

Section 272 Affiliates  
 Employees and Departments by Location

Attachment A-1  
 Objective I, Procedure 3

ACI

Location			Department							
Street Address	City	State	Affiliate Services	Billing and Revenue Assurance	Customer Care	Finance	Network Operations	Network Planning and Engineering Data and Voice	Operator Services	Total
310 W. Wisconsin Ave.	Milwaukee	WI							34	34
3773 South Madison Avenue	Muncie	IN							102	102
555 So. Executive Drive	Brookfield	WI	1				69	8		78
9450 West Bryn Maw Ave.	Rosemont	IL			146					146
9525 West Bryn Maw Ave.	Rosemont	IL	10	58	4	1		7	4	84
<b>Total</b>			<b>11</b>	<b>58</b>	<b>150</b>	<b>1</b>	<b>69</b>	<b>15</b>	<b>140</b>	<b>444</b>

SBCS

Department	Location: 5850 West Las Positas Blvd., Pleasanton, CA
Affiliate Services	25
Billing and Revenue Assurance	2
Business Operations	36
Customer Care	92
Employee Communications	9
Finance	30
Legal	1
Marketing	32
Network Operations	6
Network Planning and Engineering	9
President of SBCS and ACI	
Product Design and Architecture	12
Product Design and Development Data	13
Product Development	27
Regulatory	16
<b>Total</b>	

Vendor	Section 272 Affiliate	Section 272 Affiliate Location
Planning and Engineering		
Vendor A	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor B	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor C	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor D	ACI	9525 West Bryn Mawr Ave., Rosemont, IL
Vendor E	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor F	ACI	9525 West Bryn Mawr Ave., Rosemont, IL
Vendor D	SBCS	5850 West Las Positas Blvd., Pleasanton, CA
Network Operations		
Vendor G	ACI	9525 West Bryn Mawr Ave., Rosemont, IL
Vendor H	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor I	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor J	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor K	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor L	ACI	9525 West Bryn M a w Ave., Rosemont, IL
Vendor G	SBCS	5850 West Las Positas Blvd., Pleasanton, CA
Vendor K	SBCS	5850 West Las Positas Blvd., Pleasanton, CA
Vendor L	SBCS	5850 West Las Positas Blvd., Pleasanton, CA

Note: SBC represented that the OI&M services listed above were received by the Section 272 affiliates throughout their systems; therefore an individual location of the service provided was not feasible. Therefore, the primary address of the Section 272 affiliate is listed as the receiving location.

Employee Reference	Company	Start Date	End Date
1	ACI	October 14, 1996	April 1, 1997
	Ameritech Services, Inc.	April 1, 1997	May 1, 1998
	Ameritech Center Phase I	May 1, 1998	
2	Michigan Bell	December 9, 1992	November 1, 1995
	ACI	November 1, 1995	October 1, 2000
	Ameritech Services, Inc.	October 1, 2000	November 1, 2000
	ACI	November 1, 2000	December 31, 2000
3	ACI	January 13, 1997	April 1, 1997
	Ameritech Information Services	April 1, 1991	September 9, 1998
4	Ameritech Mobile Communications	March 10, 1997	May 30, 1999
	AMP	May 30, 1999	October 9, 1999
	ACI	August 14, 2000	September 16, 2000
5	Ameritech Services, Inc.	May 20, 1996	April 1, 2000
	ACI	April 1, 2000	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	
6	ACI	October 30, 1996	November 1, 1997
	Illinois Bell	November 1, 1997	December 26, 1997
7	Ameritech Services, Inc.	January 15, 1996	January 1, 1997
	Ameritech Center Phase I	January 1, 1997	August 1, 1998
	ACI	August 1, 1998	October 16, 1999
8	Wisconsin Bell	October 6, 1997	November 3, 1997
	ACI	July 26, 1999	July 27, 1999
	ACI	August 24, 1999	September 9, 1999
9	ACI	June 1, 1996	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	-
10	ACI	June 19, 1995	August 1, 2000
	Ameritech Services, Inc.	August 1, 2000	
11	ACI	March 16, 1998	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	-
12	Michigan Bell	December 9, 1992	January 1, 1994
	Ameritech Services, Inc.	January 1, 1994	June 1, 1995
	ACI	June 1, 1995	April 1, 1997
13	ACI	May 26, 1998	November 19, 2000
	Ameritech Services, Inc.	November 19, 2000	
14	ACI	June 23, 1997	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	

<b>Employee Reference</b>	<b>Company</b>	<b>Start Date</b>	<b>End Date</b>
15	ACI	September 11, 1995	June 1, 1997
	INT	June 1, 1997	August 1, 1998
	Amcritch Center Phase I	August 1, 1998	March 17, 2000
16	Illinois Bell	December 1, 1992	July 1, 2000
	ACI	July 1, 2000	November 16, 2000
17	Wisconsin Bell	June 5, 1995	December 2, 1995
	ACI	November 9, 1998	December 3, 1998
18	<b>ACI</b>	March 2, 1998	March 13, 1998
	Amcritch Services, Inc.	May 15, 2000	
19	ACI	December 30, 1996	June 1, 2000
	Ameritech Services, Inc.	June 1, 2000	
20	Pacific Bell	February 17, 1978	March 15, 1997
	SBCS	January 1, 2001	February 28, 2001
21	Pacific Bell	May 7, 1980	March 15, 1998
	SBCS	February 15, 2001	February 28, 2001
22	Pacific Bell	March 2, 1981	December 31, 1996
	SBCS	June 16, 2000	February 28, 2001
23	Pacific Bell	April 2, 1997	February 28, 1998
	SBCS	April 1, 1999	

Note: Employee names have been replaced with a reference number,

Internet Posting Exceptions

Attachment A-4  
Objectives V, VI, Procedure 6

Agreement	Contract #	Affiliate Providing Service	Affiliate Receiving Service	Effective Date	Present at Physical Location	On the Internet at March 29, 2001	Prices, Terms, & Conditions Same as Internet
Intellectual Property License Agreement	300-600-501	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-501	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-501	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-502	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-502	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-502	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-503	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-503	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-503	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-504	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-504	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-504	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-505	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-505	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-505	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Sublease Agreement, 9022 Bowling Green, Greenville, MI		Michigan Bell	ACI	March 1, 1997	No	Yes	Yes
Employee Concession: Schedule 899	Schedule 899	Nevada Bell	SBCS	January 1, 2001 to December 31, 2001	Yes	No	Yes
Intellectual Property/Proprietary Information	820-600-501	Nevada Bell	SBCS	November 13, 2000	Yes	Yes	Could not download

Internet Posting Exceptions

Attachment A-4  
Objectives V, VI, Procedure 6

Agreement	Contract #	Affiliate Providing Service	Affiliate Receiving Service	Effective Date	Present at Physical Location	On the Internet at March 29, 2001	Prices, Terms, & Conditions Same as Internet
Intellectual Property Pricing Addendum	820-600-501	Nevada Bell	SBCS	November 13, 2000	Yes	Yes	Could not download
Joint Marketing and Sales Support: November 15, 2000	810	Nevada Bell	SBCS	November 15, 2000 to December 31, 2001	Yes	No	N/A
Joint Marketing and Sales Support Pricing Addendum, November 15, 2000	810	Nevada Bell	SBCS	November 15, 2000	Yes	No	N/A
Intellectual Property Pricing Addendum	600-100	Pacific Bell	SBCS	January 1, 2000	No	No	N/A
Employee Concession Schedule 699	Schedule 699	Pacific Bell	SBCS	January 1, 2001 to December 31, 2001	Yes	No	Yes <sup>1</sup>
Billing Services Pricing Addendum 10/1/99	511	Pacific Bell	SBCS	October 1, 1999	Yes	No	No
Business Communication Services Pricing Addendum, February 11, 2000	510	Pacific Bell	SBCS	February 11, 2000	Yes	No	No
Consumer Markets Group Pricing Addendum, November 11, 2000	513	Pacific Bell	SBCS	November 2, 2000	Yes	No	Yes <sup>1</sup>
Consumer Markets Group Pricing Addendum, March 19, 2001	513	Pacific Bell	SBCS	March 19, 2001	Yes	No	Yes <sup>1</sup>
Consumer Markets Group Pricing Addendum, August 8, 2000	513	Pacific Bell	SBCS	August 10, 2000	Yes	No	Yes <sup>1</sup>
Network Operations Services	622	Pacific Bell	SBCS	January 1, 2000 to December 31, 2000	Yes	No	No
Network Operations Services Pricing Addendum, October 1, 1999	622	Pacific Bell	SBCS	October 1, 1999	Yes	No	No
Network Operations Services Pricing Addendum, February 4, 2000	622	Pacific Bell	SBCS	February 4, 2000	Yes	No	No
Temporary Projects	526	Pacific Bell	SBCS	January 1, 1999	Yes	Yes	No; Term on Internet agreement starts from 1/1/98
Global Sales Support Pricing Addendum, October 31, 2000	999	SNET	ACI	October 31, 2000	Yes	No	No
Premise Sales Support	977	SWBT	SBCS	January 1, 2000 to December 31, 2000	Yes	No	No
Premise Sales Support Pricing Addendum, February 8, 2000	977	SWBT	SBCS	February 8, 2000	Yes	No	No
Premise Sales Support Pricing Addendum, July 10, 2000	977	SWBT	SBCS	July 10, 2000	Yes	No	No
Premise Sales Support Pricing Addendum, January 18, 2000	977	SWBT	ACI	January 18, 2000	Yes	No	No
Temporary Projects Pricing Addendum	26	SWBT	SBCS	May 17, 2000	Yes	No	No
Temporary Projects Pricing Addendum	26	SWBT	SBCS	March 27, 2000	Yes	No	No
Temporary Projects Pricing Addendum	26	SWBT	SBCS	March 16, 2000	Yes	No	No
Temporary Projects Pricing Addendum	26	SWBT	SBCS	January 14, 2000	Yes	No	No

Internet Posting Exceptions

Attachment A-4  
Objectives V, VI, Procedure 6

Agreement	Contract #	Affiliate Providing Service	Affiliate Receiving Service	Effective Date	Present at Physical Location	On the Internet at March 29, 2001	Prices, Terms, & Conditions Same as Internet
Operator Services Support Pricing Addendum, January 10, 2000	995	SWBT	SBCS	January 10, 2000	Yes	No	No
Operator Services Support Pricing Addendum, May 20, 2000	995	SWBT	SBCS	May 20, 2000	Yes	No	No
SBCS/Operator Services Recording Agreement Addendum	995	SWBT	SBCS	June 26, 2000	Yes	No	No

<sup>1</sup> Prices, terms, and conditions for all agreements compared to the agreements on the Internet as of March 29, 2001. For these noted agreements, the prices, terms, and conditions were compared to the agreements posted to the Internet after the March 29, 2001 test date.

Comparison of Billing & Collection Rates  
SBCS and Unaffiliated Carriers

Attachment A-5a  
Objective VII, Procedure 5

Invoice Item	# of Carriers Billed at a Different Rate	Bill Rates		
		SBCS	Other Carrier	Difference
B1D3 - Interstate transmission charge - received - TX	31	\$ -	\$ 0.0010	\$ (0.0010)
B1D3 - Intrastate transmission charge - received - TX	24	-	0.0010	(0.0010)
B1G2A - Interstate bill message processing - tier 1 - ALL	9	0.0300	0.1000	(0.0700)
B1G2A - Intrastate bill message processing - tier 1 - AR OK MO	9	0.0300	0.1000	(0.0700)
B1G2A - Intrastate bill message processing - tier 1 - KS	1	0.0200	0.1000	(0.0800)
	13	0.0200	0.0300	(0.0100)
B1G2A - Intrastate bill message processing - tier 1 - TX	17	0.0300	0.1000	(0.0700)
B1G2B - Interstate bill message processing - tier 2 - ALL	9	0.0300	0.0500	(0.0200)
B1G2B - Intrastate bill message processing - tier 2 - AR OK MO	9	0.0300	0.0500	(0.0200)
B1G2B - Intrastate bill message processing - tier 2 - KS	1	0.0200	0.0500	(0.0300)
	13	0.0200	0.0300	(0.0100)
B1G2B - Intrastate bill message processing - tier 2 - TX	1	0.0300	0.1000	(0.0700)
	16	0.0300	0.0500	(0.0200)
B1G2C - Interstate bill message processing - tier 3 - ALL	9	0.0100	0.0500	(0.0400)
B1G2C - Intrastate bill message processing - tier 3 - AR OK MO	9	0.0100	0.0500	(0.0400)
B1G2C - Intrastate bill message processing - tier 3 - KS	1	0.0200	0.0500	(0.0300)
	13	0.0200	0.0100	0.0100
B1G2C - Intrastate bill message processing - tier 3 - TX	17	0.0100	0.0500	(0.0400)
B1K2 - Interstate bills rendered - ALL	3	-	0.4000	(0.4000)
	1	-	0.5333	(0.5333)
	32	-	0.4033	(0.4033)
B1K2 - Intrastate bills rendered - AR OK MO	3	-	0.4000	(0.4000)
	1	-	0.5300	(0.5300)
	27	-	0.4033	(0.4033)
B1K2 - Intrastate bills rendered - KS	16	-	0.5550	(0.5550)
	1	-	0.5300	(0.5300)
	14	-	0.4033	(0.4033)
B1K2 - Intrastate bills rendered - TX	14	-	0.4000	(0.4000)
	16	-	0.4033	(0.4033)
	1	-	0.5300	(0.5300)
B1M1F - Interstate mechanized toll adjustments - ALL	4	-	0.0300	(0.0300)
B1M1F - Intrastate mechanized toll adjustments - AR OK MO TX	3	-	0.0300	(0.0300)
	1	-	0.0250	(0.0250)
B1M1F - Intrastate mechanized toll adjustments - KS	1	-	0.0250	(0.0250)
	2	-	0.0233	(0.0233)
B1M2 - Intrastate special charge per adjustment - TX	14	-	0.9000	(0.9000)
B1Q1 - Interstate phrase summary text record - ALL	2	-	0.0045	(0.0045)
B1Q1 - Intrastate phrase summary text record - ALL	1	-	0.0045	(0.0045)
B2G3 - Interstate invoice summary record - ALL	2	-	0.0500	(0.0500)
B2G3 - Intrastate invoice summary record - AR OK MO	2	-	0.0500	(0.0500)
B2G3 - Intrastate invoice summary record - KS	2	-	0.0200	(0.0200)
B2G3 - Intrastate invoice summary record - TX	2	-	0.0233	(0.0233)
D6C - Interstate records transmitted to carrier - TX	24	-	0.0010	(0.0010)
D6C - Intrastate records transmitted to carrier - KS AR OK MO	1	-	0.0010	(0.0010)
D6C - Intrastate records transmitted to carrier - TX	10	-	0.0001	(0.0001)
	11	-	0.0010	(0.0010)

Comparison of Billing & Collection Rates  
 ACI and Unaffiliated Carriers

Attachment A-5b  
 Objective VII, Procedure 5

Invoice Item	# of Carriers Billed at a Different Rate	Bill Rates		
		ACI	Other Carrier	Difference
Casual Bills Rendered - interstate - ALL	1	\$ 0.4440	\$ 0.0300	\$ 0.4140
Casual Bills Rendered - intrastate - ALL	1	\$ 0.4440	\$ 0.0300	\$ 0.4140
Messages billed - interstate - ALL	2	\$ 0.1000	\$ 0.0700	\$ 0.0300
	1	\$ 0.1000	\$ 0.0600	\$ 0.0400
	25	\$ 0.1000	\$ 0.0500	\$ 0.0500
Messages billed - intrastate - ALL	2	\$ 0.1000	\$ 0.0700	\$ 0.0300
	1	\$ 0.1000	\$ 0.0600	\$ 0.0400
	25	\$ 0.1000	\$ 0.0500	\$ 0.0500

Comparison of Rates Charged by SBC BOCs to Section 272 Affiliates to Rates Charged by SBC BOCs to Other Unaffiliated Entities

<b>USOC</b>	<b>Class of Service</b>	<b>State</b>	<b>Customer</b>	<b>Unit Rate</b>
CKC	CYRJX			
CKC	CYRJX	Indiana	Two Other Customers	30.00
CKC	CYRJX	Indiana	One Other Customer	27.50
CKC	CYRJX	Indiana	Two Other Customers	23.00
NRSX1	CYRJX	Indiana	ACI-Muncie	13.50
NRSX1	CYRJX	Indiana	Two Other Customers	18.50
NRSX1	CYRJX	Indiana	One Other Customer	14.50
NRSX1	CYRJX	Indiana	One Other Customer	13.00
LTG6X	MZC	Wisconsin	ACI-Brookfield	.96
LTG6X	MZC	Wisconsin	One Other Customer	.48
LTG6X	MZC	Wisconsin	One Other Customer	.66
LTG6X	MZC	Wisconsin	Two Other Customers	2.00
TZ4X3	MZC	Wisconsin	ACI-Brookfield	160.00
TZ4X3	MZC	Wisconsin	One Other Customer	60.00
TZ4X3	MZC	Wisconsin	One Other Customer	68.00
TZ4X3	MZC	Wisconsin	One Other Customer	49.00
TZ4X3	MZC	Wisconsin	Two Other Customers	86.50
WFX	MZC	Wisconsin	ACI-Brookfield	12.00
WFX	MZC	Wisconsin	One Other Customer	8.00
ZPAZD	MZC	Wisconsin	ACI-Brookfield	430.00
ZPAZD	MZC	Wisconsin	One Other Customer	182.75

Comparison of Rates Charged by SBC BOCs to Section 272 Affiliates to Rates Charged by SBC BOCs to Other Unaffiliated Entities

1L5XX	SBCS	\$26.67
1L5XX	One Other Carrier	28.86
9PZCX	SBCS	\$.05
9PZCX	One Other Carrier	.04
TMECS	SBCS & Two Other Carriers	\$165.94
TMECS	One Other Carrier	170.00

<b>Service Category 1</b> Successful Completion According to Customer Desired Due Date
<b>Definition:</b> The percentage of orders completed on or before the customer desired due date
<b>Exclusions:</b> Spare <b>Span</b> facilities (SWBT only) Unbundling
<b>Business Rules:</b> This service category includes the N, T, and C Service Orders with Activity Codes of A and F (Establish and Add in PB region). The orders counted will be the completed In Effect ("IE") orders. Both channelized and nonchannelized orders will be counted. Orders missed due to customer reasons will be included in the denominator and counted as "made" in the numerator. The Miss Codes designated as customer misses in each for 2000 are: AIT – C and D PB – C SNET – C and D SWBT – A, C, and D Beginning 2001, all companies exclude A, C, and D.  Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.  The results will be reported by product. The products of interest are: DSO – Defined as all DSO, ISDN, both analog and digital. DSI – Defined as all DSI, TI, and ISDN Prime circuits. DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.
<b>Reporting Period:</b> Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are: Texas – July 10, 2000 Kansas – March 7, 2001 Oklahoma – March 7, 2001

<b>Service Category 1</b>
<b>Reported Products:</b> The results will be reported by product. The products of interest are: DSO – Defined as all DSO, ISDN, both analog and digital. DS1 – Defined as all DS1, T1, and ISDN Prime circuits. DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.
<b>Calculation:</b> [(Completion Date less than or equal to the CDDD) + (Completion Date greater than CDDD when the miss code = customer)] / [Total IE N/T/C orders with Appropriate Activity Codes] If no CDDD, do not count; if no ACNA, do not count.
<b>Service Category 2</b> Time from BOC Promised Due Date to Circuit being placed in service (measured in terms of percentage installed within each successive 24-hour period, until 95% installation completed)
<b>Definition:</b> The percentage of orders placed in service by the due date and in each successive 24-hour period until 95% of orders are in service.
<b>Exclusions:</b> <input type="checkbox"/> Spare Span facilities (SWBT only) <input type="checkbox"/> Unbundling
<b>Business Rules:</b> This service category includes the N, T, and C Service Orders with Activity Codes of A and R (Establish and Add in PB region). All completed In Effect (“IE”) orders will be counted, both channelized and nonchannelized. Orders missed due to customer reasons will be included in  PB – C  telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this

**Service Category 2**

CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- DSO – Defined as all DSO, ISDN, both analog and digital.
- DSI – Defined as all DSI, TI, and ISDN Prime circuits.
- DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits

Results will be reported by calendar days in AIT, SNET, and SWBT. PB will report results based on business days.

- Effective 04/01/01 AIT; 05/01/01 SNET, SWBT will report business days for standardization purposes.

**Reporting Period:**

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- Texas – July 10, 2000
- Kansas – March 7, 2001
- Oklahoma – March 7, 2001

**Reported Products:**

The results will be tracked and reported by product. The products included are:

- DSO – Defined as all DSO, ISDN, both analog and digital.
- DSI – Defined as all DSI, TI, and ISDN Prime circuits.
- DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.

**Calculation:**

[Total IE N/T/C orders with the Appropriate Activity Codes with a (Completion Date less than or equal to the Due Date) or (a Completion Date greater than Due Date when missed for customer reasons)] (Counted as Day Zero) / [Total IE N/T/C orders with the Appropriate Activity Codes]. Add completed orders for each due date increment until 95% of the total is reached.

If no ACNA, do not count.

<b>Service Category 3</b>
Time to Firm Order Confirmation (measured in percentage received in each successive 24-hour period)
<b>Definition:</b> The percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved.
<b>Exclusions:</b> Non DS0, DS1, and DS3 orders
<b>Business Rules:</b> This service category includes the percentage of all Access Service Request orders from date received to date confirmed within a 24-hour period until 95% is achieved. This percentage also includes any customer errors. Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.  The results will be reported by product. The products of interest are: ... DSO – Defined as all DSO, ISDN, both analog and digital. All voice grade channel service (L*) and digital high capacity channel service HCO (HS). ... DSI – Defined as all DSI, TI, and ISDN Prime circuits. All digital high capacity channel service HC1 (HC) and digital high capacity channel service fractional TI (HX). ... DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. All digital high capacity channel service HC3 (HF).
<b>Reporting Period:</b> Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are: ... Texas – July 10, 2000 ... Kansas – March 7, 2001 ... Oklahoma – March 7, 2001

**Service Category 3**

**Reported Products:**

The results will be reported by product. The products included are:

- DS0 – Defined as all DS0, ISDN, both analog and digital. All voice grade channel service (L\*) and digital high capacity channel service HC0 (HS).
- DSI – Defined as all DSI, T1, and ISDN Prime circuits. All digital high capacity channel service HCI (LIC) and digital high capacity channel service fractional TI (HX).
- DS? – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. All digital high capacity channel service HC3 (HF).

**Calculation:**

Total IE orders with a firm order confirmation / Total IE orders. Add **firm** order confirmations for each successive daily increment until 95% of the total is reached.

**Service Category 4**

**Time from PIC Change Request to Implementation**

**Definition:**

The percentage of complete and accurate PIC change requests implemented within each successive 6-hour period until 95% is achieved.

**Exclusions:**

- PIC requests where there is no underlying access arrangement in the central office
- PIC requests for lines that are PIC protected
- PIC requests that are originated through service orders
- PIC requests for lines that are not able to be PIC'ed

**Business Rules:**

This service category includes PIC only change requests from Long Distance providers that have established access service within the central office serving the line for which the request was intended. Only complete and accurate mechanized PIC requests for lines that can be PIC'ed are counted. PIC protected lines are excluded from the measure. This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:

- Texas – July 10, 2000
- Kansas – March 7, 2001
- Oklahoma – March 7, 2001

Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All CICs within the 13-state territory have been classified into SBC and Affiliates, and Nonaffiliates. The SBC and Affiliates category includes the SBC

**Service Category 4**

BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC, CLECs, ISPs, Paging companies, and Wireless providers. The results will be tracked by CIC for Nonaffiliated providers.

Effective 09/01 Texas can now be reported as a whole instead of by the previous three entities of Dallas, Houston, and San Antonio.

**Reporting Period**

This service category applies to each state in which SBC or an affiliate has received section 271 authorization. Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- Texas – July 10, 2000
- Kansas – March 7, 2001
- Oklahoma – March 7, 2001

**Calculation:**

(Number of PIC requests where request date & time to completion date & time is within six hours) / (the total number of requests), divided into 6 hour intervals starting 0 hours to 5.99 hours.

**Service Category 5**

**Mean Time to Restore**

**Definition:**

The percentage of circuits restored within each successive 1-hour period after the trouble is reported.

**Exclusions:**

- Spare Span facilities (SWBT only)
- Unbundling
- Channelized circuits
- Non-CR trouble reports
- Nonnetwork troubles (IEC, CPE, INF)

**Business Rules:**

This service category includes the percentage of all nonchannelized, customer reported, measured trouble reports cleared in each 1-hour period until 95% is attained. Trouble reports will be excluded if they are found to be CPE problems outside the SBC network or within the ILEC or CLEC provided facilities, or should have been classified as informational

**Service Category 5**

Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are

DSO – Defined as all DSO, ISDN, both analog and digital

DS1 – Defined as all DS1 and ISDN Prime circuits.

DS3 – Defined as all DS3 and higher speed (i.e., OC3, OC12) circuits.

**Reporting Period:**

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are.

Texas – July 10, 2000

Kansas – March 7, 2001

Oklahoma – March 7, 2001

**Reported Products:**

The results will be tracked by product. The products included are:

DSO – Defined as all DSO, ISDN, both analog and digital.

DS1 – Defined as all DS1 and ISDN Prime circuits.

DS3 – Defined as all DS3 and higher speed (i.e., OC3, OC12) circuits.

**Calculation:**

$$\frac{[\text{Total nonchannelized, CR, measured trouble reports cleared}]}{[\text{Total nonchannelized, CR, measured trouble reports}]}$$
, for each 1-hour increment until 95% is reached

If no ACNA, do not count.

**Service Category 6**

Time to Restore PIC After Trouble Report

**Definition:**

The percentage of PIC troubles cleared within each successive 1-hour period until 95% is achieved.

**Exclusions:**

All categories of reports except category one (CD) and category two (CR) reports

Trouble reports where trouble is not found in SBC Network

**Service Category 6**

Trouble reports that are not classified as Type Codes 260, 871, 885, 886, 872, 873, 874  
Subsequent reports  
Trouble reports where the PIC and/or LPIC effective dates cannot be determined  
Trouble reports where the customer has no PIC or LPIC assigned

**Business Rules:**

This service category includes trouble reports that are reported to SBC by either the end-user customer or the LD provider where trouble was found in the SBC network and closed to disposition code 052X. The duration in hours from receipt of the trouble report until it is cleared will be used to calculate this measure. The trouble reports will have the following descriptions and type codes:

Can't Call Long Distance (CCLD) – Type Code = 260  
PIC Verify or Repair – Type Code = 871, 885, 886, 872, 873, 874

This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:

Texas – July 10, 2000  
Kansas – March 7, 2001  
Oklahoma – March 7, 2001

Trouble reports received after the date(s) above are included in this service category.

Results will be reported for two entity categories:

1. SBC and Affiliates
2. Nonaffiliated long distance providers

The SBC and Affiliates category includes the SBC affiliated companies providing long distance service (BOCs, data affiliates, Internet affiliates, Wireless companies, and SBC Long Distance companies). Nonaffiliated long distance providers include IXC, CLECs, ISPs, Paging companies, and Wireless companies.

**Reporting Period:**

This service category applies to each state in which SBC or an affiliate has received section 271 authorization. Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

Texas – July 10, 2000  
Kansas – March 7, 2001  
Oklahoma – March 7, 2001

<b>Service Category 6</b>
Trouble reports received after the date(s) above are included in this service category.
<b>Reports Produced for Subcategories:</b> 1. IntraLATA long distance provider (LPIC) 2. InterLATA long distance provider (PIC) The relevant entity and subcategory will be determined based on the PIC and/or LPIC designation that is present on the end-user account. When an account has both a PIC and LPIC assigned, then the associated trouble report will be counted twice, once base. If unable to determine the PIC or LPIC assignments that were relevant to the time period when a trouble ticket was open, then that trouble ticket will be excluded from the measure.

<b>Service Category 7</b>
Mean Time to Clear Network Trouble
<b>Definition:</b> The average number of <b>hours</b> to clear network trouble.
<b>Exclusions:</b> Spare Span facilities (SWBT only) Unbundling Channelized circuits Non-CR trouble reports Nonnetwork troubles (IEC, CPE, INF)
<b>Business Rules:</b> This service category includes the Responsible Duration on all nonchannelized, customer reported, measured trouble reports. The results will be measured in hours and decimal hours. Trouble reports will be excluded if they are found to be CPE problems outside the SBC network or within the ILEC or CLEC provided facilities, or should have been classified as informational. Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.  The results will be reported by product. The products of interest are: DSO – Defined as all DSO, ISDN, both analog and digital. DSI – Defined as all DS1 and ISDN Prime circuits.

**Service Category 7**

**Reporting Period:**

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization **was** received in the state. The states and dates where SBC has received 271 authorization are:

Texas – July 10, 2000

Kansas – March 7, 2001

Oklahoma – March 7, 2001

**Reported Products:**

The results will be reported by product. The products of interest are:

DS0 – Defined as all DSO, ISDN, both analog and digital.

DS1 – Defined as all DSI, TI, and ISDN Prime circuits.

**Calculation:**

$$\frac{[\text{Total Responsible Duration on all nonchannelized, CR, measured trouble reports}]}{[\text{Total nonchannelized, CR, measured trouble reports}]}$$

If no ACNA, do not count.

Performance Measurement No. 1 Successful Completion According to Desired Due Date (measured in a percentage)										
State	Month	DS0 BOC & Affiliates	DS0 Non- Affiliates	Variance	DS1 BOC & Affiliates	DS1 Non- Affiliates	Variance	DS3 BOC & Affiliates	DS3 Non- Affiliates	Variance
Texas	July 2000	75.00%	86.71%	(11.71%)	73.72%	84.74%	(11.02%)	79.17%	92.65%	(13.48%)
	August 2000	79.61%	86.58%	(6.97%)	74.54%	81.89%	(7.35%)	62.24%	92.76%	(30.52%)
	September 2000	87.14%	86.53%	0.61%	70.23%	82.12%	(11.89%)	68.52%	87.50%	(18.98%)
	October 2000	89.13%	88.46%	0.67%	74.31%	80.14%	(5.83%)	78.86%	93.19%	(14.33%)
	November 2000	94.44%	88.06%	6.38%	70.21%	78.51%	(8.30%)	86.84%	93.33%	(6.49%)
	December 2000	94.23%	84.01%	10.22%	75.35%	75.28%	0.07%	85.71%	94.48%	(8.77%)
	January 2001	89.39%	86.29%	3.10%	75.00%	68.47%	6.53%	78.86%	85.11%	(6.25%)
	February 2001	92.93%	73.73%	19.20%	60.47%	74.48%	(14.01%)	76.27%	86.14%	(9.87%)
	March 2001	90.57%	58.93%	31.64%	75.19%	76.29%	(1.10%)	75.37%	87.02%	(11.65%)
Oklahoma	March 2001	76.47%	87.31%	(10.84%)	81.97%	72.82%	9.15%	90.00%	68.18%	21.82%
Kansas	March 2001	93.33%	87.12%	6.21%	95.19%	80.49%	14.70%	100.00%	81.25%	18.75%

Performance Measurement No. 2 Time from BOC Promised Due Date to Circuit Being Placed in Service (measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)										
State	Month	DS0 BOC & Affiliates	DS0 Non- Affiliates	Variance	DS1 BOC & Affiliates	DS1 Non- Affiliates	Variance	DS3 BOC & Affiliates	DS3 Non- Affiliates	Variance
Texas	July 2000	6 Days	Due Date	6 Days	12 Days	5 Days	7 Days	22 Days	Due Date	22 Days
	August 2000	10 Days	1 Day	9 Days	15 Days	8 Days	7 Days	21 Days	Due Date	21 Days
	September 2000	6 Days	Due Date	6 Days	16 Days	8 Days	8 Days	48 Days	Due Date	48 Days
	October 2000	Due Date	1 Day	-1 Day	11 Days	10 Days	1 Day	3 Days	Due Date	3 Days
	November 2000	Due Date	1 Day	-1 Day	17 Days	13 Days	4 Days	7 Days	Due Date	7 Days
	December 2000	Due Date	2 Days	-2 Days	34 Days	21 Days	13 Days	9 Days	Due Date	9 Days
	January 2001	7 Days	3 Days	4 Days	41 Days	26 Days	15 Days	17 Days	4 Days	13 Days
	February 2001	2 Days	12 Days	-10 Days	17 Days	14 Days	3 Days	10 Days	8 Days	2 Days
	March 2001	7 Days	5 Days	2 Days	11 Days	12 Days	-1 Day	26 Days	2 Days	24 Days
Oklahoma	March 2001	1 Day	1 Day	0	6 Days	13 Days	-7 Days	14 Days	1 Day	13 Days
Kansas	March 2001	11 Days	10 Days	10 Days	Due Date	4 Days	-4 Days	Due Date	42 Days	-42 Days

Performance Measurement No. 3 Time to Firm Order Confirmation (FOC) (the percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved)										
State	Month	DS0 BOC & Affiliates	DS0 Non- Affiliates	Variance	DS1 BOC & Affiliates	DS1 Non- Affiliates	Variance	DS3 BOC & Affiliates	DS3 Non- Affiliates	Variance
Texas	July 2000	1 Day	N/A	1 Day vs. N/A	4 Days	Greater Than 5 Days	4 Days vs. Greater than 5 Days	3 Days	Greater Than 5 Days	3 Days vs. Greater than 5 Days
	August 2000	N/A	1 Day	N/A vs. 1 Day	3 Days	5 Days	-2 Days	1 Day	Greater Than 5 Days	1 Day vs. Greater than 5 Days
	September 2000	N/A	N/A	-	2 Days	4 Days	-2 Days	2 Days	Greater Than 5 Days	2 Days vs. Greater than 5 Days
	October 2000	N/A	1 Day	N/A vs. 1 Day	1 Day	Greater than 5 Days	1 Day Vs. Greater Than 5 Days	1 Day	Greater than 5 Days	1 Day vs. Greater than 5 Days
	November 2000	N/A	N/A	-	1 Day	Greater than 5 Days	1 Day Vs. Greater Than 5 Days	1 Day	Greater than 5 Days	1 Day vs. Greater than 5 Days
	December 2000	N/A	N/A	-	1 Day	Greater than 5 Days	1 Day Vs. Greater Than 5 Days	1 Day	Greater than 5 Days	1 Day vs. Greater than 5 Days
	January 2001	N/A	1 Day	N/A Vs. 1 Day	2 Days	2 Days	-	1 Day	5 Days	-4 Days
	February 2001	N/A	N/A	-	1 Day	2 Days	-1 Day	5 Days	Greater than 5 Days	5 Days vs. Greater than 5 Days
	March 2001	1 Day	N/A	1 Day Vs. N/A	1 Day	1 Day	-	1 Day	3 Days	-2 Days
Oklahoma	March 2001	N/A	N/A	N/A	1 Day	1 Day	-	1 Day	Greater Than 5 Days	1 Day vs. Greater than 5 Days
Kansas	March 2001	N/A	N/A		1 Day	1 Day		1 Day	Greater Than 5 Days	1 Day vs. Greater than 5 Days

Differences

Attachment A-7  
Objective VIII, Procedure 3

Time to Restore and trouble duration  
(percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)

Texas DSO	July 2000		August 2000		September 2000		October 2000		November 2000		December 2000		January 2001		February 2001		March 2001		Variance	
	BOC & Affiliates	Non-Affiliates																		
Within 1 Hour	61.1%	34.85%	26.36%	31.84%	23.72%	23.72%	22.55%	54.94%	28.27%	26.67%	24.43%	52.47%	28.84%	23.63%	23.63%	23.63%	23.63%	23.63%	23.63%	11.10%
Hours	67.0%	48.82%	19.08%	50.07%	21.86%	43.08%	62.50%	66.05%	43.67%	22.38%	47.75%	14.83%	43.98%	43.98%	43.98%	43.98%	43.98%	43.98%	43.98%	4.34%
Within 3 Hours	73.46%	61.28%	12.18%	72.78%	13.13%	69.57%	54.97%	75.93%	58.07%	17.86%	60.97%	7.48%	73.46%	17.95%	65.36%	59.43%	59.43%	59.43%	59.43%	1.02%
Within 4 Hours	79.63%	71.21%	8.42%	83.46%	7.98%	78.26%	66.72%	83.33%	70.40%	12.93%	75.94%	5.45%	79.63%	14.88%	14.88%	14.88%	14.88%	14.88%	14.88%	5.93%
Within 5 Hours	85.19%	78.20%	6.99%	84.21%	2.99%	80.98%	75.92%	86.42%	77.76%	8.72%	79.68%	2.55%	81.48%	9.72%	13.57%	70.59%	68.48%	68.48%	68.48%	2.11%
Within 6 Hours	89.51%	82.32%	7.19%	87.13%	0.82%	85.87%	83.25%	88.27%	84.33%	3.94%	82.33%	82.40%	10.14%	81.33%	86.83%	75.16%	75.16%	75.16%	75.16%	0.95%
Within 7 Hours	92.59%	85.77%	6.82%	90.64%	1.64%	86.96%	87.51%	91.98%	87.81%	4.17%	86.10%	85.58%	0.52%	87.84%	83.18%	83.44%	83.44%	83.44%	83.44%	0.95%
Within 8 Hours	88.30%	88.30%	0.00%	92.98%	0.51%	89.00%	90.51%	93.21%	91.56%	1.65%	87.76%	87.79%	10.09%	87.65%	83.71%	86.68%	86.68%	86.68%	86.68%	0.45%
Within 9 Hours	90.40%	90.40%	0.00%	94.15%	0.37%	92.30%	94.37%	93.83%	93.37%	0.46%	88.77%	90.07%	11.30%	89.51%	84.72%	90.70%	90.70%	90.70%	90.70%	0.00%
Within 10 Hours	92.00%	92.00%	0.00%	95.91%	0.38%	93.64%	93.64%	94.44%	95.38%	0.94%	91.44%	91.63%	10.18%	90.12%	87.11%	91.01%	91.01%	91.01%	91.01%	0.00%
Within 11 Hours	93.21%	93.21%	0.00%	94.70%	0.49%	95.65%	94.76%	95.06%	95.06%	0.00%	95.06%	92.96%	10.96%	91.36%	92.63%	94.77%	94.77%	94.77%	94.77%	0.00%
Within 12 Hours	93.83%	94.61%	0.78%	95.94%	0.94%	95.94%	95.94%	95.94%	95.94%	0.00%	91.98%	93.43%	11.45%	91.98%	88.75%	93.23%	93.23%	93.23%	93.23%	0.00%
Within 13 Hours	95.20%	95.20%	0.00%	95.20%	0.00%	95.20%	95.20%	95.20%	95.20%	0.00%	93.05%	94.41%	11.36%	93.21%	89.72%	94.09%	94.09%	94.09%	94.09%	0.00%
Within 14 Hours			0.00%		0.00%					0.00%	94.90%	94.90%	10.00%	93.83%	90.89%	93.74%	93.74%	93.74%	93.74%	0.00%
Within 15 Hours			0.00%		0.00%					0.00%	93.58%	95.71%	12.13%	94.44%	90.61%	93.83%	93.83%	93.83%	93.83%	0.00%
Within 16 Hours	94.44%	94.44%	0.00%	94.44%	0.00%	94.44%	94.44%	94.44%	94.44%	0.00%	91.98%	93.43%	11.45%	91.98%	88.75%	93.23%	93.23%	93.23%	93.23%	0.00%
Within 17 Hours			0.00%		0.00%					0.00%	93.05%	94.41%	11.36%	93.21%	89.72%	94.09%	94.09%	94.09%	94.09%	0.00%
Within 18 Hours			0.00%		0.00%					0.00%	94.90%	94.90%	10.00%	93.83%	90.89%	93.74%	93.74%	93.74%	93.74%	0.00%
Within 19 Hours	95.68%	95.68%	0.00%	95.68%	0.00%	95.68%	95.68%	95.68%	95.68%	0.00%	95.19%	95.06%	93.52%	95.06%	93.52%	95.49%	95.49%	95.49%	95.49%	0.00%
Within 20 Hours			0.00%		0.00%					0.00%	94.86%	94.86%	10.00%	94.86%	94.86%	94.86%	94.86%	94.86%	94.86%	0.00%
Within 21 Hours			0.00%		0.00%					0.00%	97.62%	97.62%	10.00%	97.62%	97.62%	97.62%	97.62%	97.62%	97.62%	0.00%
Within 22 Hours			0.00%		0.00%					0.00%	94.86%	94.86%	10.00%	94.86%	94.86%	94.86%	94.86%	94.86%	94.86%	0.00%
Within 23 Hours			0.00%		0.00%					0.00%	97.62%	97.62%	10.00%	97.62%	97.62%	97.62%	97.62%	97.62%	97.62%	0.00%
Hours			0.00%		0.00%					0.00%	94.86%	94.86%	10.00%	94.86%	94.86%	94.86%	94.86%	94.86%	94.86%	0.00%
Hours			0.00%		0.00%					0.00%	97.62%	97.62%	10.00%	97.62%	97.62%	97.62%	97.62%	97.62%	97.62%	0.00%

Performance Measure Differences

Attachment A-7  
Objective VIII, Procedure 3

Texas		Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)																															
DS1	BOC & Affiliates	Non-Affiliates	July 2000	Variance	BOC & Affiliates	Non-Affiliates	September 2000	Variance	BOC & Affiliates	Non-Affiliates	October 2000	Variance	BOC & Affiliates	Non-Affiliates	November 2000	Variance	BOC & Affiliates	Non-Affiliates	December 2000	Variance	BOC & Affiliates	Non-Affiliates	January 2001	Variance	BOC & Affiliates	Non-Affiliates	February 2001	Variance	BOC & Affiliates	Non-Affiliates	March 2001	Variance	
Within 1 Hour	51.08%	30.03%	21.95%	16.70%	48.51%	32.21%	16.30%	17.06%	47.86%	31.05%	16.81%	16.81%	48.45%	30.09%	18.36%	13.10%	43.86%	29.76%	13.10%	43.86%	29.76%	13.10%	43.86%	29.76%	13.10%	43.86%	29.76%	13.10%	43.86%	29.76%	13.10%	43.86%	29.76%
Within 2 Hours	66.98%	50.41%	16.49%	11.29%	64.26%	49.94%	14.32%	15.30%	61.45%	49.65%	11.80%	12.84%	60.14%	47.70%	12.44%	58.39%	47.33%	11.06%	59.40%	48.81%	10.49%	59.60%	48.84%	10.76%	59.60%	48.84%	10.76%	59.60%	48.84%	10.76%	59.60%	48.84%	
Within 3 Hours	78.79%	65.94%	12.85%	6.79%	76.38%	65.74%	10.64%	12.49%	74.12%	65.90%	8.16%	8.16%	73.75%	61.65%	12.10%	72.05%	62.94%	9.11%	71.12%	61.69%	9.43%	71.12%	61.69%	9.43%	71.12%	61.69%	9.43%	71.12%	61.69%	9.43%	71.12%	61.69%	
Within 4 Hours	83.45%	74.77%	8.68%	4.48%	82.77%	75.40%	7.17%	7.31%	81.58%	74.27%	7.31%	7.31%	80.43%	71.34%	9.09%	82.40%	72.76%	9.64%	80.53%	74.85%	5.68%	80.53%	74.85%	5.68%	80.53%	74.85%	5.68%	80.53%	74.85%	5.68%	80.53%	74.85%	
Within 5 Hours	87.41%	82.16%	5.25%	2.58%	87.66%	83.16%	4.50%	5.16%	86.22%	81.99%	4.23%	4.23%	84.01%	78.86%	5.15%	86.54%	78.63%	7.91%	86.87%	81.04%	5.83%	86.87%	81.04%	5.83%	86.87%	81.04%	5.83%	86.87%	81.04%	5.83%	86.87%	81.04%	
Within 6 Hours	90.44%	86.32%	4.12%	2.51%	92.11%	87.83%	4.30%	4.59%	89.68%	85.09%	4.59%	4.59%	88.31%	82.27%	6.04%	89.44%	84.31%	5.13%	91.03%	85.75%	5.28%	91.03%	85.75%	5.28%	91.03%	85.75%	5.28%	91.03%	85.75%	5.28%	91.03%	85.75%	
Within 7 Hours	92.54%	89.72%	2.82%	1.95%	94.47%	90.88%	3.59%	2.90%	91.50%	88.54%	2.90%	2.90%	89.50%	85.43%	4.07%	91.72%	87.85%	3.87%	92.78%	88.48%	4.30%	92.78%	88.48%	4.30%	92.78%	88.48%	4.30%	92.78%	88.48%	4.30%	92.78%	88.48%	
Within 8 Hours	94.64%	92.21%	2.43%	1.77%	95.53%	93.16%	2.37%	2.87%	93.93%	91.06%	2.87%	2.87%	90.93%	88.20%	2.73%	94.00%	90.44%	3.56%	94.51%	91.24%	3.29%	94.51%	91.24%	3.29%	94.51%	91.24%	3.29%	94.51%	91.24%	3.29%	94.51%	91.24%	
Within 9 Hours	95.80%	93.52%	2.28%	1.95%	95.83%	93.88%	1.95%	2.53%	94.98%	93.34%	1.64%	1.64%	92.36%	90.01%	2.35%	95.45%	92.48%	2.97%	95.40%	93.77%	1.63%	95.40%	93.77%	1.63%	95.40%	93.77%	1.63%	95.40%	93.77%	1.63%	95.40%	93.77%	
Within 10 Hours	94.61%	94.61%	0.00%	0.00%	95.91%	95.91%	0.00%	0.00%	94.48%	94.48%	0.00%	0.00%	94.51%	91.83%	2.68%	94.47%	94.47%	0.00%	94.47%	94.47%	0.00%	94.47%	94.47%	0.00%	94.47%	94.47%	0.00%	94.47%	94.47%	0.00%	94.47%	94.47%	
Within 11 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 12 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 13 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 14 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 15 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 16 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 17 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	
Within 18 Hours	95.52%	95.52%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.81%	95.81%	0.00%	0.00%	95.47%	92.56%	2.91%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	0.00%	95.50%	95.50%	



Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)									
Oklahoma									
Period	DS0			DS1			DS3		
	BOC & Affiliates	Non-Affiliates	Variance	BOC & Affiliates	Non-Affiliates	Variance	BOC & Affiliates	Non-Affiliates	Variance
Within 1 Hour	60.98 %	33.55 %	27.43 %	41.46 %	30.85 %	10.61 %	100.00 %		100.00 %
Within 2 Hours	68.29 %	49.34 %	18.95 %	58.54 %	47.52 %	11.02 %			0.00 %
Within 3 Hours	80.49 %	63.16 %	17.33 %	71.54 %	62.77 %	8.77 %			0.00 %
Within 4 Hours	82.93 %	71.05 %	11.88 %	82.93 %	78.01 %	4.92 %			0.00 %
Within 5 Hours	87.80 %	76.32 %	11.48 %	87.80 %	86.88 %	0.92 %			0.00 %
Within 6 Hours	92.68 %	80.92 %	11.76 %	92.68 %	91.13 %	1.55 %			0.00 %
Within 7 Hours	95.12 %	84.87 %	10.25 %	96.75 %	93.62 %	3.13 %			0.00 %
Within 8 Hours		86.18 %	(86.18%)		93.97 %	(93.97%)			0.00 %
Within 9 Hours		88.82 %	(88.82%)		95.39 %	(95.39%)			
Within 10 Hours		92.76 %	(92.76%)						
Within 11 Hours			0.00 %						
Within 12 Hours		93.42 %	(93.42%)						
Within 13 Hours		94.74 %	(94.74%)						
Within 14 Hours		95.39 %	(95.39%)						
Kansas									
Within 1 Hour	58.82 %	30.71 %	28.11 %	37.50 %	28.57 %	8.93 %			0.00 %
Within 2 Hours	64.71 %	47.86 %	16.85 %	51.39 %	46.33 %	5.06 %	33.33 %	66.67 %	(33.34%)
Within 3 Hours	73.53 %	61.43 %	12.10 %	66.67 %	62.16 %	4.51 %	66.67 %		66.67 %
Within 4 Hours	82.35 %	72.86 %	9.49 %	81.94 %	73.36 %	8.58 %			0.00 %
Within 5 Hours	91.18 %	78.57 %	12.61 %	87.50 %	80.69 %	6.81 %	100.00 %	100.00 %	0.00 %
Within 6 Hours	94.12 %	86.43 %	7.69 %	93.06 %	88.03 %	5.03 %			0.00 %
Within 7 Hours	97.06 %	88.57 %	8.49 %		91.89 %	(91.89%)			0.00 %
Within 8 Hours		89.29 %	(89.29%)	94.44 %	93.44 %	1.00 %			0.00 %
Within 9 Hours		90.00 %	(90.00%)	95.83 %	94.98 %	0.85 %			0.00 %
Within 10 Hours		91.43 %	(91.43%)		95.75 %	(95.75%)			
Within 11 Hours		92.86 %	(92.86%)			0.00 %			
Within 12 Hours		93.57 %	(93.57%)			0.00 %			
Within 15 Hours			0.00 %			0.00 %			
Within 17 Hours		95.00 %	(95.00%)						

Performance Measurement No. 5							
Mean time to clear network/average duration of trouble							
(Measured in hours)							
DS0				DS1			
Texas							
Period	BOC & Affiliates	Non-Affiliates	Variance	Period	BOC & Affiliates	Non-Affiliates	Variance
July 2000	2.96	4.36	(1.40)	July 2000	2.28	4.24	(1.96)
August 2000	2.17	4.18	(2.01)	August 2000	2.49	3.03	(0.54)
September 2000	2.70	3.80	(1.10)	September 2000	2.16	2.92	(0.76)
October 2000	3.43	3.38	0.05	October 2000	2.52	3.40	(0.88)
November 2000	4.95	3.94	1.01	November 2000	2.52	3.14	(0.62)
December 2000	3.03	4.74	(1.71)	December 2000	2.88	3.87	(0.99)
January 2001	2.33	4.15	(1.82)	January 2001	2.54	3.56	(1.02)
February 2001	3.25	3.74	(0.49)	February 2001	2.42	3.13	(0.71)
March 2001	3.42	3.36	0.06	March 2001	2.44	3.01	(0.57)
Oklahoma							
March 2001	1.68	3.69	(2.01)	March 2001	2.29	2.83	(0.54)
Kansas							
March 2001	1.97	3.56	(1.59)	March 2001	2.78	3.13	(0.35)

Performance Measurement No. 6 Time from PIC change request to implementation						
(Measured in terms of percentage implemented within each successive 6 hour period, until 95% completed)						
Texas						
BOC & Affiliates			Non-Affiliates			Variance
Period			Period			
July 1 – September 30, 2000	Dallas	7-12 hours	July 1 – September 30, 2000	Dallas	7-12 hours	N/A
	Houston	0-6 hours		Houston	7-12 hours	N/A
	San Antonio	0-6 hours		San Antonio	7-12 hours	N/A
October 1 – December 31, 2000			October 1 – December 31, 2000	Dallas	0-6 hours	N/A
				Houston	0-6 hours	N/A
				San Antonio	0-6 hours	N/A
January 1 – March 31, 2001	Dallas	0-6 hours	January 1 – March 31, 2001	Dallas	0-6 hours	0
	Houston	0-6 hours		Houston	0-6 hours	0
	San Antonio	0-6 hours		San Antonio	0-6 hours	0
<b>Oklahoma</b>						
January 1 – March 31, 2001		7-12 hours	January 1 – March 31, 2001		0-6 hours	7-12 hours vs. 0-6 hours
<b>Kansas</b>						
January 1 – March 31, 2001		0-6 hours	January 1 – March 31, 2001		0-6 hours	0

Performance Measurement No. 7 Time to restore PIC after trouble incident						
(Measured by percentage restored within each successive 1 hour interval, until resolution of 95% restored)						
Period	PIC			LPIC		
	BOC & Affiliates	Non-Affiliates	Variance	BOC & Affiliates	Non-Affiliates	Variance
	Within (Hrs)	Within (Hrs)	Within (Hrs)	Within (Hrs)	Within (Hrs)	Within (Hrs)
<b>Texas</b>						
July 2000	143	94	49	130	96	34
August 2000	154	126	28	147	122	25
September 2000	144	115	29	139	117	22
October 2000	143	93	50	92	97	(5)
November 2000	140	119	21	147	109	38
December 2000	123	124	(1)	140	95	45
January 2001	143	94	49	123	123	-
February 2001	156	79	77	146	72	74
March 2001	97	69	28	94	63	31
<b>Oklahoma</b>						
March 2001	43	93	(50)	92	70	22
<b>Kansas</b>						
March 2001	29	48	(19)	33	48	(15)