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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

May 1, 1998

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VIA HAND DELIVERY

Ms. Magalie Roman Salas, Secretary
Federal Communications Commission
1919 M Street, NW Room 222
Washington, DC 20554

Re: Ex Parte Presentation in CC Docket No. 97-231; CC Docket No. 97-121; CC Docket No. 97-208; CC Docket No. 97-137; CC Docket No. 98-56, RM-9101

Dear Ms. Salas:

On Friday, May 1, 1998, I distributed the attached document, MCI's list of performance credits, to Audrey Wright of the Policy Division. This document was produced in response to a request by Staff at MCI's meeting on SWBT's OSS and performance standards and measurements of April 30, 1998.

Two copies of this Notice are being submitted to the Secretary of the FCC in accordance with Section 1.1206(a)(2) of the Commission's rules.

Sincerely,

Susan Jin Davis

Attachment

cc: Audrey Wright

PERFORMANCE MEASUREMENTS, STANDARDS, AND ENFORCEMENT ACTIONS

Section C - Enforcement Action 1: Per Occurrence and Overall Performance Credits for Failure to Meet a Performance Standard

Per Occurrence Credits

Each performance measurement monitors the quality that is critical to customer satisfaction. Consequently, these performance measurements have an associated Per Occurrence Credit due to MCI for specific lack of performance as described in the following table. Within each performance function represented in the table below, Per Occurrence Credits shall be determined on a per-measurement basis.

Performance Function	Occurrence	Per Occurrence Credit
Orders Completed and Not Completed Within Specified Intervals	Installations, feature changes, suspends, blocks, restores, or service disconnects that fall outside the requirements set forth in B	For each service included in the particular Occurrence, the applicable non-recurring charges and the greater of: a) $10,000; or b) the total monthly recurring charges associated with the service multiplied by the number of percentage points that actual performance falls below the Performance Standard set forth in B
Order Accuracy	Orders for installation, feature change, suspend, block, restore, or service disconnect that fall outside the requirements set forth in B	For each Order Accuracy measurement included in the particular Occurrence, the applicable non-recurring charges and the greater of: a) $10,000; or b) the total monthly recurring charges associated with the service multiplied by the number of percentage points that actual performance falls below the Performance Standard set forth in B

PERFORMANCE MEASUREMENTS, STANDARDS, AND ENFORCEMENT ACTIONS

Performance Function	Occurrence	Per Occurrence Credit
Order Status	FOCs, Jeopardies, Rejects, or Order Completions that fall outside the requirements set forth in B	For each Order Status measurement included in the particular Occurrence, the applicable non-recurring charges and the greater of: a) $10,000; or b) the total monthly recurring charges associated with the service multiplied by the number of percentage points that actual performance falls below the Performance Standard set forth in B
Time to Restore (TTR)	Each restoral or failure to restore that falls outside the requirements set forth in B	For the applicable service or Network Element, (i) the non-recurring charge; and (ii) the credits below. **Out of Service - No Dispatch** $20,000 for each occurrence outside 4 hr requirement $15,000 for each occurrence outside 3 hr requirement $10,000 for each occurrence outside 2 hr requirement **Out of Service - Dispatch** $20,000 for each occurrence outside 16 hr requirement $15,000 for each occurrence outside 8 hr requirement $10,000 for each occurrence outside 4 hr requirement **All Other Troubles** $10,000 for each occurrence outside 24 hr requirement
Number and Percent of Maintenance Failures	To be Negotiated	To be Negotiated
Repeat Troubles	Each instance of repeat trouble that falls outside the requirements of B	$10,000 for each repeat trouble outside the requirement set forth in B

PERFORMANCE MEASUREMENTS, STANDARDS, AND ENFORCEMENT ACTIONS

Performance Function	Occurrence	Per Occurrence Credit
Missed Appointments	Each missed customer appointment that falls outside the requirements of B	$10,000 for each missed appointment outside the requirement set forth in B
Systems Availability	For each system interface, each hour, or part thereof, that falls outside the requirement set forth in B	$10,000
Center Responsiveness	Each call that falls outside the requirements set forth in B	$10,000
Timeliness of Billing Records Delivered	Each bill and/or billing record received outside the requirements set forth in B	All charges reflected on the bill and/or billing records that fail to meet this standard
Billing Accuracy	Each bill and/or billing record received outside the requirements set forth in B	All charges reflected on the bill and/or billing records that fail to meet this standard
Average Speed to Answer	Each call to Bell Atlantic's OS or DA platform that falls outside the requirements set forth in B	The applicable recurring charge for each Occurrence multiplied by the number of percentage points that the actual performance falls below the Performance Standard set forth in B
Availability of Network Elements	Each interval (minutes or seconds, whichever is applicable) during which Loop Combinations, A-Links, D-Links, or SCP/Databases are not available outside the requirements set forth in B Each incorrect SCP/Database update that falls outside the requirements set forth in B	$10,000
Performance of Network Elements	Each event that falls outside the requirements of B	$10,000

Overall Performance Credits

This section describes Overall Performance Credits, the purpose of which is to create an incentive for Bell Atlantic to maintain its overall performance (as opposed to its

performance on a per occurrence basis) consistent with all the performance functions outlined above.

Each Performance Standard outlined above is assigned an equal weight. To account for repeated Performance Standard failures, the weight for each Performance Standard will then be adjusted by a multiplier which will be equal to the number of consecutive months (including the first month) a particular Performance Standard has not been met. The weight times the multiplier will represent the percentage by which Bell Atlantic will credit MCI for failure to meet Performance Standards. On a monthly basis, this calculation will be used to credit MCI by a percentage of MCI's monthly bill for Performance Standards that Bell Atlantic fails to meet in that particular month.

The following is an example to illustrate the Overall Performance Credit:
For example, in Month A there are 75 Performance Standards listed in IV(b), and each Performance Standard is assigned a weight of (100/75) = 1.333. Bell Atlantic failed to meet nine (9) Performance Standards in Month A. Of these, Bell Atlantic failed to meet one (1) Performance Standard for three (3) consecutive months, failed to meet three (3) Performance Standards for two (2) consecutive months, and failed to meet five (5) Performance Standards for one (1) month. The multiplier for Month A then is as follows:

$$(1 \times 3) + (3 \times 2) + (5 \times 1) = 14$$

The Overall Performance Credit for Month A will be calculated as follows:

$$1.333 \times 14 = 18.66$$

As a result, Bell Atlantic will credit MCI an amount equal to 18.66% of Month A's bill.