

ATTACHMENT 4

271 PERFORMANCE MEASUREMENTS

The LSC then contacts the CLEC to get the necessary information to correct the record so it can post to the 9-1-1 Database. The LSC is responsible for issuing a correcting order that flows to 9-1-1 and post. The LSC then notifies the DIU of the disposition.

The DIU then follows-up to be sure the correcting order posts and at that time deletes the original error. If the error can be corrected without an order being issued, this information is given to the DIU and the error is manually corrected.

911 DATABASE MEASUREMENTS

Currently, SWBT is not able to mechanically measure the length of time it takes to clear an error once it is created in the system. SWBT strives to meet the Recommended Standards set by the National Emergency Number Association (NENA) and recently standards were produced with regard to Data Accuracy. This is one of the measurements NENA recommends. SWB is currently working with Lucent Technology to develop the requirements for this enhancement and will implement this measurement when it becomes available.