Exhibit 4

Exhibit 4
To Supplemental Memorandum
of SBC and Ameritech
Regarding Performance Measures

California OSS OII
Performance Measures:
Glossary of Terms

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service

IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

Exhibit 5

Exhibit 5
To Supplemental Memorandum
of SBC and Ameritech
Regarding Performance Measures

Department of Justice 271 Performance Measures

DOJ SECTION 271 PERFORMANCE MEASURES

I. RESALE POTS, RESALE SPECIALS AND UNES

PRE-ORDERING/ORDERING

- Average Response Time for OSS Pre-Order Interface
- EASE Average Response Time
- OSS Interface Availability
- Percent Firm Order Confirmations (FOCs) Received Within "X" Hours
- Average Time to Return FOC
- 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
- Average Time to Return Mechanized Completions
- Percent Rejects
- Percent Mechanized Rejects Returned Within 1 Hour of the Start of the EDI/LASR Batch Process
- Mean Time to Return Mechanized Rejects
- Mechanized Provisioning Accuracy
- Order Process Percent Flow Through

BILLING

- Billing Accuracy
- Percent of Accurate and Complete Formatted Mechanized Bills
- Percent of Billing Records Transmitted Correctly
- Billing Completeness.
- Billing Timeliness (Wholesale Bill)
- Daily Usage Feed Timeliness
- Unbillable Usage

MISCELLANEOUS ADMINISTRATIVE

- LSC Average Speed of Answer
- LOC Average Speed of Answer

II. RESALE POTS

PROVISIONING

- Mean Installation Interval
- Percent Installations Completed Within "X" Business Days (POTS)

- Percent SWBT Caused Missed Due Date
- Percent Company Missed Due Dates Due to Lack of Facilities
- Delay Days for Missed Due Dates due to Lack of Facilities
- Percent Installation Reports Within 10 Days (I-10)

MAINTENANCE

- Trouble Report Rate
- Percent Missed Repair Commitments
- Receipt to Clear Duration
- Percent Out of Service (OOS) < 24 Hours
- Percent Repeat Reports

III. RESALE SPECIALS (EXCLUDES "ACCESS" ORDERS)

PROVISIONING

- Average Installation Interval
- Percent Installations Completed Within "X" Business Days
- Percent SWBT Caused Missed Due Dates
- Percent Installation Reports Within 30 Days (I-30)
- Percent Missed Due Dates Due to Lack of Facilities
- Delay Days for Missed Due Dates Due to Lack of Facilities

MAINTENANCE

- Mean Time to Restore
- Percent Repeat Reports
- Failure Frequency

IV. UNBUNDLED NETWORK ELEMENTS (UNES)

PROVISIONING

- Average Installation Interval
- Percent Installations Completed Within "X" Business Days
- Percent Missed Due Dates
- Percent Installation Reports Within 30 Days (I-30)
- Percent Missed Due Dates Due to Lack of Facilities
- Delay Days for Missed Due Dates Due to Lack of Facilities

MAINTENANCE

- Trouble Report Rate
- Percent Missed Repair Commitments
- Mean Time to Restore
- Percent Out Of Service (OOS) < 24 Hours
- Percent Repeat Reports

V. INTERCONNECTION TRUNKS (See Attachment #3)

- Percent Trunk Blockage
- Common Transport Trunk Blockage
- Distribution of Common Transport Trunk Groups Exceeding 2%
- Percent Missed Due Dates
- Average Trunk Restoration Interval

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

- Directory Assistance Grade of Service.
- Directory Assistance Average Speed of Answer
- Operator Services Grade of Service
- Operator Services Average Speed of Answer

VII. INTERIM NUMER PORTABILITY (INP)

- Percent Installation Completed Within "x" (3, 7, 10) Business Days
- Average INP Installation Interval
- Percent INP I-Reports Within 30 Days
- Percent Missed Due Dates

VIII. 911 (See Attachment 4)

- Average Time to Clear Errors

Exhibit 6

Exhibit 6
To Supplemental Memorandum
of SBC and Ameritech
Regarding Performance Measures

Southwestern Bell Performance Measures
November 1998

SWBT PERFORMANCE MEASURES – NOVEMBER 1998

I. RESALE POTS, RESALE SPECIALS AND UNES

PRE-ORDERING/ORDERING

- Average Response Time for OSS Pre-Order Interface
- Percent Responses Received Within "X" Seconds
- EASE Average Response Time
- OSS Interface Availability
- Percent Firm Order Confirmations (FOCs) Received Within "X" Hours
- Average Time to Return FOC
- 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
- Average Time to Return Mechanized Completions
- Percent Rejects
- Percent Mechanized Rejects Returned Within 1Hour of EDI/LSR
- Mean Time to Return Mechanized Rejects
- Mechanized Provisioning Accuracy
- Order Process Percent Flow Through

BILLING

- Billing Accuracy
- Percent of Accurate and Complete Formatted Mechanized Bills
- Percent of Billing Records Transmitted Correctly
- Billing Completeness
- Billing Timeliness (Wholesale Bill)
- Daily Usage Feed Timeliness
- Unbillable Usage

MISCELLANEOUS ADMINISTRATIVE

- LSC Average Speed of Answer
- LSC Grade of Service (GOS)
- Percent Busy in the LSC
- LOC Average Speed of Answer
- LOC Grade of Service (GOS)
- Percent Busy in the LOC

II. RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT

PROVISIONING

- Mean Installation Interval
- Percent Install Complete in "X" Days
- Percent SWBT Caused Missed Due Dates
- Average Delay Days for SWBT Caused Missed Due Dates
- Percent SWBT Caused Missed Due Dates 30 days
- Percent SWBT Missed Due Dates Due to Lack of Facilities
- Average Delay Days for Missed Due Dates Due to Lack of Facilities
- Count of Orders Canceled After the Due Date (SWBT caused miss)
- Percent Trouble Report Within 10 Days (I-10) of Install
- Percent No Access

MAINTENANCE

- Trouble Report Rate
- Percent Missed Repair Commitments
- Receipt to Clear Duration
- Percent Out Of Service (OOS) < 24 Hours
- Percent Repeat Reports
- Percent of Trouble Report with No Access

III. RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT (EXCLUDES "ACCESS" ORDERS)

PROVISIONING

- Average Installation Interval
- Percent Installations Completed Within "X" Business Days
- Percent SWBT Caused Missed Due Dates
- Delay Days for SWBT Caused Missed Due Dates
- Percent SWBT Caused Missed Due Dates > 30 Days (I-30)
- Percent Missed Due Dates Due to Lack of Facilities
- Average Delay Days Due to Lack of Facilities
- Count of Orders Canceled After The Due Date Which Were Caused by SWBT
- Percent Trouble Report Within 30 Days (I-30) of Install

MAINTENANCE

- Mean Time to Restore
- Percent Report Reports
- Failure Frequency

IV. UNBUNDLED NETWORK ELEMENTS (UNES)

PROVISIONING

- Average Installation Interval
- Percent Installations Completed Within "X" Business Days
- Percent SWBT Caused Missed Due Dates
- Delay Days For SWBT Caused Missed Due Dates
- Percent SWBT Caused Missed Due Dates > 30 Days (I-30)
- Percent Missed Due Dates Due to Lack of Facilities
- Average Delay Days Due to Lack of Facilities
- Count of Orders Canceled After The Due Date Which Were Caused by SWBT
- Percent Trouble Report Within 30 Days (I-30) of Install

MAINTENANCE

- Trouble Report Rate
- Percent Missed Repair Commitments
- Mean Time to Restore
- Percent Out of Service (OOS) < 24 Hours
- Percent Repeat Reports

V. INTERCONNECTION TRUNKS

- Percent Trunk Blockage
- Common Transport Trunk Blockage
- Distribution of Common Transport Trunk Groups Exceeding 2%
- Percent Missed Due Dates – Interconnection Trunks
- Average Delay Days for Missed Due Dates – Interconnection Trunks
- Percent SWBT Caused Missed Due Dates > 30 Days – Interconnection Trunks
- Average Trunk Restoration Interval – Interconnection Trunks
- Average Time to Restore Service Affecting Trunk Groups
- Average Interconnection Trunk Installation Interval

VI. DIRECTORY ASSISTAN E (DA) AND OPERATOR SERVICES (OS)

- Directory Assistance Graded of Service
- Directory Assistance Speed of Answer
- Operator Services Grade of Service
- Operator Services Average Speed of Answer
- Percent Calls Abandoned
- Percent Calls Deflected
- Average Work Time
- Non-Call Busy Work Volumes

VII. INTERIM NUMBER PORTABILITY (INP)

- Percent Install Completed in 3, 7, 10 Days
- Average INP Installation Interval
- Percent INP I-Reports Within 30 Days
- Percent Missed Due Dates

VIII. 911

- Average Time to Clear Errors
- Average Time Required to Update 911 Database (Facility Based Providers)

IX. POLES, CONDUIT AND RIGHTS OF WAY

- Percent of Requests Processed Within 35 Days
- Average Days Required to Process a Request

X. COLLOCATION

- Percent Missed Collocation Due Dates
- Average Days Required to Complete Physical Collocation Facilities
- Percent of Requests Processed Within 35 Business Days

XI. DIRECTORY ASSISTANCE DATABASE

- Percent of Updates Completed Into the DA Database Within 72 Hours for Facility Based CLECs
- Average Update Interval for DA Database for Facility Based CLECs
- Percent Database Accuracy for Manual Updates

XII. COORDINATED CONVERSIONS

- Percent Pre-Mature Disconnects (Coordinated Cutovers)
- Percent SWBT Caused Delay Coordinated Cutovers
- Percent Mechanized INP Conversions

XIII. NXX

- Percent NXXs Loaded and Tested Prior to the LERG Effective Date
- Average Delay Days for NXX Loading and Testing
- Mean Time to Repair

Exhibit 7

Exhibit 7
To Supplemental Memorandum
of SBC and Ameritech
Regarding Performance Measures

Pacific Bell Performance Measures
December 1998

PACIFIC BELL'S PERFORMANCE MEASURES – DECEMBER 1998

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

PRE-ORDERING

- Average Response Time (to Pre-Order Queries)

ORDERING

- Average FOC Notice Interval
- Average Reject Notice Interval
- Percent of Flow Through Orders

PROVISIONING

- Percent of Orders Given Jeopardy Notice
- Average Jeopardy Notice Interval
- Average Completed Interval
- Percent Completed within Standard Interval
- Coordinated Customer Conversion
- LNP Network Provisioning
- Percent of Due Dates Missed
- Percent Company Missed Due Dates due to Lack of Facilities
- Delay Order Interval to Completion Date
- Held Order Interval
- Provisioning Trouble Reports
- Percent Troubles in 30 days for New Orders
- Percent Troubles in 7 days for New Orders
- Average Completion Notice Interval

MAINTENANCE

- Customer Trouble Report Rate
- Percent of Customer Trouble not Resolved within Estimated Time
- Average Time to Restore
- POTS Out of Service less than 24 Hours
- Frequency of Report Troubles in 30 day period

NETWORK PERFORMANCE

- Percent Blocking on Common Trunks
- Percent Blocking on Interconnection Trunks
- NXX Loaded by LERG Effective Date

- Network Outage Notification

BILLING

- Usage Timeliness
- Accuracy of Usage Feed
- Wholesale Bill Timeliness
- Usage Completeness
- Recurring Charge Completeness
- Non-Recurring Charge Completeness
- Bill Accuracy
- Duplicate Billing
- Accuracy of Mechanized Bill Feed

DATABASE UPDATES

- Average Database Update Interval
- Percent Database Accuracy
- E911/911 MS Database Update Interval

COLLOCATION

- Average Time to Respond to a Collocation Request
- Average Time to Provide a Collocation Arrangement

INTERFACES

- Percent of Time Interface is Available
- Average Notification of Interface Outages
- Center Responsiveness

Exhibit 8

Exhibit 8
To Supplemental Memorandum
of SBC and Ameritech
Regarding Performance Measures

Nevada Bell Performance Measures
February 1999

NEVADA PERFORMANCE MEASUREMENTS

PRE-ORDERING

- Average Response Time (to Pre-Order Queries)

ORDERING

- Average FOC Notice Interval
- Average Reject Notice Interval
- Percent of Flow Through Orders

PROVISIONING

- Percent of Orders Given Jeopardy Notice
- Average Jeopardy Notice Interval
- Average Completed Interval
- percent Completed within Standard Interval
- Coordinated Customer Conversion
- LNP Network Provisioning
- Percent of Due Dates Missed
- percent Company Missed Due Dates due to lack of Facilities
- Delay Order Interval to Completion Date
- Held Order Interval
- Provisioning Trouble Reports
- Percent Troubles in 30 days for New Orders
- Percent Troubles in 7 days for New Orders
    - Percent Troubles in 5 days for New Orders
- Average Completion Notice Interval

MAINTENANCE

- Customer Trouble Report Rate
- Percent of Customer Trouble not Resolved within Estimated Time
- Average Time to Restore
- POTS Out of Service less than 24 Hours
- Frequency of Repeat Troubles in 30-day period

NETWORK PERFORMANCE

- Percent Blocking on Common Trunks
- Percent Blocking on Interconnection Trunks
- NXX Loaded by LERG Effective Date

- Network Outage Notification

BILLING

- Usage Timeliness
- Accuracy of Usage Feed
- Wholesale Bill Timeliness
- Usage Completeness
- Recurring Charge Completeness
- Non-Recurring Charge Completeness
- Bill Accuracy
- *Intentionally Left Blank*
- Accuracy of Mechanized Bill Feed

DATABASE UPDATES

- Average Database Update Interval
- Percent Database Accuracy
- E911/911 MS Database Update Interval

COLLOCATION

- Average Time to Respond to a Collocation Request
- Average Time to Provide a Collocation Arrangement

INTERFACES

- Percent of Time Interface is Available
- Average Notification of Interface Outages
- Center Responsiveness

NOTES:

1. *Not all measures apply to all ILECs.*

2. *Some measures are still in dispute.*

3. *Details regarding implementation schedules for supported measures are documents under Reporting Process (Section IIc).*

4. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and Nevada UC decisions/regulations, tariffs, and interconnection agreements.*