

**ATTACHMENT 15**

## Remedial Plans Status UNE-P/Resale June 1999 – February 2000

### Remedial Plans Required by June 1999 Performance

PM #	Measurement	June Z-Score	Remedial Plan Received	Status as reported by SWBT
#18	Billing Timeliness	18.46	8/12	<p><b>Root Cause</b> – on 6/1/99 SWBT applied a CRIS system release that caused internal tables to error, resulting in delayed transmissions for several EDI clients. AT&amp;T had 4,225 EDI accounts delayed by this incident.</p> <p><b>Corrective action</b> – the affected tables were corrected and the accounts were transmitted via EDI. As a precaution to prevent future impacting conditions, a procedure was established to verify all internal tables involved in new releases to ensure that all data present pre-conversion is exactly the same post conversion.</p>
#29	% SWBT Caused Missed Due Dates – No Field Work – Dallas/Ft. Worth – Resale - Residential	8.09	8/12	<p><b>Root Cause</b> – LPIC MOG orders fell out for manual handling. The LSC did not correct the due date when orders were distributed.</p> <p><b>Corrective action</b> – implemented remedial training to cover the procedure with LSC for proper handling of MOG orders</p>
#33	% SWBT Caused Missed Due Dates > 30 Days Field Work – Central/West Texas – Resale - Residential	3.15	8/12	<p><b>Root Cause</b> – LPIC MOG orders fell out for manual handling. The LSC did not correct the due date when orders were distributed.</p> <p><b>Corrective action</b> – implemented remedial training to cover the procedure with LSC for proper handling of MOG orders</p>
#36	% No Access - Field Work – Houston – Resale - Residential	3.55	8/12	<p><b>Root Cause</b> – All orders that were "no accessed" by the SWBT installer were handled appropriately. In each case there was no end user at the premise to allow the Technician to perform the required work.</p> <p><b>Corrective action</b> – The service order negotiation process includes that the CLEC advise the end user of the need for someone to be at the premise on the due date for field work orders so the installer has access for proper installation. A joint meeting was held with AT&amp;T and SWBT to discuss this concern.</p>

## Remedial Plans Status UNE-P/Resale June 1999 – February 2000

### Remedial Plans Required by July 1999 Performance

PM #	Measurement	July Z- Score	Remedial Plan Received	Status as reported by SWBT
#7.1	Percent Mechanized Completions Received within 1 Day of Completion	21.05	Open	SWBT's first priority is to concentrate on Remedial Plans for measurements covered by the contract and provide others as needed. A Remedial Plan has been requested for this measurement.
#13	EDI Order Process % Flow Through	35.4	11/9	<p><b>Root Cause</b> – Two different conditions, stemming from the same event, caused the out of parity condition for AT&amp;T for July. AT&amp;T sent a large volume of orders on July 14, that caused problems with SWBT EDI system. The LSRs were requested with the same day due dates and many of these requests were not processed until the following day. This condition resulted in SORD edits that said the Due Date cannot be prior to the creation date of the service order. The second condition was tied to the same event on July 14; however, this problem was caused by LSRs submitted for a Beumont, Texas LATA where there was not a customer profile in MOG established for this LATA. The result was that orders could not be mechanically created for this LATA.</p> <p><b>Corrective action</b> – For the first condition, the LSC service reps issued a change due date transaction on the serviced orders with past due dates. The missing LATA condition resulted in two actions. The LSC service reps established an account in the Beumont LATA and the MOG group established a CLEC profile for TCG in the Beumont LATA. Both of the corrective actions were made the day following the incident.</p>
#18	Billing Timeliness	33.79	10/5	<p><b>Root Cause</b> – there was a system error that prevented some BOSS adjustments from properly posting to Consolidated Bill Account (CBA) subordinate accounts. During this time a CBA AT&amp;T bill was out of balance. The timeframe in which the error was found and the bill corrected caused a CBA bill to be one day late.</p> <p><b>Corrective action</b> – the 7/16 CRIS release corrected the posting problem.</p>
#33	% SWBT Caused Missed Due Dates > 30 Days- Field Work – Dallas/Ft. Worth – Resale - Residential	1.73	10/5	<p>Fourth month &gt;1 Z-score &lt; 3</p> <p><b>Root Cause</b> – For May, June and July, one or two service orders were delayed because of cable facilities not being available</p> <p><b>Corrective action</b> – Remedial training was implemented to re-enforce the need to clear cable facilities for new service as quickly as possible</p>

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PM #	Measurement	July Z- Score	Remedial Plan Received	Status as reported by SWBT
#38	Missed Repair Commitments – No Dispatch – South Texas – Resale - Residential	3.48	10/5	<b>Root Cause</b> – SWBT missed three tickets for AT&T non-dispatched tickets. Incorrect routing codes were used by the LOC. <b>Corrective action</b> – Verification of the correct routing codes was discussed with the LOC. Remedial training was provided to the appropriate work groups for routing codes and correct work performed codes.
#38	Missed Repair Commitments- Dispatch – Dallas/Ft. Worth – Resale - Residential	1.24	10/5	Third month >1 Z-score < 3 <b>Root cause</b> - <i>Ongoing investigation</i> – unclear what caused the out of parity – several factors concerning the handoff of reports between groups seemed to attribute to the out of parity condition. <b>Corrective action</b> – Additional emphasis has been placed on interval reduction; specifically between the receipt of the report to the time it is dispatched in and the time that it is received inside and the time that it is actually cleared.
#41	Percent Repeat Reports – UNE -P - Houston	4.35	10/5	<b>Root cause</b> – Of the 38 AT&T repeat reports, 14 or 36% required software features to be added (example is call waiting). The tickets were closed before verifying with the CLEC that the trouble had been fixed. <b>Corrective action</b> – Remedial training and correct procedures were distributed to the technicians to follow before closing out a ticket. The procedure includes notifying AT&T the trouble has been cleared. This gives the CLEC an opportunity to accept or dispute the information. The redistribution of methods was sent to the field by 9/20/99 and the impacted technicians were covered by 10/1/99.

### Remedial Plans Required by August 1999 Performance

PM #	Measurement	August Z- Score	Remedial Plan Received	Status as reported by SWBT
#7	Percent Mechanized Completions Returned within 1 Hour of SORD Batch Cycle	13.87	1/5/00	The data was re-run and the measurement is no longer out of parity per a message from Rhonda on 1/5/00.

**Remedial Plans Status UNE-P/Resale  
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PM #	Measurement	August Z-Score	Remedial Plan Received	Status as reported by SWBT
#33	% SWBT Caused Missed Due Dates > 30 Days- Field Work – Dallas/Ft. Worth – Resale - Residential	1.93	11/1	Fourth month >1 Z-score < 3 <b>Root cause</b> – One service order caused the out of parity condition. The original due date was missed because the subscriber did not have power available. The due date was renegotiated. On the new due date, cable facilities were not available and a one day delay resulted. <b>Corrective action</b> – No action required. Due to the cable facility problem, SWBT is responsible for the entire time of the original due date to the actual completion of the renegotiated due date.
#35	Percent Trouble reports on C Orders within 10 days – UNE -P - No Field Work - Houston	4.05	11/1	<b>Root cause</b> – One problem identified related to addresses. The address on the C-orders that create the UNE-P did not match the address on the D-order. This caused new facilities to be assigned. <b>Corrective action</b> – Worked with AT&T to resolve the address issue. SWBT is continuing investigations to identify additional issues that may impact this measurement.
#38	Missed Repair Commitments- Dispatch – South Texas – Resale - Residential	3.27	10/28	<b>Root cause</b> – The time from receipt to appointment was not adequate to have the report cleared due to the volume of reports that were received. No escalation process in place when tickets were referred from one group to another. Tickets were held in the buckets in the LOC and the TRRC for long durations. <b>Corrective action</b> – The maintenance centers adjusted the repair clocks out as needed when the trouble load increases starting 10/99. An escalation process was implemented between the Maintenance Center and other groups as of 10/99. New reports have been implemented to track dispatch-in tickets as of 10/99.
#38	Missed Repair Commitments- UNE - P – Dispatch – South Texas	3.32	10/28	<b>Root cause</b> – The time from receipt to appointment was not adequate to have the report cleared due to the volume of reports that were received. No escalation process in place when tickets were referred from one group to another. Tickets were held in the buckets in the LOC and the TRRC for long durations. <b>Corrective action</b> – The maintenance centers adjusted the repair clocks out as needed when the trouble load increases starting 10/99. An escalation process was implemented between the Maintenance Center and other groups as of 10/99. New reports have been implemented to track dispatch-in tickets as of 10/99.

## Remedial Plans Status UNE-P/Resale June 1999 – February 2000

PM #	Measurement	August Z-Score	Remedial Plan Received	Status as reported by SWBT
#41	Percent Repeat Reports – UNE -P - Houston	3.91	11/1	Root cause – Repeat troubles were closed for a translation problem. Corrective action - The retraining identified in the July remedial plan was not scheduled to be completed until 9/20/99. Therefore, the results for August contained the same errors that were seen in the July data.

### Remedial Plans Required by September 1999 Performance

PM #	Measurement	September Z-Score	Remedial Plan Received	Status as reported by SWBT
#7	Percent Mechanized Completions Returned within 1 Hour of SORD Batch Cycle	27.83	1/5/00	Second month with Z-score > 3
#35	Percent Trouble reports on C Orders within 10 days – No Field Work – Houston – Resale - Residential	5.0	1/7/00	Root Cause – Seven out of ten reports belong in the UNE-P category. They were captured in the residence data due to delayed posting of the conversion orders. When those orders are removed from the count, the measurement is not out of parity. When they are placed in the UNE-P category, this measurement is not out of parity either. Corrective Action – Continued focus on service order posting in a timely manner. (Asked SWBT to provide more detail related to the corrective action on 1/11/00)

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PM #	Measurement	September Z- Score	Remedial Plan Received	Status as reported by SWBT
#38	Missed Repair Commitments - UNE -P – Dispatch – South Texas	6.55	12/13/99	<p>Second month with Z-score &gt; 3</p> <p><b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work.</p> <p><b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will improve clearing time and help prevent repeat reports by preventing tickets from being transferred within the Network Operations Center, group to group, without being corrected and closed in a timely manner. Implemented 11/1/99 a procedure to close the ticket at the earliest point in the process, to prevent workgroups from spending valuable time on trouble that has already been cleared or never really existed; this will improve clearing time and reduce repeat reports.</p> <p>Implemented 11/1/99 a process to notify a CLEC when a trouble ws complex in nature and was going to take an extended period of time to fix, this will help reduce repeat reports.</p> <p>Implemented 11/13/99 a process to make test calls prior to actually closing a report that has been dispatched to the Network Operations Center. This will help in the case of multiple problems on a single report. It will ensure that SWBT fix all of the problems with the first report, thereby reducing repeat reports.</p> <p>Implemented 11/18/99 management controls to ensure that CLEC is being notified when reports are closed. This will help reduce repeat reports.</p>
#38	Missed Repair Commitments – UNE -P – Dispatch - Central/West Texas	4.48	12/13/99	<p><b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work.</p> <p><b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will improve clearing time and help prevent repeat reports by preventing tickets from being transferred within the Network Operations Center, group to group, without being corrected and closed in a timely manner. Implemented 11/1/99 a procedure to close the ticket at the earliest point in the process, to prevent workgroups from spending valuable time on trouble that has already been cleared or never really existed; this will improve clearing time and reduce repeat reports.</p>

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				<p>Implemented 11/1/99 a process to notify a CLEC when a trouble ws complex in nature and was going to take an extended period of time to fix, this will help reduce repeat reports.</p> <p>Implemented 11/13/99 a process to make test calls prior to actually closing a report that has been dispatched to the Network Operations Center. This will help in the case of multiple problems on a single report. It will ensure that SWBT fix all of the problems with the first report, thereby reducing repeat reports.</p> <p>Implemented 11/18/99 management controls to ensure that CLEC is being notified when reports are closed. This will help reduce repeat reports.</p>
#41	Percent Repeat Reports – South Texas – Resale - Residential	3.59	12/13/99	<p><b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work.</p> <p><b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will improve clearing time and help prevent repeat reports by preventing tickets from being transferred within the Network Operations Center, group to group, without being corrected and closed in a timely manner.</p> <p>Implemented 11/1/99 a procedure to close the ticket at the earliest point in the process, to prevent workgroups from spending valuable time on trouble that has already been cleared or never really existed; this will improve clearing time and reduce repeat reports.</p> <p>Implemented 11/1/99 a process to notify a CLEC when a trouble ws complex in nature and was going to take an extended period of time to fix, this will help reduce repeat reports.</p> <p>Implemented 11/13/99 a process to make test calls prior to actually closing a report that has been dispatched to the Network Operations Center. This will help in the case of multiple problems on a single report. It will ensure that SWBT fix all of the problems with the first report, thereby reducing repeat reports.</p> <p>Implemented 11/18/99 management controls to ensure that CLEC is being notified when reports are closed. This will help reduce repeat reports.</p>
#41	Percent Repeat Reports – UNE -P - South Texas	3.23	12/13/99	<p><b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work.</p> <p><b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will</p>

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### Remedial Plans Required by October 1999 Performance

PM #	Measurement	October Z-Score	Remedial Plan Received	Status as reported by SWBT
#17	Billing Completeness	24.12	02/24/00	<p><b>Root Cause:</b> A review of the raw data indicates that approximately two thirds of the late posting errors for Oct. were associated with orders that completed on the day before or two days before the designated billing period (approximately 845 out of the 1244 late orders). This provided a minimum time frame for investigating and correcting the error. This was during the resale to UNE conversion when there were unusually large batches of orders with the same due date.</p> <p><b>Corrective action:</b> At this time there will be no corrective action directly associated with the Oct. results. However, a task force has been developed and is investigating the Dec 99 and Jan 00 out-of-parity conditions associated with PM 17.</p>

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PM #	Measurement	October Z-Score	Remedial Plan Received	Status as reported by SWBT
#35	Percent of Trouble Reports on C orders within 10 days No Field Work – UNE-P - Houston	4.84	02/16/00	<b>Root Cause:</b> Unable to identify specific root cause. Of the 86 110's behind NFW UNE Combos, 34% were closed to outside plant and 19% were closed to station wiring, 12% closed to C.O. The remaining 35% were closed to Customer action, TOK or FOK. <b>Corrective Action:</b> This Performance Measure will continue to be monitored to determine if there is a specific cause for future out-of-parity conditions.
#37	Trouble Report Rate – Houston – Resale - Residential	8.76	< 8,000 lines	No Remedial Plan required
#37	Trouble Report Rate – Central/West Texas – Resale - Residential	8.08	< 8,000 lines	No Remedial Plan required
#37	Trouble Report Rate – Dallas/Ft. Worth – Resale - Residential	6.71	< 8,000 lines	No Remedial Plan required
#37	Trouble Report Rate – UNE-P - Central/West Texas	6.41	OPEN	
#37	Trouble Report Rate – UNE-P – Dallas/Ft. Worth	3.70	OPEN	
#37	Trouble Report Rate - South Texas – Resale - Residential	5.30	< 8,000 lines	No Remedial Plan required
#38	Missed Repair Commitments Dispatch – Central/West Texas – Resale - Residential	1.33	12/13/99	Third month >1 Z-score <3 <b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work. <b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will improve clearing time and help prevent repeat reports by preventing tickets from being transferred within the Network Operations Center, group to group, without being corrected and closed in a timely manner. Implemented 11/1/99 a procedure to close the ticket at the earliest point in the process, to prevent workgroups from spending valuable time on trouble that has already been cleared or never really existed; this will improve clearing time and reduce repeat reports. Implemented 11/1/99 a process to notify a CLEC when a trouble was complex in nature and was going to take an extended period of time to fix, this will help reduce repeat reports. Implemented 11/13/99 a process to make test calls prior to actually closing a report that has been dispatched to the Network Operations

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				Center. This will help in the case of multiple problems on a single report. It will ensure that SWBT fix all of the problems with the first report, thereby reducing repeat reports. Implemented 11/18/99 management controls to ensure that CLEC is being notified when reports are closed. This will help reduce repeat reports.
#38	Missed Repair Commitments Dispatch – South Texas – Resale - Residential	3.24	12/13/99	<p><b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work.</p> <p><b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will improve clearing time and help prevent repeat reports by preventing tickets from being transferred within the Network Operations Center, group to group, without being corrected and closed in a timely manner. Implemented 11/1/99 a procedure to close the ticket at the earliest point in the process, to prevent workgroups from spending valuable time on trouble that has already been cleared or never really existed; this will improve clearing time and reduce repeat reports.</p> <p>Implemented 11/1/99 a process to notify a CLEC when a trouble ws complex in nature and was going to take an extended period of time to fix, this will help reduce repeat reports.</p> <p>Implemented 11/13/99 a process to make test calls prior to actually closing a report that has been dispatched to the Network Operations Center. This will help in the case of multiple problems on a single report. It will ensure that SWBT fix all of the problems with the first report, thereby reducing repeat reports.</p> <p>Implemented 11/18/99 management controls to ensure that CLEC is being notified when reports are closed. This will help reduce repeat reports.</p>
#41	Percent Repeat Reports – UNE-P – Dallas/Ft. Worth	2.35	12/13/99	<p>Third month &gt;1 Z-score &lt;3</p> <p><b>Root Cause</b> – Several issues were identified involving trouble reports that are dispatched in to the Network Operations Center. This resulted in delays in working tickets as well as long durations to complete the work.</p> <p><b>Corrective action</b> - Implemented 10/1/99 management controls on tickets that are being transferred from one group to another. This will improve clearing time and help prevent repeat reports by preventing tickets from being transferred within the Network Operations Center, group to group, without being corrected and closed in a timely manner. Implemented 11/1/99 a procedure to close the ticket at the earliest</p>

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				<p>point in the process, to prevent workgroups from spending valuable time on trouble that has already been cleared or never really existed; this will improve clearing time and reduce repeat reports.</p> <p>Implemented 11/1/99 a process to notify a CLEC when a trouble was complex in nature and was going to take an extended period of time to fix, this will help reduce repeat reports.</p> <p>Implemented 11/13/99 a process to make test calls prior to actually closing a report that has been dispatched to the Network Operations Center. This will help in the case of multiple problems on a single report. It will ensure that SWBT fix all of the problems with the first report, thereby reducing repeat reports.</p> <p>Implemented 11/18/99 management controls to ensure that CLEC is being notified when reports are closed. This will help reduce repeat reports.</p>
#94	Percent of Firm Order Confirmations received within "x" hours – LEX	8.89	1/31/00	<p><b>Root Cause</b> - In an effort to meet an overall growing demand for FOC, we undertook a reorganization designed to gain long-term economies of scale by implementing a "large team" concept under which the LSC processes orders based on specific product categories. While this reorganization impacted the results in October, we believe the overall long-term benefits will be seen in future months performance measures.</p> <p><b>Corrective Action</b> - None necessary. Continue to monitor potential process improvement opportunities.</p>

### Remedial Plans Required by November 1999 Performance

PM #	Measurement	November Z- Score	Remedial Plan Received	Status as reported by SWBT
#38	Missed Repair Commitments – Dispatch – UNE- South Texas	5.33	2/1/00	<p><b>Root Cause</b> – Missed repair commitments are very dependent on weather, workload and available force and vary significantly based on type of dispatch (i.e., dispatch in or dispatch out). We have disaggregated and analyzed the results based on dispatch in and dispatch out tickets and have determined when like tickets to like tickets that SWBT is not out of parity for this measure.</p> <p><b>Corrective Action</b> – At this time nor further corrective action is required.</p>

## Remedial Plans Status UNE-P/Resale June 1999 – February 2000

PM #	Measurement	November Z- Score	Remedial Plan Received	Status as reported by SWBT
#38	Missed Repair Commitments - Dispatch – Resale – Dallas/Ft. Worth	1.87	2/1/00	Third month >1 Z-score <3 <b>Root Cause</b> – Missed repair commitments are very dependent on weather, workload and available force and vary significantly based on type of dispatch (i.e., dispatch in or dispatch out). We have disaggregated and analyzed the results based on dispatch in and dispatch out tickets and have determined when like tickets to like tickets that SWBT is not out of parity for this measure. <b>Corrective Action</b> – At this time nor further corrective action is required.
#38	Missed Repair Commitments - Dispatch – Resale – Central/West Texas	2.00	2/1/00	Third month >1 Z-score <3 <b>Root Cause</b> – Missed repair commitments are very dependent on weather, workload and available force and vary significantly based on type of dispatch (i.e., dispatch in or dispatch out). We have disaggregated and analyzed the results based on dispatch in and dispatch out tickets and have determined when like tickets to like tickets that SWBT is not out of parity for this measure. <b>Corrective Action</b> – At this time nor further corrective action is required.
#38	Missed Repair Commitments - Dispatch – UNE – Central/West Texas	3.50	2/1/00	<b>Root Cause</b> – Missed repair commitments are very dependent on weather, workload and available force and vary significantly based on type of dispatch (i.e., dispatch in or dispatch out). We have disaggregated and analyzed the results based on dispatch in and dispatch out tickets and have determined when like tickets to like tickets that SWBT is not out of parity for this measure. <b>Corrective Action</b> – At this time nor further corrective action is required.
#19	Daily Usage Feed Timeliness	434.26	2/1/00	<b>Root Cause</b> – A CABS system release was implemented that allowed values to be populated in category 11 records. This condition caused category 11 records to err out of extract because the system was expecting numeric and not alpha values. <b>Corrective Action</b> – System edits were updated to accept alpha or numeric values thus preventing the records from erring.

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### Remedial Plans Required by December 1999 Performance

PM #	Measurement	December Z- Score	Remedial Plan Received	Status as reported by SWBT
#38	Missed Repair Commitments – Dispatch – Resale – Dallas / Ft. Worth	1.94	02/16/00	<p>Fourth consecutive month &gt;1 Z-score &lt;3  <b>Root Cause:</b> Missed repair commitments are very dependent on weather, workload and available force and vary significantly based on type of dispatch (i.e., dispatch-in or dispatch-out). We have disaggregated and analyzed the results based on dispatch-in and dispatch-out tickets and have determined when comparing like tickets to like tickets that SWBT is not out-of-parity for this measure. See attached analysis for explanation.  <b>Corrective Action:</b> At this time no further corrective action is required.</p>
#38	Missed Repair Commitments – Dispatch – UNE-P Houston	2.73	02/16/00	<p>Third consecutive month &gt;1 Z-score &lt;3  <b>Root Cause:</b> Missed repair commitments are very dependent on weather, workload and available force and vary significantly based on type of dispatch (i.e., dispatch-in or dispatch-out). We have disaggregated and analyzed the results based on dispatch-in and dispatch-out tickets and have determined when comparing like tickets to like tickets that SWBT is not out-of-parity for this measure. See attached analysis for explanation.  <b>Corrective Action:</b> At this time no further corrective action is required.</p>
#41	Percent of Repeat Reports - UNE-P - South Texas	1.86	2/16/00	<p>Third consecutive month &gt;1 Z-score &lt;3  <b>Root Cause:</b> In an analysis of the 8 DI repeat reports it has been determined that if more detailed trouble information had been gathered up front on 3 of the 8 reports from the initial trouble report the likelihood of a repeat report could have been reduced. In addition, a couple of the repeat reports would have been eliminated if the CLEC and/or end user had been contacted to verify/confirm that the trouble had been properly fixed.  <b>Corrective Action:</b> Trouble reporting information (whether toolbar or LOC) needs to include detailed trouble isolation information; e.g., on "can't call out/other" troubles should always include examples of TN's that cannot be called. In addition, SWBT work groups will make the</p>

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				proper contact when necessary to determine/confirm corrective action taken for trouble resolution. This process is being re-enforced with the appropriate folks.
#10.1	Percent Manual Rejects Received Electronically and Returned within 5 hours	37.48		
#12	Provisioning Accuracy	17.18		
#17	Billing Completeness	3.28	3/24	<p><b>Root Cause:</b> Two financial errors were identified which contributed to the parity outage in December and January. A problem with sequence codes related to USOCs occurred between 12/22 and 1/17 with a CABS rate table related only to UNE-Combo. When orders posted there were discrepancies, the order errored out and had to be investigated.</p> <p><b>Corrective Action:</b> The finance organization was made aware of the error and the problem was resolved on 1/18.</p>

### Remedial Plans Required by January 2000 Performance

PM #	Measurement	January Z-Score	Remedial Plan Received	Status as reported by SWBT
#10.1	Percent of Manual Rejects Received Electronically and Returned within 5 hours	12.10		
#17	Billing Completeness	22.54	3/24	<p><b>Root Cause:</b> Two financial errors were identified which contributed to the parity outage in December and January. A problem with sequence codes related to USOCs occurred between 12/22 and 1/17 with a CABS rate table related only to UNE-Combo. When orders posted there were discrepancies, the order errored out and had to be investigated.</p> <p><b>Corrective Action:</b> The finance organization was made aware of the error and the problem was resolved on 1/18.</p>
#35	Percent of Trouble Reports on C Orders within 10 days – no field work- Dallas / Ft. Worth – UNE-P	5.03		

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#35	Percent of Trouble Reports on C Orders within 10 days – no field work – Houston – UNE-P	3.42		
#37	Trouble Report Rate – Dallas / Ft. Worth – UNE-P	6.29		
#13	Order process Percent of Flow Through – LEX	5.8		

**Remedial Plans Required by February 2000 Performance**

PM #	Measurement	February Z-Score	Remedial Plan Received	Status as reported by SWBT
#12	Provisioning Accuracy	77.85		
#13	Order Process Flow Through – LEX	9.8		
# 38	Missed Repair Commitments – Houston – No Dispatch - UNE-P	3.50		
# 37	Trouble Report Rate – Central - West Texas – UNE-P	3.29		
#10.1	Percent of Manual Rejects Received Electronically and Returned within 5 hours	11.98		