT performs an audit of selected bills as described above. Since this is the same billing system and audit process that is used in the retail operation, SWBT believes parity exists.. However, SWBT will provide on a monthly basis the results of the bill audit of CLEC accounts. Since the sample was designed to verify billing system functions, it can not be used to predict the percent of overall billing errors.

3. **BILLING COMPLETENESS**

- Daily Usage Feed - The same process is used to collect the data for CLECs that is used for SWBT. SWBT will provide a measurement to capture the aggregate of SWBT and CLEC unbillable usage.
- Non-Recurring Charges - Captured in wholesale bill measurement..