

Attachment A-2b

D.

E. BA/GTE PERFORMANCE MEASUREMENT BUSINESS RULES

GTE STATES

Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas, Virginia,* Washington, Wisconsin

*As line in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a.

Function:**(i) PO-1 Response Time OSS Ordering Interface****Methodology:**

GTE measures average response time for mechanized pre-Order queries by capturing information on CLEC queries and GTE system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is initiated is captured and assigned a unique transaction ID. When the GTE response is returned to the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response date/time.

Queries requesting customer service records can also be processed via fax. The date and time the fax is received from the CLEC is captured. The GTE service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time.

Definition:

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record (CSR)
- Service Availability
- Service Appointment Scheduling (due date)

2. · Rejected/

3. · Facility A

Notes:

1. Facility availability query functionality is not currently provided.

Exclusions:

- Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification, telephone number, service availability, service due date scheduling, or rejected/failed queries are excluded from OSS response time calculations.

Performance Standard:**Mechanized:**

- Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000

CSRs:

- WISE: 95% in 4 hours
- Fully Manual: 95% in 24 hours

Report Dimensions – PO-1 OSS Response Time		
Company: <ul style="list-style-type: none"> · Individual CLEC · CLECs in the aggregate 		Geography: <ul style="list-style-type: none"> · Statewide
Products: <ul style="list-style-type: none"> · Electronic Interface · WISE CSR Interface · Manual CSR Interface (fax) 		
Sub-Metrics		
PO-1-02	Average Response Time – Service Appointment Scheduling	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Count of service appointment scheduling Queries
PO-1-03	Average Response Time – Address Verification	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for address verification	Count of address verification Queries
PO-1-04	Average Response Time – Service Availability	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service availability	Count of service availability Queries
PO-1-05	Average Response Time – Request for Telephone Number	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for TN request	Count of TN request Queries
PO-1-06	Average Response Time – Facility Availability	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for facility availability	Count of facility availability Queries
PO-1-07	% CSR Queries On Time – Manual	
Calculation	Numerator	Denominator
	Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSR Queries
PO-1-08	% CSR Queries On Time – WISE	
Calculation	Numerator	Denominator
	Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSR Queries

Function:		
(i) PO-2 OSS Interface Availability		
Methodology:		
<p>GTE measures "Percent of Time Interface is Available" within published hours of availability for each OSS external interfacing system. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via GTE's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".</p>		
Definition:		
Measures percent of time an OSS interface is actually available compared to scheduled availability.		
Business Rules:		
<ul style="list-style-type: none"> · Outage hours are obtained from outage reports · Any change requests for extended availability during the reporting period are added to the scheduled hours. · Scheduled hours: WISE Repair interface – Monday to Sunday, 7am to 11pm EST · Scheduled hours: WISE Pre-ordering, WISE Ordering, WISE CSR interfaces – Monday to Friday, 8am to 11pm EST; Saturday. 8am to 8pm EST 		
Exclusions:		
Interface for WISE Performance Measures.		
Performance Standard:		
(2) Standard – 99.50%		
Report Dimensions :		
Company:	Geography:	
· CLECs in the aggregate	· Statewide	
Products:		
· WISE Pre-Ordering		
· WISE Ordering		
· WISE Repair		
· WISE CSR Requests		
Sub-Metrics		
PO-2-02	OSS Interface Availability – Scheduled Hours	
Calculation	Numerator	Denominator
	Number of scheduled system available hours minus unscheduled system unavailable hours	Sum of total scheduled system available hours

Function:

(i) **OR-1 Order Confirmation Timeliness**

Definition:

Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.
- Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB)
- FOC Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE).
- LSC Business day = Monday through Friday, 8am-8pm

Exclusions:

Local Service Requests:

- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance.
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).

Access Service Requests:

- Exclude invalid records.
- Exclude records with invalid dates.

Performance Standard:

95% On Time

Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE <10 lines: 24 hours
Resale POTS/UNE >= 10 lines: 72 hours
Resale Special Services < 10 lines: 48 hours
Resale Special Services >= 10 lines: 72 hours
Interconnection Trunks: 10 days

Report Dimensions :

<p>Company:</p> <ul style="list-style-type: none"> · Individual CLEC · CLECs in the aggregate <p>Products:</p> <ul style="list-style-type: none"> · Resale POTS · Resale Specials · UNE Loop Nondesignated · UNE Loop Designed · UNE Loop 2 wire · UNE Port · UNE Transport · UNE Platform · UNE Loop xDSL Capable · Interconnection Trunks 	<p>Geography:</p> <ul style="list-style-type: none"> · Statewide
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Sub-Metrics – Order Confirmation Timeliness		
OR-1-02	% On time LSC – Flow Through	
Calculation	Numerator	Denominator
	Number of electronic LSCs where the sent date/time minus received date/time is less than 2 hours for Resale and UNE Loop/Port/Platform products	Count of flow through orders where a Local Service Confirmation was sent for Resale and UNE Loop/Port/Platform products
OR-1-04	% On Time LSC < 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform products	Count of Resale POTS and UNE Loop/Port/Platform orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-05	% On Time LSC < 10 Lines (Specials - No Flow Through)	
Calculation	Numerator	Denominator
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials	Count of Resale Special orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-06	% On Time LSC >= 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform products	Count of Resale and UNE Loop/Port/Platform orders with 10 or more lines where a Local Service Confirmation was sent
OR-1-12	% On Time FOC	
Calculation	Numerator	Denominator
	Number of FOC where the sent date/time minus received date/time is within the standard for Interconnection Trunk and UNE Transport products	Count of Interconnection Trunk and UNE Transport orders where a Firm Order Confirmation was sent

Function:		
(ii) OR-2 Reject Timeliness		
Definition:		
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.		
Business Rules:		
1. Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.		
2. Business day = Monday through Friday, 8am-8pm		
Exclusions:		
· Excludes Directory Assistance/Listing, Directory Assistance, Directory Listing and PNP activity		
· Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).		
Performance Standard:		
95% On Time		
Fully Electronic/Flow Through: 2 hours		
Resale POTS/UNE <10 lines: 24 hours		
Resale POTS/UNE >= 10 lines: 72 hours		
Resale Special Services < 10 lines: 48 hours		
Resale Special Services >= 10 lines: 72 hours		
Interconnection Trunks: 10 days		
Report Dimensions :		
Company:		Geography:
· Individual CLEC		· Statewide
· CLECs in the aggregate		
Products:		
· Resale POTS		
· Resale Specials		
· UNE Loop Nondesigned		
· UNE Loop Designed		
· UNE Loop 2 wire		
· UNE Port		
· UNE Platform		
· UNE Loop xDSL Capable		
Sub-Metrics		
OR-2-02	% On Time LSR Reject – Flow Through	
Calculation	Numerator	Denominator
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
OR-2-04	% On Time LSR Reject < 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines	Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines
OR-2-05	% On Time LSR Reject < 10 Lines (Specials - No Flow Through)	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale Special orders less than 10 lines	Number of Resale Special Orders Rejected with less than 10 lines

Sub-Metric: OR-2 Reject Timeliness		
OR-2-06	% On Time LSR Reject >= 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of sent where sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform orders with 10 or more lines	Number of Resale and UNE Loop/Port/Platform Orders Rejected with 10 or more lines

Function:**(iii) OR-5 Percent Flow-Through⁷¹****Definition:**

Total Flow-Through: The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as “ordering” flow-through.

Exclusions:

- Rejected LSRs
- Orders received manually
- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance

Performance Standard:

No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.

Report Dimensions**Company:**

- Individual CLEC
- CLEC Aggregate

Geography:

- State

Sub-Metrics

OR-5-01	% Flow Through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.
OR-5-03	% Flow -Through – Achieved	
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.

⁷¹ While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.

Function:		
(iv) PR-3 Completed within 5 Days		
Definition:		
Measures the percent of new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
Exclusions:		
Excludes customer requested due dates beyond interval offered. Excludes orders delayed for customer reasons. Excludes 'Out' orders. Excludes 'records only' orders. Excludes ILEC company official orders Excludes PNP orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> · Individual CLEC · CLECs in the aggregate · ILEC (if analog applies) 		<ul style="list-style-type: none"> · Statewide
Products:		
<ul style="list-style-type: none"> · Resale POTS · UNE Loop Nondesignated 		
PR-3-08	% Completed in 5 Days – No Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change Resale POTS/UNE Loop Nondesignated non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesignated non-dispatched orders
PR-3-09	% Completed in 5 Days - Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change Resale POTS/UNE Loop Nondesignated dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesignated dispatched orders

Function:

(v) **PR-4 Missed Due Dates**

Definition

Measures the percent of new, move and change orders where installation was not completed by the due date.

- Business Rules:**
1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
 2. Completed date is defined as the Billing Effective Date.

Exclusions:

Excludes 'Out' orders.
 Excludes 'records only' orders.
 Excludes ILEC company official orders.

Performance Standard:

Parity with GTE Retail
 LNP: 95% on Time

Report Dimensions :

<p>Company:</p> <ul style="list-style-type: none"> · Individual CLEC · CLECs in the aggregate · ILEC (if analog applies) <p>Products:</p> <ul style="list-style-type: none"> · Resale POTS · Resale Specials · UNE Loop Non-designed · UNE Loop Designed · UNE Port · UNE Transport · UNE Platform · UNE Loop xDSL Capable · Interconnection Trunks 	<p>Geography:</p> <ul style="list-style-type: none"> · Statewide
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Sub-Metrics

PR-4-01	% Missed Due Dates – Designed Services	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders	Total number of New, Move and Change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders
PR-4-02	Average Delay Days – Total	
Calculation	Numerator	Denominator
	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
PR-4-04	% Missed Due Dates – Dispatch	
Calculation	Numerator	Denominator

Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Non-designed, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders
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Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	% Missed Due Dates – No Dispatch	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders

Function:		
(vi) PR-5 Facility Missed Orders		
Definition:		
Measures the percent of new, move and change orders missed due to lack of facilities.		
Business Rules:		
<ol style="list-style-type: none"> 1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. 2. Completed date is defined as the Billing Effective Date. 3. Lack of facilities is defined to be those orders showing the following suffixes: DROSP, DRCOE, DREQ. 		
Notes:		
<ol style="list-style-type: none"> 1. Results also included in Measure "Percent Missed Due Dates" 		
Exclusions:		
Excludes 'records only' orders.		
Excludes 'Out' orders.		
Excludes ILEC company official orders.		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions:		
Company: <ul style="list-style-type: none"> · Individual CLEC · CLECs in the aggregate · ILEC (if analog applies) Products: <ul style="list-style-type: none"> · Resale POTS · Resale Specials · UNE Loop Designed · UNE Loop Nondesigned · UNE Port · UNE Transport · UNE Platform · UNE Loop xDSL Capable · Interconnection Trunks 	Geography: <ul style="list-style-type: none"> · Statewide 	
Sub-Metrics		
PR-5-03	% Orders Held for Facilities > 60 Days	
Calculation	Numerator	Denominator
	Total number of New, Move and change orders where the billing effective date minus the due date is 60 or more days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

Function:(vii) **PR-6 Installation Quality****Definition:**

Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesignated services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

- CPE
- Came Clear
- Test OK
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- ILEC employee generated
- ILEC company official orders

Performance Standard:

Parity with GTE Retail

Report Dimensions :**Company:**

- Individual CLEC
- CLECs in the aggregate
- ILEC (if analog applies)

Products:

- Resale POTS
- Resale Specials
- UNE Loop Nondesignated
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks

Geography:

- Statewide

Sub-Metrics**PR-6-01****% Installation Troubles reported within 30 Days****Calculation****Numerator**

Total number of Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk orders which received trouble reports within 30 calendar days of completion.

Denominator

Total number of new, move and change Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk completed orders.

Sub-Metrics PR-6 Installation Quality		
PR-6-02	% Installation Troubles reported within 7 Days	
Calculation	Numerator	Denominator
	Total number of Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port orders which received trouble reports within 7 calendar days of order completion.	Total number of new, move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port completed orders

Function:

(viii) **PR-9 Coordinated Conversions**

Methodology:

GTE captures the data used to measure coordinated conversion activity from its legacy system, NOCV.

Three types of formatted remarks are placed on the NOCV order:

- Coordinated customer conversion identifier
- The due date/due start time
- The actual date/time the conversion actually started

If the conversion actually started within one hour of the scheduled due date/start time, the conversion is considered to be on-time.

Definition:

Measures the percentage of coordinated orders (TBCC/CHC) started on time* for all orders where CLEC has requested coordination (including PNP).

Business Rules:

Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).

Exclusions:

Excludes CLEC caused misses

Excludes 'records only' orders

Performance Standard:

90% on time

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate

Geography:

- Statewide

Products:

- Residence and Business conversions, including PNP

Sub-Metrics

PR-9-01	% On Time Performance	
Calculation	Numerator	Denominator
	Number of coordinated orders started by due date and time	Count of coordinated orders completed in reporting period

Function:

(ix) **MR-2 Trouble Report Rate**

Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 lines/circuits/UNEs/trunks..

Business Rules:

1. Access line/circuit count taken from previous month.
2. Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

- Test OK
- Came Clear
- CPE
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- ILEC employee generated
- ILEC company official orders

Performance Standard:

Parity with GTE Retail

Report Dimensions:**Company:**

- Individual CLEC
- CLECs in the aggregate
- ILEC (if analog applies)

Products:

- Resale POTS
- Resale Specials
- UNE Loop Nondesigned
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks

Geography:

- Statewide

Sub-Metrics**MR-2-01****Network Trouble Report Rate****Calculation****Numerator**

Total number of customer initial and repeat network trouble reports for all products

Denominator

Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:

(x) **MR-3 Missed Repair Commitments**

Definition:

Measures the percent of network trouble reports not cleared by the commitment date and time.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

- CPE
- Test OK
- Came Clear
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- ILEC employee generated
- ILEC company official orders

Performance Standard:

Parity with GTE Retail

Report Dimensions :**Company:**

- Individual CLEC
- CLECs in the aggregate
- ILEC (if analog applies)

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Nondesignated
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable

Sub-Metrics

MR-3-01	% Missed Repair Commitment	
Calculation	Numerator	Denominator
	Total network trouble reports not cleared by commitment date/time for all products	Total network trouble reports completed for all products

Function:(xi) **MR-4 Trouble Duration Intervals****Definition:**

Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

- CPE, Coin
- Test OK, Came Clear, Customer error
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- ILEC employee generated, ILEC company official orders

Performance Standard:

Parity with GTE Retail

Report Dimensions :**Company:**

- Individual CLEC
- CLECs in the aggregate
- ILEC (if analog applies)

Products:

- Resale POTS
- Resale Specials
- UNE Loop Nondesignated
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks

Geography:

- Statewide

Sub-Metrics

MR-4-01	Mean Time to Repair	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
MR-4-07	% Out of Service > 12 Hours – Interconnection Trunks	
Calculation	Numerator	Denominator
	Count of Interconnection trunks troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 12 hours and time minus created date and time for customer network trouble reports (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for Interconnection trunks

Sub-Metrics MR-4 Trouble Duration Intervals

MR-4-08	% Out of Service > 24 Hours	
Calculation	Numerator	Denominator
	Count of Resale and UNE troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours and time minus created date and time for customer network trouble reports for all Resale and UNE products (Designed Troubles exclude interrupt time)	Total customer network trouble reports for all Resale and UNE products

Function:		
(xii) MR-5 Repeat Trouble Reports		
Definition:		
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.		
Any trouble, regardless of the original disposition code, that repeat as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders 		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: <ul style="list-style-type: none"> · Individual CLEC · CLECs in the aggregate · ILEC (if analog applies) Products: <ul style="list-style-type: none"> · Resale POTS · Resale Specials · UNE Loop Nondesignated · UNE Loop Designed · UNE Port · UNE Transport · UNE Platform · UNE Loop xDSL Capable · Interconnection Trunks 	Geography: <ul style="list-style-type: none"> · Statewide 	
Sub-Metrics		
MR-5-01	% Repeat Reports within 30 Days	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products