

<b>49. Measurement</b>	
Average Delay Days Due To Lack Of Facilities	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is based on the missed reason code.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{Committed order due date}) \div (\# \text{ of completed orders})$	Reported for CLEC, all CLECs and SWBT Retail Specials
<b>Benchmark:</b>	
Parity	

<b>50. Measurement</b>	
Count of orders canceled after the Due Date (SWBT Caused) – SPECIALS - Provisioning	
<b>Definition:</b>	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with SWBT missed codes are included.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE, POTS and Interconnection Trunk</li> </ul>	
<b>Business Rules:</b>	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale</li> <li>• The count will be divided into 1-30, 31-90 and &gt; 90</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Cancel Date > Due Date	Reported for individual CLECs and the aggregate of all CLECs.
<b>Benchmark:</b>	
Diagnostic, no benchmark required	

<b>51. Measurement</b>	
Percent Trouble Report Within 30 Days (I-30) of Install	
<b>Definition:</b>	
Percent of N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an add in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(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	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

**Maintenance**

<b>52. Measurement</b>	
Mean Time To Restore	
<b>Definition:</b>	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it flagged on WFA (Work Force Administration) and the actual duration field is used. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>53. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is flagged on WFA (Work Force Administration) that indicates it qualifies as a repeat report. A trouble report is only counted as a repeat once per original ticket. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity .	

<b>54. Measurement</b>	
Failure Frequency	
<b>Definition:</b>	
The number of network customer trouble reports within a calendar month per 100 circuits.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is flagged on WFA (Work Force Administration) and divided by the cumulative circuit count. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
[Count of network trouble reports ÷ (Total Resold circuits ÷ 100)]	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

## UNBUNDLED NETWORK ELEMENTS (UNES)

### Provisioning

<b>55. Measurement</b>	
Average Installation Interval	
<b>Definition:</b>	
Average business days from application date to completion date for N,T,C orders excluding customer caused 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.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Exclude orders that are not N, T, or C</li> <li>• Excludes customer requested due dates greater than "x" business days</li> <li>• Excludes customer caused misses</li> <li>• Excludes Weekends and Holidays</li> </ul>	
<b>Business Rules:</b>	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNES contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Diagnostic	

<b>56. Measurement</b>	
Percent Installations in "X" Days	
<b>Definition:</b>	
Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Exclude orders that are not N, T, or C</li> <li>• Excludes customer requested due dates greater than "x" business days</li> <li>• Excludes customer caused misses</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 55	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of N,T,C orders installed within business "x" business days ÷ total N,T,C orders) * 100	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
95% within "X" days	

<b>57. Measurement</b>	
Percent SWBT Caused Missed Due Dates	
<b>Definition:</b>	
Percent of UNE N,T,C orders where installations are not completed by the negotiated due date excluding customer caused misses.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Exclude orders that are not N, T, or C</li> <li>• Excludes customer caused misses</li> </ul>	
<b>Business Rules:</b>	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of N,T,C orders with missed due dates excluding customer caused misses ÷ total number of UNE N,T,C orders ) *100	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Parity	

<b>58. Measurement</b>	
Delay Days For SWBT Caused Missed Due Dates	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{committed order due date}) \div (\# \text{ of posted orders})$	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Parity	

<b>59. Measurement</b>	
Percent SWBT Caused Missed Due Dates > 30 days	
<b>Definition:</b>	
Percent of N,T,C orders where installation was completed greater than 30 days following the due date, excluding customer caused misses.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> </ul>	
<b>Business Rules:</b>	
See Measurement #58	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$(\text{Count of N, T, C orders completed greater than 30 days following the due date, excluding customer caused misses} + \text{total number of N, T, C orders}) * 100$	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Parity	

<b>60. Measurement</b>	
Percent Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Percent N,T,C orders with missed committed due dates due to lack of facilities	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of N,T,C orders with missed committed due dates due to lack of facilities ÷ total N,T,C orders) * 100	Reported by CLEC, all CLECs Reported for > 30 calendar days & > 90 calendar days
<b>Benchmark:</b>	
Parity	

<b>61. Measurement</b>	
Average Delay Days Due To Lack Of Facilities	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed orders due to lack of facilities	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{committed order due date}) \div (\# \text{ of completed orders})$	Reported for CLEC and all CLECs for UNEs contained in the UNE price schedule
<b>Benchmark:</b>	
Parity	

<b>62. Measurement</b>	
Count of orders canceled after the Due Date (SWBT Caused) – UNE - Provisioning	
<b>Definition:</b>	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with SWBT missed codes are included.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Cancel Date > Due Date	The count will be divided into 1-30, 31-90 and > 90. Reported for individual CLECs and the aggregate of all CLECs
<b>Benchmark:</b>	
Diagnostic, no benchmark required	

<b>63. Measurement</b>	
Percent Trouble Report Within 30 Days (I-30) of Install	
<b>Definition:</b>	
Percent UNE N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• for UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(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	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Parity	

**Maintenance**

<b>64. Measurement</b>	
Trouble Report Rate	
<b>Definition:</b>	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it flagged on WFA (Work Force Administration) and divided by the cumulative circuit count. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>65. Measurement</b>	
Percent Missed Repair Commitments	
<b>Definition:</b>	
Percent of trouble reports not cleared by the commitment time for company reasons.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> </ul>	
<b>Business Rules:</b>	
The commitment time is defined as 24 hours. The close date minus the receive date must be 0 or it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• "POTS type" loops (2-Wire Analog 8dB Loop)</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>66. Measurement</b>	
Mean Time To Restore	
<b>Definition:</b>	
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.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it flagged on WFA (Work Force Administration) and divided by the cumulative circuit count. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule by dispatch and no dispatch</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\sum[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})]}{\text{total network customer trouble reports}}$	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>67. Measurement</b>	
Percent Out Of Service (OOS) < 24 Hours	
<b>Definition:</b>	
Percent of OOS trouble reports cleared in less than 24 hours.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> </ul>	
<b>Business Rules:</b>	
The close date minus the receive date must be 0 for it to count as a trouble report that was less than 24 hours. UNEs are selected based on a specific service code off of the circuit ID. All WFA trouble tickets are considered to be OSS.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• by "POTS like" loop (2-Wire Analog 8dB Loop)</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of UNE OOS trouble reports < 24 hours ÷ total number of UNE OOS trouble reports) * 100	Reported for CLEC, CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>68. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks</li> <li>• UNE Combos</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it flagged on WFA (Work Force Administration) that indicates it qualifies as a repeat report. A trouble report is only counted as a repeat once per original ticket. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNEs contained in the UNE price schedule</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

## INTERCONNECTION TRUNKS

<b>69. Measurement</b>	
Percent Trunk Blockage	
<b>Definition:</b>	
Percent of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes Weekends and Holidays</li> </ul>	
<b>Business Rules:</b>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• The SWBT end office to CLEC end office and SWBT tandem to CLEC end office trunk blockage will be reported separately</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>70. Measurement</b>	
Common Transport Trunk Blockage	
<b>Definition:</b>	
Percent of local common transport trunk groups exceeding 2% blockage	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excludes Weekends and Holidays</li> </ul>	
<b>Business Rules:</b>	
The clock starts and stops on the official study week that collects data for the month in which the reporting period is gathered.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100	Reported on local common transport trunk groups
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>71. Measurement</b>	
Distribution Of Common Transport Trunk Groups > 2%.	
<b>Definition:</b>	
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>none</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 70	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
The number of trunk groups exceeding 2% will be shown in histogram form based on the levels of blocking	Reported on local common transport trunk groups
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>72. Measurement</b>	
Percent Missed Due Dates – Interconnection Trunks	
<b>Definition:</b>	
Percent trunk order due dates missed on interconnection trunks.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and UNE</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
<p>The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection trunks are selected based on a specific service code off of the circuit ID.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count trunk order orders missed ÷ total trunk orders) * 100	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>73. Measurement</b>	
Average Delay Days For Missed Due Dates – Interconnection Trunks	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed interconnection trunk orders	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and UNE</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection Trunks are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\sum (\text{Completion date} - \text{committed order due date}) \div (\# \text{ of completed trunk orders})$	Reported for CLEC, all CLECs and SWBT for interconnection trunks
<b>Benchmark:</b>	
Parity	

<b>74. Measurement</b>	
Percent SWBT Caused Missed Due Dates > 30 Days – Interconnection Trunks	
<b>Definition:</b>	
Percent of N,T, and C orders where installation was completed greater than 30 days following the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and UNE</li> <li>• UNE Combos</li> <li>• Excludes orders that are not N, T, or C</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 73	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of interconnection trunk orders completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of interconnection trunk orders) * 100	Reported for CLEC, all CLECs and SWBT for interconnection trunk
<b>Benchmark:</b>	
Parity	

<b>75. Measurement</b>	
Average Trunk Restoration Interval – Interconnection Trunks	
<b>Definition:</b>	
Average time to repair interconnection trunks.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and UNE</li> <li>• UNE Combos</li> </ul>	
<b>Business Rules:</b>	
The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection Trunks are selected based on the circuit being identified as a message type circuit. The actual duration field is used for the duration and only measured tickets are counted.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total trunk outage duration ÷ total trunk trouble reports	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>76. Measurement</b>	
Average Time to Restore Service Affecting Trunk Groups	
<b>Definition:</b>	
The average time to restore service affecting trunk groups.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and UNE</li> <li>• UNE Combos</li> <li>• Cable Cuts</li> <li>• Outages outside SWBT's contron</li> </ul>	
<b>Business Rules:</b>	
Service affecting is defined as 20% of a trunk group out-of-service which causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SWBT.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours	

<b>77. Measurement</b>	
Average Interconnection Trunk Installation Interval	
<b>Definition:</b>	
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• SWBT originated CCNA's</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the completion date. The measurement is taken for all ASRs that complete in the reporting period.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Interconnection Trunks, SS7 links, OS/DA and 911 trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{completion date of the trunk order} - \text{receipt of complete and accurate ASR}) \div \text{total trunk orders}$	Reported by CLEC, all CLECs and comparable SWBT trunks
<b>Benchmark:</b>	
Parity	

## DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

<b>78. Measurement</b>	
Directory Assistance Grade Of Service	
<b>Definition:</b>	
Percent of directory assistance calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0 , > 20.0, and > 25.0 seconds	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
<p>The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation. Calls are categorized into the above bands to determine the % of calls that were answered within "x" seconds.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\text{Calls answered within "x" seconds}}{\text{total calls answered}}$	Reported for the aggregate of SWBT and CLECs
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>79. Measurement</b>	
Directory Assistance Average Speed Of Answer	
<b>Definition:</b>	
The average time a customer is in queue.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total queue time ÷ total calls	Reported for the aggregate of SWBT and CLECs
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>80. Measurement</b>	
Operator Services Grade Of Service	
<b>Definition:</b>	
Percent of operator services calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
<p>The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation. Calls are categorized into the above bands to determine the % of calls that were answered within "x" seconds.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\text{Calls answered within "x" seconds}}{\text{total calls answered}}$	Reported for the aggregate of SWBT and CLECs
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>81. Measurement</b>	
Operator Services Speed Of Answer	
<b>Definition:</b>	
The average time a customer is in queue.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total queue time ÷ total calls.	Reported for the aggregate of SWBT and CLECs
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>82. Measurement</b>	
Percent Calls Abandoned	
<b>Definition:</b>	
The percent of calls where the customer hangs up while the call is in queue.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test calls</li> </ul>	
<b>Business Rules:</b>	
The clock runs on a 24 hour cycle starting at 6:00am and ending at 6:00am. This measurement determines the amount of calls that were abandoned against the number of operator positions during the reporting period in quarter hour intervals.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Number of calls abandoned ÷ number of operator positions requested) * 100	Reported for CLEC and SWBT in the aggregate
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>83. Measurement</b>	
Percent Calls Deflected	
<b>Definition:</b>	
The percent of calls that are received and are unable to be placed in queue	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test calls</li> </ul>	
<b>Business Rules:</b>	
The clock runs on a 24 hour cycle starting at 6:00am and ending at 6:00am. This measurement determines the amount of calls that are received and deflected to a recording rather than being placed in queue against the number of operator positions during the reporting period in quarter hour intervals.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Number of calls deflected ÷ number of operator positions requested) * 100	Reported for CLEC and SWBT in the aggregate
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>84. Measurement</b>	
Average Work Time	
<b>Definition:</b>	
The average number of seconds an operator spends handling a customer's request for assistance in obtaining a telephone number, placing a call at the customer's request or in a position busy state.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test calls</li> </ul>	
<b>Business Rules:</b>	
The clock starts when a customer connects to an operator position and stops when the operator position releases the customer after serving his/her request.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma$ (Time operator position releases customer – time customer connects to an operator position) ÷ calls	Reported for CLEC and SWBT in the aggregate
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

<b>85. Measurement</b>	
Non-Call Busy Work Volumes	
<b>Definition:</b>	
The amount of time in CCS (Centum Call Second) that an operator has placed their position in make busy or in a position busy state.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test calls</li> <li>• When an operator is talking to a customer and places the position in a busy state to gather information is excluded from this measurement</li> </ul>	
<b>Business Rules:</b>	
The clock starts when the operator's last customer hangs up (position is placed in busy state) and the clock stops when a call is answered (position is removed from busy state).	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma$ (Time operator placed position in busy state - time operator removed position from busy state)	Reported for CLEC and SWBT in the aggregate
<b>Benchmark:</b>	
Aggregate measurement, no benchmark required	

## INTERIM NUMBER PORTABILITY (INP)

<b>86. Measurement</b>	
Percent Install in 3, 7, 10 Days	
<b>Definition:</b>	
Percent installations completed within "x" (3, 7, 10) business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes customer caused misses</li> <li>• Excludes customer requested due dates greater than "x" (3, 7, 10) business days</li> <li>• Excludes Weekends and Holidays</li> </ul>	
<b>Business Rules:</b>	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The orders are flagged as INP by USOC codes on the order.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total INP orders installed within "x" (3, 7, 10) business days ÷ total INP orders	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
90% within "X" business days	

<b>87. Measurement</b>	
Average INP Installation Interval	
<b>Definition:</b>	
Average business days from application date to completion date for INP orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes customer requested due dates greater than the SWBT standard interval</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 86	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Total business days from application to completion date for INP orders ÷ total INP orders) * 100	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
See measurement 85	

<b>88. Measurement</b>	
Percent INP I-Reports in 30 Days	
<b>Definition:</b>	
Percent of INP N,T, C orders that receive a network customer trouble report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes customer provided equipment (CPE) or wiring within 30 calendar days of service order completion</li> <li>• Excludes subsequent reports and all disposition "13" reports (excludable reports)</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is flagged in LMOS as a trouble report that had a service completion within 30 days. The tickets are flagged as INP by matching the telephone number and order number against an order that is marked as INP based on the USOC codes on the order.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(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	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Parity	

<b>89. Measurement</b>	
Percent Missed Due Dates	
<b>Definition:</b>	
Percent of INP N,T,C orders where installations are not completed by the negotiated due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes customer caused misses</li> </ul>	
<b>Business Rules:</b>	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of INP N,T,C orders with missed due dates excluding customer caused misses ÷ total number of INP N,T,C orders ) *100	Reported for CLEC and all CLECs
<b>Benchmark:</b>	
Parity	

911

<b>90. Measurement</b>	
Average Time To Clear Errors	
<b>Definition:</b>	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SWBT installs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date and time error detected} - \text{date and time error cleared}) \div \text{total number of errors}$	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>91. Measurement</b>	
Average Time Required to Update 911 Database (Facility Based Providers)	
<b>Definition:</b>	
The average time it takes to update the 911 database file.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date and time data processing begins} - \text{date and time data processing ends}) \div \text{total number of files}$	Reported for individual CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

## POLES, CONDUIT AND RIGHTS OF WAY

<b>92. Measurement</b>	
Percent of requests processed within 35 Days	
<b>Definition:</b>	
The percent of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(count of number of requests processed within 35 days ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs. SWBT's
<b>Benchmark:</b>	
90% within 35 days	

<b>93. Measurement</b>	
Average Days Required to Process a Request	
<b>Definition:</b>	
The average time it takes to process a request for access to poles, conduits, and right-of-ways	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 92	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date request returned to CLEC} - \text{date request received from CLEC}) \div \text{total number of requests}$	Reported for individual CLEC and all CLECs.
<b>Benchmark:</b>	
See measurement 90	

## COLLOCATION

<b>94. Measurement</b>	
Percent Missed Collocation Due Dates	
<b>Definition:</b>	
The percent of SWBT caused missed due dates for Physical Collocation projects.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
<p>The clock starts when SWBT receives 50% payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation cage is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none"> <li>• CLEC return to SWBT corrected and complete floor plan drawings</li> <li>• CLEC placement of required component(s)</li> </ul>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(count of number of SWBT caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100	Reported for individual CLEC and all CLECs
<b>Benchmark:</b>	
Under development	

<b>95. Measurement</b>	
Average Delay Days Caused by SWBT to complete physical Collocation Facilities	
<b>Definition:</b>	
The average delay days caused by SWBT to complete physical collocation facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 94	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date collocation work completed - date CLEC agrees to collocation work}) \div \text{total number collocation projects}$	Reported for individual CLEC and all CLECs by active and non-active
<b>Benchmark:</b>	
Under development	

<b>96. Measurement</b>	
Percent of requests processed within 35 Business Days	
<b>Definition:</b>	
The percent of requests for collocation facilities processed within 35 business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes Weekends &amp; Holidays</li> </ul>	
<b>Business Rules:</b>	
The clock starts when SWBT (ICSC) receives the application. The clock stops when SWBT responds back to the application request with a quote.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$(\text{count of number of requests processed within 35 days} \div \text{total number of requests}) * 100$	Reported for individual CLEC and all CLECs
<b>Benchmark:</b>	
90% within 35 business days	

## DIRECTORY ASSISTANCE DATABASE

<b>97. Measurement</b>	
Percent of updates into the DA Database within 72 Hours	
<b>Definition:</b>	
The percent of DA database updates completed within 72 hours of receipt of the update from the CLEC.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes Weekends and Holidays</li> </ul>	
<b>Business Rules:</b>	
The date and time stamp on FAX updates starts the clock and the date and time when the listing is updated stops the clock. The update clerks work hours are 6:30 a.m. to 3:00 p.m. M-F. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of updates completed within 72 hours ÷ total updates) * 100	Reported by CLEC and all CLECs for facility based providers
<b>Benchmark:</b>	
95% updated within 72 hours	

<b>98. Measurement</b>	
Average Update Interval for DA Database	
<b>Definition:</b>	
The average update interval for DA database changes for facility based CLECs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business-Rules:</b>	
See Measurement # 97	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\sum (8:00 \text{ a.m. of the day following the input into the LSS database} - \text{Time update received from CLEC})}{\text{total updates}}$	Reported by CLEC and all CLECs for facility based providers
<b>Benchmark:</b>	
See measurement 97	

<b>99. Measurement</b>	
Percent DA Database Accuracy For Manual Updates	
<b>Definition:</b>	
The percent of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 97	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Number of SWBT caused update errors ÷ Total number of updates) *100	Reported by CLEC and all CLECs for facility based providers
<b>Benchmark:</b>	
97%	

## COORDINATED CONVERSIONS

<b>100. Measurement</b>	
Percent Pre-mature Disconnects (Coordinated Cutovers)	
<b>Definition:</b>	
Percent of coordinated cutovers where SWBT prematurely disconnects the customer prior to the scheduled conversion (before 3:00pm only).	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the scheduled frame time and the clock stops on the completion of SWBT work and acceptance by the CLEC.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100	Reported by CLEC and all CLECs disaggregated by INP and INP with UNE loop
<b>Benchmark:</b>	
≤ 5%	

<b>101. Measurement</b>	
Percent SWBT caused delayed Coordinated Cutovers	
<b>Definition:</b>	
Percent of SWBT caused late coordinated cutovers in excess of 30 minutes (before 3:00pm only).	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the scheduled frame time and the clock stops on the completion of SWBT work and acceptance by the CLEC.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of SWBT caused late coordinated cutovers in excess of 30 minutes ÷ total coordinated cutovers) * 100	Reported by CLEC and all CLECs disaggregated by INP and INP with UNE loop
<b>Benchmark:</b>	
≤ 5%	

<b>102. Measurement</b>	
Percent Missed Mechanized INP Conversions	
<b>Definition:</b>	
Percent of mechanized INP conversions not loaded in the switch within 30 minutes of the scheduled due time.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time within 30 minutes of the scheduled due time on either side.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of mechanized INP conversions not loaded in the switch within 30 minutes of scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100	Reported by CLEC and all CLECs.
<b>Benchmark:</b>	
≤ 5%	

**NXX**

<b>103. Measurement</b>	
Percent NXXs loaded and tested prior to the LERG effective date	
<b>Definition:</b>	
The percent of NXXs loaded and tested prior to the LERG effective date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excludes Weekends and Holidays</li> </ul>	
<b>Business Rules:</b>	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of NXXs loaded and tested by LERG date ÷ total NXXs loaded and tested) * 100	Reported by CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>104. Measurement</b>	
Average Delay Days for NXX Loading and Testing	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed NXX orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>none</li> </ul>	
<b>Business Rules:</b>	
See Measurement #103	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion Date} - \text{LERG date}) \div (\text{number of orders})$	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

<b>105. Measurement</b>	
Mean Time to Repair	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed NXX orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Business Rules:</b>	
See Measurement # 103	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion Date} - \text{LERG date}) \div$ (number of orders)	Reported for CLEC, all CLECs and SWBT
<b>Benchmark:</b>	
Parity	

