

data, recognizing that the data may not accurately reflect the timeliness of SWBT's response to an LSR submitted by Covad.

- **PONs For Which Covad's Response to a SWBT "Reject" Exceeded Three (3) Business Days**—One (1) PON in the original data requested by the Texas Commission involved a situation in which Covad's response to a SWBT "reject" notice exceeded three business days (i.e., Covad submitted a supplemental LSR four business days after receiving the reject notice). Because this response exceeded the amount of time that Covad typically requires to respond to a reject notice, the parties agreed to exclude information regarding this PON from the Reconciled Data. Covad submitted most of its supplemental LSRs in response to SWBT's reject notices on either the day it received the reject notice or the following business day;
- **PONs With Intervening Incorrect Supplemental LSRs**—Upon receiving a reject notice from SWBT, Covad occasionally submitted a supplemental LSR that was either incorrect or incomplete. Because the time required to reject and supplement the intervening incorrect LSR may not be attributable to SWBT, the parties agreed to exclude PONs involving an intervening incorrect LSR from the Reconciled Data.

Importantly, the Reconciled Data does **not** include information regarding the frequency with which SWBT installed the loop by the stated due date.

29. The Additional Data contains the same information provided in the Reconciled Data, but also includes the following information:

- **Days to Receive Reject**—If SWBT rejected Covad’s Initial LSR, the number of calendar days between SWBT’s receipt of Covad’s Initial LSR and the date on which Covad received SWBT’s notice of rejection;
- **Days to Receive FOC (“Firm Order Confirmation”)**—The number of calendar days between SWBT’s receipt of Covad’s Initial LSR and the date on which SWBT provided Covad with a scheduled due date for the installation of the loop;
- **Days Initial LSR to Due Date**—The number of calendar days between SWBT’s receipt of Covad’s Initial LSR and the date of SWBT’s scheduled installation of the loop;
- **Conditioning Interval Required by SWBT**—Whether SWBT required Covad to submit the LSR under the 15 business day provisioning interval reserved for loops that require conditioning;
- **Actual Conditioning Necessary**—Whether conditioning of the loop (*i.e.*, the removal of bridged tap, load coils or other intervening equipment) was actually performed by SWBT;
- **SWBT’s Reason for Reject**—The reason for the rejection of Covad’s Initial LSR, according to SWBT.

Again, the Additional Data does **not** include information regarding the frequency with which SWBT installed the loop by the stated due date.

Summary of the OSS Data

30. Overall, Covad submitted OSS data for 83 loop orders corresponding to 45 customer requests for SDSL, 30 customer requests for IDSL, and 8 customer requests for ADSL. According to this data, over 73 % of Covad's loop orders corresponding to customer requests for ADSL and SDSL services were initially rejected by SWBT, requiring Covad to supplement the order before SWBT would process it, as described below. In addition, for over 35 % of Covad's orders corresponding to customer requests for SDSL, SWBT required Covad to endure a 15 business day (21 calendar day) conditioning interval when no actual conditioning was performed (*i.e.*, SWBT's "reject" notices do not show that removal of intervening equipment was required to provision the service). This results in unnecessary provisioning delays for Covad's SDSL services that SWBT's DSL services apparently do not experience.

31. According to Covad's data, SWBT required an average of 5.8 days to provide loop make-up data when it claimed such information was necessary to provision an SDSL order. SWBT required an average of 8.6 days from the submission of a complete and correct LSR to provide a FOC when a loop order corresponds to SDSL. The average interval between SWBT's receipt of a loop order corresponding to SDSL and the committed date for installation of the loop is 23.6 days. Importantly, this data does **not** show the average interval for *actual installation* of the loop.

32. For ADSL, SWBT required an average of 6.7 days to provide loop make-up data when SWBT contends such information is necessary to provision the order. SWBT required an average of 7.6 days to provide a FOC for orders corresponding to requests for ADSL. The average interval between SWBT's receipt of a loop order corresponding

and correct LSR to provide a FOC when a loop order corresponds to SDSL. The average interval between SWBT's receipt of a loop order corresponding to SDSL and the committed date for installation of the loop is 23.6 days. Importantly, this data does not show the average interval for *actual installation* of the loop.

28. For ADSL, SWBT required an average of 6.7 days to provide loop make-up data when SWBT contends such information is necessary to provision the order. SWBT required an average of 7.6 days to provide a FOC for orders corresponding to requests for ADSL. The average interval between SWBT's receipt of a loop order corresponding to ADSL and the committed date for installation of the loop is 24.3 days. Importantly, this data does not show the average interval for *actual installation* of the loop.

29. Using the data submitted to the Texas Commission, Covad calculated SWBT's performance under the Texas Commission's Performance Measure 5 (% FOC Received Within 24 Hours) and Performance Measure 55.1 (Average Installation Interval—Calendar Days). The results of these calculations are shown below.

% FOC Received in 24 Hours	Avg. Installation Interval Conditioned Loops	Avg. Installation Interval Unconditioned Loops


 Michael Smith 1/31/2000

**DECLARATION OF MICHAEL SMITH ON BEHALF OF
COVAD COMMUNICATIONS COMPANY**

CONFIDENTIAL

MS-8

Reject Notice

Redacted

**DECLARATION OF MICHAEL SMITH ON BEHALF OF
COVAD COMMUNICATIONS COMPANY**

CONFIDENTIAL

**MS-10
Covad-SWBT Reconciled Loop Ordering Data**

Redacted

**DECLARATION OF MICHAEL SMITH ON BEHALF OF
COVAD COMMUNICATIONS COMPANY**

CONFIDENTIAL

**MS-11
Covad Additional Loop Ordering Data**

Redacted

COVAD JOB AID FOR DSL CAPABLE UNE LOOPS

1. Initially, all DSL Capable Loop requests for PSDs requiring loop qualification will be handled on a manual (fax) basis.
2. The CLEC must indicate the desired PSD # on the LSR via the NC/NCI codes. If no NC/NCI codes have been established for the desired PSD #, the CLEC must enter the PSD number in the NC field on the LSR page using the following format:

PSD6
3. DSL PSD #2-7 Capable Loops must be qualified prior to an order being issued. The qualification process will be performed automatically upon the receipt of an LSR for ADSL Capable Loop. No special "qualification request" is necessary.
4. If a loop qualification is desired for a PSD #1 Capable Loop, a manual (fax) request must be submitted. The remarks must state "Loop qualification for PSD #1 is requested."
5. In Central Offices where the DSL Loop Qualification Process has been established (any CO which has a Retail/Resale ADSL offering OR any CO pre-identified by a CLEC for DSL deployment), the loop qualification process will be completed in 3-5 business days. In COs where the DSL Loop Qualification Process has not been established, the loop qualification process will be completed in 3-5 business days¹.
6. CLEC must be collocated in the serving wire center of the requested loop to request DSL PSD #2-7 Capable Loops
7. PSD #2-7 Capable Loops cannot be combined with Unbundled Dedicated Transport (UDT) or Interoffice Transport (IOT)
8. DSL Capable Loops are ordered through the standard LSR process for UNE loops
9. When loop qualification results are received by the LSC, if the loop qualifies for the level of service requested on the LSR, a DSL Capable Loop order will be issued. If not, the LSR will be rejected pending a supplemental LSR that either (1) changes requested speed to a qualified speed, (2) requests conditioning shown available on qualification results, or (3) requests a DSL Capable Loop that does not qualify by SWBT standards.
10. If the CLEC chooses to order a DSL Capable Loop that does not meet qualification standards, the requested loop will be excluded from maintenance and repair service measurements.

¹ Per Interim Agreement

COMPLETING AN LSR FOR A DSL CAPABLE UNE LOOP

The required fields for DSL Capable Loop are the same as a standard UNE loop. However, several entries are unique to DSL. Only required and conditional fields are listed.

LSR page

Administrative Section

1. PON – required (same)
2. D/TSENT – required (same)
3. DDD – required (same, however, due date intervals for DSL PSD #2-7 are different from standard UNE loops. In addition, requested due date should take into account loop qualification interval of 3-5 business days + DSL PSD #2-7 loop interval or 5-7 business days for non-conditioned loop or 15 business days for conditioned loop).
4. DFDT – conditional (same)
5. REQ TYP – required (same)
6. ACT – required (same)
7. SUP – conditional (same)
8. RTR – required (same)
9. CC – required (same)
10. AGAUTH – conditional (same)
11. ACTL – conditional (same)
12. AI – conditional (same, however, AI is not applicable for DSL PSD #2-7. All DSL PSD #2-7 Capable Loops will require CFA.)
13. APOT – conditional (same, however, APOT is not applicable for DSL PSD #2-7. All DSL PSD #2-7 Capable Loops will require CFA.)
14. SPEC – conditional (same) New SPEC codes have been implemented for DSL PSD #2-7. See SPEC Code job aid for additional information:
15. NC – conditional (same) Enter the appropriate NC code for the PSD requested. If no NC code has been assigned for the PSD, enter "PSD_" (filling in the appropriate number).
16. NCI – conditional (same) Enter the appropriate NCI code for the PSD requested. If no NCI code has been assigned for the PSD, leave the field blank.
17. SECNCI – conditional (same) Enter the appropriate NCI code for the PSD requested. If no NCI code has been assigned for the PSD, leave the field blank.

Bill Section

1. BII – conditional (same)
2. BAN1 – conditional (same)
3. ACNA – required (same)
4. TE – conditional (same)
5. STREET – conditional (same)
6. CITY – conditional (same)
7. STATE – conditional (same)
8. ZIP CODE – conditional (same)
9. BILLCON – conditional (same)
10. TEL NO – conditional (same)

Contact Section

1. INIT – required (same)
2. TEL NO – required (same)
3. IMPCON – conditional (same)
4. TEL NO – conditional (same)
5. DSGCON – conditional (same)
6. TEL NO – conditional (same)
7. STREET – conditional (same)
8. CITY – conditional (same)
9. STATE – conditional (same)

10. ZIP CODE - conditional (same)

EU Page

ALL Field Requirements/Entries are the same as for any other type of UNE loop request

Loop Service

Administrative Section

ALL Field Requirements/Entries are the same as for any other type of UNE loop request

Service Details Section

1. LNUM - required (same)
2. LNA - conditional (new entry requirements) Existing non-DSL working service (retail, resale or switch port) cannot be migrated to DSL capable UNE Loop. LNA of V may only be used in the following situations

Migrating existing DSL Capable UNE loops from one CLEC to another with no PSD change.

Migrating existing retail/resale ADSL service to PSD #5 loop and ported TN LNP - REQ TYP B (Loop Service w/LNP).

3. ECKKT - conditional (same) Element 2 of the ECKKT, the service code, is listed on the technology matrix. If no service code has been assigned for the requested PSD, leave blank.
4. CFA - conditional (new entry requirements)

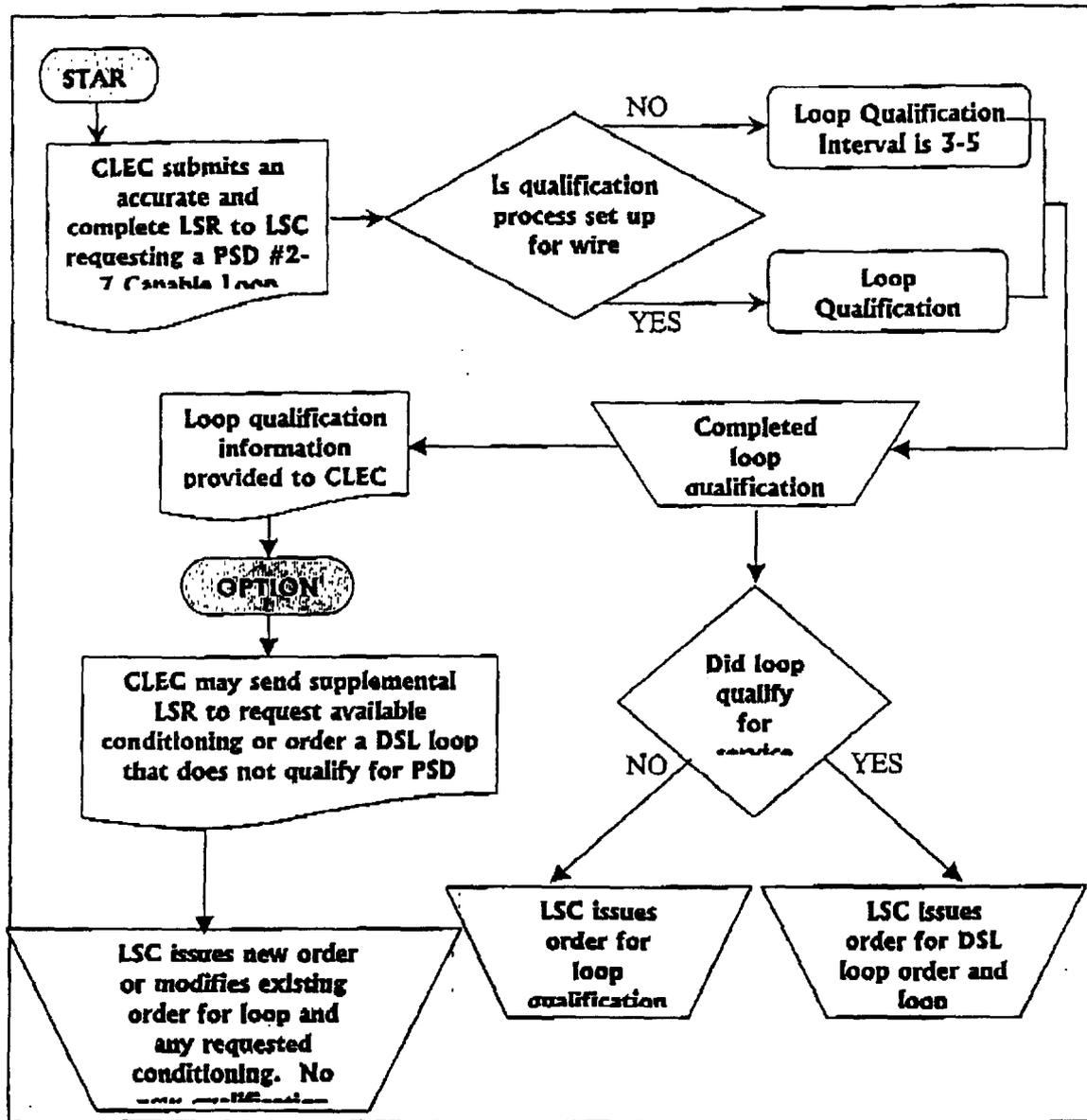
A CFA entry will always be needed on a request for a PSD #2-7 Capable Loop.

PSD #5: It is recommended that PSD #5 Capable Loops be provisioned over shielded cross-connects. Element 2 of the CFA (facility type) indicates shielded, 26-STP, or non-shielded, 26-NL elements. The CFA information is provided to the CLEC as part of the collocation process. If non-shielded elements are used, the PSD #5 Capable loop will be excluded from performance measurements.

PSD #2, 3, 4, 6, and 7 use non-shielded cross connects, 26-NL.

5. DISC # - conditional (new entry requirements) Existing working service (retail, resale or switch port) cannot be migrated to DSL PSD #2-7. This field is not applicable to PSD #2-7 Capable Loop requests. TNs can be disconnected, if required, via the EU page of the LSR.
6. TC OPT - conditional (new entry requirements) Existing working service (retail, resale or switch port) cannot be migrated to DSL PSD #2-7. This field is not applicable to PSD #2-7 Capable Loop requests.
7. TC TO PRI - conditional (new entry requirements) Existing working service (retail, resale or switch port) cannot be migrated to DSL PSD #2-7. This field is not applicable to PSD #2-7 Capable Loop requests.
8. TC PER - conditional (new entry requirements) Existing working service (retail, resale or switch port) cannot be migrated to DSL PSD #2-7. This field is not applicable to PSD #2-7 Capable Loop requests.

1. COVAD LSR ORDER FLOW FOR DSL CAPABLE LOOPS*



* Per Interim Agreement

SWBT Local Service Ordering Requirements

Issued 07/01/97

Effective 07/01/97



1. General

1.1 Purpose

This document has been created to aid the Competitive Local Exchange Company (CLEC) in requesting Unbundled Network Elements and Resale Services from Southwestern Bell Telephone. The information contained in this document is based upon the Ordering & Billing Forum (OBF) Local Service Ordering Guideline (LSOG). However, this document which is entitled "Southwestern Bell Local Service Ordering Requirements" (LSOR), will further address Southwestern Bell Telephone's usage definitions and rules of application when ordering Unbundled Network Elements and Resale Services from Southwestern Bell Telephone.

Southwestern Bell Telephone reserves the right to alter the format of this document or discontinue it, as appropriate, dependent upon future needs. This document will be updated as required after each OBF.

NOTE: The ordering forms contained in the LSOR should be faxed to Southwestern Bell Telephone's Local Service Center (LSC) until electronic Interfaces are implemented between Southwestern Bell Telephone and the CLEC. When ordering the following Unbundled Network Elements and Resale Services, the LSOR should be followed.

EXCEPTION: When ordering Unbundled Dedicated Transport (UDT), the Access Service Ordering Guidelines (ASOG) should be used. Access Service Request (ASR) and the additional appropriate forms will be used for ordering until the LSOG ordering requirements for UDT are developed at the OBF. The ASR forms for UDT will be sent to the LSC for processing.

SWBT Local Service Ordering Requirements

Issued 07/01/97

Effective 07/01/97

1.2 Organization & Structure

This section indicates the areas covered in the Southwestern Bell Telephone's LSOR. The LSOR document is divided into the following sections by subjects to aid in the ordering of Un-bundled Network Elements (UNE) and Resale Services.

- Purpose
- Organization & Structure
- Forms Provided
- Definition of Terms
- Form Description
- Request Type & Activity Codes
- Usage and Matrix Table Definitions
- (ACT) Activity Definitions
- Form Requirements
- EDI Data Elements
- SWB Responses
- CCNA/ACNA Assignment Procedures

The paper ordering Forms are explained within the attached sections of this document. The Forms will be mechanized through EDI, however, until all mechanization is complete between Southwestern Bell Telephone and the CLECs, the Forms will be handled manually for the ordering process. The following pages will delineate each section of the LSOR to better understand what is contained in this document.

Christopher Goodpastor

From: Christopher Aversano [caversan@Covad.COM]
 Sent: Friday, November 19, 1999 12:22 PM
 To: cgoodpas@Covad.COM
 Subject: FW: Access to FOC report

-----Original Message-----

From: Christopher Aversano [mailto:caversan@covad.com]
 Sent: Monday, November 15, 1999 7:08 PM
 To: TOIVONEN, BARBARA A (SWBT)
 Subject: RE: Access to FOC report

Barb,

I already called the IS call center 1 1/2 months ago..we don't have access!
 I filled out the form, what else do I need to do. Please respond. The
 passwords you gave me didn't work and they for people I have never heard of
 (approved by Mae Marshall), please update with the names I provided a few
 weeks ago.

Chris

> -----Original Message-----

> From: TOIVONEN, BARBARA A (SWBT) [mailto:BP0352@txmail.sbc.com]
 > Sent: Monday, November 15, 1999 6:51 PM
 > To: Christopher Aversano
 > Subject: RE: Access to FOC report
 > Importance: High

>
 >
 > I thought the user id info I sent you last week gave you access to this
 > report. Have you tried to access it via the web yet? I also tried to
 > contact you Friday in Tasha's office and have yet to get a
 > response. Please
 > let me know if you are still having trouble, or you may call our
 > ISCallcenter direct at 314 235-7225.

>
 > Barbe

>> -----
 >> From: Christopher Aversano[SMTP:caversan@covad.com]
 >> Sent: Sunday, November 14, 1999 8:50 AM
 >> To: cscott@covad.com; mismith@covad.com; Tmeredit; Cwilson;
 >> tallen@covad.com; TOIVONEN, BARBARA A (SWBT)
 >> Subject: RE: Access to FOC report

>>
 >> Do we have access to this report yet? it is critical to our needs.

>>
 >> Thanks,
 >> Chris

>>> -----Original Message-----

>>> From: TOIVONEN, BARBARA A (SWBT) [mailto:BP0352@txmail.sbc.com]
 >>> Sent: Wednesday, November 10, 1999 7:10 PM
 >>> To: Christopher Aversano

Local Service Request

Administrative Section

CCNA [OVC] PON [REDACTED] VER [REDACTED] LSR NO [REDACTED]

AN [REDACTED] ATN [REDACTED] SC [REDACTED] PG [REDACTED] OF [REDACTED] D/TSENT [REDACTED]

DDD [REDACTED] APPTIME [REDACTED] DDDO [REDACTED] APPTIME [REDACTED] DFDT [REDACTED] PROJECT [REDACTED]

1999 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CHC [REDACTED] REQ TYP [REDACTED] ACT [REDACTED] SUP [REDACTED] EXP [REDACTED] AFO [REDACTED] RTR [REDACTED] CC [REDACTED] AENG [REDACTED] ALBR [REDACTED] SCA [REDACTED] AGAUTH [REDACTED] DATED [REDACTED] AUTHNUM [REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

ACTL [REDACTED] AI [REDACTED] APOT [REDACTED] LST [REDACTED] LSO [REDACTED] TOS [REDACTED] SPEC [REDACTED] NC [REDACTED]

NCI [REDACTED] CHANNEL [REDACTED] SECNCI [REDACTED] RPON [REDACTED] RORD [REDACTED]

LSP AUTH [REDACTED] LSP AUTH DATE [REDACTED] LSP AUTH NAME [REDACTED] CIC [REDACTED] CUST [REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Bill Section

BIT [REDACTED] BAN1 [REDACTED] B12 [REDACTED] BAN2 [REDACTED] ACNA [REDACTED] EBD [REDACTED]

SBILLNM [REDACTED] TE [REDACTED] EBP [REDACTED]

COVAD COMMUNICATIONS [REDACTED] [REDACTED] [REDACTED] [REDACTED]

FLOOR [REDACTED] ROOM [REDACTED] CITY [REDACTED] STATE [REDACTED]

2330 CENTRAL EXPRESSWAY [REDACTED] [REDACTED] SANTA CLARA [REDACTED] CA [REDACTED]

ZIP CODE [REDACTED] BILLCON [REDACTED] TEL NO [REDACTED] VTA [REDACTED]

95050 [REDACTED] SANDRA TOWNES [REDACTED] 408-844-7574 [REDACTED] 71 [REDACTED]

Contact Section

INIT [REDACTED] TEL NO [REDACTED] EMAIL [REDACTED]

FAX NO [REDACTED] STREET [REDACTED]

[REDACTED] 678-584-2137 [REDACTED] 2180 SATELITE BLVD [REDACTED]

FLOOR [REDACTED] ROOM/MAIL STOP [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

4 [REDACTED] DULUTH [REDACTED] GA [REDACTED] 30097 [REDACTED]

IMPCON [REDACTED] TEL NO [REDACTED] PAGER [REDACTED] EMAIL [REDACTED]

LOOPACCEPTTEST [REDACTED] 888-999-0491 [REDACTED] [REDACTED] [REDACTED]

ALTIMPCON [REDACTED] TEL NO [REDACTED] PAGER [REDACTED] [REDACTED]

DSGCON [REDACTED] DRC [REDACTED] TEL NO [REDACTED] FAX NO [REDACTED]

[REDACTED] [REDACTED] 678-584-2137 [REDACTED]

STREET [REDACTED]

2180 SATELITE BLVD [REDACTED]

FLOOR [REDACTED] ROOM/MAIL STOP [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

4 [REDACTED] DULUTH [REDACTED] GA [REDACTED] 30097 [REDACTED]

REMARKS

010

CASEY GENTZ & SIFUENTES

11/24/99 18:56 FAX 512 480 9200

011



End User Information

Administrative Section

PON [] VER [] AN [] ATN [] DQTY [] PG 2 OF 3

Location and Access

NAME [] SAPR [] SANO [] SASF [] SASD []
SASN [] SATH [] SASS []
SADLO []

SADLO(Continued) FLOOR [] ROOM [] BLDG []
CITY [] STATE [] ZIP CODE [] LCON []
TEL NO [] EUMI [] ACC []
WSOP [] CPE MFR [] CPE MOD []

Inside-Wire

IWO [] IWBAN [] IWCON [] TEL NO []

Bill Section

EAN [] EATN [] FBI [] BILLNM []
SBILLNM [] STREET [] FLOOR [] ROOM []
CITY [] STATE [] ZIP CODE [] BILLCON []
TEL NO [] SSN []

CASEY GENTZ & SIFUENTES

11/24/99 18:56 FAX 512 480 9200



Interim DSL UNE Loop Order Provisions**SWBT/COVAD**

Pursuant to the terms of Southwestern Bell Telephone Company's ("SWBT") Interim Agreement with Covad Communications Co. ("Covad") in Texas, Covad should follow the following steps in ordering DSL-Capable loops under the terms of such Interim Agreement in Texas¹:

1. Identify the PSD # appropriate for the Loop desired from the listing below.
2. Until standard NC/NCI codes are available for the desired loops and/or for the term of the Interim Agreement, Covad may use a standard LSR form and insert the appropriate PSD # in the location where the NC/NCI code would normally be placed.
3. SWBT will qualify the Loop, provide the resulting data, assign it and inventory, according to the PSD desired by Covad.

The PSD Spectrum Classes are as follows:

PSD #1 - Very Low-band Symmetrical Data (VLS)

PSD #2 - Low-band Symmetrical Data (LS)

PSD #3 - Mid-band Symmetrical Data (MS) (specify 4-wire or 2-wire)

PSD #4 - High-band Symmetrical Data (HBS) (HDSL2)

PSD #5 - High-band Asymmetric Data (Current ADSL standard T1.413)

PSD #6 - Very High-band Data (VEB)

PSD #7 - Short Reach Very High-band Symmetrical Data (SRVHS) (provisional reach restriction of 7,000 feet in ANSI T1E1.4/99-002R4 standard)

Orders for 2-Wire Digital ISDN/DSL Loops are not specific to DSL and should be ordered based upon the provisions contained in the underlying Interconnection Agreement between SWBT and Covad in Texas.

¹ The Parties understand and agree that the UNE loop order provisions set forth herein are being provided pursuant to the terms of the Interim Agreement between the Parties and are only applicable in Texas, and shall only apply during the term of such Interim Agreement.

