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 - [Σ(completion date - application date)]/(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.

FOC - date c (only) commitment

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 - (Count of N,T,C orders installed within business 5 days ÷ 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 - (Count of N,T,C orders not completed by the due date, excluding customer caused misses ÷ 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 - (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 CLEC, all CLECs and SWBT Retail for POTS. Reported for > 30 calendar days & > 90 calendar days. (Calculated monthly based on posted orders.)

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 - Σ(Completion date - committed order due date)/(# 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 - (Count of N,T,C orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ 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 - [Total number of customer trouble reports ÷ (total lines ÷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.

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 - Σ[(Date and time ticket is cleared with customer) - (Date and time ticket received)] ÷ 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.

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 - [Σ(completion date - application date)]/(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.

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 - Σ(Completion date - Committed order due date)/(# of posted orders).
Report Structure - Reported for CLEC, all CLECs and SWBT Retail Specials.

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 - Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ 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 - (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 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 - [Count of network trouble reports ÷ (Total Resold circuits ÷100)].
Report Structure - Reported for CLEC, all CLECs and SWBT by DDS, DS1, DS3, Voice Grade Private Line (VGPL) and ISDN.

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 - [Σ(completion date - application date)]/(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 - (Count of N,T,C orders installed within business "x" business days ÷ total N,T,C orders) * 100.
Report Structure - Reported for CLEC and all CLECs 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 - (Count of N,T,C orders with missed due dates excluding customer caused misses ÷ 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.

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 - Σ(Completion date - committed order due date)/(# of posted orders).
Report Structure - Reported for CLEC and all CLECs.

B. Maintenance

48. **Measurement** - Trouble Report Rate.
Definition - The number of network customer trouble reports within a calendar month per 100 UNEs.
Calculation - [Count of network trouble reports ÷ (Total UNEs ÷ 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 - (Count of trouble reports not cleared by the commitment time for company reasons ÷ 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 - Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ 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.

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.

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 - (Count trunk order orders missed ÷ 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 - Total trunk outage duration ÷ 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 - Calls answered within "x" seconds ÷ 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 - Total queue time ÷ total calls.
Report Structure - Reported for the aggregate of SWBT and CLECs.

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.

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 - Σ(Date and time error detected - date and time error cleared) ÷ 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.

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.

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 6th 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..

ATTACHMENT 1
271 PERFORMANCE MEASUREMENTS

- Wholesale Bill - SWBT is developing a measurement that shows the percent of service orders billed on the first applicable bill period for both CRIS and CABS billing.

ATTACHMENT 2
271 PERFORMANCE MEASUREMENTS

DIRECTORY SERVICES

SWBT currently provides nondiscriminatory access to DA Services on behalf of entities other than its own end user customers that is equal in quality to the services that SWBT provides to its own customers. Calls from SWBT end users and end users of other carriers using SWBT DA Services are processed by the Operator Services system in the order they are received. When the OS switch detects a trunk seizure on a trunk carrying DA traffic, it searches for an idle operator position and, if one is available, connects the call to the position that has been idle the longest.. If no operator is available, the call is time stamped and placed in the Calls Waiting queue. When an operator position becomes available, the OS switch searches the Calls Waiting queue and connects the oldest call to the idle position.

OPERATOR SERVICES

SWBT currently provides nondiscriminatory access to Operator Call Completion Services on behalf of entities other than its own end user customers that is equal in quality to the services that SWBT provides to its own customers. Calls from SWBT end users and end users of other carriers using SWBT Operator Call Completion Services are processed by the Operator Services system in the order they are received. When the OS switch detects a trunk seizure on a trunk carrying OS traffic, it searches for an idle operator position and, if one is available, connects the call to the position that has been idle the longest. If no operator is available, the call is time stamped and placed in the Calls Waiting queue. When an operator position becomes available, the OS switch searches the Calls Waiting queue and connects the oldest call to the idle position.

BRANDING

SWBT will provide branding with the CLEC's name for Operator Services and DA calls for both resellers and facility based providers.

SWBT is capable of branding calls for a facility based CLEC that establishes a separate trunk group to the SWBT Operator Services switch. Branding is available in this case because the calls are handled first by the contracting carrier's switch, aggregated, and then delivered to SWBT's Operator switch over separate, dedicated trunk groups. These dedicated trunk groups allow

the SWBT switch and operator to identify the call and the CLEC and brand appropriately. With a separate trunk group, SWBT will brand all calls with the CLEC's name.

SWBT ordered, purchased, and installed upgrades to its Operator Services switches to make branding capability available to resellers. This feature is now available. Provisions for branding are included in SWBT's OCC approved inter-connection agreements. SWBT has implemented branding for 18 resellers in the five-state area. The installation of this feature gives SWBT the capability in all situations to brand Operator Services and Directory Assistance calls with the name of the carrier.

ATTACHMENT 3
271 PERFORMANCE MEASUREMENTS

INTERCONNECTION TRUNKS

In 1990, the Exchange Carriers Standards Association Committee T1 established blocking levels associated with end office to tandem common transport trunk groups and end office or tandem to IXC POP trunk groups. It was agreed that the overall blocking objective between the end office serving an IXC customer and the IXC POP was 1%. If the connection was routed through the tandem, the common transport trunk group would be engineered to .5% blockage and the tandem to POP would be engineered to .5% blockage for an overall blockage of 1%. In 1993, in response to concerns from the IXCs, SWBT changed its policy to engineer common transport trunk groups from its end offices to its tandems to .25% blockage.

IXC POP ----.5% ---- SWBT Tandem ----.25% ---- SWBT End Office

As part of its proposed CLEC contractual agreements, SWBT's proposed language in the Interconnection Trunking Appendix incorporates an overall blocking objective of 2% for calls between a SWBT customer and a CLEC customer. That would be 1% blockage on end office to tandem common transport trunk groups and 1% blockage on tandem to CLEC common transport trunk groups. However, since calls to the CLEC via the tandem are transported over the same common transport trunk group as described above, the blocking objective would be .25% for the common transport trunk group.

The trunk groups between SWBT end offices are designed for 2% blocking.

CLEC End Office --- 1% --- SWBT Tandem --- .25% --- SWBT End Office

SWBT End Office ---------- 2% ---------- SWBT End Office

Thus, CLEC calls routed to the SWBT end offices via the tandem are designed to experience only 1.25% blockage, while calls routed directly between SWBT end offices can experience 2% blockage.

ATTACHMENT 3
271 PERFORMANCE MEASUREMENTS

SWBT interconnects with CLEC switches using one way or two way trunks. For one way trunks, SWBT typically has "control" over the outgoing trunk group from its switch and the CLEC has control for those groups incoming to SWBT switches. For two way groups, the CLEC and SWBT have joint responsibility for provisioning the trunk group. For those groups over which SWBT has "control", comparative measurements are provided for SWBT trunk groups with analogous blocking design criteria. For those groups over which the CLEC has sole or joint "control", no comparative measurements for percent blocking are provided.

COMMON TRANSPORT TRUNK MEASUREMENTS

SWBT will report, for local common transport, the total reportable trunk groups, the number of trunks groups over threshold for 1 month and the percent over threshold for 1 month by market area. In addition, for those groups over threshold, SWBT will provide a distribution of the trunk groups by blocking percentage. For example, if the Dallas market area had 7 trunk groups over threshold with blocking percentages of 2.65, 3.35, 3.97, 4.23, 6.25, 6.97 and 10.25, the report would show the following:

2% - 3%	3% - 4%	4% -5%	6% - 7%	> 10%
1	2	1	2	1

If a CLEC's customers were experiencing a problem indicative of a trunk blockage condition, SWBT would do root cause analysis to determine if a trunk blockage condition exists. If such a condition exists, SWBT would provide to the CLEC, upon request, the specific trunk group causing the condition as well as the planned action to alleviate the blocking condition.

ATTACHMENT 4
271 PERFORMANCE MEASUREMENTS

911 DATABASE

The 911 database update process ensures that both the CLEC's updates are handled in parity with SWBT's updates. For pure resellers, updates are provided within 24 hours of the SORD file updates, just exactly as SWBT 9-1-1 updates are provided. Facility based providers use the PS911 approach that provides instant updates to the FR/DBMS (the 911 data management system) and immediate feedback via a statistical report of records processed on the file and errors that occurred. A separate error file is also immediately available. The Automatic Location Identification (ALI) data base, the data base that sends the address information to the Public Safety Answering Point (PSAP), is updated 5 times a day in the Missouri , Oklahoma, Kansas and Arkansas (MOKA) region, and 6 times a day in Texas. The updates are not instantaneous, but are made within a 24 hour period. The updates, process all changes since the last ALI update process was executed without regard to record ownership. In other words, SWBT and CLEC records update the ALI system at the same time via the ALI updates. The selective routers are updated 2 to 4 times a day in Texas (depending on the region, i.e. Houston router gets updated 4 times, Dallas get updated 2 times). The selective routers are updated once a day in the MOKA region. Based on clean input (no errors) the records would update the selective routers and the ALI data base within 24 hours of receipt of the update file.

Errors resulting from this process in the 9-1-1 Database Management System are handled by the SWB 9-1-1 Data Integrity Unit (DIU). Errors are received when the file has completed processing. Employees in the DIU are responsible for investigating each error and resolving it.

The DIU employee cannot determine if an account is a Resold Account until he/she begins investigation of the error. Only when the account is accessed in the SWB CRIS or SORD system can they determine it is Resold. SWB does not have access to the billing system of the CLEC and therefore cannot continue the investigation process. Procedures have been agreed upon between the DIU and the LSC, that when it is necessary to contact the CLEC to get additional information to clear an error, the DIU calls the LSC and refers the error.