



Ann D. Berkowitz
Project Manager – Federal Affairs

1300 I Street, NW
Suite 400 West
Washington, DC 20005
(202) 515-2539
(202) 336-7922 (fax)

August 11, 2003

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
455 12th Street, S.W. - Portals
Washington, DC 20554

Re: Bell Atlantic Corp. and GTE Corp., CC Docket No. 98-184

Dear Ms. Dortch:

The enclosed letter was provided to W. Maher of the Wireline Competition Bureau today. If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink that reads "Ann D. Berkowitz".

cc: Carol Matthey
Peter Young
Dennis Johnson
William Dever



Ann D. Berkowitz
Project Manager – Federal Affairs

1300 I Street, NW
Suite 400 West
Washington, DC 20005
(202) 515-2539
(202) 336-7922 (fax)

August 11, 2003

William Maher
Chief, Wireline Competition Bureau
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Maher:

Pursuant to Condition V, Attachment A, Paragraph 4 of the order approving the merger between Bell Atlantic and GTE (“Merger Order”), as modified by the Consent Decree (FCC 02-119) released on April 23, 2002, Verizon hereby provides notice that on July 10, 2003 the California Public Utilities Commission adopted certain changes to the California Carrier-to-Carrier Guidelines (the California “business rules”). Attachment 1 to this letter is a copy of the California PUC July 10 Order. (Please note, after the order was released the settling parties noted several clerical errors within the document version of the order posted on the California PUC’s website. These errors, contained which are reflected in Attachment 2 of this letter, have been identified to the Administrative Law Judge in California for consideration to correction. Verizon anticipates that an errata to the order will be issued and will notify you upon its release.)

With four exceptions, Verizon recommends incorporating all of the changes adopted by the California PUC which relate to the Federal Carrier-to-Carrier Plan. The changes that Verizon does not recommend are as follows: First, the California PUC’s order changes the standards for the measures for timeliness of order confirmations and rejects (OR-1 and OR-2 in the Merger Metrics) from a benchmark for the average of the relevant transactions to a benchmark for 95% of the category transactions. In addition, the California PUC changed certain product groupings that are reported. Because the Merger Metrics have been structured as 95% of the category transactions within a benchmark from the beginning, we have not proposed changes to the benchmarks for these metrics. Second, consistent with the Merger Conditions (Attachment A, page A-2b-9, n. 31), Verizon proposed the choice of a metric and a standard for flow through six months after merger close.¹ Verizon’s proposal is pending before the Commission. The California PUC ordered changes to the definition and exclusions for the flow through metric, and also adopted a performance standard. While Verizon recommends adoption of the changes to the definition and exclusions, Verizon has not recommended adoption of the standard adopted by California absent a ruling on its pending proposal. Third, the California PUC modified the standard for coordinated conversions and coordinated hot cuts and combined the products into a single product group (PR-9 in the Merger Metrics). Verizon has recommended adopting the change that combines the two product groups into one for the Merger Metrics, but believes that

¹ Verizon recommendation made at December 19, 2000 meeting followed by a written proposal to Ms. Dorothy Attwood in a letter from Dee May dated January 5, 2001

the current Merger Metric standard is appropriate and has not recommended changing that standard. Finally, the CA PUC's order disaggregates further some of the product disaggregations in the Ordering, Provisioning and Maintenance performance measurement categories. This further disaggregation is unnecessary and could produce small sample sizes in a number of states. Therefore, Verizon does not recommend changes to the product disaggregations in the Merger Metrics.

Attachment 3 to this letter is a redline of the Guidelines contained in Attachment A of the Merger Conditions to reflect changes adopted by the California State Public Utilities Commission on July 10, 2003 that relate to the Federal Carrier-to-Carrier Plan that Verizon recommends. We draw your attention to the recommendation that Retail ISDN BRI be used as the retail analog comparison for UNE 2 wire DSL Loop. (*See* Retail Analog Compare Table, page A-2b-2 of the redline.) This specific retail analog had been recommended by Verizon in a previous redline submission but was not accepted by Carol Matthey at that time. However, in her letter released to Verizon on December 11, 2001, Ms. Matthey stated that the Bureau would "consider Verizon's proposal should the California Commission approve it."² The California PUC has ordered this change and Verizon therefore has included this as a recommended change.

The redline in Attachment 3 also reflects several additional changes. Some suggested changes to the Guidelines are clarifications recommended to ensure consistency in the language of the Plan and accuracy of the Plan. Also, we have reflected the removal of Alabama, Kentucky and Missouri from the plan since Verizon sold its assets in these states during 2002. Finally, we have reflected the removal of Nevada from the plan since its state plan was recognized as comprehensive (*see* Merger Order, Appendix D, paragraph 17(iii)) by Carol Matthey of your staff in her December 23, 2002 letter to Verizon.³

Attachment 4 is summary of the changes reflected in the redline, identifying which changes are related to the California orders and which are clarifications. Attachment 3 also indicates our planned implementation schedule for the clarifications and changes identified.

If you have any questions, please do not hesitate to call me.

Sincerely,



cc: Carol Matthey
Peter Young
Dennis Johnson
William Dever

² Letter from Carol Matthey, Deputy Chief, Common Carrier Bureau to Jeff Ward, Senior Vice President, Regulatory Compliance, released December 11, 2001, DA 01-843, Section II, d.

³ Letter from Carol Matthey, Deputy Chief, Common Carrier Bureau to Dee May, Executive Director, Federal Regulatory, released December 23, 2002, DA 02-3570.

ATTACHMENT 1

ALJ/JAR/hkr

Mailed 7/14/2003

Decision 03-07-035 July 10, 2003

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking on the
Commission's Own Motion into Monitoring
Performance of Operations Support Systems.

Rulemaking 97-10-016
(Filed October 9, 1997)

Order Instituting Investigation on the
Commission's On Motion into Monitoring
Performance of Operations Support Systems.

Investigation 97-10-017
(Filed October 9, 1997)

**DECISION APPROVING JOINT PARTIAL
SETTLEMENT AGREEMENT AMENDMENTS**

TABLE OF CONTENTS

Title	Page
<u>DECISION APPROVING JOINT PARTIAL SETTLEMENT AGREEMENT</u>	
<u>AMENDMENTS</u>	2
<u>A. Summary</u>	2
<u>B. Background</u>	2
<u>C. The Current Settlement</u>	6
<u>1. Parity Standards Changed to Benchmark Standards</u>	8
<u>2. Change Benchmark Standard Percentage and Times,</u> <u> or Change Benchmark Type</u>	9
<u>3. Add Standards Where Previously not Established</u>	9
<u>4. Modify Standards for Upgraded Systems</u>	10
<u>5. Aggregate or Disaggregate Sub-Measures</u>	10
<u>6. New Exclusions</u>	10
<u>7. New Diagnostic Measures</u>	11
<u>8. Clarification of Business Rules, Calculations, or Descriptions</u>	11
<u>9. Clarifying or Informational Notes</u>	13
<u>10. New Measures</u>	13
<u>11. Title Changes for Changed PMs</u>	14
<u>12. Change Retail Analog</u>	14
<u>13. Delete Measure</u>	14
<u>D. Discussion</u>	14
<u>E. Comments on Draft Decision</u>	18
<u>F. Assignment of Proceeding</u>	18
<u>Findings of Fact</u>	18
<u>Conclusions of Law</u>	20
<u>ORDER</u>	22
Appendix A: California OSS OII Performance Measurements: Joint Partial Settlement Agreement, With Revisions Highlighted	
Appendix B: List of 2002 Review Issues	
Appendix C: SBC Implementation Schedule	
Appendix D: Verizon Implementation Schedule	

DECISION APPROVING JOINT PARTIAL SETTLEMENT AGREEMENT AMENDMENTS

A. Summary

By this decision we adopt amendments to the Joint Partial Settlement Agreement (JPSA), which is comprised of operations and support systems (OSS) performance measures for Pacific Bell Telephone Company (SBC California or SBC, U 1001 C), and Verizon California Inc. (Verizon, U 1002 C). These measures have been established to ensure that SBC's and Verizon's OSS services to the competitive local exchanges carriers (CLECs) do not present barriers to the CLECs' ability to offer consumers local phone service.¹

The original JPSA was adopted in 1999 and has been amended periodically to incorporate experience with the measures and to adapt to market changes. The amendments we adopt today consist of the modifications to which parties agreed in their 2002 review of the JPSA.

B. Background

The Telecommunications Act of 1996 and the Federal Communications Commission's (FCC) implementing rules require SBC and Verizon to provide competing CLECs with nondiscriminatory access to OSS. In the August 1996 *Local Competition First Report and Order*, the FCC commented, generally, that Incumbent Local Exchange Carriers (ILECs) must provide CLECs with access to the preordering, ordering, provisioning, billing, repair, and maintenance OSS

¹ While the Commission has expressed its intentions to have a performance incentive plan (PIP) for both SBC and Verizon where billing credits are issued to the CLECs and the ratepayers for OSS service that fails performance standards, only a plan for SBC has been implemented at this time. See Decision (D.) 02-03-023, *Opinion on the Performance Incentives Plan for Pacific Bell Telephone Company (Incentives Plan Opinion)*, March 6, 2002.

sub-functions such that CLECs are able to perform these OSS functions in “substantially the same time and manner” as the ILECs can for themselves.² In August 1997, the FCC’s *Ameritech Opinion* clarified that for those OSS sub-functions with retail analogs, an ILEC “must provide access to competing carriers that is equal to the level of access that the [ILEC] provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness.”³ The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, an ILEC must offer access sufficient to allow an efficient competitor “a meaningful opportunity to compete.”⁴

To address these local competition OSS issues in California, on October 9, 1997, we issued an order instituting a rulemaking proceeding and investigation (hereinafter, the OSS OII) to accomplish several goals, including (1) the determination of reasonable standards of OSS performance for SBC and Verizon, (2) the development of a mechanism that would allow us to monitor

² See, *Implementation of the Local Competition Provisions in the Telecommunications Act of 1996*, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) (“*Local Competition First Report and Order*”), *aff’d in part and vacated in part sub nom. Competitive Telecommunications Ass’n v. FCC*, 117 F.3d 1068 (8th Cir. 1997) and *Iowa Utilities Bd. v. FCC*, 120 F.3d 753 (8th Cir. 1997), *modified on reh’g*, No. 96-3321 (Oct. 14, 1997) (*Rehearing Order*), *petition for cert. granted*, 118 S. Ct. 879 (1998).

³ See, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), *writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). (“*Ameritech Opinion*”); see also, *In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana* (“*BellSouth (Louisiana II) Opinion*”) CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (*citing, Ameritech Opinion* at 12 FCC Rcd 20618-19).

⁴ See, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; see also, *BellSouth (Louisiana II) Opinion* at ¶87 (*citing Ameritech Opinion* at 12 FCC Rcd at 20619).

improvements in OSS performance, and (3) the assessment of the best and fastest method of ensuring compliance if standards are not met or improvement is not shown.⁵ In the course of the OSS OII, various parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with our stated goals.⁶ The parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. We issued a decision approving the JPSA and resolving most of the remaining open issues on August 5, 1999. (D.99-08-020, *Opinion*, August 5, 1999.)

In the original 1999 JPSA, the parties recognized that they were unlikely to foresee how well all the performance measurements would function in pursuit of the underlying goals. They recognized that time and experience was likely to reveal needed improvements, and that periodic reviews should be performed. (*Amended Joint Partial Settlement Agreement Pursuant to Administrative Law Judge's Ruling of April 9, 1999* ("1999 JPSA"), filed May 3, 1999, Attach. A at 66.) The parties agreed to periodic reviews commencing in February 2000. The parties engaged in lengthy negotiations during the February 2000 review and submitted agreed-upon modifications to the Commission on July 18, 2000 ("2000 JPSA").

⁵ *Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems* (R.97-10-016), and *Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems* (I.97-10-017), October 9, 1997.

⁶ A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999.

We subsequently adopted these agreed-upon modifications on May 24, 2001.⁷ (D.01-05-087, *Opinion*, May 24, 2001.)

The parties commenced the next periodic review in June 2002. On June 20, 2002, all parties to this proceeding were notified in writing pursuant to Rule 51.1(b) of the Commission's Rules of Practice and Procedure that settlement discussions would be held for the purpose of discussing issues relating to OSS performance measurements.⁸ The Administrative Law Judge (ALJ) held a pre-hearing conference in October 2002 to evaluate the status of the parties' discussions. In connection with that pre-hearing conference, the parties agreed to file a joint motion regarding the agreed-upon changes on January 31, 2003, and to file separate motions on February 7, 2003, for changes to which they did not agree.

The parties filed the consensual changes as agreed on January 31, 2003. SBC, Verizon, AT&T Communications of California, Inc. (AT&T), WorldCom, Inc. (WorldCom), Covad Communications Co. (Covad), XO California, Inc. (XO), and Time Warner Telecom of California (TWTC) (collectively, the Settling

⁷ Two subsequent decisions in 2002 also amended the JPSA: D.02-06-046 and D.02-08-050. These decisions addressed specific problems of a time-sensitive nature by adopting agreements between the parties. D.02-06-046 added new service types, deleted an unnecessary service type, and modified one performance measurement to account for industry-wide performance constraints that were beyond the control of Pacific. D.02-08-050 made previously unworkable parity standards for a few Digital Subscriber Line (DSL) sub-measures workable by converting them either to absolute "benchmarks" or to different parity comparisons.

⁸ E-mail from Ed Kolto, SBC Pacific Bell Telephone Company, forwarded by Hugh Osborne, SBC Pacific Bell Telephone Company, to the OSS OII service list, June 20, 2002, Subject: OSS OII Rule 51.1 Notice re Formal JPSA Review.

Parties)⁹ filed a joint motion asking the Commission to approve these amendments to the JPSA.¹⁰

C. The Current Settlement

The appended JPSA represents an agreement by the Settling Parties regarding their proposed changes to the existing JPSA, and does not include any proposals from the February 7, 2003 filing containing the disagreements. The purpose of the 2002 review was to evaluate the effectiveness of the performance measures adopted in D.99-08-020 and modified in D.01-05-087. In that regard, many aspects of the previously adopted JPSA were reviewed, and where the Settling Parties reached agreement to modify the JPSA, those modifications have been incorporated in the revised JPSA attached to this motion. When an agreement was not reached on a requested change, an “Open” issue was designated and parties separately requested the change they desired in their February 7, 2003 motions.

Appendix A presents a copy of the most recent JPSA, with the revisions we adopt today identified by highlighted text.¹¹ The Settling Parties agree that these

⁹ SBC and Verizon are the ILECs, and AT&T, WorldCom, Covad, XO, and TWTC are the CLECs, which joined in filing the settlement motion.

¹⁰ SBC, Verizon, AT&T, WorldCom, Covad, XO, and TWTC, *Joint Motion for Adoption of Amendments to Joint Partial Settlement Agreement Pursuant to Article 13.5 of the Commission's Rules of Practice and Procedure (Joint Motion)*, filed January 31, 2003.

¹¹ Appendix A consists of the revised JPSA filed by the parties on January 31, 2003, updated with the subsequent errata and corrections. (*Joint Motion*, Attach. A; SBC California, *Motion To File Errata To Joint Motion For Adoption Of Amendments To Joint Partial Settlement Agreement Pursuant To Article 13.5 Of The Commission's Rules Of Practice And Procedure*, filed February 7, 2003; Verizon, *Motion of Verizon California Inc. (U1002) for the Commission to Accept Its Reply Comments Regarding the 2002 Performance Measures Review*, filed February 21, 2003; Letter from Marlin Ard, Verizon to ALJ Jacqueline A.

Footnote continued on next page

documents embody “the best efforts of the CLECs, SBC, and Verizon to agree on modifications to the performance measurements approved by the Commission in D.99-08-020 and subsequently in D.01-05-087.” (*Joint Motion* at 3.) In addition to adopting major revisions to our OSS performance measurements and standards, we also adopt timetables for implementing the modifications and for the next review.¹² The appended JPSA resolves most of the issues identified by the Settling Parties during the current 2002 review.¹³ The Settling Parties assert that “the attached JPSA is reasonable in light of the whole record of competition in the California local exchange market, is consistent with the stated objectives of

Reed, with cc to Service List, dated April 22, 2003.) A copy of the revised JPSA as presented here in Appendix A was served on the parties electronically on February 21, 2003. (E-mail from Hugh Osborne, SBC California-Legal, Subject: *OSSOII: SBC/CA's Resp to Motion On Unresolved Perf Meas and Rel Open Issues*, dated February 21, 2003, Attachment B.). Appendix A is a “redlined” version reflecting the changes made today, with strikeover and underlining graphics documenting deletions and additions, respectively. Appendix B represents a list of issues that were raised during the negotiations and is the working document used by the parties to track closed issues. The issues listed as “closed” in Appendix B are the issues the parties resolved in the January 31, 2003 motion and are adopted today. The issues listed as “open” are the issues remaining that are unresolved and addressed in the separate February 7, 2003 motions, to be considered by the Commission separately from this decision.

¹² Consistent with the negotiations and the process followed in prior JPSAs, SBC and Verizon have filed separate implementation schedules, included here as Appendices C and D, respectively. *SBC California's Notice of Implementation Schedule for Amendments Submitted to the Joint Partial Settlement Agreement*, filed March 3, 2003; *Verizon California Inc. (U 1002 C) OSS Implementation Schedule: Revised*, filed March 26, 2003.

¹³ The outstanding, unresolved issues are identified as “Open” in Appendix B. The parties filed motions for the Commission’s resolution of the remaining open issues on February 7, 2003, and filed replies to those motions on February 21, 2003. These open issues will be addressed in a separate decision.

the Commission in this proceeding, and meets the Commission's public interest test for the approval of settlements."¹⁴

In resolving a total of 196 identified issues and proposals, the parties agreed to several hundred individual amendments. These amendments fall into 13 basic categories, which we discuss below.¹⁵

1. Parity Standards Changed to Benchmark Standards

A few parity standards were changed to benchmark standards.¹⁶ For example, for Performance Measure (PM) 1, wholesale average pre-order time for a mechanized loop qualification query has been compared to the retail analog average time, but will be changed to a wholesale benchmark standard of 95% of these queries completed within 15 seconds (design) or 45 seconds (actual). (See App. B, Issue 1, and App. A at 13.) In another example, the wholesale NXX code opening trouble report rate (PM 19) has been compared to the respective retail

¹⁴ By seeking approval of the JPSA, the Settling Parties state that they "make no representation that the JPSA constitutes a definitive or a conclusive standard for SBC California's or Verizon's compliance with the Telecommunications Act of 1996. In addition, AT&T and XO continue to assert that parity comparisons, and not benchmarks, are the appropriate performance standards under applicable law. Likewise, by agreeing to the performance measures contained in the JPSA, SBC California and Verizon do not make any commitment or admission regarding the propriety or reasonableness of establishing performance remedies." *Joint Motion* at 2.

¹⁵ These categorical summaries do not reflect any party's position beyond the statements in the motion or in the comments to the draft of this decision. Here, we only summarize and illustrate the kinds of changes to which the parties agreed and that we adopt today.

¹⁶ The benchmarks standards were developed consistent with the standards initially formulated in D.99-08-020.

rate, but will be converted to a benchmark standard trouble report rate of 0.1% or less. (See App. B, Issue 132, and App. A at 90 – 91.¹⁷)

2. Change Benchmark Standard Percentage and Times, or Change Benchmark Type

For example, for some PM 1 sub-measures, a benchmark of 98% of queries completed within 24 hours was changed to 95% within 8 hours. (See App. B, Issue 3, and App. A at 13.)

In an example of a benchmark-type change, where SBC previously needed to complete customer address verifications within an average of 4.5 seconds or less (an averaged-based benchmark), it now must complete 95% of these queries within 10 seconds (a percentage-based benchmark). (See App. B, Issue 5, and App. A at 13.)

3. Add Standards Where Previously not Established

For example, where Verizon previously had no standard, now it must complete 95% of its mechanized loop qualification queries within 60 seconds. (See App. B, Issue 4, and App. A at 13.)

Where the ILECs previously measured performance for Enhanced Extended Links (EEL) only diagnostically (without standards), now performance for EELs service types has reporting standards. (See App. B, Issues 9A, 17A, 36, 40, 46, 51, 76, 84, 90, 94, 124, 134, 141, 149, and 165, and the corresponding edits in Appendix A.)

¹⁷ As documented in Issue 132, SBC originally proposed to eliminate reporting for NXX codes, but the parties ended up resolving this issue by agreeing to the new benchmark as documented in Appendix A, at 90 and 91.

4. Modify Standards for Upgraded Systems

CLEC procedures and customer service record (CSR) inquiry features outlined in the Local Service Order Guide version 3 (LSOG 3) were updated to version 5 (LSOG 5), with both versions made concurrently available. The benchmark standard for LSOG 3 required mechanized CSR queries to be completed in an average of 10 seconds or less. Upon implementing new LSOG 5 procedures and features, LSOG 3 standards were modified to 90% of queries (now termed Customer Service Inquiries, or CSIs) completed within 8 seconds, 95% within 13 seconds, and for LSOG 5, 95% in 15 seconds. (See App. B, Issue 5, and App. A at 13.)

5. Aggregate or Disaggregate Sub-Measures

For SBC in PM 2, the parties agreed to combine performance measurement for several resale service types that were measured separately: Centrex, Private Branch Exchange (PBX), Digital Data Service (DDS), Digital Service Level 1 (DS1)/Integrated Services Digital Network (ISDN), Primary Rate Interface (PRI), Digital Service Level 3 (DS3), and Voice Grade Private Line (VGPL)/DS0. These service types will be combined into one measure, “Resale Specials.” (See App. A at 16.)

In contrast, for PM 9A the parties agreed to add DSL as a separate (disaggregated) sub-measure for SBC’s coordinated customer conversion measurement. (See App. B, Issue 64, and App. A at 50.)

6. New Exclusions

An example of an exclusion is the “time to check for available facilities,” which is excluded from the measurement of the time it takes to provide a customer with a firm order commitment (FOC, in PM 2). In this

example, the parties agreed to add Centrex and PBX to the list of service types allowed these exclusions. (See App. B, Issue 11, and App. A at 18.)

In the amended version, “test transactions” and “delays caused for customer reasons” will be excluded from relevant PMs. (See App. B, Issue 213, and App. A at 18.)

7. New Diagnostic Measures

Some new sub-measures have been added to monitor performance without generating incentive payments in the performance incentives plan. One example of this is in PM 2 where requests for conversion of special access circuits to Unbundled Network Elements (UNEs) will be tracked diagnostically. (See App. B, Issue 13, and App. A at 19.)

8. Clarification of Business Rules, Calculations, or Descriptions

Rules for measurement are often defined in “business rules.” For example, for PM 1, the measurement of response timeliness (manual CSIs) was changed from “clock hours” (24-hour clock), to “business hours” (8-hour clock). Consistent with this change, a business rule was changed to delete the reference to “clock hours.” (See App. B, Issue 7, and App. A at 13 – 14.)

Under another business rule, PM 2 measurement has included delays caused by erroneous ILEC rejection of Local Service Requests. Consequently, the business rules were amended to clarify how these calculations are made. (See App. B, Issue 14, and App. A at 19.)

Finally, PM 15 is designed to measure only provisioning troubles.¹⁸ In the current review, SBC initially proposed three changes to clarify PM 15's purpose: (1) changing the description to "Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur as a result of the provisioning process," (2) adding the word "provisioning" to "trouble reports" in the calculation rules, and (3) adding a business rule stating that the measure "Includes only those trouble reports submitted as a result of the provisioning process." (See App. B, Issues 97, 98, and 106.) While the parties did not agree to all three changes, they agreed to make the change to the calculation rules as stated above, to add new order-tracking specifications, and to specify in greater detail the events that should not be included. (See App. A at 71 – 74.)

In its decision adopting the PIP, the Commission identified a problem with PM 16, where performance was calculated with mismatched time periods. While the measure was intended to capture the percentage of trouble reports within 30 days of completing a new order by dividing the number of trouble reports by the total number of new orders completed, the trouble report count originated in a different time-period than the time-period used for the total order count. Consequently, performance was not accurately reflected. (*Incentives Plan Opinion* at 73 – 75 and Ordering Paragraph 4.) In their January 31, 2003 motion, the parties agreed to base both metrics on the individual orders themselves, so that a precise performance result could be calculated. (See App. B, Issue 119, and App. A at 79.)

¹⁸ PM 19 measures other troubles - troubles that occur after the service has successfully been completed and used, or troubles unrelated to the installation work.

9. Clarifying or Informational Notes

Several notes were added to help the user better understand how performance is tracked and recorded. To facilitate the monitoring of excluded data, the parties added:

“Excluded data will be made available upon request through the raw data/excluded data process. (For SBC California, excluded data include CLEC/customer caused misses.)” (See App. B, Issue 15, and App. A at 20.)

In other cases, notes no longer useful or relevant were deleted. In PM 41 the following note was deleted:

“If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. SBC California/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.” (App. B, Issue 203F, and App. A at 132.)

Since the parties agreed to new time intervals and standards, the parties also agreed to delete this note apparently realizing that the note becomes irrelevant upon our adoption of these changes. (See App. B, Issue 203F, and App. A at 132.)

10. New Measures

The parties agreed to four new performance measurements, PMs 8A, 11A, 18A, and 45. PM 8A is a provisioning measure titled, “Percent Completed within the Customer Requested Due Date” (SBC California only). (See App. A at 44 – 46.) PM 11A is another new provisioning measure, and is titled, “Loop Acceptance Testing (LAT) Not Completed on Time.” (See App. B, Issue 209, and App. A at 58.) PM 18A is a third new provisioning measure, and is titled, “Percent Mechanized Line Loss Notifications.” (See App. A at 88.) The fourth

new measure, PM 45, tracks the timeliness of change management notices, and is titled, “Timeliness of Change Management Notices.” (See App. A at 139 – 140.)

11. Title Changes for Changed PMs

For example, since PM 2 now includes benchmark standards where previously it only used average-based parity standards, its title was changed from “Average FOC/LSC Notice Interval”¹⁹ to the more general title, “FOC/LSC Notice Timeliness.” (See App. A at 8, 15.)

12. Change Retail Analog

For PM 22, the SBC retail analogs for CLEC UNE platform service (UNE-P) have changed from “Business POTS” to include both “Residential” and “Business POTS” depending on the type of CLEC customer. (See App. B, Issue 157A, and App. A at 101.) A similar change was made for PM 19 for SBC. (See App. A at 90.)

13. Delete Measure

Nine measures track billing accuracy and timeliness, PMs 28 through 36. The parties agreed to delete two of these measures, PMs 29 and 36. (See App. B, Issue 181, and App. A at 9, 115, and 125.)

D. Discussion

We have previously recognized California public policy favoring settlement. (*Re Pacific Bell*, D.92-07-076, 45 C.P.U.C. 2d 158, 169 (1992).) For the Commission to adopt a settlement, it must be “reasonable in light of the whole record, consistent with law, and in the public interest.” (*Re Application of GTE California Inc. for Review of the Operations of the Incentive-Based Regulatory*

¹⁹ “Average Firm Order Commitment/Local Service Center Notice Interval.”

Framework Adopted in Decision 89-10-031, D.96-05-037, slip op. (FOF 1) (May 8, 1996); Rule 51.1(e).) As discussed below, the appended JPSA satisfies these requirements.

Promoting competition in California's local exchange telephone market, as required by TA 96 and California Pub. Util. Code §§ 709.5 and 709.7, is a significant public policy goal of this Commission. To achieve our goal, competitors must have access to pre-ordering, ordering, provisioning, maintenance, networks, database updates, collocation, and interface information (the OSS sub-functions) from SBC and Verizon that is equal to the level of access in terms of quality, accuracy, and timeliness that SBC and Verizon provide themselves, their customers, and their affiliates. Without this nondiscriminatory access, competitors that need to use SBC and Verizon's network to provide local exchange service cannot provide their customers quality service.

The JPSA and the agreed-upon amendments resulting from the 2002 review provide an objective means to help assess whether an ILEC is providing its competitors with sufficient, non-discriminatory access to OSS as required by the Act. The Settling Parties include many of the carriers that are the most directly affected by the standards by which SBC's and Verizon's OSS are provisioned and who now have considerable experience with these measures, both as performance monitoring and performance motivating tools. With this decision's public interest goal being the measurement of competition-affecting performance, these competing parties are well positioned to protect and advance this goal insofar as OSS performance measurement affects such competition.

The JPSA updates the system we use to measure, evaluate, and motivate SBC and Verizon to meet their legal duties under TA 96 and the FCC rules implementing the 1996 Act. The FCC approved SBC's Section 271 application in

part relying on the fact that the CPUC performance incentives plan would be dynamic and responsive to experience and new conditions, stating,

“[T]he Commission will maintain vigilant oversight of the PIP. In its Plan Opinion, the California Commission ordered that after an initial period of six months, the performance of the PIP shall be reviewed by the California Commission and shall include any adjustments and modifications to the components, if necessary.”²⁰

The updated measurements and standards contained in the amended JPSA will enhance our oversight of ILEC OSS sub-functions, and are an example of our efforts to maintain “vigilant oversight” of our performance incentives plans.

We find that the amended JPSA will provide a comprehensive update to the OSS performance measurements and standards we have adopted in prior decisions. In reflecting the experience that industry participants have gained since our earlier proceeding, the amended JPSA builds on the substantial progress we have made in achieving our goal to provide competitors nondiscriminatory access to SBC’s and Verizon’s OSS. The current negotiations and the resulting settlement are consistent with the process and the record begun in 1997, and as such builds on those previous successes. We commend the parties for their hard work and for their willingness to seek mutually acceptable solutions.

The JPSA strikes a reasonable compromise among all parties’ interests. The Settling Parties are the companies providing or using OSS on a daily basis and therefore they have the greatest knowledge and the most current experience

²⁰ *Memorandum Opinion and Order in the Matter of Application by SBC Communications Inc., Pacific Bell Telephone Company, and Southwestern Bell Communications Services Inc., for Authorization To Provide In-Region, InterLATA Services in California*, WC Docket No. 02 - 306, dated December 19, 2002, at ¶ 163.

with their own OSS needs, problems, and capabilities. These parties have the expertise and technical knowledge and experience to make good judgments regarding these measures. While we adopt the revised JPSA based on our own independent analysis, we note that the JPSA represents a consensus among highly competitive parties that normally agree on very little. In this regard, we also find it important that the current settlement allowed parties to set aside disputed issues for follow-up advocacy in a separate Commission decision. This process minimizes the pressure on any party to “horse trade” one critical issue for another. Such pressured “trading” would be less likely to further the public interest.

Additionally, we find that it is in the public interest for the parties to make these consensual changes quickly for two reasons. First, expedited changes allow the performance incentives plan to adapt to experience and the dynamic nature of technology and the market. Second, it allows the parties to more quickly gain the experience that might be necessary to “fine tune” the measurements further. In that this Commission can amend the performance measurements upon motion by any party, there is little danger that the performance incentives plan will be left static with measurements that the parties may subsequently recognize need further adjustment. (See *1999 JPSA*, Attach. A at 66; *2000 JPSA*, Attach C at 112.)

The revised JPSA articulates in a detailed manner the very categories by which the Commission, the industry, and consumer advocates can measure, analyze, review, and motivate the ILEC performance necessary to provide nondiscriminatory access to OSS. For all of the above reasons, we conclude that the revised JPSA is reasonable in light of the whole record, consistent with law, and in the public interest.

E. Comments on Draft Decision

This is an uncontested matter in which the decision grants the requested relief. Therefore, pursuant to Section 311(g)(2) of the Public Utilities Code, the otherwise applicable 30-day period for public review and comment is being waived.

F. Assignment of Proceeding

Geoffrey F. Brown is the Assigned Commissioner and Jacqueline A. Reed is the assigned ALJ in this proceeding.

Findings of Fact

1. To address local competition OSS issues in California, on October 9, 1997, we issued an order instituting a rulemaking proceeding and investigation (OSS OII).
2. In the course of the OSS OII, the parties negotiated a set of performance measures consistent with our stated goals, termed the Joint Partial Settlement Agreement (*1999 JPSA*).
3. We issued a decision approving the JPSA and resolving most of the remaining open issues on August 5, 1999. (D.99-08-020.)
4. In the original 1999 JPSA, the parties recognized that time and experience was likely to reveal needed improvements, and that periodic reviews should be performed.
5. The parties agreed to a periodic review commencing in February 2000.
6. The parties engaged in lengthy negotiations during the February 2000 review and submitted agreed-upon modifications to the Commission on July 18, 2000 ("*2000 JPSA*").
7. We adopted these modifications on May 24, 2001 in D.01-05-087.

8. The parties commenced the next periodic review after a June 20, 2002, written notification to all parties pursuant to Rule 51.1(b) of the Commission's Rules of Practice and Procedure that settlement discussions would be held for the purpose of discussing issues relating to OSS performance measurements.

9. SBC, Verizon, AT&T, WorldCom, Covad, XO, and TWTC (collectively, the Settling Parties) filed a joint motion asking the Commission to approve amendments to the JPSA.

10. SBC and Verizon filed implementation schedules for the JPSA amendments consistent with the negotiations.

11. The Settling Parties jointly state that the appended JPSA embodies the best efforts of the CLECs, SBC, and Verizon to agree on modifications to the performance measurements approved by the Commission in D.99-08-020 and subsequently in D.01-05-087.

12. The appended JPSA resolves most of the issues identified by the Settling Parties during the current 2002 review.

13. In settling a total of 196 identified issues and proposals, the parties agreed to several hundred individual amendments, which fall into 13 basic categories.

14. Promoting competition in California's local exchange telephone market is a significant public policy goal of this Commission.

15. Without nondiscriminatory access to OSS functions, competitors that need to use SBC and Verizon's network to provide local exchange service cannot provide their customers quality service.

16. The Settling Parties include many of the carriers that are the most directly affected by the standards by which SBC's and Verizon's OSS are provisioned and who now have considerable experience with these measures both as performance monitoring and performance motivating tools.

17. The competing parties in this proceeding are well positioned to protect and advance the measurement of competition-affecting performance.

18. The JPSA updates the system we use to measure, evaluate, and motivate SBC and Verizon to meet their legal duties under TA 96 and the FCC rules implementing the 1996 Act.

19. The amended JPSA will provide a comprehensive update to the OSS performance measurements and standards we have adopted in prior decisions.

20. The amended JPSA builds on the substantial progress we have made in achieving our goal to provide competitors nondiscriminatory access to SBC's and Verizon's OSS.

21. The JPSA negotiations and the resulting settlement are consistent with the process and the record begun in 1997.

22. The Settling Parties are the companies providing or using OSS on a daily basis.

23. The JPSA represents a consensus among highly competitive parties that normally agree on very little.

24. The revised JPSA articulates in a detailed manner the very categories by which the Commission, the industry, and consumer advocates can measure, analyze, review, and motivate the ILEC performance necessary to provide nondiscriminatory access to OSS.

Conclusions of Law

1. The Telecommunications Act of 1996 and the FCC's implementing rules require SBC and Verizon to provide competing CLECs with nondiscriminatory access to OSS.

2. ILECs must provide CLECs with access to the OSS sub-functions such that CLECs are able to perform these OSS functions in “substantially the same time and manner” as the ILECs can for themselves.

3. For those OSS sub-functions with retail analogs, an ILEC “must provide access to competing carriers that is equal to the level of access that the [ILEC] provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness.”

4. For those OSS functions with no retail analog, an ILEC must offer access sufficient to allow an efficient competitor “a meaningful opportunity to compete.”

5. For the Commission to adopt a settlement, it must be “reasonable in light of the whole record, consistent with law, and in the public interest.”

6. The revised JPSA provides reasonable agreed-upon updates to the OSS performance measurements and standards we adopted in D.99-08-020, and amended in D.01-05-087, D.02-06-046, and D.02-08-050.

7. The FCC approved SBC’s Section 271 application in part relying on the fact that the CPUC performance incentives plan would be dynamic and responsive to experience and new conditions.

8. The updated measurements and standards contained in the amended JPSA will enhance our oversight of our performance incentives plans.

9. The amended JPSA strikes a reasonable compromise among all parties’ interests.

10. Because the Commission can amend the performance measurements upon motion by any party, there is little danger that the performance incentives plan will be left static with measurements that the parties may subsequently recognize need further adjustment.

11. The separately filed motion to resolve the issues remaining in dispute should be addressed in a later Commission decision.

12. The revised JPSA submitted by the Settling Parties is reasonable in light of the whole record, consistent with law, and in the public interest.

13. This decision should be effective today so that the performance measure revisions can be promptly implemented.

O R D E R

IT IS ORDERED that:

1. We adopt the revised Joint Partial Settlement Agreement (JPSA) as presented in Appendix A to this decision.

2. The revised JPSA herein may be implemented for the plan incentive credits due in September but shall be implemented no later than the time periods described in Appendices C and D to this decision.

This order is effective today.

Dated July 10, 2003, at San Francisco, California.

MICHAEL R. PEEVEY
President

CARL W. WOOD
LORETTA M. LYNCH
GEOFFREY F. BROWN
SUSAN P. KENNEDY
Commissioners

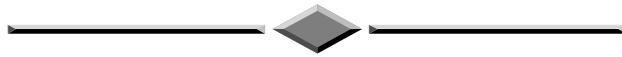
[Reed Appendix A to 27927](#)

[Reed Appendix B to 27927](#)

[Reed Appendix C to 27927](#)

[Reed Appendix D to 27927](#)

*California OSS OII
Performance Measurements*



Joint Partial Settlement Agreement
With Revisions Highlighted

147163

INTRODUCTION

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the “OSS OII”) to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown¹.

Pursuant to the Commission’s issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission’s stated goals.¹ The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for periodic reviews. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

¹ A full history of the parties’ negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties’ Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

TABLE OF CONTENTS

I. EXECUTIVE SUMMARY

II. PERFORMANCE MEASURES

a) List of Performance Measurements

b) Performance Measurements Report Requirements

c) Reporting Process

III. AUDITING

IV. REVIEW PROCEDURES

V. SERVICE ORDER TYPES

VI. DEFINITIONS OF TERMS/ACRONYMS

VII. ATTACHMENTS

VIII. IMPLEMENTATION SCHEDULES (to be provided on March 3, 2003)

EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require SBC/California and Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."³ The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."⁴

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

³ See *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, CC Docket No.99-295. See also, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), writ of mandamus issued sub nom. *Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). ("*Ameritech Opinion*"); see also, *In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana* ("*BellSouth (Louisiana II) Opinion*") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, *Ameritech Opinion* at 12 FCC Rcd 20618-19). See also, *Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

⁴ See *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, CC Docket No.99-295. See also, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; See also, *BellSouth (Louisiana II) Opinion* at ¶87 (citing *Ameritech Opinion* at 12 FCC Rcd at 20619).

- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements.”⁵

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record
- Service Availability
- Service Appointment Scheduling (due date)
- Loop Qualification
- PIC
- Facility Availability
- Rejected/Failed Inquiries

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service

personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures can be found in Sections III and IV.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;

- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number		Page Number
	<i>PRE-ORDERING</i>	
1	Average Response Time (to Pre-Order Queries)	
	<i>ORDERING</i>	
2	FOC/LSC Notice Timeliness	
3	Reject Timeliness	
4	Percent of Flow Through Orders	
	<i>PROVISIONING</i>	
5	Percentage of Orders Jeopardized	
6	Jeopardy Notices Returned by Required Interval	
7	Average Completed Interval	
8	Percent Completed within Standard Interval	
8A	Percent Completed within the Customer Requested Due Date (SBC/California only)	
9	Coordinated Customer Conversion	
9A	Frame Due Time (FDT) Conversions as a Percentage on Time (SBC/California only)	
10	LNP Network Provisioning	
11	Percent of Due Dates Missed	
11A	Loop Acceptance Testing (LAT) Not Completed On Time	
12	Percent Due Dates Missed Due to Lack of Facilities	
13	Delay Order Interval to Completion Date	
14	Held Order Interval	

15	Provisioning Trouble Reports	
15A	Average Time to Restore Provisioning Troubles	
16	Percentage Troubles in 30 Days for Special Services Orders	
17	Percent Troubles in 7 (10) days for Non-Special Orders ()	
18	Completion Notice Interval	
18A	Percent Mechanized Line Loss Notifications	

MAINTENANCE

19	Customer Trouble Report Rate	
20	Percent of Customer Trouble not Resolved within Estimated Time	
21	Average Time to Restore	
22	POTS Out of Service less than 24 Hours	
23	Frequency of Repeat Troubles in 30 day period	

NETWORK PERFORMANCE

24	Percent Blocking on Common Trunks	
25	Percent Blocking on Interconnection Trunks	
26	NXX Loaded by LERG Effective Date	
27	<i>Measure Deleted</i>	

BILLING

28	Usage Timeliness	
29	<i>Measure Deleted</i>	
30	Wholesale Bill Timeliness	
31	Usage Completeness	
32	Recurring Charge Completeness	
33	Non-Recurring Charge Completeness	

Measure
NumberPage
Number

34	Bill Accuracy	
35	(replaced with)Billing Completion Notice Interval (Pacific Bell only)	
36	<i>Measure Deleted</i>	

DATABASE UPDATES

37	Average Database Update Interval (Pacific Bell Only)	
38	Percent Database Accuracy (Pacific Bell Only)	
39	E911/911 MS Database Update	

COLLOCATION

40	Percent On Time to Respond to a Collocation Request	
41	Time to Provide a Collocation Arrangement	

INTERFACES

42	Percent of Time Interface is Available	
43	<i>Measure Deleted</i>	
44	Center Responsiveness	
New	Timeliness of Change Management Notices (Verizon Only)	

NOTES:

1. *Not all measures apply to both ILECs.*
2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the*

language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.

3. *Details regarding implementation schedules for new measures are documented in Section VIII (Implementation Schedules) .*

OSS OII Performance Measurements Report Requirements

Pre-Ordering

Measure 1

Title: Average Response Time (to Pre-Order Queries)

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<p>This measure captures the response interval for each pre-ordering query. It 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.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Inquiry (Mechanized and Manual) • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquires • Timeouts (included in query interval and also reported separately on a diagnostic basis) (Verizon only) • Facility Availability (SBC/California Only) • PIC (SBC/California Only) • Loop qualification <ul style="list-style-type: none"> • Loop Qual (Mechanized) • K1023 loop qualification (SBC/California) <ul style="list-style-type: none"> • xDSL and Line sharing/Line Splitting UNE loop qualification • All Other loop qualification /Facility availability check

Method of Calculation:	<p>Mechanized:</p> <p><u>Pre - Order Query Transaction Time (Verizon only)</u> Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)</p> <p>Pre- Order Query Transaction Time (SBC/California only) Total Queries Returned Within Specified Interval/(Number of Queries Returned in Reporting Period) x 100</p> <p><u>Legacy System Transaction Time (Verizon only)</u> Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Returned to Legacy System in Reporting Period)</p> <p><u>Loop Qualification/Facility Availability Transaction Time (SBC/California Only)</u> Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100</p> <p><u>Loop Qualification Transaction Time (Verizon Only)</u> Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100</p> <p>Timeouts: (Verizon only) (Number of transactions that timeout/ Total number of transactions) x100</p> <p><u>Manual CSIs (SBC/California and Verizon)</u> Total Manual CSIs Returned Within Specified Interval / (Number of CSIs Returned) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide

Measurable Standard:	Mechanized: Standard:	SBC/California	Verizon
	Address Verification Legacy Time + not more		than 5 seconds
		95% w/in 10 sec(LSOG 3 & 5)	
	TN Selection Legacy Time + not more		than 5 seconds
		95% w/in 7 sec(LSOG 3)/10sec(LSOG 5)	
	CSI 95% w/in 20 seconds	90% w/in 8sec (LSOG 3)	
		95% w/in13sec(LSOG 3)/15sec(LSOG 5)	
	Service Availability Legacy Time + not more		than 5 seconds
		95% w/in 13 sec(LSOG 3 & 5)	
	Due Date Legacy Time + not more		than 5 seconds
		95% w/in 4 sec(LSOG 3)5 sec (LSOG 5)	
	Timeouts – diagnostic (Verizon only)		
	Reject/Failed Inquiries - diagnostic		
	Dispatch N/A (Inc. in Address		Verification)
		95% w/in 19 sec (LSOG 3 & 5)	
	PIC	95% w/in 25 sec (LSOG 3 & 5)	
	Protocol Trans. Time(EDI –input/output)	95% w/in 4 sec (LSOG 3&5)	
	Protocol Trans. Time(CORBA –input/output)	95% w/in 1 sec (LSOG 3&5)	
	Prot.Trans.Time(Datagate–input/output)	95% w/in 1 sec (LSOG 5)-diag.	
	Prot. Trans. Time(Verigate–input/output)	95% w/in 1 sec (LSOG 5)-diag.	
	Manual CSIs:		
	Benchmark:		
	<ul style="list-style-type: none"> Standard - 95% w/in 4 hours (SBC/California) Standard - 95% w/in 8 business hours (Verizon) 		
	Mechanized Loop Qualification:		
	<ul style="list-style-type: none"> Standard - Benchmark(SBC/California) (reported by interface type) <ul style="list-style-type: none"> 95% w/in 45 seconds (actual loop makeup) 95% w/in 15 seconds (design loop makeup) Event 6 transactions - Diagnostic Standard - Benchmark - (Verizon) 95% w/in 60 seconds 		
	Manual Loop Qualification (K1023) Process (SBC/California only)		
	<ul style="list-style-type: none"> Standard - Parity Reported by: <ul style="list-style-type: none"> XDSL and Line Sharing/Line Splitting UNE Loop Qualification All Other Qualifications/Facility availability check 		

Exclusions:	<ul style="list-style-type: none"> • CSI requests (both manual and mechanized) for greater than 30 working telephone numbers. • Rejected manual requests • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. “Batch transmission” means a simultaneous, not serial transmission of all orders in a group to the gateway. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Pre-order query transaction time intervals are measured as total transaction time. • For SBC/California, fully electronic pre-order query response times will be measured for the Verigate, Datagate and EDI/CORBA systems. • For Verizon fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For Verizon, excludes non-business days. • Elapsed time for fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. • Elapsed time for manual processes tracked during published business hours.(SBC/California only) • Verizon does not report Legacy System Transaction Time for rejected/failed inquiries. • Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries. • Time-outs – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. (Verizon only)
Notes:	<ul style="list-style-type: none"> • The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • Verizon will supply all available loop qualification data, however Verizon will not support manual engineering query for loop qualification. • The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for variations in functionality and additional security requirements of the interface. (Verizon only) • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Timeouts will be included in the query interval and also will be reported diagnostically until next Performance Measurement Review. Based on reported time out data, a determination will be made regarding whether to exclude time outs. (Verizon only)

OSS OII Performance Measurements Report Requirements

Ordering

Measure 2

Title: FOC/LSC Notice Timeliness

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>SBC/California: Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).</p> <p>Verizon: Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Measurable Standards.</p>
Method of Calculation:	<p>SBC/California: Mechanized: Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period)</p> <p>SBC/California: Manual FOCs: Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period)</p> <p>Verizon: Mechanized and Manual: ((Number of FOCs/LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products)/(Number of FOCs/LSCs where a FOC/LSC was sent for those specified products) x 100</p> <p>Held and Denied Interconnection Trunk Requests: [(Sum (Date Request is Released) – (Date Request is Originally Received)]/ (Number of Requests Held and Released)</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	<ul style="list-style-type: none"> • Electronically received/electronically handled (SBC/California only) • Electronically received and manually handled (SBC/California only) • Manually received and manually handled (SBC/California only) • By service group type and flow through and non-flow through (Stand Alone Directory Listings included) (Verizon only)
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<p>Service Group Types:</p> <p>SBC/California</p> <ul style="list-style-type: none"> • Resale Residential POTS • Resale Business POTS • Resale Specials • 2/4w (8db and 5.5db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • High Bandwidth Line Sharing UNE • 4w digital loop DS1 • UNE loop – DS3 • UNE Loop – OC level • UNE Dark Fiber • UNE Port– Non-Specials) • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Standalone LNP • Interconnection Trunks 	<p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesignated • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Subloop (Diagnostic) • Dark Fiber (Diagnostic)
------------------------------------	---	---

<p>Measurable Standard:</p>	<p>SBC/California:</p> <p>Benchmark:</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> • Standard - average of 20 minutes <p>Electronically Received/Manually Handled</p> <ul style="list-style-type: none"> • Standard - average of 6 hours <p>Manually received/Manually Handled</p> <ul style="list-style-type: none"> • Standard - average of 12 hours <p>Interconnection Trunks</p> <ul style="list-style-type: none"> • Standard: Average 7 business days (New)) Average 4 business days (Augment) <p>Projects:</p> <ul style="list-style-type: none"> • Standard -90% within 72 hours – all products except Interconnection Trunks • Standard - Interconnection Trunks <ul style="list-style-type: none"> • New – 90% w/in 10 days • Augment – 90% w/in 7 days <p>Verizon only:</p> <p>Benchmark: 95% on time (except as noted):</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> • Standard – <=2 system hours <p>Resale POTS/UNE (non-designed) < 10 lines</p> <ul style="list-style-type: none"> • Standard – <= 24 clock hours <p>Resale POTS/UNE (non-designed) >= 10 lines</p> <ul style="list-style-type: none"> • Standard –<= 48 clock hours <p>Resale Specials / UNE designed Services < 10 lines</p> <ul style="list-style-type: none"> • Standard – <=24 clock hours <p>Resale Specials / UNE designed Services >= 10 lines</p> <ul style="list-style-type: none"> • Standard –<= 48 clock hours <p>UNE Transport/ EELs</p> <p>DS1 and below</p> <ul style="list-style-type: none"> • Standard - <= 24 clock hours <p>DS3 and above</p> <ul style="list-style-type: none"> • Standard – 90% <= 72 clock hours <p>Interconnection Trunks</p> <ul style="list-style-type: none"> • Standard -<= 5 business days <p>Projects:</p> <ul style="list-style-type: none"> • UNE Transport/EELs - Standard -90% w/in 72 hours • IC trunk projects - 95% w/in 10 business days <p>Interconnection Trunk Requests:</p> <p>Held and Denied – Average Interval</p> <ul style="list-style-type: none"> • Standard - Parity (SBC/California only) • Standard – Average 13 days (Verizon only)
------------------------------------	--

Exclusions:

- Non – business days.
- Delays caused for customer reasons.
- Loop qualification interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only)
 - xDSL and High Bandwidth line sharing UNE
- Facility availability interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required: (SBC/California only)
 - ISDN
 - Channelized DS1
 - DS3
 - OC Level services
 - Dark Fiber
 - Unbundled Dedicated Transport - DS3
 - Centrex
 - PBX
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. Non stand-alone records for Directory Assistance/Directory Listing.
- Test CLECs.
- LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. (Verizon only)
- Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<p>Business Rules:</p>	<p>For manually handled requests:</p> <ul style="list-style-type: none"> • 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. (SBC/California only) <ul style="list-style-type: none"> • Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California only) • Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.(Verizon only) • The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only) • Elapsed time for fully electronic sub-measures is tracked during system hours. • • Projects are defined as: (SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops; <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops, • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks • LNP greater than 99 telephone numbers • Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically. (SBC/California only) • For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally return, minus the time greater than 7days that LSR is being reviewed by CLEC. (SBC/California only) • For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only) • For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only) • Elapsed time calculated in hours or days. • For PONs that the CLEC designates as related (RPOs) only, RPOs which are not provided confirmation until all RPOs are received, the FOC/LSC time stamp used for receipt of all these RPOs will be the date/time of the last RPO received. The FOC/LSC returned date/time will be the actual returned date/time of each RPO.
<p>Notes:</p>	<ul style="list-style-type: none"> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

OSS OII Performance Measurements Report Requirements

Ordering

Measure 3

Title: Reject Timeliness

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>SBC/California: Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.</p> <p>Verizon: The percentage of orders rejected within the agreed-upon timeframes as specified in the Measurable Standards.</p>
Method of Calculation:	<p>SBC/California: Mechanized: Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of Mechanized Orders Rejected in the Reporting Period)</p> <p>Manual: Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)</p> <p>Verizon: Mechanized and Manual: (Number of rejects sent where sent date/time is less than or equal to the standard for specified products / Number of Orders rejected for those specified products) x 100.</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

<p>Reported By:</p>	<p>SBC/California:</p> <ul style="list-style-type: none"> • Electronically received, electronically handled <ul style="list-style-type: none"> • All interfaces • Syntax(edit engine) and content errors (other edits) • Resale orders, High Bandwidth line sharing UNE, other Facility based/UNE orders and standalone Directory Listings • Electronically received, manually handled <ul style="list-style-type: none"> • All interfaces • Syntax (edit engine) and content errors (other edits) • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders Manually received and handled (fax) • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders <p>Verizon:</p> <p>By flow through and non-flow through:</p> <ul style="list-style-type: none"> • Standalone Directory Listings • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesignated • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Subloop (Diagnostic) • Dark Fiber (Diagnostic)
<p>Geographic Level:</p>	<p>Statewide</p>

<p>Measurable Standard:</p>	<p>SBC/California:</p> <p>Benchmark:</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> • Standard - average of 20 minutes <p>Electronically Received/Manually Handled:</p> <ul style="list-style-type: none"> • Standard - average of 5 hours <p>Manually Received/Manually Handled:</p> <ul style="list-style-type: none"> • Standard - average of 10 hours <p>Projects:</p> <ul style="list-style-type: none"> • Standard -90% within 72 hours – All products except Interconnection Trunks • Standard – Interconnection Trunks <ul style="list-style-type: none"> • New – 90% within 10 days • Augment – 90% within 7 days <p>Verizon:</p> <p>Benchmark: 95% on time (except as noted):</p> <p>Fully Electronic/Flow Through:</p> <ul style="list-style-type: none"> • Standard – <=2 system hours <p>Resale POTS/UNE (non-designed) < 10 lines – No Flow Through</p> <ul style="list-style-type: none"> • Standard –<= 24 clock hours <p>Resale POTS/UNE (non-designed) >= 10 lines – No Flow Through</p> <ul style="list-style-type: none"> • Standard - <= 48 clock hours <p>Resale Specials / UNE Designed Services < 10 lines – No Flow Through</p> <ul style="list-style-type: none"> • Standard – <= 24 clock hours <p>Resale Specials / UNE Designed Services >= 10 lines – No Flow Through</p> <ul style="list-style-type: none"> • Standard – <= 48 clock hours <p>UNE Transport/ EELs</p> <p>DS1 and below</p> <ul style="list-style-type: none"> • Standard - <= 24 clock hours <p>DS3 and above</p> <ul style="list-style-type: none"> • Standard – 90% <= 72 clock hours <p>Interconnection trunks</p> <ul style="list-style-type: none"> • Standard - <= 5 business days <p>Projects:</p> <ul style="list-style-type: none"> • UNE Transport/EELs – 90% <= 72 clock hours • All IC trunk projects - 95% within 10 business days
------------------------------------	---

Exclusions:

- Non – business days
- Delays caused for customer reasons.
- Loop qualification interval is excluded from overall FOC interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only)
 - xDSL and High Bandwidth line sharing UNE
- Facility availability interval is removed from the overall reject interval for the following products. ILEC will only perform this if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.: (SBC/California only)
 - ISDN
 - Channelized DS1
 - DS3
 - OC Level service.
 - Dark Fiber
 - Unbundled Dedicated Transport - DS 3
 - Centrex
 - PBX
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
- Non stand-alone records for Directory Assistance/Directory Listing.
- Test CLECs.
- Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. (Verizon only)

<p>Business Rules:</p>	<ul style="list-style-type: none"> • Elapsed time for fully electronic sub-measures tracked during system hours • For manually handled requests: 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. • Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California) <ul style="list-style-type: none"> • Business day hours and holidays are published on the Verizon web site. (Verizon only) • The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only) • Projects are defined as:(SBC/California only) • Projects are defined as: (SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops; <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks. • LNP greater than 99 telephone numbers • Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically (SBC/California only). • For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only) • For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only) • For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of each RPON. • Elapsed time calculated in hours.
<p>Notes:</p>	<ul style="list-style-type: none"> • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

OSS OII Performance Measurements Report Requirements

Ordering

Measure 4

Title: Percentage of Flow-Through Orders

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of valid electronically received orders processed on a flow through basis.
Method of Calculation:	<p>Programmed To Flow Through: (Number of valid mechanized orders that qualify for flow-through and actually flow through without manual intervention for all products / Total number of electronically received orders that qualify for flow through, for all products) x100.</p> <p>Total Flow Through: [(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received orders)] x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	Reported by service group type for orders that flow through as a percentage of: All electronically received orders programmed to flow through, by service group type. All electronically received orders, by service group type.. (Diagnostic)
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<p>SBC/California: Benchmark: Programmed to Flow Through:</p> <ul style="list-style-type: none"> • Standard – TBD (See Notes) <p>Verizon: Benchmark:Programmed to Flow Through:</p> <ul style="list-style-type: none"> • Diagnostic through June 2003 report month. • July through December 2003 – 90% flow through • January 2004 and beyond – 95% flow through <p>SBC/California and Verizon: Total Flow Through: Diagnostic</p>
<p>Exclusions:</p>	<ul style="list-style-type: none"> • Orders that do not flow through, including rejected orders, due to CLEC caused errors (See notes). • Orders that do not flow through due to previously received pending orders. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Any service request not generated on an LSR.
<p>Business Rules:</p>	<ul style="list-style-type: none"> • • All features on the order must flow through for the order to be flow-through eligible.
<p>Notes:</p>	<ul style="list-style-type: none"> • Excluded data will be made available upon request through the raw data/excluded data process. Excluded data for this measure will include flow through eligible orders that do not flow through because the LSR is not formatted consistent flow through standards. The remainder of exclusions will be included in the data set for PM 3. (SBC/California) • System upgrade currently targeted for May 2003 to identify CLEC- caused errors. (Verizon only) • SBC/California will implement changes to measure and collect data for three months. SBC/California will propose a benchmark based on the historical data.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
<i>Method of Calculation:</i>	$((\text{Number of Orders Jeopardized}) / (\text{Number of Orders Confirmed})) \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Statewide

<p>Measurable Standard:</p>	<p>SBC/California: Parity for Resale is Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs (except as noted):</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop • 2w digital loop(ISDN capable) • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth Line Sharing UNE • • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE Loop – OC level • Dark Fiber • UNE Port–(Non-Specials) • UNE Port–Specials • UNE Dedicated Transport • DS1 • DS3 • OC level • Enhanced Extended Links (New and Conversions) • VG - • DS1 - • • DS3 and above- • • - • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks
------------------------------------	---

- Retail**
- Residential POTS
 - Business POTS
 - Specials
 - POTS - Business (fielded)
 - ISDN(BRI)
 - Benchmark: 5%
 - ISDN(BRI)
 - High Bandwidth Line Sharing UNE provided to ASI
 - DS1 service
 - DS3 service
 - OC level service (Diagnostic)
 - POTS - Business (non-fielded)
 - Specials (non-fielded)
 -
 - DS1
 - DS3
 - Retail OC level service
 - VGPL service
 - DS1 service
 - DS3 service
 - Business POTS FW/NFW
 - Retail Voice Grade Specials FW/NFW
 - ISDN BRI FW/NFW
 - ISDN PRI FW/NFW
 - ILEC Dedicated Trunks

Measurable Standard:	Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE Loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform - POTS • UNE Platform - Specials • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non Conditioned • LNP • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • Retail ISDN BRI • Retail ISDN BRI • –Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched • <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • Retail POTS • Retail Specials • Benchmark: <= 2% Retail Linesharing - Conditioned • Retail Linesharing – Non - Conditioned • Retail POTS -<i>Total Business & Residence, Non-Dispatched</i> <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • (Diagnostic) • (Diagnostic)

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Delays for Customer Reasons • Missed Commitment notices • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Raw data will include jeopardy codes. • • Results for UNE Subloop and Dark Fiber will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Include LNP Disconnect Orders (Verizon only)
<i>Notes:</i>	<ul style="list-style-type: none"> • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused delays that result in a jeopardy.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 6

Title: Jeopardy Notices Returned by Required Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentages of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	<p><u>Assignment:</u> <i>Jeopardies identified during the initial assignment process</i></p> <p>Total Number of Assignment Jeopardies Returned within the Required Interval / (Number of Assignment Jeopardy Notices Sent)x100</p> <p><u>Installation:</u> <i>Jeopardies identified during the installation process prior to due time</i></p> <p>Total Number of Installation Jeopardies Returned within the Required Interval / (Number of Installation Jeopardy Notices Sent) x100</p> <p><u>Notification of Missed Commitments</u></p> <p>Total Number of Missed Commitment Notices Returned within the Required Interval / (Number of Missed Commitment Notices Sent)x100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • By service group type
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<p>Service Group Types: SBC/California</p> <ul style="list-style-type: none"> • Resale Residential POTS • Resale Business POTS • Resale Specials • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth Line Sharing UNE <ul style="list-style-type: none"> • • 2w digital loop(IDSL capable) • 4w digital loop DS1 • UNE Subloop • UNE Loop – DS3 • UNE Loop –OC level • UNE Dark Fiber • UNE Port– Non-Specials • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links (New and Conversions) <ul style="list-style-type: none"> • VG • DS1 - • DS3 –and above • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<p>Verizon</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform – Specials • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non -Conditioned • LNP • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above. • Subloop (Diagnostic) • Dark Fiber (Diagnostic)
------------------------------------	---	--

<p>Measurable Standard:</p>	<p>Benchmark Standard - Assignment Jeopardies 90% within 1 day</p> <table border="0" style="margin-left: 100px;"> <tr> <td>Install. Jeopardies (POTS)</td> <td>95% within 15 minutes</td> </tr> <tr> <td>Install. Jeopardies (Specials)</td> <td>95% within 3 hours</td> </tr> <tr> <td>Missed Commit Notices</td> <td>95% within 24 hours</td> </tr> </table>	Install. Jeopardies (POTS)	95% within 15 minutes	Install. Jeopardies (Specials)	95% within 3 hours	Missed Commit Notices	95% within 24 hours
Install. Jeopardies (POTS)	95% within 15 minutes						
Install. Jeopardies (Specials)	95% within 3 hours						
Missed Commit Notices	95% within 24 hours						
<p>Exclusions:</p>	<ul style="list-style-type: none"> • Delays for customer reasons • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 						
<p>Business Rules:</p>	<ul style="list-style-type: none"> • Raw data will include jeopardy codes. • SBC/California tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • Verizon tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/clock hours. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically. • For this measure, Resale Centrex will be assessed against the POTS benchmark standards since this product is provisioned using the POTS provisioning process (SBC/California only). • Include LNP Disconnect Orders (Verizon only) 						
<p>Notes:</p>	<ul style="list-style-type: none"> • If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for parity analogs. Excluded data will be made available upon request through the raw data/excluded data process (For SBC/California, excluded data include CLEC/customer caused delays.) • For Verizon, jeopardies issued on the due date are considered either installation or notifications of missed commitments. 						

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 7

Title: Average Completed Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	<p>Parity: Sum(Business days from receipt of valid, error-free service request to completion date in service order system for New, Move and Change orders / Total New, Move and Change orders Completed in the Reporting Period)</p> <p>Benchmark: (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders Completed in the Reporting Period) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (SBC/California), Statewide (Verizon)

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail: Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop without LNP <ul style="list-style-type: none"> • UNE Subloop • 2/4w (8db and 5.5db) analog loop with LNP • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop (DS1) • UNE Loop – DS3 • UNE Loop – OC level • UNE Port– Non-Specials • UNE Port–Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • VG - Conversion • DS1 New • DS1 -Conversion • DS3 and above New • DS3 and above-Conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • Benchmark: 95% within the standard interval • ISDN(BRI) • Benchmark: 95% within the standard interval <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • ISDN(BRI) • High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • DS1 • DS3 • OC level service • POTS - Business (non -fielded) <p>Special Services</p> <ul style="list-style-type: none"> • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service (Diagnostic) <p>VGPL new orders VGPL change orders DS1 new orders DS1 change orders DS3 and above new orders DS3 and above change orders</p> <ul style="list-style-type: none"> • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
------------------------------------	--

Measurable Standard:	Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • UNE Loop DS0 • UNE Loop DS1 • UNE Loop DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non -Conditioned • • EEL <ul style="list-style-type: none"> • DS0 - New • DS0- Conversion • DS1 New • DS1 -Conversion • DS3 and above New • DS3 and above-Conversion • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) <ul style="list-style-type: none"> • DS0 service • DS1 service • DS3 and above service • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non Dispatched and Retail Specials Non Dispatched <ul style="list-style-type: none"> • DS1 and below service • DS3 and above service • Retail POTS • Retail Specials • • ILEC Dedicated Trunks • Retail Linesharing - Conditioned • Retail Linesharing - Non Conditioned • • DS0 new orders DS0 change orders DS1 new orders DS1 change orders DS3 and above new orders DS3 and above change orders • (Diagnostic) • (Diagnostic)

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Customer requested due dates other than the interval offered. (SBC/California only) • Customer requested due dates beyond interval offered. (Verizon only) • Orders delayed for customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only) • Projects. (SBC/California only) • Record only and ILEC official orders. • Services for which due date is negotiated, i. e. DS3, OC level • Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Verizon will not exclude projects. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically (SBC/California only)For Verizon, results for UNE subloop and Dark Fiber will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Projects are defined as:(SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops: <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks

Notes:	<ul style="list-style-type: none">• For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.• The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)• For Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks considered at next performance review.
---------------	---

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation:	(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders) x100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type excluding services with flexible due dates.
Geographic Level:	Region (SBC/California), Statewide (Verizon)

Measurable Standard:

SBC/California

Parity for Resale is Retail Resale:

- Specials

Parity for UNE measured for the following UNEs:

- 2w digital loop(ISDN capable)
 - UNE subloop
- 2w digital loop(xDSL capable)
 - Conditioned
 - Non-Conditioned
 - UNE subloop
- 2w digital loop(IDSL capable)
 - UNE subloop
- High Bandwidth line sharing
 - Conditioned
 - Non-Conditioned
- 4w digital loop (DS1)
- UNE Loop – DS3
- UNE loop – OC level
- Dark Fiber
- UNE Port– Specials
- Enhanced Extended Links (New and Conversion)
 - VG
 - DS1
 -
 - DS3 and above
 -
- UNE Dedicated Transport
 - DS1
 - DS3
 - OC level

UNE Platform

- Special port and basic loop
- ISDN BRI port and loop
- ISDN PRI port and loop
- Interconnection Trunks

SBC/California Retail

- Specials
- ISDN(BRI)
- Benchmark: 95% within the Standard Interval
 - Conditioned
 - Non-Conditioned
- ISDN (BRI)
- High Bandwidth line sharing provided to ASI
 - Conditioned
 - Non-Conditioned
- DS1
- DS3
- OC level service

Diagnostic

- Retail Specials

VGPL service
DS1 service

DS3 service

- DS1
- DS3
- OC level service

- Voice Grade Specials FW/NFW
- ISDN BRI FW/NFW
- ISDN PRI FW/NFW
- ILEC Dedicated Trunks

Measurable Standard:

Verizon

- Resale Specials
 - Line Sharing Non-Conditioned Non- Dispatched
- Retail Specials
Retail Linesharing Non-Conditioned Non-Dispatched

Exclusions:	<ul style="list-style-type: none"> • Customer requested due dates other than the interval offered. (SBC/California only) • Customer requested due dates beyond interval offered. (Verizon only) • Orders delayed for customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only) • Projects. (SBC/California only) • Record only and ILEC official orders. • Services for which due date is negotiated • Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Results for UNE Subloops and Dark Fiber will be tracked diagnostically. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Projects are defined as:(SBC/California only) <ul style="list-style-type: none"> • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines. • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines • UNE Loops: <ul style="list-style-type: none"> • Special Loops (VGPL, DS1 and above) greater than 6 loops • Basic, xDSL and ISDN Loops greater than 20 loops • Interconnection Trunks greater than 288 trunks
Notes:	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for ISDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 8A

Title: Percent Completed within the Customer Requested Due Date
(SBC/California only)

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures orders completed within the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by the ILEC.
<i>Method of Calculation:</i>	(Number of orders installed within the requested interval / Total number of orders not subject to exclusions) x100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<i>Reported By:</i>	By service group type
<i>Geographic Level:</i>	Statewide

Measurable Standard:	<p>SBC/California Parity for Resale and UNE P</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop <p>Benchmark: 95% on time for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2w (8db and 5.5db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop (ISDN capable) <ul style="list-style-type: none"> • UNE subloop • 2w digital loop (xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-conditioned • UNE subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE subloop • High Bandwidth line sharing <ul style="list-style-type: none"> • Conditioned • Non-conditioned • 4w digital loop (DS1) • UNE loop - DS3 • UNE loop – OC level • UNE Port–Non Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG - Conversion • DS1 - New • DS1 -Conversion • DS3- New • DS3-Conversion • OC level - New • OC level -Conversion • Interconnection Trunks 	<p>SBC/California Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS • VG Specials • ISDN BRI FW/NFW • ISDN PRI FW/NFW
-----------------------------	---	--

<i>Exclusions:</i>	<ul style="list-style-type: none">• Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.• Customer caused misses, excludes all orders except N, T and C orders, excludes weekends and all holidays
<i>Business Rules:</i>	
<i>Notes:</i>	<ul style="list-style-type: none">• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)• This measure will not be subject to Incentives payments.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<p>SBC/California: Measures the percentage of coordinated cutovers (TBCC/CHC) completed by Committed time* where CLEC has requested coordination (including LNP).</p> <p><i>* Note: "Committed time" means within one hour of committed order due time</i></p> <p>Verizon: Measures the percentage of coordinated orders (CC/CHC) completed by committed time* where CLEC has requested coordination (including LNP)</p> <p><i>*Note: "Committed time" means within one hour of committed order due time</i></p>
<i>Method of Calculation:</i>	<p>SBC/California $\left(\frac{\text{Number of coordinated cutovers completed by committed time}}{\text{Count of coordinated cutovers scheduled in reporting period}} \right) \times 100$</p> <p>Verizon $\left(\frac{\text{Number of coordinated orders completed by committed due date and time}}{\text{Count of coordinated orders completed in reporting period}} \right) \times 100$</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • LNP coordinated conversions and all other coordinated conversions (SBC/California) • Coordinated Orders (CC/CHC) including LNP (Verizon only) • DSL Capable Loops
<i>Geographic Level:</i>	Statewide

<p>Measurable Standard:</p>	<p>SBC/California: Benchmark:</p> <p>Coor. Conversions (Excluding LNP)- 95% on time)</p> <ul style="list-style-type: none"> • Basic UNE loops (1-12 loops) conversions (diagnostic) • All other coordinated conversions (except LNP)(diagnostic) • DSL Capable Loops (diagnostic) <p>LNP Conversions - 98% on time</p> <p>Verizon: Benchmark: Standard - 95% on time Coordinated Conversions (CC) Designed and Non-Designed</p> <table border="0"> <thead> <tr> <th><u>Line Size</u></th> <th><u>Committed Completion Interval</u></th> </tr> </thead> <tbody> <tr> <td>From 1 to 49 lines:</td> <td>1 work hour</td> </tr> <tr> <td>50 to 99 lines:</td> <td>2 work hours</td> </tr> <tr> <td>100 to 199 lines:</td> <td>3 work hours</td> </tr> <tr> <td>200 plus lines:</td> <td>4 work hours</td> </tr> </tbody> </table> <p>Coordinated Hot Cut (CHC) Designed and Non-Designed</p> <table border="0"> <thead> <tr> <th><u>Line Size</u></th> <th><u>Committed Completion Interval</u></th> </tr> </thead> <tbody> <tr> <td>From 1 to 20 lines:</td> <td>1 work hours</td> </tr> <tr> <td>21 to 30 lines:</td> <td>1.5 work hours</td> </tr> <tr> <td>31 to 40 lines:</td> <td>2 work hours</td> </tr> <tr> <td>41 to 50 lines:</td> <td>2.5 work hours</td> </tr> <tr> <td>51 to 60 lines:</td> <td>3 work hours</td> </tr> <tr> <td>61 to 70 lines:</td> <td>3.5 work hours</td> </tr> <tr> <td>71 to 80 lines:</td> <td>4 work hours</td> </tr> <tr> <td>81 to 90 lines:</td> <td>4.5 work hours</td> </tr> <tr> <td>91 to 100 lines:</td> <td>5 work hours*</td> </tr> </tbody> </table> <p>*Add an additional ½ hour for each additional 10 lines or increments thereof.</p> <ul style="list-style-type: none"> • UNE loop xDSL capable (diagnostic) 	<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1 to 49 lines:	1 work hour	50 to 99 lines:	2 work hours	100 to 199 lines:	3 work hours	200 plus lines:	4 work hours	<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1 to 20 lines:	1 work hours	21 to 30 lines:	1.5 work hours	31 to 40 lines:	2 work hours	41 to 50 lines:	2.5 work hours	51 to 60 lines:	3 work hours	61 to 70 lines:	3.5 work hours	71 to 80 lines:	4 work hours	81 to 90 lines:	4.5 work hours	91 to 100 lines:	5 work hours*
<u>Line Size</u>	<u>Committed Completion Interval</u>																														
From 1 to 49 lines:	1 work hour																														
50 to 99 lines:	2 work hours																														
100 to 199 lines:	3 work hours																														
200 plus lines:	4 work hours																														
<u>Line Size</u>	<u>Committed Completion Interval</u>																														
From 1 to 20 lines:	1 work hours																														
21 to 30 lines:	1.5 work hours																														
31 to 40 lines:	2 work hours																														
41 to 50 lines:	2.5 work hours																														
51 to 60 lines:	3 work hours																														
61 to 70 lines:	3.5 work hours																														
71 to 80 lines:	4 work hours																														
81 to 90 lines:	4.5 work hours																														
91 to 100 lines:	5 work hours*																														
<p>Exclusions:</p>	<ul style="list-style-type: none"> • CLEC caused misses • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 																														

<i>Business Rules:</i>	<ul style="list-style-type: none">• DSL Capable Loops will be included in aggregate performance and will be reported as an individual submeasure on a diagnostic basis for both SBC and Verizon. For SBC, the standard will be 95% within committed interval. For purposes of this measure, the committed interval for DSL for SBC/California is the same as PM9A (DSL Capable loops) plus one hour.
<i>Notes:</i>	<ul style="list-style-type: none">• "Cutovers" include initial and subsequent attempts to complete a cutover. (SBC/California only)• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 9A

Title: Frame Due Time Conversions as a Percentage On-Time - SBC/California only

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>Measures the percentage of Frame Due Time cutovers completed by Committed time* for all orders where CLEC has requested FDT.</p> <p><i>* Note: "Committed time" means within 1 hour of confirmed frame due time (example: order with 4pm due time will be completed by 5pm).</i></p>
Method of Calculation:	(Number of frame due time cutovers completed by Committed time) / (Count of frame due time cutovers scheduled in reporting period)x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Basic loops with LNP, Basic loops without LNP, Standalone LNP, and DSL capable loops.
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark</p> <ul style="list-style-type: none"> • Standard 96% w/in conversion interval (assessed at the CLEC aggregate level) • Standard – 95% w/in conversion interval (assessed at the individual CLEC level) <p>Conversion intervals:</p> <ul style="list-style-type: none"> • 1-19 basic loops up w/in 1 hour • 1 - 99 telephone numbers on standalone LNP – w/in 1 hour • DSL capable loops <ul style="list-style-type: none"> • 1-2 loops – w/in 40 minutes • 3-5 loops – w/in 2 hours • 6 – 19 loops – w/in 5 hours
Exclusions:	<ul style="list-style-type: none"> • CLEC caused misses • FDT conversions where the CLEC has requested an early start on the conversion not associated with a supplemental service order. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none">• Applies to CLEC requested FDT orders only
<i>Notes:</i>	<ul style="list-style-type: none">• “Cutovers” include initial and subsequent attempts to complete a cutover.• , Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses and service requests > 19 basic loops or over 99 TNs (LNP).

OSS OII Performance Measurements

Report Requirements

Provisioning

Measure 10

Title: LNP Network Provisioning

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	$(\text{Total number of LNP network provisioning failures} / \text{Total number of NPAC porting broadcasts}) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for SBC/California</p> <ul style="list-style-type: none"> • Standard - no more than 0.25% failure <p>Benchmark for Verizon</p> <ul style="list-style-type: none"> • Standard - no more than 2% failure
Exclusions:	<ul style="list-style-type: none"> • Total failures from the NPAC to <i>all</i> LSMS systems. • Broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (SBC/California only) • Large porting activities (500 TNs or greater) (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Provisioning failure data will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP) •
Notes:	<ul style="list-style-type: none"> • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include total failures from the NPAC to all LSMS systems, broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) and large porting activities (500 TNs or greater).)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 11

Title: Percent of Due Dates Missed

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of new, move and change orders (and additionally for Verizon, LNP disconnect orders) where installation was not completed by the due date.
Method of Calculation:	<p>SBC/California: [(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders)] x 100</p> <p>Verizon: [(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move, Change Orders and LNP Disconnect Orders / Total Number of New, Move, Change Orders and LNP Disconnect Orders)] x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (SBC/California), Statewide (-Verizon)

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • Conditioned • Non-conditioned • UNE Subloop • 2w digital loop(IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE <ul style="list-style-type: none"> • Conditioned • Non-Conditioned • 4w digital loop(DS1) • UNE loop – DS3 • UNE loop – OC level service • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG - NewVG - Conversion • DS1 - New • DS1 -Conversion • DS3 and above - New • DS3 and above-Conversion • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<p>SBC/California Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) <ul style="list-style-type: none"> • ISDN(BRI) <p>Benchmark : 5%</p> <ul style="list-style-type: none"> • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • UNE loop – DS3 • OC level service • POTS - Business (non-fielded) • Specials (non-fielded) • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service <p><i>Diagnostic</i></p> <p>VGPL new orders VGPL change orders DS1 new orders DS1 change orders DS3 new service DS3 change orders</p> <ul style="list-style-type: none"> • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
------------------------------------	--	--

Measurable Standard:	Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable <ul style="list-style-type: none"> • Conditioned • Non-conditioned • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform - Specials <ul style="list-style-type: none"> • • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • LNP • EEL DS0 - New DS0 – Conversion DS1 – New DS1 Conversion DS3 and above – New DS3 and above – Conversion • Subloop • Dark Fiber 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed • <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • <i>Retail ISDN BRI</i> • <i>Retail ISDN BRI</i> • –Retail POTS Business Non Dispatched and Retail Specials Non Dispatched • <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail POTS • Retail Specials • Benchmark: <= 5% • <i>Retail Linesharing - Conditioned</i> • <i>Retail Linesharing - Non Conditioned</i> • <i>Retail POTS - Total Business & Residence, Non-Dispatched</i> • <ul style="list-style-type: none"> • DS0 new orders • DS0 change orders • DS1 new orders • DS1 change orders • DS3 new orders • DS3 change orders • <i>(Diagnostic)</i> • <i>(Diagnostic)</i>

Exclusions;	<ul style="list-style-type: none"> • Customer caused misses are excluded from the numerator • For UNE loop services, feature only orders are excluded from the retail analog • Record only and ILEC official orders • Orders where acceptance testing is delayed as a result of CLEC action or inaction (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically • • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only)
Notes:	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a • UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses) • Field work and no field work designations will be included in the raw data. (SBC/California only) • For Verizon, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned).

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 11A

Title: Loop Acceptance Testing (LAT) Not Completed On Time

Area	Requirement Description
Description:	Measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.
Method of Calculation:	(Count of orders for which the loop acceptance test is not accomplished by the due date / Total number of loop acceptance tests requested.) x 100
Report Period:	Monthly
Report Structure:	CLEC, all CLECs and ILEC Affiliate
Reported By:	DSL Capable Loops
Geographic Level:	Statewide
Measurable Standard:	Benchmark: Standard – no more than 5%(Verizon only)
Exclusions:	<ul style="list-style-type: none"> • Orders where LAT not requested • CLEC or customer caused misses
Business Rules:	<ul style="list-style-type: none"> • Loop Acceptance Test is where a ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. • Loop Acceptance Test is completed on or before due date. • The ILEC Technician will contact the CLEC. • The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).
Notes:	<ul style="list-style-type: none"> • Measure to be implemented with a 5% standard no later January 2004 report month (Verizon only). • SBC/California will track results diagnostically for three months after measure implementation and develop benchmark from historical data.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
<i>Method of Calculation:</i>	(Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Region (SBC/California), Statewide (Verizon)

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop(IDSL capable) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • DS1 New • DS3 and above – New • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks </td> <td style="vertical-align: top;"> <p>Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) • ISDN(BRI) • Benchmark: 5% • ISDN (BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service <p>VGPL new orders DS1 new orders DS3 new orders</p> <ul style="list-style-type: none"> • Business POTS FW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks </td> </tr> </table>	<p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop(IDSL capable) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • DS1 New • DS3 and above – New • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<p>Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) • ISDN(BRI) • Benchmark: 5% • ISDN (BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service <p>VGPL new orders DS1 new orders DS3 new orders</p> <ul style="list-style-type: none"> • Business POTS FW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
<p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop(IDSL capable) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • DS1 New • DS3 and above – New • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<p>Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) • ISDN(BRI) • Benchmark: 5% • ISDN (BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service <p>VGPL new orders DS1 new orders DS3 new orders</p> <ul style="list-style-type: none"> • Business POTS FW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks 		

<p>Measurable Standard:</p>	<table border="0"> <thead> <tr> <th data-bbox="423 126 872 1953"><u>Verizon</u></th> <th data-bbox="872 126 1521 1953"><u>Retail</u></th> </tr> </thead> <tbody> <tr> <td>• Resale POTS- Residence</td> <td>• Retail POTS - Residence</td> </tr> <tr> <td>• Resale POTS-Business</td> <td>• Retail POTS - Business</td> </tr> <tr> <td>• Resale Specials</td> <td>• Retail Specials</td> </tr> <tr> <td>• UNE loop Non-designed</td> <td>• B1 Dispatched Non Designed</td> </tr> <tr> <td>• UNE loop Designed</td> <td>•</td> </tr> <tr> <td> • DS0</td> <td>• DS0</td> </tr> <tr> <td> • DS1</td> <td>• DS1</td> </tr> <tr> <td> • DS3 and above</td> <td>• DS3 and above</td> </tr> <tr> <td>• UNE loop xDSL capable</td> <td>• Retail ISDN BRI</td> </tr> <tr> <td>• UNE loop IDSL capable</td> <td>• Retail ISDN BRI</td> </tr> <tr> <td>• Line Sharing - Conditioned</td> <td>• Retail Linesharing - Conditioned</td> </tr> <tr> <td>• Line Sharing - Non-Conditioned</td> <td>• Retail Linesharing - Non -Conditioned</td> </tr> <tr> <td>• UNE Port</td> <td>• -Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched</td> </tr> <tr> <td>• UNE Transport</td> <td>• DS0</td> </tr> <tr> <td> • DS0</td> <td>• DS1</td> </tr> <tr> <td> • DS1</td> <td>• DS3 and above</td> </tr> <tr> <td> • DS3 and above</td> <td>• Retail POTS</td> </tr> <tr> <td>• UNE Platform – POTS</td> <td>• Retail Specials</td> </tr> <tr> <td>• UNE Platform - Specials</td> <td>•</td> </tr> <tr> <td>• Interconnection Trunks</td> <td>• Benchmark: <= 1%</td> </tr> <tr> <td>• EEL</td> <td>)</td> </tr> <tr> <td>• DS0 - New</td> <td>• DS0 new orders</td> </tr> <tr> <td>• DS1 – New</td> <td>• DS1 new orders</td> </tr> <tr> <td>• DS3 and above – New</td> <td>• DS3 and above new orders</td> </tr> <tr> <td>• Subloop</td> <td>• (Diagnostic)</td> </tr> </tbody> </table>	<u>Verizon</u>	<u>Retail</u>	• Resale POTS- Residence	• Retail POTS - Residence	• Resale POTS-Business	• Retail POTS - Business	• Resale Specials	• Retail Specials	• UNE loop Non-designed	• B1 Dispatched Non Designed	• UNE loop Designed	•	• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• UNE loop xDSL capable	• Retail ISDN BRI	• UNE loop IDSL capable	• Retail ISDN BRI	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned	• Line Sharing - Non-Conditioned	• Retail Linesharing - Non -Conditioned	• UNE Port	• -Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched	• UNE Transport	• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• Retail POTS	• UNE Platform – POTS	• Retail Specials	• UNE Platform - Specials	•	• Interconnection Trunks	• Benchmark: <= 1%	• EEL)	• DS0 - New	• DS0 new orders	• DS1 – New	• DS1 new orders	• DS3 and above – New	• DS3 and above new orders	• Subloop	• (Diagnostic)
<u>Verizon</u>	<u>Retail</u>																																																				
• Resale POTS- Residence	• Retail POTS - Residence																																																				
• Resale POTS-Business	• Retail POTS - Business																																																				
• Resale Specials	• Retail Specials																																																				
• UNE loop Non-designed	• B1 Dispatched Non Designed																																																				
• UNE loop Designed	•																																																				
• DS0	• DS0																																																				
• DS1	• DS1																																																				
• DS3 and above	• DS3 and above																																																				
• UNE loop xDSL capable	• Retail ISDN BRI																																																				
• UNE loop IDSL capable	• Retail ISDN BRI																																																				
• Line Sharing - Conditioned	• Retail Linesharing - Conditioned																																																				
• Line Sharing - Non-Conditioned	• Retail Linesharing - Non -Conditioned																																																				
• UNE Port	• -Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched																																																				
• UNE Transport	• DS0																																																				
• DS0	• DS1																																																				
• DS1	• DS3 and above																																																				
• DS3 and above	• Retail POTS																																																				
• UNE Platform – POTS	• Retail Specials																																																				
• UNE Platform - Specials	•																																																				
• Interconnection Trunks	• Benchmark: <= 1%																																																				
• EEL)																																																				
• DS0 - New	• DS0 new orders																																																				
• DS1 – New	• DS1 new orders																																																				
• DS3 and above – New	• DS3 and above new orders																																																				
• Subloop	• (Diagnostic)																																																				
<p>Exclusions:</p>	<ul style="list-style-type: none"> • For UNE loop services, feature-only orders are excluded from retail analog. • Record and ILEC official orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 																																																				
<p>Business Rules:</p>	<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only) • Results for UNE Subloop will be tracked diagnostically (Verizon only) 																																																				

<p>Notes:</p>	<ul style="list-style-type: none">• For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.• The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.• Field work and no field work designations will be included in the raw data. (SBC/California only)
----------------------	--

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 13

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • By service group type • Average Days Delayed (SBC/California only) • Disaggregated by 1-30 days, 31-90 days and >90 days (Diagnostic only - SBC/California)
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail</p> <p>Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop • 2w digital loop(ISDN capable) • 2w digital loop(xDSL capable) • 2w digital loop (IDSL capable) • High Bandwidth line sharing UNE <ul style="list-style-type: none"> • • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Enhanced Extended Links <ul style="list-style-type: none"> • VG - New • DS1 - New • DS3 and above– New • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • OC level service <ul style="list-style-type: none"> • • DS1 • DS3 • OC level service <p>VGPL new orders DS1 new orders DS3 new orders</p> <ul style="list-style-type: none"> • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
------------------------------------	---

<p>Measurable Standard:</p>	<p>Verizon</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • Line Sharing - Conditioned • Line Sharing - Non-Conditioned • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform – POTS • UNE Platform – Specials. <ul style="list-style-type: none"> • • Interconnection Trunks • EEL • DS0 - New • DS1 – New • DS3 and above – New • Subloop 	<p>Retail</p> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • B1 Dispatched Non Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail Linesharing- Conditioned • Retail Linesharing- Non - Conditioned Retail POTS Business Non-dispatched and Retail Specials Non-dispatched <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail POTS • Retail Specials • • ILEC Dedicated Trunks <ul style="list-style-type: none"> •) DS0 new orders DS1 new orders DS3 and above new orders • (Diagnostic)
<p>Exclusions:</p>	<ul style="list-style-type: none"> • For UNE loop services, feature-only orders are excluded from retail analog. • Record and ILEC official orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	

<i>Business Rules:</i>	<ul style="list-style-type: none"> • • Reported as overall delay order interval to completion (SBC/California only). • For diagnostic purposes only, additional disaggregation of results will be grouped as delays occurring for 1-30 days, 31-90 days and > 90 days. (SBC/California only) • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • For Verizon, results for UNE Subloops will be tracked diagnostically
<i>Notes:</i>	<ul style="list-style-type: none"> • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • SBC/California will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • For Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks considered at next performance review.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 14

Title: Held Order Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) <i>Note: For all orders pending and past the committed due date.</i>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<table border="0"> <tr> <td data-bbox="422 126 893 1911"> <p>SBC/California Parity for Resale is Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE <ul style="list-style-type: none"> • • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG - • DS1 - • • DS3 and above- • • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks </td> <td data-bbox="893 126 1521 1911"> <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • Retail OC level service • POTS - Business (non-fielded) • Specials • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service • Diagnostic • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks </td> </tr> </table>	<p>SBC/California Parity for Resale is Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE <ul style="list-style-type: none"> • • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG - • DS1 - • • DS3 and above- • • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • Retail OC level service • POTS - Business (non-fielded) • Specials • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service • Diagnostic • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks
<p>SBC/California Parity for Resale is Retail Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Subloop • 2w digital loop (IDSL capable) <ul style="list-style-type: none"> • UNE Subloop • High Bandwidth line sharing UNE <ul style="list-style-type: none"> • • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop – DS3 • UNE loop – OC level • UNE Port–Non-Specials • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC Level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG - • DS1 - • • DS3 and above- • • UNE Platform (PB only) <ul style="list-style-type: none"> • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (fielded) • ISDN(BRI) • Benchmark: average of 14 calendar days • ISDN(BRI) • High Bandwidth line sharing UNE provided to ASI • DS1 • DS3 • Retail OC level service • POTS - Business (non-fielded) • Specials • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service • Diagnostic • VGPL service • DS1 service • DS3 service • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks 		

<p>Measurable Standard:</p>	<table border="0"> <thead> <tr> <th data-bbox="423 126 812 189">Verizon</th> <th data-bbox="812 126 1521 189">Retail</th> </tr> </thead> <tbody> <tr> <td>• Resale POTS- Residence</td> <td>• Retail POTS - Residence</td> </tr> <tr> <td>• Resale POTS-Business</td> <td>• Retail POTS - Business</td> </tr> <tr> <td>• Resale Specials</td> <td>• Retail Specials</td> </tr> <tr> <td>• UNE loop Non-designed</td> <td>• B1 Dispatched Non Designed</td> </tr> <tr> <td>• UNE loop Designed</td> <td>•</td> </tr> <tr> <td> • DS0</td> <td>• DS0</td> </tr> <tr> <td> • DS1</td> <td>• DS1</td> </tr> <tr> <td> • DS3 and above</td> <td>• DS3 and above</td> </tr> <tr> <td>• UNE loop xDSL capable</td> <td>• Retail ISDN BRI</td> </tr> <tr> <td>UNE loop IDSL capable</td> <td>• Retail ISDN BRI</td> </tr> <tr> <td>• UNE Port</td> <td>• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched</td> </tr> <tr> <td>• UNE Transport</td> <td>•</td> </tr> <tr> <td> • DS0</td> <td>• DS0</td> </tr> <tr> <td> • DS1</td> <td>• DS1</td> </tr> <tr> <td> • DS3 and above</td> <td>• DS3 and above</td> </tr> <tr> <td>• UNE Platform – POTS</td> <td>• Retail POTS</td> </tr> <tr> <td>• UNE Platform - Specials</td> <td>• Retail Specials</td> </tr> <tr> <td>•</td> <td>•</td> </tr> <tr> <td>• Interconnection Trunks</td> <td>•</td> </tr> <tr> <td>• Line Sharing - Conditioned</td> <td>• ILEC Dedicated Trunks</td> </tr> <tr> <td></td> <td>• Retail Linesharing - Conditioned</td> </tr> <tr> <td>Line Sharing - Non-Conditioned</td> <td>• Retail Linesharing - Non - Conditioned</td> </tr> <tr> <td></td> <td>• Retail POTS - Total Business & Residence, Non-Disp</td> </tr> <tr> <td>• LNP</td> <td>•)</td> </tr> <tr> <td>• EEL (New and Conversions)</td> <td>• DS0</td> </tr> <tr> <td> • DS0</td> <td>• DS1</td> </tr> <tr> <td> • DS1</td> <td>• DS3 and above</td> </tr> <tr> <td> • DS3 and above</td> <td>• (Diagnostic)</td> </tr> <tr> <td>• Subloop</td> <td>• (Diagnostic)</td> </tr> <tr> <td>• Dark Fiber</td> <td></td> </tr> </tbody> </table>	Verizon	Retail	• Resale POTS- Residence	• Retail POTS - Residence	• Resale POTS-Business	• Retail POTS - Business	• Resale Specials	• Retail Specials	• UNE loop Non-designed	• B1 Dispatched Non Designed	• UNE loop Designed	•	• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• UNE loop xDSL capable	• Retail ISDN BRI	UNE loop IDSL capable	• Retail ISDN BRI	• UNE Port	• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched	• UNE Transport	•	• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• UNE Platform – POTS	• Retail POTS	• UNE Platform - Specials	• Retail Specials	•	•	• Interconnection Trunks	•	• Line Sharing - Conditioned	• ILEC Dedicated Trunks		• Retail Linesharing - Conditioned	Line Sharing - Non-Conditioned	• Retail Linesharing - Non - Conditioned		• Retail POTS - Total Business & Residence, Non-Disp	• LNP	•)	• EEL (New and Conversions)	• DS0	• DS0	• DS1	• DS1	• DS3 and above	• DS3 and above	• (Diagnostic)	• Subloop	• (Diagnostic)	• Dark Fiber	
Verizon	Retail																																																														
• Resale POTS- Residence	• Retail POTS - Residence																																																														
• Resale POTS-Business	• Retail POTS - Business																																																														
• Resale Specials	• Retail Specials																																																														
• UNE loop Non-designed	• B1 Dispatched Non Designed																																																														
• UNE loop Designed	•																																																														
• DS0	• DS0																																																														
• DS1	• DS1																																																														
• DS3 and above	• DS3 and above																																																														
• UNE loop xDSL capable	• Retail ISDN BRI																																																														
UNE loop IDSL capable	• Retail ISDN BRI																																																														
• UNE Port	• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched																																																														
• UNE Transport	•																																																														
• DS0	• DS0																																																														
• DS1	• DS1																																																														
• DS3 and above	• DS3 and above																																																														
• UNE Platform – POTS	• Retail POTS																																																														
• UNE Platform - Specials	• Retail Specials																																																														
•	•																																																														
• Interconnection Trunks	•																																																														
• Line Sharing - Conditioned	• ILEC Dedicated Trunks																																																														
	• Retail Linesharing - Conditioned																																																														
Line Sharing - Non-Conditioned	• Retail Linesharing - Non - Conditioned																																																														
	• Retail POTS - Total Business & Residence, Non-Disp																																																														
• LNP	•)																																																														
• EEL (New and Conversions)	• DS0																																																														
• DS0	• DS1																																																														
• DS1	• DS3 and above																																																														
• DS3 and above	• (Diagnostic)																																																														
• Subloop	• (Diagnostic)																																																														
• Dark Fiber																																																															
<p>Exclusions:</p>	<ul style="list-style-type: none"> • Customer caused misses. • For UNE loop services, feature-only orders are excluded from retail analog. • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 																																																														

<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for Dark Fiber and UNE Subloops will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Includes LNP Disconnect Orders (Verizon only)
<p><i>Notes:</i></p>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/ California, excluded data include CLEC/customer caused misses) • For Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks considered at next performance review.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 15

Title: Provisioning Trouble Reports

<i>Area</i>	<i>Requirement Description</i>						
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.						
Method of Calculation:	(Number of provisioning trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) x100						
Report Period:	Monthly						
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates						
Reported By:	<ul style="list-style-type: none"> • By Service Group Type • By Affecting Service and Out of Service 						
Geographic Level:	Statewide						
Measurable Standard:	<p>SBC/California:</p> <p>Parity:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;">Resale</td> <td style="width: 50%; vertical-align: top;">Retail services</td> </tr> <tr> <td>UNE Loop(incl. DS1, DS3 and OC level)</td> <td>Retail services (outside plant disposition codes and central office wiring disposition codes)</td> </tr> <tr> <td>High Bandwidth Line sharing UNE</td> <td>High Bandwidth line sharing UNE provided to ASI</td> </tr> </table> <p>UNE P Retail Residential and Business Basic POTS (FW/NFW)Benchmark:</p> <p>LNP - Port Out</p> <ul style="list-style-type: none"> • Standard - 1% or less <p>XDSL UNE Loop</p> <ul style="list-style-type: none"> • Standard – 2% 	Resale	Retail services	UNE Loop(incl. DS1, DS3 and OC level)	Retail services (outside plant disposition codes and central office wiring disposition codes)	High Bandwidth Line sharing UNE	High Bandwidth line sharing UNE provided to ASI
Resale	Retail services						
UNE Loop(incl. DS1, DS3 and OC level)	Retail services (outside plant disposition codes and central office wiring disposition codes)						
High Bandwidth Line sharing UNE	High Bandwidth line sharing UNE provided to ASI						

	<p>Verizon:</p> <p>Benchmark:</p> <ul style="list-style-type: none"> • Resale POTS (Residence) 2.0% • Resale POTS (Business) 3.0% • Resale Specials 8.0% • UNE Loop Non-designed 3.0% • UNE Loop Designed 5.0% • UNE Loop xDSL Capable 3.0% • UNE Loop IDSL Capable 5.0% • LNP 5.0% • Linesharing 3.0% • UNE P (POTS) 3.0%. • UNE P (Specials) 10.0%. 	
<p><i>Exclusions:</i></p>	<ul style="list-style-type: none"> • Troubles associated with inside wire • For UNE loops, feature only orders are excluded from retail analog • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	

Business Rules:

- - For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below:
- SBC/California**
- RESALE
 - Resale POTS – 3 days
 - Resale Specials
 - ISDN BRI (no repeater) –6 days,
 - ISDN BRI (repeater) – 11 days
 - Centrex – 4 days
 - PBX – 13 days
 - DDS – 11 days
 - DS1, DS3 – 8 days
 - VGPL/DS0 – 11 days
 - UNE LOOP
 - Basic loop – 3 days
 - ISDN capable (no repeater – 6 days,
 - ISDN (repeater) – 11 days
 - DS1, DS3 – 8 days
 - XDSL LOOP
 - Non-conditioned – 6 days, Conditioned – 11 days
 - LINESHARING
 - Non-conditioned – 4 days, Conditioned – 11 days
 - UNE Platform – 3 days
 - LNP - 4 days
- Verizon**
- Resale POTS (Residence) – 3 days
 - Resale POTS (Business) – 3 days
 - Resale Specials – 11 days
 - UNE Loop – Non-Designed – 3 days
 - UNE Loop –Designed – 8 days
 - UNE Loop - XDSL Capable
 - Non-conditioned – 3 days
 - Conditioned – 11 days
 - UNE Loop - IDSL Capable – 8 days
 - LNP - 3 days
 - Linesharing
 - Non-conditioned – 3 days
 - Conditioned – 11 days
 - UNE Platform – 3 days
 - POTS – 3 days
 - Specials – 11days
- The tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval.
 - If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
 - If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles.
 - Includes LNP Disconnect Orders

<p>Notes:</p>	<ul style="list-style-type: none">• SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis Codes for Special services as diagnostic data upon raw data request.• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, and cancelled trouble tickets.)
----------------------	--

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 15A

Title: Average Time to Restore Provisioning Troubles

<i>Area</i>	<i>Requirement Description</i>										
Description:	Measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.										
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)										
Report Period:	Monthly										
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates										
Reported By:	<ul style="list-style-type: none"> • By Service Group Type • By Affecting Service and Out of Service 										
Geographic Level:	Statewide										
Measurable Standard:	<p>SBC/California:</p> <p>Parity:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Resale</td> <td style="width: 50%;">Retail services</td> </tr> <tr> <td>UNE Loop (incl.DS1, DS3 and OC level)</td> <td>Retail services (outside plant disposition codes and Central Office wiring disposition codes)</td> </tr> <tr> <td>High Bandwidth</td> <td>High Bandwidth line sharing UNE provided to ASI</td> </tr> <tr> <td>Line sharing UNE</td> <td>(</td> </tr> <tr> <td>xDSL Capable Loop</td> <td>High Bandwidth line sharing UNE provided to ASI</td> </tr> </table> <p>UNE P Retail Residential and Business Basic POTS (FW/NFW)</p> <p>Benchmark: LNP - Port Out</p> <ul style="list-style-type: none"> • Standard - average of 4 hours 	Resale	Retail services	UNE Loop (incl.DS1, DS3 and OC level)	Retail services (outside plant disposition codes and Central Office wiring disposition codes)	High Bandwidth	High Bandwidth line sharing UNE provided to ASI	Line sharing UNE	(xDSL Capable Loop	High Bandwidth line sharing UNE provided to ASI
Resale	Retail services										
UNE Loop (incl.DS1, DS3 and OC level)	Retail services (outside plant disposition codes and Central Office wiring disposition codes)										
High Bandwidth	High Bandwidth line sharing UNE provided to ASI										
Line sharing UNE	(
xDSL Capable Loop	High Bandwidth line sharing UNE provided to ASI										

<p>Measurable Standard:</p>	<table border="0"> <tr> <td style="vertical-align: top;"> <p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • LNP • Linesharing • UNE – P (POTS) • UNE – P (Special) </td> <td style="vertical-align: top;"> <p>Retail</p> <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS – Total Bus and Res. Non-dispatched) • Retail Linesharing • Retail POTS • Retail Specials </td> </tr> </table>	<p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • LNP • Linesharing • UNE – P (POTS) • UNE – P (Special) 	<p>Retail</p> <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS – Total Bus and Res. Non-dispatched) • Retail Linesharing • Retail POTS • Retail Specials
<p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE loop xDSL capable • UNE loop IDSL capable • LNP • Linesharing • UNE – P (POTS) • UNE – P (Special) 	<p>Retail</p> <ul style="list-style-type: none"> • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS – Total Bus and Res. Non-dispatched) • Retail Linesharing • Retail POTS • Retail Specials 		
<p>Exclusions:</p>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles associated with inside wire. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 		
<p>Business Rules:</p>	<ul style="list-style-type: none"> • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). • The tracking interval of a service order will be the number of days, as defined in PM 15, up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended. • If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval. • If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles. 		

Notes:

- SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis Codes for Special services as diagnostic data upon raw data request.
- Verizon will provide disaggregation by Maintenance Disposition codes for all measured services as diagnostic data upon raw data request.
- Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets, CLEC/customer caused delays and troubles associated with inside wire.)

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for Special Services Orders

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion
Method of Calculation:	<p>(Total Number of relevant service orders with Customer Trouble reports within the 30 day tracking interval* / Total Number of relevant service orders **(new, move and change)) x 100</p> <p>* The period of 30 calendar days following the completion of a special service order will be called the 30 day tracking interval</p> <p>**The N, T and C special service orders whose 30 day tracking interval end during the reporting period will be called the relevant service orders for the period.</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Region (SBC/California), Statewide (Verizon)

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail Resale:</p> <ul style="list-style-type: none"> • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2w digital loop(ISDN capable) <ul style="list-style-type: none"> • UNE Sub -Loop • 2w digital loop(xDSL capable) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop –OC level • UNE Port– Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links (New and Conversion) <ul style="list-style-type: none"> • VG • DS1 • • DS3 – • UNE Platform <ul style="list-style-type: none"> • Special port and basic loopISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks
------------------------------------	--

Retail:

- Specials
- ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
- Benchmark: 8%
- High Bandwidth line sharing UNE provided to ASI
- DS1 (outside plant disposition codes and central office wiring disposition codes)
- DS3 (outside plant disposition codes and central office wiring disposition codes)
- OC level service (outside plant disposition codes and central office wiring disposition codes)
- Retail Special (non-dispatched)
- - DS1
 - DS3
 - OC level
- Diagnostic)
- VGPL service
- DS1 service
- DS3 service
- Voice Grade Specials (non-disp, disp)
- ISDN BRI (non-disp, disp)
- ISDN PRI (non-disp, disp)
- Benchmark: 3%

<p>Measurable Standard:</p>	<p>Verizon:</p> <ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • UNE Platform - Specials • Line Sharing – Conditioned • Line Sharing - Non Conditioned • Interconnection Trunks • EEL (New and Conversions) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above 	<p>Retail</p> <ul style="list-style-type: none"> • Retail Specials • <ul style="list-style-type: none"> • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Retail Specials • Retail Linesharing - Conditioned • Retail Linesharing – Non-Conditioned • Benchmark: <= 2% •) DS0 service DS1 service DS3 and above service
<p>Exclusions:</p>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Troubles associated with inside wire • Subsequent reports. • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Cancelled tickets • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Trouble Reports Received on the Due Date for orders other than new installations. 	

<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for Dark Fiber and UNE Subloops will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.
<p><i>Notes:</i></p>	<ul style="list-style-type: none"> • SBC/California will provide disaggregation by Trouble and Analysis codes and Verizon will provide disaggregation by Maintenance Disposition code as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Field work and no field work designations will be included in the raw data. (SBC/California only) • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.).

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 17

Title: Percentage Troubles in 7 Days for Non-Special Orders - Verizon only
Percentage Trouble in 10 Days for Non-Special Orders - SBC/California only

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of network customer trouble reports received within 7 (Verizon) or 10 (SBC/California) calendar days of service order completion.
<i>Method of Calculation:</i>	<p>SBC/California: (Total Number of relevant service orders with Customer Trouble reports within the 10 day tracking interval* / Total Number of relevant service orders **(new, move and change) x 100</p> <p>Verizon: (Total Number of relevant service orders with Customer Trouble reports within the 7 day tracking interval* / Total Number of relevant service orders **(new, move, change and LNP disconnect orders) x 100</p> <p>* The period of 7/10 calendar days following the completion of a non-special service order will be called the 7/10 day tracking interval</p> <p>**The N, T and C non-special service orders whose 7/10 day tracking interval end during the reporting period will be called the relevant service orders for the period.</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type (including LNP) and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Statewide

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail (non-special services only) Resale:</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) loop <ul style="list-style-type: none"> • UNE Sub-Loop (and for SBC/California only) <ul style="list-style-type: none"> • FDT orders • TBCC orders • UNE Port – Non-specials • UNE Platform -Basic port and basic loop (Res.)UNE Platform - Basic port and basic loop (Bus.) • LNP (Port Out) 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Business POTS (outside plant disposition codes and central office wiring disposition codes) • Business POTS (non-disp) • Retail POTS – Res. (disp/non-disp) • Retail POTS – Bus. (disp/non-disp) • Benchmark of no more than 1% troubles.
	<p>Verizon</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Nondesigned • UNE Port • UNE Platform – POTS <ul style="list-style-type: none"> • • LNP • Subloop 	<p>Retail</p> <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • B1 Dispatched Non Designed • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS • • Retail POTS- Total Business & Residence, Non-Dispatched • (Diagnostic)
<p>Exclusions:</p>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Subsequent reports • ILEC employee generated reports and message reports • Troubles associated with inside wiring. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	

<i>Business Rules:</i>	<ul style="list-style-type: none"> • • Measure includes troubles reports received on the due date for new installations (SBC/California). • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for UNE Subloops will be tracked diagnostically. • FDT and TBCC (for UNE loops) will be tracked diagnostically (SBC/California only)
<i>Notes:</i>	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.) • Field work and no field work designations will be included in the raw data. (SBC/California only)

OSS OII Performance Measurements

Report Requirements

Provisioning**Measure 18****Title:** Completion Notice Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	<p>Fully Electronic: (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100</p> <p>All Other Interfaces: (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using All Other Processes) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California: Fully electronic-</p> <ul style="list-style-type: none"> • Standard -95% within 1hour <p>All other interfaces (including fallout from Fully electronic process):</p> <ul style="list-style-type: none"> • Standard– 95% within 24 hours <p>Verizon: Fully Electronic (EDI)</p> <ul style="list-style-type: none"> • Standard - 95% within 1 hour <p>Electronic Batch</p> <ul style="list-style-type: none"> • Standard – 95% within 12 hours <p>All other interfaces</p> <ul style="list-style-type: none"> • Standard – 90% within 24 hours

Exclusions:	<ul style="list-style-type: none"> • Weekends and ILEC published holidays for manually handled completion notices. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • 24 hour clock is used to measure interval for all other interfaces. • System hours will be used for fully electronic sub-measures • Verizon will report on the industry standard Completion Notice. • For Verizon, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For Verizon, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For Verizon, all other interfaces represent manual processes. • For Verizon, Electronic Batch will use the same calculation method as Fully Electronic
Notes:	<ul style="list-style-type: none"> • Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders). • If any party identifies that the fully electronic fallout level for LEX/EDI/LASR exceeds 2.5% (at the CLEC aggregate level) for three consecutive months, SBC/California will take immediate steps to reduce the fallout level to below 2%. Thereafter, if problem still exists in any of the following three months (i.e., the 4th, 5th or 6th month), SBC/California will reinstate diagnostic tracking of Fallout Level (maximum level of fallout no greater than 2%) within 60 days.

OSS OII Performance Measurements Report Requirements

Ordering

Measure 18A

Title: Percent Mechanized Line Loss Notifications

<i>Area</i>	<i>Requirement Description</i>
Description:	Percent Mechanized line loss notifications returned within X business days of the completion of work
Method of Calculation:	(Number of mechanized line loss notifications returned to the CLEC within X business day(s) of work completion/Total line loss notifications) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates (as appropriate)
Report By:	On a combined basis, all products for which line loss notifications are sent
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California: Benchmark: Standard - 95% within one business day</p> <p>Verizon: Benchmark: Standard – 95% with four business days</p>
Exclusions:	<ul style="list-style-type: none"> • CLEC-caused misses and delays. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Days are calculated by subtracting the date the line loss notification was made available via EDI interface (Verizon) or EDI and LEX interfaces (SBC/California) to the CLEC from the work completion date. The date that the last service order associated with the LSR is completed in the service order system is the work completion date. The calculation is based on full business days. • Where CLEC access ILEC’s systems using a Service Bureau Provider, the measurement of ILEC’s performance shall not include Service Bureau Provider processing, availability or response time. • For this measure, business days include Saturday. (Verizon only) • Verizon will implement this measure in the first full report month ninety days following the Commission order. The benchmark will be effective the seventh full report month following the Commission order.
Notes:	<ul style="list-style-type: none"> • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded CLEC-misses and delays.

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 19

Title: Customer Trouble Report Rate

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/circuits/UNEs.
<i>Method of Calculation:</i>	(Total Number of Customer initial and repeat network trouble reports / Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Report By:</i>	By service group type (including LNP) & NXX Code Opening Troubles
<i>Geographic Level:</i>	Statewide

<p>Measurable Standard:</p>	<p>SBC/California Parity for Resale is Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5db) analog loop • 2w digital loop (ISDN) • 2w digital loop (xDSL) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Port – Non-Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform <ul style="list-style-type: none"> • Basic port and loop (Res.) • Basic port and loop (Bus.) • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out • NXX codes 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • Benchmark: 2% • High Bandwidth line sharing UNE provided to ASI • DS1(outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Specials (dispatch in) • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service <p>Diagnostic</p> <p>) Benchmark:2% Benchmark: 5% Benchmark: 5%</p> <ul style="list-style-type: none"> • Retail Residential POTS (non-disp, disp) • Retail Business POTS (non disp.,disp) • Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • ILEC Dedicated Trunks • Benchmark: .35% • Benchmark: 0.1%
------------------------------------	--	---

Measurable Standard:	Verizon	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 and • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials • • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop • NXX codes 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • Retail POTS Res and Bus Dispatched • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • Retail POTS Business Non-Dispatched and Retail Specials • <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Retail POTS • Retail Specials • • Benchmark: <= 2% • Retail Linesharing - Conditioned • Retail Linesharing – Non- Conditioned • No more than .35% of total trouble reports received for LNP •) • DS0 service • DS1 service • DS3 service • (Diagnostic) • (Diagnostic) • Benchmark: 0.1%

Exclusions:	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles reported as provisioning trouble reports (Verizon only). • Troubles with inside wiring. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Access line/circuit count taken from previous month • Results for UNE Subloops (by loop type) and Dark Fiber are tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Include Test okay (TOK) and Found Okay (FOK) reports.
Notes:	<ul style="list-style-type: none"> • Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop</p> <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (ISDN) <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (xDSL) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Subloop • UNE loop –DS3 • UNE loop – OC level • UNE Port – Non Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • UNE Platform <ul style="list-style-type: none"> • Basic port and loop (Res.) • Basic port and loop (Bus.) • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) High Bandwidth line sharing UNE provided to ASI <ul style="list-style-type: none"> • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS1 (outside plant disposition codes and central office wiring disposition codes) • OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Specials(dispatch in) • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service <p>Diagnostic) Benchmark: 30% Benchmark: 30% Benchmark: 30%</p> <ul style="list-style-type: none"> • Retail Residential POTS (non-disp,disp.) • Retail/Business POTS (non disp., disp.) • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp,disp) • ILEC Dedicated Trunks • Benchmark: No more than 1 missed commit per month per CLEC
------------------------------------	--

Measurable Standard:	Verizon:	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform - POTS • UNE – Platform - Specials <ul style="list-style-type: none"> • • Interconnection Trunks • Line Sharing - Conditioned • Line Sharing - Non – Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business) • Retail Specials • Retail POTS Res and Bus Dispatched <ul style="list-style-type: none"> • • DS0 • DS1 and above • Retail ISDN BRI • Retail ISDN BRI • –Retail POTS Business Non dispatched and Retail Specials Non-dispatched <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Retail POTS • Retail Specials • Benchmark: <= 10% • Retail Linesharing - Conditioned • Retail Linesharing – Non-Conditioned • No more than 1 missed commit per month per CLEC <ul style="list-style-type: none">)DS0 DS1 DS3 and above • (Diagnostic) • (Diagnostic)

Exclusions:	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • ILEC employee generated reports • customer caused misses • Troubles reported as provisioning trouble reports (Verizon only). • Troubles associated with inside wire. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules	<ul style="list-style-type: none"> • Results for UNE Subloops and Dark Fiber will be tracked diagnostically • Results include Test okay (TOK) and Found okay (FOK) • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • Includes a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.
:	<ul style="list-style-type: none"> • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 21

Title: Average Time to Restore

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

<p>Measurable Standard:</p>	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (ISDN) <ul style="list-style-type: none"> • UNE Sub-Loop • 2w digital loop (xDSL) <ul style="list-style-type: none"> • UNE Sub-Loop • High Bandwidth line sharing UNE • 4w digital loop (DS1) <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Loop – DS3 • UNE loop – OC level • UNE Port – Non-Specials • UNE Port – Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 and above • • UNE Platform <ul style="list-style-type: none"> • Basic port and loop (Res.) • Basic port and loop (Bus.) • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out 	<p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) <p>High Bandwidth line sharing UNE provided to ASI</p> <ul style="list-style-type: none"> • High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Specials (dispatch in) • • DS1 • DS3 • Retail OC level service • Diagnostic <p>Benchmark: av. 8 hours Benchmark: av. 4 hours Benchmark: av. 4 hours</p> <ul style="list-style-type: none"> • Retail Residential POTS (non-dispdisp) • Retail Business POTS (non disp., disp.) • Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • ILEC Dedicated Trunks • Benchmark: avg. 4 hours
------------------------------------	--	---

Measurable Standard:	Verizon:	Retail
	<ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non-designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform - POTS • UNE – Platform - Specials • Interconnection Trunks (Out Of Service) • Interconnection Trunks (Not Out Of Service) • Line Sharing -Conditioned • Line Sharing - Non Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop 	<ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail Specials • Retail POTS Res and Bus Dispatched • DS0 • DS1 and above • <i>Retail ISDN BRI</i> • <i>Retail ISDN BRI</i> • – Retail POTS Business Non-dispatched and Retail Specials Non-dispatched <ul style="list-style-type: none"> • DS1 and below • DS3 and above • Retail POTS • Retail Specials • Benchmark: avg. 12 hrs. • Benchmark: avg. 24 hrs. • Retail Linesharing Conditioned • Retail Linesharing Non- ConditionedRetail POTS – Total Business & Residence, Non-Dispatched <ul style="list-style-type: none"> • (DS0 • DS1 • DS3 and above • <i>(Diagnostic)</i> • <i>(Diagnostic)</i>

Exclusions:	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • ILEC employee generated reports • Troubles reported as provisioning trouble reports (Verizon only). • • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Trouble tickets associated with inside wire. • • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Results include Test okay (TOK) and Found Okay (FOK) reports. • Results for UNE Subloops and Dark Fiber will tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • Includes in the time interval calculation is any ILEC delay.
Notes:	<ul style="list-style-type: none"> • Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 22

Title: POTS Out of Service Less Than 24 Hours

<i>Area</i>	<i>Requirement Description</i>				
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.				
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 <i>Note: For non-design services only</i>				
Report Period:	Monthly				
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates				
Reported By:	By POTS Residence and Business (Resale and UNE)				
Geographic Level:	Statewide				
Measurable Standard:	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Parity for Resale (POTS) for SBC/California <ul style="list-style-type: none"> • Residential POTS • Business POTS </td> <td style="width: 50%; vertical-align: top;"> Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS </td> </tr> <tr> <td style="vertical-align: top;"> Parity for UNEs (Basic) <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – (Non-specials) • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.) </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch) </td> </tr> </table>	Parity for Resale (POTS) for SBC/California <ul style="list-style-type: none"> • Residential POTS • Business POTS 	Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS 	Parity for UNEs (Basic) <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – (Non-specials) • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.) 	<ul style="list-style-type: none"> • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch)
	Parity for Resale (POTS) for SBC/California <ul style="list-style-type: none"> • Residential POTS • Business POTS 	Retail <ul style="list-style-type: none"> • Residential POTS • Business POTS 			
Parity for UNEs (Basic) <ul style="list-style-type: none"> • 2/4w (8db and 5.5 db) analog loop <ul style="list-style-type: none"> • UNE Sub-Loop • UNE Port – (Non-specials) • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.) 	<ul style="list-style-type: none"> • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch) 				
	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS </td> <td style="width: 50%; vertical-align: top;"> Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS </td> </tr> </table>	Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS 	Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS 		
Verizon: <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS 	Retail <ul style="list-style-type: none"> • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS 				

Exclusions:	<ul style="list-style-type: none"> • No access • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles associated with inside wire • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • • Interval for tickets received Saturday and Sunday begins no later than Monday morning • • Results include Test okay (TOK) and Found okay (FOK) reports. • Results for UNE Subloops will be tracked diagnostically (SBC/California only)
Notes:	<ul style="list-style-type: none"> • ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)

OSS OII Performance Measurements Report Requirements

Maintenance

Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
<i>Method of Calculation:</i>	$(\text{Total customer network trouble reports received within 30 calendar days of a previous customer report} / \text{Total customer network trouble reports}) \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Report By:</i>	By service group type (including LNP) & NXX Code Opening Troubles
<i>Geographic Level</i>	Statewide

<p>Measurable Standard:</p>	<p>SBC/California</p> <p>Parity for Resale is Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <p>Parity for UNE measured for the following UNEs:</p> <ul style="list-style-type: none"> • 2/4w (8bd and 5.5db) analog loop • 2w digital loop (ISDN) • 2w digital loop (xDSL) • High Bandwidth line sharing UNE • 4w digital loop (DS1) • UNE loop – DS3 • UNE loop – OC level • UNE Port – Non-Specials • UNE Port –Specials • UNE Dedicated Transport <ul style="list-style-type: none"> • DS1 • DS3 • OC level • Dark Fiber • Enhanced Extended Links <ul style="list-style-type: none"> • VG • DS1 • DS3 • UNE Platform <ul style="list-style-type: none"> • Basic port and loop(Res.) • Basic port and loop (Bus.) • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks • LNP - Port Out <p>Retail</p> <ul style="list-style-type: none"> • Residential POTS • Business POTS • Specials <ul style="list-style-type: none"> • POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes) • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes) • High Bandwidth line sharing UNE provided to ASI High Bandwidth line sharing UNE provided to ASI • DS1 (outside plant disposition codes and central office wiring disposition codes) • DS3 (outside plant disposition codes and central office wiring disposition codes) • OC level service (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Specials (non-dispatch) • <ul style="list-style-type: none"> • DS1 • DS3 • OC level service • Diagnostic <p>) Benchmark: 25% Benchmark: 25% Benchmark: 25%</p> <ul style="list-style-type: none"> • Retail Residential POTS (non-disp, disp) • Retail Business POTS (disp) • Voice Grade Specials (non-disp,disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp) • ILEC Dedicated Trunks • Benchmark: No more than 2 repeat troubles per month per CLEC
------------------------------------	--

<p>Measurable Standard:</p>	<p>Verizon:</p> <ul style="list-style-type: none"> • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Non designed • UNE loop Designed <ul style="list-style-type: none"> • DS0 • DS1 and above • UNE loop xDSL capable • UNE loop IDSL capable • UNE Port • UNE Transport <ul style="list-style-type: none"> • DS1 and below • DS3 and above • UNE Platform – POTS • UNE Platform - Specials <ul style="list-style-type: none"> • • Interconnection Trunks • Line Sharing – Conditioned • Line Sharing - Non - Conditioned • LNP • EEL <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • Dark Fiber • UNE Subloop 	<p style="text-align: center;">Retail</p> <ul style="list-style-type: none"> • Retail POTS – Residence • Retail POTS – Business • Retail Specials • Retail POTS Res and Bus. Dispatched <ul style="list-style-type: none"> • Retail DS0 • Retail DS1 and above • Retail ISDN BRI • Retail ISDN BRI • – Retail POTS Business Non dispatched and Retail Specials Non-dispatched <ul style="list-style-type: none"> • • DS1 and below • DS3 and above • Retail POTS • Retail Specials • Benchmark: <= 4% Retail Linesharing _ Conditioned • Retail Linesharing _ Non-Conditioned <ul style="list-style-type: none"> • • No more than 2 repeat trouble per month per CLEC •) <ul style="list-style-type: none"> • DS0 • DS1 • DS3 and above • (Diagnostic) • (Diagnostic)
<p>Exclusions:</p>	<ul style="list-style-type: none"> • CPE and IEC/CLEC caused troubles • Troubles associated with inside wiring • Subsequent reports • Message Reports • ILEC employee generated reports • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Trouble report will not be counted as a repeat report if previous report was closed to “No Access.” • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Results for Dark Fiber will be tracked diagnostically.
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 24

Title: Percent Blocking on Common Trunks

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
<i>Method of Calculation:</i>	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
<i>Report Period:</i>	Monthly (Exception Reporting Only)
<i>Report Structure:</i>	
<i>Report By:</i>	By total trunk groups.
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark: 2% of trunk groups blocking at no more than 2%
<i>Exclusions:</i>	
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Verizon reports provided 45 days after close of data month. • ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 25

Title: Percent Blocking on Interconnection Trunks

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.
Method of Calculation:	$(\text{Number of final dedicated interconnection trunk groups exceeding 2\% blockage} / \text{Total number of final dedicated interconnection trunk groups}) \times 100$
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Total trunk groups • ILEC end office to CLEC end office • ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	<p>Verizon:</p> <ul style="list-style-type: none"> • Parity – comparison made to ILEC final trunk groups <p>SBC/California:</p> <p>Benchmark:</p> <ul style="list-style-type: none"> • Standard – no more than 2% of the trunk groups at blocking of 2% or greater
Exclusions:	<ul style="list-style-type: none"> • Blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. • Trunks are provisioned as two-way trunks. Blocking due to CLEC putting trunks in a "make busy" state. (Verizon only) • Blocking due to CLEC putting trunks in a "make busy" state or other network problems under CLEC's control. (SBC/California only) • Instances where CLEC does not take action upon receipt of an ASR within 4 business days (or in the time frame specified in the ICA), when Call Blocking situation is identified by the ILEC. (SBC/California only) • Instances where CLEC does not take action within 10 days or in the time frame specified in the ICA) upon receipt of a ASR when pre-service occupancy of 75% or greater is identified by the ILEC. (SBC/California only)

<i>Business Rules:</i>	<ul style="list-style-type: none">• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.• Verizon reports provided 45 days after close of data month.• .• .• Applies to those trunks where the ILEC has augmentation control.•
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	$((\text{Number of NXXs loaded and tested by LERG effective date}) / (\text{Number of NXXs scheduled to be loaded and tested by LERG effective date})) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for SBC/California and Verizon – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Exclusions:	<ul style="list-style-type: none"> • Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). • Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • Includes both additions and deletions to NXX codes. • For disconnect activity with scheduled completion date on a weekend day or holiday, performance will be considered on time if the work is complete by 5pm the next business day.

Notes:

- NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.
- TRUCALL billing validation testing is not used unless maintenance trouble is reported (SBC/California only)

OSS OII Performance Measurements Report Requirements

Network Performance

Measure 27

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<i>Measure deleted - process is parity by design.</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Report By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Billing**Measure 28****Title:** Usage Timeliness

<i>Area</i>	<i>Requirement Description</i>
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is sent to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<p>SBC/California:</p> <ul style="list-style-type: none"> • Resale • UNE • Jointly provided switched access (associated with meet point billing) <p>Verizon</p> <ul style="list-style-type: none"> • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) • UNE Platform – Local • UNE Platform - Access • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California:</p> <ul style="list-style-type: none"> • Parity for Resale UNE, and Jointly provided switched access: <p>Verizon:</p> <ul style="list-style-type: none"> • Parity for Resale - Local, Resale - Toll and UNE • Parity for UNE Platform – Local is Resale – Local • Parity for UNE Platform – Access is IXC switched access • Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
Exclusions:	<ul style="list-style-type: none"> • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. • Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.

<i>Business Rules:</i>	<ul style="list-style-type: none">• This measure assumes a daily transmission of usage to the CLEC. If a CLEC chooses other than a daily transmission, the measurement still applies based on transmission availability date/time.
<i>Notes:</i>	<ul style="list-style-type: none">• Verizon bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

OSS OII Performance Measurements Report Requirements

Billing

Measure 29

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Billing**Measure 30****Title:** Wholesale Bill Timeliness

<i>Area</i>	<i>Requirement Description</i>
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.
Method of Calculation:	(Count of Invoices Transmitted by ILEC in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	SBC/California and Verizon: Benchmark: Standard – 99% within 10 calendar days
Exclusions:	<ul style="list-style-type: none"> • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Business Rules:	<ul style="list-style-type: none"> • Includes only mechanized bills.
Notes:	<ul style="list-style-type: none"> • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Billing**Measure 31****Title:** Usage Completeness

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California and Verizon: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection</p> <ul style="list-style-type: none"> • Standard - 95%
Exclusions:	<ul style="list-style-type: none"> • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. • Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Summarized charges. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	
Notes:	<ul style="list-style-type: none"> • For SBC/California, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Billing**Measure 32****Title:** Recurring Charge Completeness

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	<p>Pacific Bell: (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p>GTE: (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard – 90% <p>GTE: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection</p> <ul style="list-style-type: none"> • Standard – 90%
Exclusions:	<ul style="list-style-type: none"> • Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none">• The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill.• Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none">• GTE will compare CLEC results to a statistically valid sample of GTE results.• SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

OSS OII Performance Measurements Report Requirements

Billing**Measure 33****Title:** Non-Recurring Charge Completeness

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	<p>Pacific Bell: (Count of non-recurring charges that are on the correct bill* / total count of non-recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p>GTE: (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS</p> <p>Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard - 90% <p>GTE: Parity for Resale and UNE</p> <p>Benchmark for Facilities/Interconnection:</p> <ul style="list-style-type: none"> • Standard – 90%
Exclusions:	<ul style="list-style-type: none"> • Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none">• The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill.• Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
<i>Notes:</i>	<ul style="list-style-type: none">• SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

OSS OII Performance Measurements Report Requirements

Billing**Measure 34****Title:** Bill Accuracy

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • UNE <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • Facilities/Interconnection <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California: Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials</p> <ul style="list-style-type: none"> • Standard - 95% <p>Verizon: Benchmark for Resale and UNE:</p> <ul style="list-style-type: none"> • Standard - 97% <p>Benchmark for Facilities/Interconnection:</p> <ul style="list-style-type: none"> • Standard - 95%

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
<i>Business Rules:</i>	<ul style="list-style-type: none"> •
<i>Notes:</i>	<ul style="list-style-type: none"> • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 35

Title: Timeliness of Billing Completion Notices - SBC/California Only

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in 5 business days.
Method of Calculation:	Interim Method of Calculation: $\frac{\text{Sum (Number of Orders Completed in Billing Systems within 5 Business Days)}}{\text{(Number of Orders Completed)}} \times 100$ As of TBD Date: $\frac{\text{Sum (Number of Billing Completion Notices Sent to CLEC within X Business Days after Work Completion)}}{\text{(Number of Orders Completed)}} \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark: <ul style="list-style-type: none"> • Standard - 96% in 5 business days
Exclusions:	<ul style="list-style-type: none"> • Weekends and ILEC published holidays. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	.
Notes:	<ul style="list-style-type: none"> • Until the billing completion notice process has been developed and implemented phase II of this measure, SBC/California will report the percentage of orders completed in the billing systems within 3 business days.

OSS OII Performance Measurements Report Requirements

Billing

Measure 36

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Database Updates

Measure 37

Title: Database Update Interval - SBC/California Only

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average time to update databases. Reported for: <ul style="list-style-type: none"> • <i>DA/Listings Database</i> • <i>LIDB (service order generated updates only)</i>
Method of Calculation:	<p>Parity Sub-measures (Service Order generated updates) $[(\text{Completion Date \& Time}) - (\text{Update Submission Date \& Time})] / \text{Count of Updates Completed in Reporting Period}$</p> <p>Benchmark Sub-measures (Direct gateway updates) $[(\text{Count of updates completed within 8 days}) / (\text{Total Updates completed with in the Reporting Period})] \times 100$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<p>DA/Listings:</p> <ul style="list-style-type: none"> • Service Order generated updates • Direct gateway input <p>LIDB:</p> <ul style="list-style-type: none"> • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	<p>Parity for service order generated updates</p> <p>Benchmark for direct gateway input updates</p> <ul style="list-style-type: none"> • Standard - 95% in 8 calendar Days
Exclusions:	<ul style="list-style-type: none"> • Non-CLEC generated orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure.

OSS OII Performance Measurements

Report Requirements

Database Updates

Measure 38

Title: Percent Database Accuracy - SBC/California Only

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of database updates completed without error. Reported for: <ul style="list-style-type: none"> • <i>911 Databases</i> • <i>DA/Listings Database</i> • <i>LIDB</i>
Method of Calculation:	$((\text{Count of Updates Completed without error}) / (\text{Count of Updates Completed})) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	DA/Listings: <ul style="list-style-type: none"> • Service Order generated updates E911 Database: <ul style="list-style-type: none"> • Service Order generated updates LIDB Database <ul style="list-style-type: none"> • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	Parity for service order generated updates
Exclusions:	<ul style="list-style-type: none"> • CLEC caused errors
Business Rules:	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure.

OSS OII Performance Measurements Report Requirements

Database Updates

Measure 39

Title: E911/911 MS Database Update

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of E911/911 database updates completed within 48 hours.
Method of Calculation:	(Number of valid records updated within 48 hours / Total number of valid records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Service order generated updates (SBC/California Only) • Direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California</p> <ul style="list-style-type: none"> • Parity for service order generated updates <p>SBC/California and Verizon:</p> <p>Direct gateway input</p> <ul style="list-style-type: none"> • Standard - 48 hours
Exclusions:	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	<ul style="list-style-type: none"> • For service order generated updates, 48 hour interval begins when service order is completed in SORD (SBC/California) • For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
Notes:	

OSS OII Performance Measurements Report Requirements

Collocation

Measure 40

Title: Percent On Time to Respond to a Collocation Request

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of CLEC collocation requests that are responded to on time by the ILEC.
<i>Method of Calculation:</i>	(Number of Requests Completed in X Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
<i>Report By:</i>	<ul style="list-style-type: none"> • All Collocation
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	<p>Benchmark:</p> <ul style="list-style-type: none"> • Standard -95% in 10 calendar days (Non-ICB)(SBC/California) • Standard -95% in 30 calendar days (Non-ICB) (SBC/California) • Standard 95% within time intervals set in its tariffs (Verizon)
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Rejected requests, expired requests and complete disconnects (SBC/California) • Orders cancelled by CLEC • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<p>Business Rules:</p>	<ul style="list-style-type: none"> • Includes requests that are for tariffed services. (SBC/California) • Includes all augment requests. • Includes “Denied” collocation requests. (SBC/California) • Includes CLEC equipment only orders. (SBC/California) • If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within or after the applicable standard, the clock is restarted from the revised application receipt date • Following are the types of changes that trigger the restarting of the 10 day clock: <ul style="list-style-type: none"> • Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility. • HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units. • Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows: <ol style="list-style-type: none"> 1. Asbestos abatement on a room or floor of a building 2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system 3. Construction required to accommodate restroom access or modifications per code. 4. Construction or modification of building to facilitate proper emergency egress from the space per code. 5. Electrical wiring of space per code requirements. • For cageless collocation, if more than 10 collocation requests are submitted per region by one CLEC within 10 calendar days, the response interval for each additional 10 requests (by region) will extend by 10 calendar days. (SBC/California only)
<p>Notes:</p>	<ul style="list-style-type: none"> • Interval to begin upon receipt of valid request per published ILEC collocation guidelines. • Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say “JPSA Affecting Tariff Change.”

OSS OII Performance Measurements Report Requirements

Collocation

Measure 41

Title: Time to Provide a Collocation Arrangement

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	$(\# \text{ of Collocation Arrangements Completed in "X" Interval}) / (\text{Total Number of Collocation Arrangements Completed During the Reporting Period}) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • All Collocation <ul style="list-style-type: none"> • New (All) • Augment (All)
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for SBC/California:</p> <ul style="list-style-type: none"> • New - 95% compliance within time intervals set in its tariffs • Augmentation - 95% within time intervals set in its tariffs. <p>Benchmark for Verizon:</p> <ul style="list-style-type: none"> • New - 90% compliance within time intervals set in its tariffs • Augmentation - 95% within time intervals set in its tariffs
Exclusions:	<ul style="list-style-type: none"> • Orders cancelled by CLEC. • CLEC requested due dates greater than the standard interval. • Collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders. (SBC/California) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<p><i>Business Rules:</i></p>	<ul style="list-style-type: none"> • Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. • Includes partial decommissions for SBC/California activities only. (SBC/California) • The request is complete when the ILEC sends a notice, in a form agreed upon by both parties, along with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy. • For cageless collocation, if more than 10 collocation arrangements are requested per region by one CLEC within 10 calendar days, the construction interval for each additional 10 requests (by region) will extend by 10 calendar days.(SBC/California only) • A change in a collocation request shall not trigger a restarting of the clock on the collocation interval. If, however, a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation under Measure 41. (SBC/California only). • When an extended interval has been mutually negotiated via the Shortfall Process, the extended interval will be tracked. If the extended interval is met, the order commitment will be counted as met. If the extended interval is missed, the order commitment will be counted as missed.
<p><i>Notes:</i></p>	<ul style="list-style-type: none"> • Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say “JPSA Affecting Tariff Change.”

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 42

Title: Percentage of Time Interface is Available

Area	Requirement Description
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	$[(\text{Number of Scheduled Interface Available Hours}) - (\text{Number of Unscheduled Interface Unavailable Hours})] / \text{Scheduled System Available Hours} \times 100$
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies), ILEC Affiliate
Reported By:	<ul style="list-style-type: none"> By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance) By query type for Pre-Order interfaces (SBC/California only)
Geographic Level:	Statewide
Measurable Standard:	<p>SBC/California Parity for interfaces used by both ILEC and CLEC</p> <p>Benchmark: Pre-order Interfaces/by query type:</p> <ul style="list-style-type: none"> Standard – 99.0% All other interfaces (except those measured at parity) <ul style="list-style-type: none"> Standard – 99.50% <p>Verizon: Benchmark for (all interfaces):</p> <ul style="list-style-type: none"> Standard –99.50%
Exclusions:	
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. For pre-order interfaces, SBC/California will report by query type as follows: <ul style="list-style-type: none"> On an individual basis for CSI, Address Validation and TN function queries. On a combined basis for Loop Qual, Due Date, Dispatch, CFA, PIC/LPIC, CLLI and NC/NCI queries.
Notes:	<ul style="list-style-type: none"> Verizon captures data on a nationwide basis and reports national results at a state level. ILECs will agree to document any calculation of partial availability.

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 43

Title: MEASURE DELETED

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	<i>Measure deleted - process is parity by design.</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

OSS OII Performance Measurements Report Requirements

Interfaces

Measure 44

Title: Center Responsiveness

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center)
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by ILEC (if analog applies)
Report By:	<ul style="list-style-type: none"> • ILEC Ordering Center • ILEC Repair Center • ILEC Provisioning Center (SBC/California) • ILEC OSS Service Center (SBC/California)
Geographic Level:	Statewide
Measurable Standard:	<p>Repair Centers Parity - SBC/California</p> <ul style="list-style-type: none"> • Benchmark – Verizon Standard – average 20 seconds <p>Benchmark for SBC/California and Verizon(Ordering Centers) Standard – average 15 seconds (SBC/California) Standard – average 17 seconds (Verizon)</p> <p>Benchmark for SBC/California Provisioning Center Standard - average of 90 seconds</p> <p>Benchmark for SBC/California OSS Service Center (MCPSC) Standard – TBD (see notes)</p>
Exclusions:	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	

Notes:	<ul style="list-style-type: none">• Measured by individual queue, if applicable, in each ILEC center.• Verizon captures data on a nationwide basis and reports national results at a state level.• Verizon reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services• Benchmark standard for SBC/California's OSS Service Center (MCPSC) will be established once measure is implemented and three months of data are available for analysis.
---------------	--

OSS OII Performance Measurements Report Requirements

Measure 45

Title: *Percent of Timely and Compliant Change Management Notices (Verizon Only)*

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>This metric measures the percent of Change Management Notices and associated documentation sent before implementation according to prescribed timeliness standards within prescribed timeframes. Notices include notifications and confirmations.</p> <p>Documentation is not considered available until all material changes are made.</p>
Method of Calculation:	<p>(Number of compliant change management notices sent within the appropriate interval in the reporting period ÷ total number of change management notices sent during the reporting period) x 100</p>
Report Period:	Monthly
Report Structure:	
Reported By:	CLECs in the aggregate
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark: 90% compliant notices sent on time.</p> <p style="text-align: center;">Timeliness Standards:</p> <p>Change type Change Notification: Interval between notification and implementation Change Confirmation: Final Documentation Availability before implementation⁶</p> <p>Type 5 – CLEC originated ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications >= 45 calendar days</p> <p>Type 4 – Verizon originated ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications >= 45 calendar days</p> <p>Type 3 – Industry Standard ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications >= 45 calendar days</p>

<i>Exclusions:</i>	<ul style="list-style-type: none"> • Regulatory mandates as described in the CMP documentation • Emergency fixes • CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by ILEC identified by the CLEC) • ILEC-initiated enhancements/changes to requirements for which it requests that this Performance Measurement does not apply and CLECs agree • Enhancements/changes that do not eliminate existing functionality or require material CLEC software or process changes. <ul style="list-style-type: none"> • Changes to Error Messages and changes to codes used within interface fields
<i>Business Rules:</i>	The Timelines standards for the sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. Verizon will comply with applicable Change Management Processes and Procedures.
<i>Notes:</i>	Results reported are for Verizon West (fGTE).

OSS OII Performance Measurements Report Requirements

Measure 45

***Title: Percent of Timely and Compliant Change Management Notices
(SBC/California only)***

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), as made effective July 14, 2000) for EDI/LSR ordering, and EDI, CORBA, DataGate, Pre-ordering interfaces This measure also includes WEB LEX, Enhanced Verigate, Trouble Administration, EBTA-GUI, EASE and SORD as applicable. Timely and complete documentation provided to the CLECs for requirements associated with releases will be part of this measurement.
<i>Method of Calculation:</i>	Percent of compliant change management notices providing the appropriate interval = [(Number of compliant change management notices providing the appropriate interval within the twelve month tracking period) ÷ (Total number of change management notices sent during the twelve month tracking period)] x 100
<i>Report Period:</i>	Every twelve months
<i>Report Structure:</i>	CLECs in the aggregate
<i>Report By:</i>	
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Benchmark: 90% compliant notices sent on time Reporting will begin for this measure in the first full month after the Commission approves this measure. Tracking will be for a twelve-month period. Any incentives that may be payable will be due on the 20 th of the month following the twelve-month tracking period.
<i>Exclusions:</i>	<ul style="list-style-type: none"> • Regulatory mandates as described in the CMP documentation • Emergency fixes • Changes /error corrections made after the Final Requirements are issued but prior to the 45-day interval preceding release implementation • CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by SBC/California identified by the CLEC) • SBC/California-initiated enhancements/changes to Requirements for which it requests that this Performance Measurement does not apply and CLECs agree <ul style="list-style-type: none"> • Clarification-only Final Requirement letters (clarifications may include, but are not limited to, changing data characteristics, fields, business rules, mapping, or other changes affecting CLEC coding).

<p>Business Rules:</p>	<p>Performance standards are set forth in the SBC CLEC Interface Change Management Procedure documentation, providing specific intervals/timeframes for issuance of change management interface release notices, for making available the associated Initial and Final Requirements and release associated documentation, and for allowing defined CLEC comment time periods and prescribed testing intervals. This measure is designed to measure the percent of compliant change management notices, Initial Requirements, and Final Requirements sent to the CLEC within the intervals/timeframes prescribed by the Change Management Procedure documentation for all OSS interfaces in SBC/CALIFORNIA (the Category 1 interfaces of EDI for ordering, DataGate, EDI and CORBA for pre-ordering; and the Category 2 interfaces of WEBLEX, Enhanced Verigate, EASE, Trouble Administration and EBTA.</p> <p>Documentation that is not complete or not compliant with the Change Management Procedure (CMP) documentation is not considered compliant for purposes of this measure (e.g. calls for abbreviated CLEC comment time periods, fails to identify and provide the appropriate testing intervals, etc). Any changes made without notice will be considered sent late. (Note: revisions to LSOR pages are not provided and are not required per CMP and will not be a part of this measurement)</p> <p>SBC/California will be measured on the Initial Requirements based on whether CLECs were provided with the appropriate interval per the CMP. For purposes of the Final Requirements, SBC/California will be measured on whether the notice provided the appropriate interval relative to the implementation date. Exception Requests sent to CLECs that provide corrections to Final Requirements initiated by SBC/California that require coding changes by the CLECs will be considered late if issued during the 45-day interval prior to release implementation Changes that result from a CLEC walk-through (held per the CMP) that occurs during the 45-day release interval but is the result of changes documented prior to the 45-day interval will not be counted as late per this measure. Requirements changes that do not necessitate CLEC coding corrections will not be counted in this measurement.</p> <p>SBC/California may invoke the exception process to add either a CLEC requested enhancement or a SBC/California initiated enhancement to the release. However, if SBC/California requests of CLECs in the Exception Request Accessible Letter, that this exception not be counted as late in this performance measurement, and if CLECs unanimously agree to the enhancement, then it will not be counted as late.</p> <p>When the Exception process is invoked, the timelines/intervals set through that Exception agreement between SBC/California and the CLECs as outlined in the CMP documentation would be included in this measurement.</p> <p>In the event final documentation is submitted in one year and a change to that documentation considered late falls into another year, the miss will count in the current reporting period only and will not be retroactive.</p>
<p>Notes:</p>	<p>Incentives will apply to this measure.</p>

REPORTING PROCESS

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based, i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days of website publication of the monthly results or within thirty days of the CLEC's request, whichever is later.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data. ILEC Affiliate data will be reported, at a minimum, separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by SBC/California and Verizon with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior months' raw data within one business day. Raw data requests for previous months will be provided in a negotiated interval. Verizon will provide the requested data within 30 days.

AUDITING

Initial Audit:

(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:

A comprehensive Annual Audit will be conducted of the ILECs' reporting procedures and reportable data. The Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results, except as noted below A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

1. Jointly defining the Request for Proposal;
2. Jointly selecting a third party auditor;
3. Determining the scope and timing of the Annual Audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the Request for Proposal.

The Committee will convene every six months to discuss the Annual Audit. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

No Annual Audit shall commence within 12 months of the commencement of the previous Annual Audit. Notwithstanding any other provisions herein, the scope of the Annual Audit shall not exceed the previous 12 months. In addition, at least one comprehensive Annual Audit will be conducted every three years.

The costs of the Annual Audit will be divided 50% to the ILEC and 50% to the CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ('trunks'), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, the ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

In the case of Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of Verizon's national systems, processes and

procedures shall be determined on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all Verizon states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by Verizon and the CLECs as set forth in the paragraph above.

Mini – Audits:

In addition to an annual audit, SBC/California, Verizon and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year will be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion).

Mini-Audits may be requested for months including and subsequent to the month in which an Annual Audit was initiated.

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section II.c) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be “materially” misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is “materially” at fault will be based on the parameters of failure to perform: “materially” at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is “materially” at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning

- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around January 17, 2004 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90 day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

- **New Service Installations**
- **Service Migrations without Changes**
- **Service Migrations with Changes**
- **Move and Change activities**
- **Feature Changes**
- **Service Disconnects**

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Cageless Collocation	Shall have meaning set forth in FCC 1 st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

TERM	DEFINITION
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
High Bandwidth Line Sharing UNE	The frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit switched voiceband transmissions.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CALIFORNIA OSS OII

PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

CALIFORNIA OSS OII

PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT CODES – SBC/CALIFORNIA MAC – COMPANY REASONS

CB	Marketing Error. LSC/ Business Office gave wrong due date or ordered incorrect product/service
CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH, PBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - Senate Bill 101 (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Pacific Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	Missed Appointment Window - Senate Bill 101 (Work Load)

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
CA	Lack of Assignment
CS	Switching Error

MISSED APPOINTMENT CODES – SBC/CALIFORNIA MAC – CUSTOMER REASONS

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre- Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- Senate Bill 101 (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY MISSED APPOINTMENT CODES -VERIZON

Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above.

DISPOSITION CODES

	SBC/CALIFORNIA		VERIZON
01	TERMINAL EQUIPMENT	01	LOCAL NUMBER PORTABILITY
02	COMMUNICATIONS EQUIPMENT	04	NETWORK FACILITIES
02	OTHER STATION EQUIPMENT	05	COIN/COINLESS
02	TERMINAL EQUIPMENT	05	E911
03	NETWORK TERMINATING FACILITIES	06	OUTSIDE PLANT
04	OUTSIDE PLANT	07	INTEROFFICE FACILITIES
05	CENTRAL OFFICE	09	SERVICE ORDER
06	CUSTOMER MISUSE	10	RECORDS
07	TEST OK	11	CARRIER (FIELD) OR CONCENCRATOR
08	FOUND OK - IN	12	CENTRAL OFFICE
09	FOUND OK - OUT	13	TEST OKAY
10	REFERRED OUT	15	CAME CLEAR
12	NON-TELCO PROVIDED	16	CUSTOMER
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	17	EXCLUDE
	SBC/CALIFORNIA CAUSE CODES	18	REFERRED OUT
		19	CPE
1	TELCO EMPLOYEE		
2	NON-EMPLOYEE		
3	PLANT OR EQUIPMENT		
4	WEATHER		
5	OTHER		
6	UNKNOWN		

IMPLEMENTATION SCHEDULES (to be provided March 3, 2003)_

(END OF APPENDIX A)

CALIFORNIA 2002 PERFORMANCE MEASUREMENT PLAN (JPSA) ISSUES
January 31, 2003 (February 21, 2003 update)

ISSUE #	PM	ISSUE	PARTY RECOMMENDING CHANGE	STATUS
1	1	Measurable Standard: Change standard for mechanized Loop Qual queries from "Parity" to "Benchmark"- 95% w/in 45 seconds (Actual) and 95% w/in 15 seconds (Design)	SBC/California	CLOSED
1A	1	Description: Include "facility availability" information in response to pre-ordering query for VZ	CLECs	OPEN
2	1	Method of Calculation, Measurable Standard: Change standards (to percentages) for all fully electronic preorder queries (except mech. loop qual) to percentage benchmarks	SBC/California	CLOSED
3	1	Measurable Standard: Change standard for Manual CSIs from 98% in 24 hours to 95% in 8 business hours	Verizon	CLOSED
4	1	Measurable Standard: Establish benchmark standard for mech. Loop Qual (actual loop make-up) of 95% w/in 60 seconds (effective February 2003)	Verizon	CLOSED
5	1	Measurable Standard: Establish standard for mechanized CSIs	CLECs	CLOSED
6	1	Exclusion: Exclude timeouts (Verizon only)	Verizon	CLOSED
7	1	Business Rules: Remove reference to "manual CSRs measured in clock hours	Verizon	CLOSED
8	2	Measurable Standard: Consolidate reportable disaggregations to "Resale POTS/UNE non designed," "Resale Specials/UNE Designed" and "Interconnection trunks/UNE Transport	Verizon	CLOSED
9	2	Measurable Standard: Establish new standards for all FOCs	Verizon	CLOSED
9A	2	Measurable Standard: Change reporting for EELs to non diagnostic for VZ	CLECs	CLOSED
10	2	Measurable Standard: Establish standards for Interconnection trunk projects	SBC/California	CLOSED
11	2	Exclusions: Exclude time to check for available facilities for Centrex and PBX requests	SBC/California	CLOSED

12	2	Exclusions: Projects excluded (Verizon only) – defined as “CLEC negotiated” for Resale/UNE and over 192 trunks for Interconnection Trunks	Verizon	CLOSED
13	2	Business Rules: Include new business rule that Special Access to UNE conversions will be tracked diagnostically	SBC/California	CLOSED
14	2	Business Rules: Include new business rule, “For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally returned, minus the time LSR is being reviewed by CLEC (SBC/California only)”	SBC/California	CLOSED
15	2	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
16	3	Measurable Standard: Consolidate reportable disaggregations to “Resale POTS/UNE non designed,” “Resale Specials/UNE Designed” and “Interconnection trunks/UNE Transport	Verizon	CLOSED
17	3	Measurable Standard: Establish new standards for all Rejects	Verizon	CLOSED
17A	3	Measurable Standard: Change reporting for EELs to non diagnostic for VZ	CLECs	CLOSED
18	3	Measurable Standard: Establish standards for Interconnection trunk projects	SBC/California	CLOSED
19	3	Exclusions: Exclude time to check for available facilities for Centrex and PBX requests	SBC/California	CLOSED
20	3	Exclusions: Projects excluded (Verizon only) – defined as “CLEC negotiated” for Resale/UNE and over 192 trunks for Interconnection Trunks	Verizon	CLOSED
21	3	Business Rules: Include new business rule that Special Access to UNE conversions will be tracked diagnostically	SBC/California	CLOSED
22	3	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
23	New Measure	New measure – “Percent 997 Acknowledgements Returned on Time for LSR Requests	CLECs	CLOSED
24	4	Description, Method of Calculation, Reported By and Business Rules sections: Change description of measure for first measurement disaggregation to only those orders fully capable of flowing through	SBC/California, Verizon	CLOSED

25	4	Reported By: Change reporting to “Service Group Type” only	SBC/California	CLOSED
27	4	Measurable Standard: Establish Measurable Standard for “fully capable” flow through of 95%	CLECs	CLOSED
28	4	Exclusions: Excludes orders that do not flow through due to CLEC caused errors or a pending order status	Verizon	CLOSED
29	4	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
30	4	Notes: Add note, "System upgrade currently targeted for May 2003 to identify CLEC caused errors." (In reference to excluding CLEC caused errors.)	Verizon	CLOSED
31	New Measure	New measure: Add new measure, “Percent Mechanized Line Loss Notifications Returned Within One Day of Work Completion”	CLECs	CLOSED
32	New Measure	New measure: Add new measure, “Percent Mechanized Line Loss Notifications Returned”	CLECs	CLOSED
33	5	Measurable Standard: Change the measurable standard for xDSL loops to a benchmark of 5%. (SBC/California only)	SBC/California	CLOSED
34	5	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
35	5	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
36	5	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
37	5	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
37A	5	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
38	6	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
39	6	Measurable Standard: Adopt same benchmarks as SBC/California	Verizon	CLOSED

40	6	Measurable Standard: Disaggregate EELs by VG, DS1, DS3 and OC level (new and conversions) (Verizon only)	CLECs	CLOSED
41	6	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
41A	6	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
42	7	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
43	7	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
44	7	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
45	7	Measurable Standard: Remove “LNP” as a level of disaggregation	Verizon	CLOSED
46	7	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
47	7	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
48	8	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
49	8	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
50	8	Measurable Standard: Add a level of disaggregation for line shared loops (non-conditioned, non-disp)	Verizon	CLOSED
51	8	Measurable Standard: Define parity standards for EELs (SBC/California only)	CLECs	CLOSED
51A	8	Measurable Standard: Add reporting for conditioned and non-conditioned xDSL loops. Benchmark standards of 95% w/in 11 days for conditioned loops and 95% w/in 5 days for non-conditioned loops would apply. (Verizon only)	CLECs	OPEN
52	8	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED

APPENDIX B

53	New Measure	New measure – “Percent Completed within the Customer Requested Due Date”	CLECs	CLOSED-SBC/California OPEN-Verizon
54	9	Reported by and Measurable Standard: Consolidate levels of disaggregations – Residence and Business Conversions to one level of disaggregation	SBC/California	CLOSED
55	9	Reported by and Measurable Standard: Add level of disaggregation for DSL capable loops	CLECs	CLOSED
56	9	Reported by and Measurable Standard: Consolidate levels of disaggregations(CC/CHC)	Verizon	CLOSED
57	9	Measurable Standard: Establish benchmark of 98% for LNP conversions	SBC/California	CLOSED
58	9	Measurable Standard: Change benchmark standard for CC/CHC from 90% to 95%. (Verizon only)	CLECs	CLOSED
59	9	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
60	9A	Title: Change title as follows: Frame Due Time (<i>up to 19 lines</i>) and Coordinated Conversions (<i>up to 12 lines</i>) as a percentage On Time	CLECs	CLOSED
61	9A	Description: Add Coordinated Conversion up to 12 lines in description	CLECs	CLOSED
62	9A	Method of Calculation: Add a new method of calculation for Coordinated Conversion up to 12 lines	CLECs	CLOSED
63	9A	Measurable Standard: Change benchmark to 98%	CLECs	CLOSED
64	9A	Measurable Standard: Add DSL as a level of disaggregation for SBC/California	CLECs	CLOSED
65	9A	Business Rules: Add new business rule, “ If FDT cutover commences within 15 minutes of start time, it is counted as started on time.”	SBC/California	CLOSED
66	9A	Notes: Add note, “The ‘stop time’ for the TBCC/CHC conversion interval is when SBC/California (LOC) notifies CLEC that the conversion has been completed	CLECs	CLOSED
67	9A	Notes: Add note defining parameters of TBCC cutovers (up to 12 lines and 99 TNs – LNP)	CLECs	CLOSED
68	9A	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED

69	10	Notes: Add new note, "ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data."	CLECs	CLOSED
70	11	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
71	11	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
72	11	Measurable Standard: Consolidate disaggregations for "Conditioned" and "Non-conditioned" Line shared loops	SBC/California	CLOSED
73	11	Measurable Standard: Separate reporting for UNE P between "fieldwork" and "no fieldwork."	CLECs	CLOSED
74	11	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
75	11	Measurable Standard: Remove "LNP" as a level of disaggregation	Verizon	CLOSED
76	11	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
77	11	Measurable Standard: Create disaggregations for "Conditioned" and "Non-conditioned" for xDSL loops	CLECs	CLOSED
78	11	Notes: Add new note, "ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data."	CLECs	CLOSED
79	12	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
80	12	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
81	12	Measurable Standard: Consolidate disaggregations for "Conditioned" and "Non-conditioned" Line shared loops	SBC/California	CLOSED
82	12	Measurable Standard: Separate reporting for UNE P between "fieldwork" and "no fieldwork."	CLECs	CLOSED
83	12	Measurable Standard: Consolidate levels of reporting for UNE Platform (Verizon only)	Verizon	CLOSED
84	12	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED

85	12	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
86	12	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
87	13	Reported by, Business Rules: Change to the overall average of days delayed	SBC/California	CLOSED
88	13	Reported by, Business Rules: Change disaggregated reporting (1-30 days, 31-90 days and >90 days) to diagnostic only	SBC/California	CLOSED
89	13	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	SBC/California	CLOSED
90	13	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
91	13	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
92	13	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
93	14	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	SBC/California	CLOSED
94	14	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
95	14	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
96	14	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
97	15	Description: Change Description to read, “ Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur <i>as a result</i> of the provisioning process.	SBC/California	CLOSED
98	15	Method of Calculation: Add the word “ <i>provisioning</i> ” before troubles in the numerator of both methods of calculation	SBC/California	CLOSED

99	15	Reported by, Measurable Standard: Add xDSL UNE loops as a level of disaggregation	CLECs	CLOSED
100	15	Measurable Standard: Add benchmark for xDSL UNE loop (proposed new disaggregation) of 2%	CLECs	CLOSED
101	15	Measurable Standard: Add UNE P as a level of disaggregation for Verizon	CLECs	CLOSED
102	15	Measurable Standard: Add Linesharing as a level of disaggregation for Verizon	CLECs	CLOSED
103	15	Measurable Standard: Establish benchmarks for all levels of disaggregation	Verizon	CLOSED
104	15	Exclusions: Add exclusion for inside wire	SBC/California	CLOSED
105	15	Exclusions: Add exclusion, “ Trouble reports associated with service orders with requested due dates beyond the offered due date.”	Verizon	CLOSED
106	15	Business Rule: Add new business rule, “ Includes only those trouble reports submitted as a results of the provisioning process.”	SBC/California	CLOSED
107	15	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
108	15A	Description: Change Description to read, “ Measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.	SBC/California	CLOSED
109	15A	Reported by, Measurable Standard: Add xDSL UNE loops as a level of disaggregation	CLECs	CLOSED
110	15A	Measurable Standard: Add benchmark for xDSL UNE loop (proposed new disaggregation) of 1 hour	CLECs	CLOSED
111	15A	Measurable Standard: Add UNE P as a level of disaggregation for Verizon	CLECs	CLOSED
112	15A	Measurable Standard: Add Linesharing as a level of disaggregation for Verizon	CLECs	CLOSED
113	15A	Exclusions: Add exclusion for inside wire	SBC/California	CLOSED
114	15A	Exclusions: Add exclusion, “ Trouble reports associated with service orders with requested due dates beyond the offered due date.”	Verizon	CLOSED

115	15A	Exclusions: Add exclusion for “No access.”	SBC/California	OPEN
116	15A	Exclusions: Add exclusion for trouble reports where CLEC refused ILEC offered appointment	SBC/California	OPEN
117	15A	Business Rule: Add new business rule, “ Includes only those trouble reports submitted as a result of the provisioning process.”	SBC/California	CLOSED
118	15A	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
119	16	Method of Calculation: Change method of calculation to associate troubles with orders that generated them	SBC/California	CLOSED
120	16	Geographic Level: Change geographic reporting from region to statewide for SBC/California	SBC/California	CLOSED
121	16	Geographic Level: Add reporting at statewide level	CLECs	CLOSED
122	16	Measurable Standard: Separate reporting for Special UNE P between “fieldwork” and “no fieldwork.”	CLECs	CLOSED
123	16	Measurable Standard: Change standard from parity for Interconnection trunks to benchmark of 3%	SBC/California	CLOSED
124	16	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
125	16	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
125A	16	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
126	16	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
127	17	Method of Calculation: Change method of calculation to associate troubles with orders that generated them	SBC/California	CLOSED
128	17	Measurable Standard: Separate reporting for Special UNE P between “fieldwork” and “no fieldwork.”	CLECs	CLOSED

128A	17	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
129	17	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
130	18	Measurable Standard: Eliminate reporting on % of Fully electronic fallout	SBC/California	CLOSED
131	18	Business Rules: Revise business rule on SAR Version 4 CN to Industry Standard CN	Verizon	CLOSED
132	19	Report by: Eliminate reporting for NXX codes	SBC/California	CLOSED
133	19	Measurable Standard: Separate reporting for basic UNE P between “ disp” and “no disp.”	CLECs	CLOSED
134	19	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
135	19	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
136	19	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
137	19	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
138	19	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	CLOSED
139	19	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
140	20	Measurable Standard: Separate reporting for basic UNE P between “ disp” and “no disp.”	CLECs	CLOSED
141	20	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
142	20	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
143	20	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
144	20	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
145	20	Exclusions: Add an exclusion of customer caused misses and no access	SBC/California	OPEN

146	20	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	CLOSED
147	20	Notes: Add new note, "ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data."	CLECs	CLOSED
148	21	Measurable Standard: Separate reporting for basic UNE P between "disp" and "no disp."	CLECs	CLOSED
149	21	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
150	21	Measurable Standard: Consolidate disaggregations for "Conditioned" and "Non-conditioned" Line shared loops	Verizon	CLOSED
150A	21	Measurable Standard: Add disaggregations for VoDSL (res-disp, no disp., bus-disp, no disp.) and associated benchmark standards (SBC/California only)	CLECs	OPEN
151	21	Exclusions: Add exclusion, "Trouble with inside wire"	SBC/California	CLOSED
152	21	Exclusions: Add exclusion, "Cancelled tickets"	SBC/California	CLOSED
153	21	Exclusions: Add an exclusion of customer caused misses and no access	SBC/California	OPEN
154	21	Exclusions: Add an exclusion for instances where customer refuses ILEC offered appointment	SBC/California	OPEN
155	21	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	CLOSED
156	21	Business Rules: update, " Includes as a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time."	CLECs	CLOSED
157	21	Notes: Add new note, "ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data."	CLECs	CLOSED
157A	22	Measurable Standard: Change retail analog for basic UNE P to "Retail POTS."	SBC/California	CLOSED
158	22	Exclusions: Add exclusion, "Trouble with inside wire"	SBC/California	CLOSED
159	22	Exclusions: Add exclusion, "Cancelled tickets"	SBC/California	CLOSED
160	22	Exclusions: Add an exclusion of customer caused misses	SBC/California	OPEN

160A	22	Exclusions: Remove exclusion for no access	CLECs	OPEN
161	22	Exclusions: Add an exclusion for instances where customer refuses ILEC offered appointment	SBC/California	OPEN
162	22	Business Rules: Add business rule, “ Includes as a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.”	CLECs	CLOSED
163	22	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
164	23	Measurable Standard: Separate reporting for basic UNE P between “disp” and “no disp.”	CLECs	CLOSED
165	23	Measurable Standard: Define parity standards for EELs	CLECs	CLOSED
166	23	Measurable Standard: Consolidate disaggregations for “Conditioned” and “Non-conditioned” Line shared loops	Verizon	CLOSED
167	23	Exclusions: Add exclusion, “Trouble with inside wire”	SBC/California	CLOSED
168	23	Exclusions: Add exclusion, “Cancelled tickets”	SBC/California	CLOSED
169	23	Exclusions: Add an exclusion of non-standard DSL loops	SBC/California	CLOSED
170	23	Business Rules: Add new business rule, “Trouble report will not be counted as a repeat report if previous report was closed to No Access.”	SBC/California	CLOSED
171	23	Notes: Add new note, “ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data.”	CLECs	CLOSED
172	25	Measurable Standard: Change standard from parity to a benchmark of no more than 2% blocking on 2% of the trunk groups (SBC/California only)	SBC/California	CLOSED
173	25	Exclusions: Add exclusion for blocking caused by CLEC network problems.	SBC/California	CLOSED
174	25	Exclusions: Add exclusion for when CLEC does not respond to ASR from ILEC within 3 business days and call blocking is occurring on the trunk group	SBC/California	CLOSED

175	25	Exclusions: Add exclusion for when CLEC does not respond to ASR from ILEC within 10 business days and pre-service occupancy on the trunk groups is 75% or greater	SBC/California	CLOSED
176	25	Notes: Add new note, "ILEC will report the number of exclusions for each reporting category of this measure and include exclusions in raw data."	CLECs	CLOSED
177	26	Business Rules: Add business rule to define that disconnect activity scheduled on the weekend or a holiday will be considered on time if completed by the end of the next business day.	SBC/California/ Verizon	CLOSED
178	28	Description: Modify description from "successfully" transmitted" to "available for transmission."	SBC/California	CLOSED
179	28	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
180	28	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
181	29	Delete measure	SBC/California, Verizon	CLOSED
182	30	Measurable Standard: Change standard for Verizon to 98% in 10 business days	Verizon	OPEN
183	30	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
184	30	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
185	31	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
186	31	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
187	32	Delete measure	Verizon	OPEN
188	32	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
189	32	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED

190	32	Exclusions: Add exclusion for recurring charges not generated by a CLEC order or not billing system mechanized recovery	SBC/California	CLOSED
191	33	Delete measure	Verizon	OPEN
192	33	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
193	33	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
194	33	Exclusions: Add exclusion for non-recurring charges not generated by a CLEC order or not billing system mechanized recovery	SBC/California	CLOSED
195	34	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
196	34	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
197	35	Measurable Standard: Change standard from 95% within 3 days to 95% within 6 days	SBC/California	CLOSED
198	35	Exclusions: Add exclusion for data associated with OS/DA billing from UNE submeasures	SBC/California	CLOSED
199	35	Exclusions: Add exclusion for data associated with exiting CLECs	SBC/California	CLOSED
200	40	Measurable Standard: Change standard to 95% within 10 days	SBC/California	CLOSED
201	40	Measurable Standard: Change standard to 95% within 15 days	Verizon	CLOSED
201A	40	Exclusions: Add exclusions for rejected requests, expired requests and disconnects	SBC/California	CLOSED
201B	40	Business Rules: Add business rule that the measure to include requests for tariffed services	SBC/California	CLOSED
201C	40	Business Rules: Add business rule that the measure to include requests that are denied.	SBC/California	CLOSED

201D	40	Notes: Eliminate note, “If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. SBC/California/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.”	Verizon	CLOSED
201E	40	Notes: Add note, “Verizon’s interval may be superceded by the appropriate interval specified in an approved intrastate tariff.”	Verizon	CLOSED
202	41	Measurable Standard: Change standard to 95% within tariffed interval	SBC/California	CLOSED
203	41	Measurable Standard: Change standard to 95% within 80 days for collocation augments	Verizon	CLOSED
203A	41	Exclusions: Add exclusions for collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders	SBC/ California	CLOSED
203B	41	Business Rules: Remove business rule, “Applies to all requests for physical collocation space.	SBC/ California	CLOSED
203C	41	Business Rules: Add business rule, “Interval ends when collocation arrangement is ready for turnover to CLEC.”	SBC/ California	CLOSED
203D	41	Business Rules: Add business rule, “The request is complete when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy and the CLEC receives CFA/APOT information.”	CLECs	CLOSED
203E	41	Business Rules: Add business rule for Shortfall Process	SBC/ California	CLOSED
203F	41	Notes: Eliminate note, “If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. SBC/California/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.”	Verizon	CLOSED
203G	41	Notes: Add note, Verizon’s interval may be superceded by the appropriate interval specified in an approved intrastate tariff.	Verizon	CLOSED
204	New Measure	Add new measure: Accuracy of CFA/APOT Information for Collocation	CLECs	CLOSED

APPENDIX B

205	42	Reported By: Add reporting for individual query type	CLECs	CLOSED
206	42	Measurable Standard: Change standard to 99.50% within tariffed interval	CLECs	CLOSED
207	44	Measurable Standard: Add level of disaggregation for MCPSC (SBC/California)	CLECs	CLOSED
207A	44	Measurable Standard: Change standard for Repair Center to average of 20 seconds	Verizon	CLOSED
208	New Measure	Add new measure: Accuracy of Actual Loop Make up Information provided for DSL Orders	CLECs	OPEN
209	New Measure	Add new measure: Loop Acceptance Testing (LAT) Completed – UPDATE - 1/15/03 – proposal accepted by SBC/California, with the following modifications: an exclusion will be added for CLEC/end user caused misses; reporting will be combined to one data point, “DSL Loop”; and measure will be reported diagnostically for three months after which the benchmark standard will be developed based on historical data.	CLECs	CLOSED
210	New Measure	Add new measure: Timely Resolution of Significant Software Failures Related to Releases	CLECs	CLOSED-SBC/CALIFORNIA CLOSED-VERIZON
211	New Measure	Add new measure: Percent of Timely and Compliant Change Mgmt. Notice	CLECs	CLOSED-SBC/CALIFORNIA CLOSED-VERIZON

212	Measure Standards	<p>Establish the new retail analog comparisons as follows: Measures 5, 7, 11, 12, 13, 14, 15A (UNE loop x/i DSL only), 16, 17 (UNE Port Only), 19, 20, 21, 22 (UNE Port only) 23</p> <p>UNE loop xDSL capable - Retail ISDN BRI UNE loop IDSL capable - Retail ISDN BRI UNE Port - Retail POTS Business Non Dispatched and Retail Specials Non Dispatched Line Sharing - Retail Linesharing – (except as noted below for PMs 7 and 11)</p> <p>Interconnection Trunks - IXC Trunks</p> <p>For Measures 7 and 11:</p> <p>Line Sharing, Conditioned - Retail Linesharing - Conditioned Line Sharing, Non-Conditioned - Retail Linesharing - Non-Conditioned</p> <p>For Measures 19, 20, 21, 22 (UNE loop, non-designed only), 23 UNE loop Non-designed - Retail POTS Res and Bus Dispatched UNE loop Designed - Retail POTS Res and Bus Dispatched</p>	Verizon	CLOSED
213	All Measures except 24, 25, 28 and 30	Exclusions: Test or erroneously submitted transactions	SBC/California	CLOSED
214	Prov Measures	Measurable Standard: Maintain disaggregation between “New” and “Conversion” for EELs	CLECs	CLOSED
215		Appropriateness of including CLEC measures in JPSA	Verizon	OPEN
216		Appropriateness of including Special Access measures in JPSA	CLECs	OPEN
217	PMs 5, 6, 11-14, 17	Exclusion: Add the following exclusion, “Feature Only orders from Retail analog, when Retail analog is POTS, Residence and/or Business, Dispatched or Non-Dispatched. (Verizon only).”	Verizon	OPEN
218	PMs 5, 6, 11-14, 16, 19-21, 23	Measurable Standard: For VZ, disaggregate UNE Loop Designed on UNE Dedicated Transport as follows: DS1, DS3 and OC level	CLECs	CLOSED

(END OF APPENDIX B)

Appendix C

SBC Implemetation Schedule

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
1	1	Description Change:	Add reporting: PIC.	90
2	1	Exclusions:	CSI requests [both manual and mechanized] for greater than 30 working telephone numbers.	60
3	1	Method of Calculation:	Change method calculation to derive % of rather than average for all mechanized pre-order query.	60
4	1	Measurable Standard: Electronic Pre-order Queries-Mechanized	Implement new benchmark standards for all mechanized pre-order queries.	60
5	1	Measurable Standard: Protocol Translation Times	Implement tracking for protocol translation time for EDI, CORBA, Datagate, Verigate.	60
6	1	Measurable Standard: Loop Qual -Event 6 Transactions	Implement diagnostic tracking.	90
7	1	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
8	2	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
9	2	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
10	2	Measurable Standard: Interconnection Trunk Projects	Implement tracking for Interconnection Trunk Projects with disaggregation for new and augment including new benchmarks.	60
11	2	Exclusions: Batch Transmissions	Implement programming for the exclusions.	Completed
12	2	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
13	2	Business Rule: Special Access to UNE Conversions	Implement diagnostic tracking for Special Access to UNE Conversions.	60
14	2	Business Rule: Erroneously Rejected LSRs	Implement programming for the following business rule For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally returned, minus the time greater than 7days that LSR is being reviewed by CLEC.	90
15	2	Business Rule: Project tracking - Resale	POTS greater than 20 lines.	Completed
16	2	Business Rule: Project tracking - Resale	PBX, CENTREX, ISDN-BRI greater than 20 lines.	Completed
17	2	Business Rule: Project tracking - Trunks	Change project quantity to 288 Trunks.	30
18	2	Business Rule: Project tracking - LNP	Project quantity 99 TNs.	Completed
19	2	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
20	3	Measurable Standard: Interconnection Trunk Projects	Implement tracking for Interconnection Trunk Projects with disaggregation for new and augment including new benchmarks.	120
21	3	Exclusions: Batch Transmissions	Implement programming for the exclusions.	Completed
22	3	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
23	3	Business Rule: Special Access to UNE conversions	Implement diagnostic tracking for Special Access to UNE Conversions.	120
24	3	Business Rule: Project tracking - Resale	POTS greater than 20 lines.	Completed
25	3	Business Rule: Project tracking - Resale	PBX, CENTREX, ISDN-BRI greater than 20 lines.	Completed
26	3	Project tracking -Trunks	Change project quantity to 288 Trunks.	60
27	3	Business Rule: Project tracking - LNP	Project quantity 99 TNs.	Completed
28	3	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
29	4	Method of Calculation: Program to Flow-Though Orders	Change programming such that only orders that programmed to flow-though, in all respects, are included in the calculation.	120
30	4	Reported By: SGT	Change reporting for both submeasures to be at SGT only.	120
31	4	Exclusions: CLEC Errors	Change reporting for both submeasures to exclude orders that do not flow-through due to CLEC errors or mending S.O.s.	120

** "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.*

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
32	4	Exclusions: Service Request Not Generated by an LSR	Change reporting to exclude orders that are not generated by an LSR.	120
33	4	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	120
34	4	Business Rule: Program to Flow-Though Orders	Change programming such that only orders that programmed to flow-though, in all respects, are included in the calculation.	120
35	4	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	120
36	5	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
37	5	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
38	5	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	90
39	5	Measurable Standard: Line Sharing	Consolidate tracking for Conditioned and Non-Conditioned loops.	60
40	5	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
41	5	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	Completed
42	6	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
43	6	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
44	6	Measurable Standard: Line Sharing	Consolidate tracking for Conditioned and Non-Conditioned loops.	60
45	6	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
46	6	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	Completed
47	7	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
48	7	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
49	7	Measurable Standard: EELs	Establish parity tracking for new and change orders for VGPL, DS1, and DS3 and above.	90
50	7	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
51	7	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
52	7	Business Rule: Project tracking--Resale	POTS greater than 20 lines.	Completed
53	7	Business Rule: Project tracking --Resale	PBX, CENTREX, ISDN-BRI greater than 20 lines.	Completed
54	7	Business Rule: Project tracking --Trunks	Change project quantity to 288 Trunks.	30
55	7	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
56	8	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
57	8	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
58	8	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	90
59	8	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
60	8	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
61	8	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
62	8A	New Measure: % Completed w/in the Customer Requested Due Date	Implement new measure.	180
63	9	Reported By: Res/Bus Conversions	Consolidate reporting for Res/Bus Conversions.	60

** "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.*

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
64	9	Reported By: DSL Loops	Implement tracking for DSL loops (diagnostic only).	60
65	9	Measurable Standard: Coordinated Conversions Other Than LNP	Report all conversions other than LNP as one data point. Implement diagnostic tracking for: Basic Loops (1-12 loops), DSL loops, all conversions.	60
66	9	Measurable Standard: Coordinated Conversions Other Than LNP	Change standard from parity to a benchmark of 95% on time.	60
67	9	Measurable Standard: Coordinated Conversions for LNP	Change standard from parity to a benchmark of 98% on time.	60
68	9	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
69	9	Business Rule: DSL Loops	Implement same interval standards for DSL loops as in PM 9A plus one hour.	60
70	9	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	60
71	9A	Reported By: DSL Loops	Implement tracking for DSL loops.	90
72	9A	Measurable Standard: For all FDT conversions	Change standard for CLECs in the aggregate from 95 to 96%. Standards for individual CLECs will remain at 95%.	120
73	9A	Measurable Standard: DSL Loops	Implement interval standards for DSL loops as follows: 1-2 loops w/in 40 minutes, 3-5 loops w/in 2 hours, 6-19 loops w/in 5 hours.	90
74	9A	Exclusions: CLEC Requested Early Start	Exclude FDT conversions where the CLEC requests an early start (not on a supplemental SO).	120
75	9A	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
76	9A	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
77	10	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
78	10	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	60
79	11	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
80	11	Measurable Standard: XDSL Loops	Report by Conditioned and Non-Conditioned.	60
81	11	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
82	11	Measurable Standard: EELs	Establish parity tracking for new and change orders for VGPL, DS1, and DS3 and above.	90
83	11	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
84	11	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
85	11	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	60
86	11A	New Measure: LAT Not Completed On Time	Implement new measure.	180
87	12	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
88	12	Measurable Standard: Line Sharing	High Bandwidth Line Sharing report as combined.	60
89	12	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
90	12	Measurable Standard: EELs	Establish parity tracking for new orders for VGPL, DS1, and DS3 and above.	90
91	12	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
92	12	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
93	13	Reported By / Business Rules:	Reported as overall delay order interval to completion per SGT.	60
94	13	Reporting Requirements	Reported as overall interval. Diagnostic reporting for 1-30, 31-90, >90.	60
95	13	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60

* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
96	13	Measurable Standard: Line Sharing	High Bandwidth Line Sharing report as combined.	60
97	13	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
98	13	Measurable Standard: EELs	Establish parity tracking for new orders for VGPL, DS1, and DS3 and above.	90
99	13	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
100	13	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
101	14	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
102	14	Measurable Standard/ Service Group Type: Line Sharing	High Bandwidth Line Sharing report as combined.	60
103	14	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
104	14	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	90
105	14	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
106	14	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	Completed
107	15	Measurable Standard: XDSL Loops	Implement tracking for DSL loops.	150
108	15	Measurable Standard: XDSL Loops	Implement benchmark of 2%.	60
109	15	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
110	15	Exclusion:	Inside wire.	Completed
111	15	Business Rule: Provisioning Trouble Tracking Intervals	Implement 4 new business rules associated with provisioning trouble-tracking intervals including the intervals themselves.	150
112	15	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	150
113	15A	Measurable Standard: XDSL Loops	Implement tracking for DSL loops.	150
114	15A	Measurable Standard: XDSL Loops	Implement parity with Line Sharing provided to ASI.	150
115	15A	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
116	15A	Exclusion:	Inside wire.	Completed
117	15A	Business Rule: Provisioning Trouble Tracking Intervals	Implement 4 new business rules associated with provisioning trouble-tracking intervals including the intervals themselves.	150
118	15A	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	150
119	15A	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
120	16	Method of Calculation:	Change to new method of calculation.	120
121	16	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
122	16	Measurable Standard/ Service Group Type: EELs	Eliminate disaggregation of Conversion and New, and report as combined.	60
123	16	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	120
124	16	Measurable Standard: IC Trunks	Change parity standard to benchmark of 3%.	60
125	16	Exclusions:	Canceled tickets.	Completed
126	16	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
127	16	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	120

** "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.*

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
128	16	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
129	17	Method of Calculation:	Change to new method of calculation.	120
130	17	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
131	17	Exclusions:	Canceled tickets.	Completed
132	17	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
133	17	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	120
134	18	Measurable Standard: Fully Electronic Fallout	Eliminate fallout maximum of 5% per system.	30
135	18	Measurable Standard: All other Interfaces	All other Interfaces, including Fully Electronic Fallout –Standard 95% w/in 24 hrs.	60
136	18	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
137	18	Notes: Exceeding fallout levels	Re-instating diagnostic tracking for not meeting fallout levels.	30
138	18A	New Measure: % Mechanized LLN	Implement new measure.	90
139	19	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
140	19	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60
141	19	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
142	19	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
143	19	Measurable Standard/ Service Group Type: NXX Codes	Change to benchmark-0.10%.	60
144	19	Exclusion: Inside wire	Exclude trouble reports.	Completed
145	19	Exclusion:	Canceled tickets.	Completed
146	19	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
147	19	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
148	19	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
149	20	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
150	20	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60
151	20	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
152	20	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
153	20	Exclusion: Inside wire	Exclude trouble reports.	Completed
154	20	Exclusion:	Canceled tickets.	Completed
155	20	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
156	20	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
157	20	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
158	21	Measurable Standard/ Service Group Type: Resale	Change measurable standard - Resale Specials reported as combined.	60
159	21	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60

** "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.*

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
160	21	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
161	21	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
162	21	Exclusion: Inside wire	Exclude trouble reports.	Completed
163	21	Exclusion:	Canceled Tickets.	Completed
164	21	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
165	21	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
166	21	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
167	22	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
168	22	Exclusion: Inside wire	Exclude trouble reports.	Completed
169	22	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
170	22	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
171	23	Measurable Standard: Resale	Change measurable standard- Resale Specials reported as combined.	60
172	23	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60
173	23	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
174	23	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
175	23	Exclusion:	Canceled Tickets.	Completed
176	23	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
177	23	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
178	25	Report Structure/ Measurable Standard/ Service Group Type:	Change to Benchmark of 2% trunk groups at no more than 2% blocking.	30
179	25	Exclusions:	“Additional exclusion” for blocking failure.	30
180	25	Exclusions:	Add exclusions for Network problems under CLEC control, and delayed response to ASRs.	30
181	26	Business Rules:	Disconnect activity with completion on week-end, on-time performance is next business day.	60
182	26	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
183	28	Exclusions:	Results for exiting CLECs.	Completed
184	28	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
185	29	Total Measure	Delete from tracking.	30
186	30	Exclusions:	Results for exiting CLECs.	Completed
187	30	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
188	31	Exclusions:	Results for exiting CLECs.	Completed
189	31	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
190	31	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
191	32	Exclusions:	Results for exiting CLECs.	Completed

** “Days After Order” means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.*

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
192	32	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
193	32	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
194	32	Exclusions:	Late charges resulting from mandated billing changes.	Completed
195	33	Exclusions:	Results for exiting CLECs.	Completed
196	33	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
197	33	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
198	33	Exclusions:	Late charges resulting from mandated billing changes.	Completed
199	34	Exclusions:	Results for exiting CLECs.	Completed
200	34	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
201	34	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
202	34	Exclusions:	Late charges resulting from mandated billing changes.	Completed
203	35	Description/Method of calculation/Measurable standard:	New benchmark formula/standard - 96% w/in 5 days.	30
204	35	Exclusion:	Results for exiting CLECs.	Completed
205	35	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	90
206	35	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
207	35	Notes:	Until the billing completion notice process has been developed and implemented (phase II), SBC will report the percentage of orders completed in the billing systems w/in 3 business days (phase I).	30
208	36	Total Measure	Delete from tracking.	30
209	37	Exclusions:	Non-CLEC generated orders.	Completed
210	37	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
211	38	Exclusions:	Non-CLEC generated orders.	Completed
212	38	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
213	39	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
214	40	Method of calculation/ Measurable standard:	New formula for Collocation Arrangement Requests (non-ICB). 95% in 10 calendar days.	90
215	40	Method of calculation/ Measurable standard:	New formula for Collocation Arrangement Requests (ICB). 95% in 30 calendar days.	90
216	40	Exclusions:	Additional exclusions, e.g. rejected, expired and complete disconnect requests.	90
217	40	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
218	40	Business Rules:	Includes requests that are tariffed services and ICB requests.	90
219	40	Business Rules:	Additional Rules, e.g. Includes Denied requests.	90
220	40	Business Rules:	Additional Rules, e.g. Includes CLEC only equipment orders.	90
221	40	Business Rules:	Additional Rules, e.g. Includes all Augment requests.	90
222	41	Measurable Standards:	Change to benchmark-95% within tariffed / mandated intervals.	90

* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
223	41	Reported By:	All Collocation: New (e.g. Caged, Cageless & Virtual), and Augment (e.g. Caged, Cageless & Virtual).	90
224	41	Exclusions:	Collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders.	90
225	41	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
226	41	Business Rules:	Additional Rules: Includes partial decommissions for SBC/California activities only.	90
227	41	Business Rules:	Additional Rules, e.g. Collocation arrangement is ready for turnover, and Shortfall process, etc.	90
228	41	Business Rules:	Additional Rules: Interval ends when ILEC sends notice to CLEC that collocation arrangement is ready for turnover and provides CFA information.	90
229	42	Reported By/Business Rules: Query Type	Implement reporting by query type for pre-order interfaces per business rules.	60
230	42	Measurable Standards: Change Standards	Change Standards for pre-order interfaces/query type to 99% and all other interfaces to 99.5%.	60
231	44	Reported By: ILEC OSS Service Center	Implement tracking for MCPSC.	30
232	44	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
233	45	New Measure: Timeliness of Change Management Notices	Implement new measure.	60

(END OF APPENDIX C)

* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

Appendix D

Verizon Implementation Schedule

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
1.	1	Description:	Add reporting: Timeouts	180
2.	1	Method of Calculation: Timeouts	Add calculation to derive percentage of transactions	180
3.	1	Method of Calculation: Loop Qual	Change method calculation to percentage rather than average of returned queries.	60
4.	1	Measurable Standard: CSI Requests	Implement changes to mechanized and manual benchmark standard	60
5.	1	Measurable Standard: Mechanized Loop Qual	Implement new benchmark standard	60
6.	1	Exclusions: CSI requests	CSI requests [both manual and mechanized] for greater than 30 working telephone numbers.	120
7.	1	Exclusions: Manual requests	Rejected manual requests	60
8.	1	Exclusions: Batch transmission	Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a simultaneous, not serial transmission of all orders in a group to the gateway.	120
9.	1	Exclusions: test transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
10.	1	Business Rule – Timeout definition	Implement time-out query type	180
11.	2	Description:	Change Description: to reflect percentage within specified standard rather than average	60
12.	2	Method of Calculation	Change method calculation for Mechanized and Manual FOCs/LSCs to percentage within rather than average	60
13.	2	Measurable Standard:	Implement new benchmark of 95% on time (except as noted)	60
14.	2	Measurable Standard: Fully Electronic/Flow Through	Implement new timeframe standard	60
15.	2	Measurable Standard: Resale POTS/UNE (non-designed)	Implement new timeframe standards by line size	60
16.	2	Measurable Standard: Resale Specials / UNE designed Services	Implement new timeframe standards by line size	60
17.	2	Measurable Standard: EELS	Implement change to timeframe standard and SGT breakout	120
18.	2	Measurable Standard: UNE Transport	Implement change to timeframe standard and SGT breakout	60
19.	2	Measurable Standard: Projects	Implement new benchmark standards - % within	60
20.	2	Measurable Standard: UNE Platform	Implement change to timeframe standard and SGT breakout	60
21.	2	Exclusions: Non stand-alone DA/DL	Non stand-alone records for Directory Assistance/Directory Listing.	Complete
22.	2	Exclusions: Test CLECs	Test CLECs	Complete
23.	2	Exclusions: Certain LSR orders	LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.	60
24.	2	Exclusions: test transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
25.	2	Business Rule: Manual requests	Implement rules for manually handled requests	60
26.	2	Business Rule: LSR activity	Implement rules for LSR driven order activity	Complete
27.	2	Business Rule: ASR activity	Implement rules for ASR driven order activity	120
28.	2	Business Rule: RPOs	Implement rules for RPOs	Complete
29.	3	Description:	Change Description: to reflect percentage within specified standard rather than average	60
30.	3	Method of Calculation:	Implement new calculation for Mechanized and Manual rejects	60
31.	3	Reported By:	Implement changes to SGT table	60
32.	3	Measurable Standard	Implement new benchmark of 95% on time (except as noted)	60
33.	3	Measurable Standard: Fully Electronic/Flow Through	Implement new timeframe standard	60
34.	3	Measurable Standard: Resale POTS/UNE (non-designed)	Implement new timeframe standards	60
35.	3	Measurable Standard: Resale Specials / UNE designed Services	Implement new timeframe standards	60
36.	3	Measurable Standard: UNE Platform	Implement new timeframe standard and SGT breakout	60
37.	3	Measurable Standard: EELS	Implement new timeframe standards and SGT breakout	120
38.	3	Measurable Standard: UNE Transport	Implement new timeframe standards and SGT breakout	60
39.	3	Measurable Standard: Projects	Implement new benchmark standards - % within	60
40.	3	Measurable Standard: Interconnection Trunks	Implement new timeframe standard	60
41.	3	Exclusions: Non stand-alone DA/DL	Non stand-alone records for Directory Assistance/Directory Listing.	Complete
42.	3	Exclusions: Test CLECs	Test CLECs.	Complete

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
43.	3	Exclusions: Certain LSR orders	LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.	60
44.	3	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
45.	3	Business Rule: Manual Requests	Implement rules for manually handled requests	60
46.	3	Business Rule: LSR Activity	Implement rules for LSR driven order activity	Complete
47.	3	Business Rule: ASR Activity	Implement rules for ASR driven order activity	120
48.	3	Business Rule: RPONS	Implement rules for RPONS	Complete
49.	3	Business Rule: Elapsed Time	Implement rules for Elapsed time	Complete
50.	4	Calculation	Implement new calculation for Orders Programmed to Flow Through	Complete
51.	4	Reported By:	Remove Service Order Type from reports	30
52.	4	Measurable Standard: Programmed to Flow Through	Implement diagnostic tracking through June 2003 report month. - July through December 2003 – 90% flow through- January 2004 and beyond – 95% flow through	6/2003 12/2003 1/2004
53.	4	Exclusions: CLEC caused errors	Orders that do not flow through, including rejected orders, due to CLEC caused errors	6/2003
54.	4	Exclusions: Previous Pending	Orders that do not flow through due to previously received pending orders.	6/2003
55.	4	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
56.	4	Exclusions: Non-LSR requests	Any service request not generated on an LSR.	Complete
57.	4	Notes: System Upgrade	Implement note for identification of CLEC caused errors system upgrade timeframe	5/2003
58.	5	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
59.	5	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
60.	5	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
61.	5	Measurable Standard: Interconnection Trunks	Implement new benchmark standard	60
62.	5	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
63.	5	Measurable Standard: UNE Port	Implement new parity compare	60
64.	5	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
65.	5	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
66.	5	Business Rule: LNP Disconnect Orders	Implement rules to include LNP Disconnect Orders	60
67.	5	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
68.	6	Calculation	Change method of calculations to percentage rather than average of notices sent	60
69.	6	Measurable Standard: EELS	Implement new SGT breakout and benchmark standard:	120
70.	6	Measurable Standard: UNE Transport / UNE Loop Designed / UNE Platform	Implement new SGT breakout and benchmark standard:	120
71.	6	Measurable Standard: Assignment	Implement new benchmark standard:	60
72.	6	Measurable Standard: Installation – POTS	Implement new benchmark standard:	60
73.	6	Measurable Standard: Installation Specials	Implement new benchmark standard:	60
74.	6	Measurable Standard: Notification of Missed commitments	Implement new benchmark standard:	60
75.	6	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
76.	6	Business Rule: Jeopardy Procedures	Implement rules for tracking jeopardy procedures	60
77.	7	Calculation: Parity	Implement modification to Parity Calculation	60
78.	7	Calculation: Benchmark	Implement new Benchmark Calculation	60
79.	7	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
80.	7	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
81.	7	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
82.	7	Measurable Standard: UNE loop xDSL capable	Implement new parity compare	60
83.	7	Measurable Standard: UNE loop IDSL capable	Implement new parity compare	60

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
84.	7	Measurable Standard: UNE Port	Implement new parity compare	60
85.	7	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
86.	7	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
87.	7	Measurable Standard: LNP	Remove from SGT List	30
88.	7	Exclusions: Record and ILEC official	Record only and ILEC official orders.	60
89.	7	Exclusions: Negotiated Services	Services for which due date is negotiated, i.e. DS3, OC level	60
90.	7	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
91.	7	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
92.	7	Notes: I/C standard timeline:	Implement note for Interconnection Trunks Measurable Standard timeline	60
93.	8	Measurable Standard: Line Sharing Non-Conditioned Non Dispatched	Implement new parity compare and product	60
94.	8	Exclusions:	Services for which due date is negotiated	60
95.	8	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
96.	8	Notes: Linesharing analogs	Implement note for Linesharing capable analogs	60
97.	9	Reported By:	Implement Coordinated Orders (CC/CHC) including LNP and DSL Capable Loops	60
98.	9	Measurable Standard	Implement Change to Benchmark	60
99.	9	Measurable Standard: UNE Loop xDSL capable	Implement diagnostic tracking	60
100.	9	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
101.	9	Business Rule: DSL capable	Implement rule for addition of DSL Capable Loop reporting	60
102.	10	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
103.	11	Description:	Implement addition of LNP Disconnect Orders to requirement	60
104.	11	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
105.	11	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
106.	11	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
107.	11	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare and SGT breakout	60
108.	11	Measurable Standard: UNE Port	Implement new parity compare	60
109.	11	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
110.	11	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
111.	11	Exclusions: Customer Caused Misses	Customer caused misses are excluded from the numerator.	60
112.	11	Exclusions:	For UNE loop services, feature only orders are excluded from the retail analog.	60
113.	11	Exclusions:	Record only and ILEC official orders.	60
114.	11	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
115.	11	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
116.	11	Notes: UNE Loop xDSL capable	Implement note for destination of grandfathered circuit identifiers	60
117.	11a	New Measure - LAT Not completed on Time	Implement new metric on or before 1/2004 data month	1/2004
118.	12	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
119.	12	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
120.	12	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
121.	12	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
122.	12	Measurable Standard: UNE Port	Implement new parity compare	60
123.	12	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
124.	12	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
125.	12	Exclusions: Feature-only orders	For UNE loop services, feature-only orders are excluded from retail analog	60
126.	12	Exclusions: Record and ILEC official	Record and ILEC official orders	60
127.	12	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
128.	12	Business Rule:	Implement rules for UNE Subloop diagnostic tracking	60
129.	12	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
130.	13	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
131.	13	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
132.	13	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
133.	13	Measurable Standard: UNE Port	Implement new parity compare	60
134.	13	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
135.	13	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
136.	13	Exclusions: Record and ILEC official	Record and ILEC official orders	60
137.	13	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
138.	13	Exclusions: Feature-only exclusion	For UNE loop services, feature-only orders are excluded from retail analog	60
139.	13	Notes: I/C standard timeline	Implement note for Interconnection Trunks Measurable Standard timeline	60
140.	13	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
141.	14	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
142.	14	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
143.	14	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
144.	14	Measurable Standard: UNE Port	Implement new parity compare	60
145.	14	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
146.	14	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
147.	14	Exclusions: Customer Caused Misses	Customer caused misses.	60
148.	14	Exclusions: Feature-only exclusion	For UNE loop services, feature-only orders are excluded from retail analog.	60
149.	14	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
150.	14	Business Rule:	Implement rules to include LNP Disconnect Orders	60
151.	14	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
152.	14	Notes: I/C standard timeline	Implement note for Interconnection Trunks Measurable Standard timeline	60
153.	15	Calculation	Implement deletion of Parity calculation	120
154.	15	Reported By:	Implement consolidation of individual products to SGT list noted in standard	120
155.	15	Measurable Standard: - SGTs	Implement new standards	120
156.	15	Exclusions: Inside Wire	Troubles associated with inside wire	120
157.	15	Exclusions: Feature-only exclusion	For UNE loops, feature only orders are excluded from retail analog	120
158.	15	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
159.	15	Business Rule: SGT timeframe	Implement tracking timeframe interval rules by SGT	120
160.	15	Business Rule: Tracking Interval	Implement definition of tracking interval	120
161.	15	Business Rule: Trouble Elimination	Implement the elimination of certain troubles for this measure	120
162.	15a	Reported By:	Implement consolidation of individual products to SGT list noted in standard	120
163.	15a	Measurable Standard: UNE Loop Designed	Implement new parity compare and SGT breakout	120
164.	15a	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	120
165.	15a	Measurable Standard: LNP	Implement new parity compare	120
166.	15a	Measurable Standard:	Implement new SGT and parity compare	120

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
		Linesharing		
167.	15a	Measurable Standard: UNE-P POTS and Specials	Implement new SGTs and parity compare	120
168.	15a	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
169.	15a	Exclusions: Inside Wire	Troubles associated with inside wire	120
170.	15a	Business Rule: Trouble definition	Implement rules for definition of all troubles reported during tracking period.	120
171.	15a	Business Rule: interval definition	Implement rules for definition of tracking interval and total order interval	120
172.	15a	Business Rule: Delayed orders	Implement rules for delayed orders	120
173.	15a	Business Rule: PR troubles	Implement rules for the definition of provisioning troubles	120
174.	16	Calculation	Implement changes and clarification information to Calculation	60
175.	16	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
176.	16	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
177.	16	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
178.	16	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
179.	16	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
180.	16	Exclusions: Cancelled tickets	Cancelled tickets	60
181.	16	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
182.	16	Exclusions: Trouble Reports	Trouble Reports Received on the Due Date for orders other than new installations.	60
183.	16	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
184.	17	Calculation	Implement changes and clarification information to Calculation	60
185.	17	Measurable Standard: UNE Port	Implement new parity compare	60
186.	17	Measurable Standard: UNE Platform	Implement new parity compare	60
187.	17	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
188.	17	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
189.	18	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
190.	18	Business Rule: Completion Notice	Implement rule that Verizon will report on the industry standard Completion Notice	60
191.	18a	New Measure: % Mechanized LLN	Implement new metric	90
192.	19	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
193.	19	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
194.	19	Measurable Standard: UNE Loop Non-Designed	Implement new parity compare	60
195.	19	Measurable Standard: UNE Loop Designed	Implement new parity compare and SGT breakout	60
196.	19	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
197.	19	Measurable Standard: UNE-P POTS and Specials	Implement new SGTs and parity compare	60
198.	19	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
199.	19	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
200.	19	Measurable Standard – NXX Codes	Implement new parity compare	60
201.	19	Measurable Standard – Interconnection Trunks	Implement new benchmark standard	60
202.	19	Exclusions: Inside Wire	Troubles associated with inside wire	60
203.	19	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
204.	19	Exclusions: Test Transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
205.	19	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
206.	20	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
207.	20	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
208.	20	Measurable Standard: UNE loop Non-Designed	Implement new parity compare	60
209.	20	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
210.	20	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
211.	20	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
212.	20	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
213.	20	Exclusions: PR Trouble Reports	Troubles reported as provisioning trouble reports	60
214.	20	Exclusions: Inside Wire	Troubles associated with inside wire.	60
215.	20	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
216.	20	Exclusions: Test Transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
217.	20	Notes: MR Disp Code Disagg	Implement Note regarding MR Disposition Code disaggregation by raw data request	60
218.	20	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
219.	21	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
220.	21	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
221.	21	Measurable Standard: UNE loop Non-Designed	Implement new parity compare	60
222.	21	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
223.	21	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
224.	21	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
225.	21	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:s and SGT breakout	60
226.	21	Exclusions: PR Trouble Reports	Troubles reported as provisioning trouble reports	60
227.	21	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
228.	21	Exclusions: Inside Wire	Trouble tickets associated with inside wire.	60
229.	21	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
230.	21	Business Rule: ILEC delay	Implement rule for-ILEC delay.	60
231.	21	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
232.	22	Measurable Standard: UNE Loop Non-designed	Implement new parity compare	60
233.	22	Measurable Standard: – UNE Port	Implement new parity compare	60
234.	22	Measurable Standard: – UNE Platform - POTS	Implement new parity compare	60
235.	22	Exclusions: Inside Wire	Trouble tickets associated with inside wire.	60
236.	22	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
237.	22	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
238.	23	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
239.	23	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
240.	23	Measurable Standard: UNE loop Non-Designed	Implement new parity compare	60
241.	23	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
242.	23	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
243.	23	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
244.	23	Measurable Standard:	Implement new benchmark standard:	60

Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
		Interconnection Trunks		
245.	23	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
246.	23	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
247.	23	Business Rule: Trouble report	Implement rule for Trouble report will not be counted as a repeat report if previous report was closed to "No Access."	60
248.	23	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
249.	26	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
250.	26	Business Rule: Disconnect Activity	Implement rule for disconnect activity timeframe	120
251.	28	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
252.	28	Exclusions: OS/DA billing	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
253.	28	Business Rule: Usage Transmission	Implement rule for usage transmission policy	120
254.	29	Delete Measure	Delete Measure	30
255.	30	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
256.	30	Exclusions: OS/DA billing	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
257.	31	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
258.	31	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
259.	31	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
260.	32	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months.	120
261.	32	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
262.	32	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
263.	33	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months.	120
264.	33	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
265.	33	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
266.	34	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
267.	34	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
268.	34	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
269.	36	Delete Measure	Delete Measure	30
270.	39	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
271.	40	Measurable Standard	Implement Change to benchmark-95% within tariffed / mandated intervals.	60
272.	40	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
273.	40	Business Rule: - Augment	Implement rule to include augment requests	60
274.	40	Note: Tariff Notifications	Implement note email notifications of tariff changes	30
275.	41	Measurable Standard: Augment	Implement change to benchmark – 95% within tariffed / mandated intervals.	
276.	41	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
277.	41	Note: Tariff Notifications	Implement note email notifications of tariff changes	30
278.	42	Measurable Standard	Implement new benchmark standard	30

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
279.	44	Measurable Standard: Repair Center Responsiveness	Implement new benchmark standard	30
280.	45	New Measure: Timeliness of Change Management Notices	Implement new measure	180

(END OF APPENDIX D)

**CHANGES TO THE CALIFORNIA PERFORMANCE MEASUREMENTS JPSA AND
VERIZON'S IMPLEMENTATION TIMELINE
APPROVED JULY 10, 2003**

The following changes, to correct typographical errors, were made to the California Performance Measurements JPSA (approved July 10, 2003):

JPSA:

- Page 36 - Performance Measure 7 – Verizon's retail analog for "UNE loop Designed" (in Measurable Standard section) is corrected by eliminating the reference to "Dispatched Design Service." The appropriate analog is defined in the remaining disaggregations: DS0 service, DS1 service and DS3 service.
- Page 42 – Performance Measure 8A – The description of the measure is modified to remove the reference to expedited orders, which should not be included in this measure. The new description now reads:

Measures orders completed within the customer requested due date when that date is greater than or equal to the offered interval.

- Page 44 - Performance Measure 8A – The first note in the Notes section is modified to eliminate the reference to orders with standard intervals and projects as part of "excluded" data. Both types of transactions are part of the "included" data for the measure. The new note now reads:
- *Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders delayed for customer reasons.)*
- Pages 90, 91, 94, 95, 100 and 101 – Performance Measures 20, 21 and 23 – A reporting disaggregation for NXX code troubles is identified in the Measurable Standard section of these measures. Previously, reporting for NXX code troubles was identified only in the "Reported By" section of these measures.
- Page 128 – Performance Measure 40 – In the Measurable Standard section, SBC California's standard of 95% in 30 days is corrected. Instead of being associated with Non-ICB requests, it is correctly associated with ICB requests. The new standard now reads:

Standard - 95% in 30 calendar days (ICB) (SBC/California)

VERIZON'S IMPLEMENTATION TIMELINE:

- A footnote is added to each page of the timeline that states:

"Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

Attachment A-1b

**VERIZON PERFORMANCE MEASUREMENTS
GTE STATES**

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

Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	87
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 16 Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 15
OR-5	Percent Flow-Through	Resale: 21 UNE: 21
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 18 Trunks: 2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 Trunks: 1
PR-9	Coordinated Conversions	UNE: 21
MR-2	Trouble Report Rate	Resale: 2 UNE: 7 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 7 Trunks: 1
MR-4	Trouble Duration Intervals	Resale: 3 UNE: 10 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	157153

* As lines 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. ** Reporting requirements terminated pursuant to 17 (iii) of the merger conditions because these states have adopted a comprehensive performance plan.

Attachment A-2b

VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES GTE STATES

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

* As lines 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 Attachment A-1a and A-2a.

**Reporting requirements terminated pursuant to 17(iii) of the merger conditions because these states have adopted a comprehensive performance plan.

Retail Analog Compare Table

Updated July 2003

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics:

	<u>Wholesale Service</u>	<u>Retail Analog</u>
<u>Provisioning metrics- All where parity is standard</u>	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Non-Designed</u> • <u>UNE Loop Designed</u> • <u>UNE Port Non-Designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL Loop</u> • <u>UNE Transport</u> • <u>UNE Line Sharing</u> • <u>LNP Only</u> • <u>Interconnection Trunks</u> 	<ul style="list-style-type: none"> • <u>Retail POTS</u> • <u>Retail Specials</u> • <u>Retail B1 - Dispatched</u> • <u>Retail Designed Services (excluding HI-CAPS) - Dispatched</u> • <u>Retail POTS Business and Specials - Non-Dispatched</u> • <u>Retail POTS and Specials</u> • <u>Retail ISDN BRI</u> • <u>Retail HI-CAP Designed Services</u> • <u>Retail Line Sharing</u> • <u>Retail POTS – Non-Dispatched</u> • <u>IXC FG D Trunks</u>
<u>Maintenance metrics- All where parity is standard</u>	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Non-Designed</u> • <u>UNE Loop Designed</u> • <u>UNE Port Non-Designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL Loop</u> • <u>UNE Transport</u> • <u>UNE Line Sharing</u> • <u>LNP Only</u> 	<ul style="list-style-type: none"> • <u>Retail POTS</u> • <u>Retail Specials</u> • <u>Retail POTS - Dispatched</u> • <u>Retail POTS - Dispatched</u> • <u>Retail POTS Business and Specials - Non-Dispatched</u> • <u>Retail POTS and Specials</u> • <u>Retail ISDN BRI</u> • <u>Retail HI-CAP Designed Services</u> • <u>Retail Line Sharing</u> • <u>Retail POTS – Non-Dispatched</u>

Notes:

Retail POTS is aggregate of Retail Residence and Retail Business.

For PR-3-08 and PR-3-09, the retail compares of POTS are further defined and reported as non-dispatched or dispatched, respectively.

Function:
PO-1 Response Time OSS Ordering Interface
Methodology:
<p>Verizon measures average response time for mechanized Pre-Order queries by capturing information on CLEC queries and Verizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is received is captured and assigned a unique transaction ID. When the Verizon response is available for 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 availability date/time. Dispatch information is included in address verification queries.</p> <p>Queries requesting customer service inquiries (CSIs) can also be processed via fax (Manual CSIs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop <u>using Visecom software</u>. 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. <u>Manual CSIs are measured in clock hours.</u> CSI metrics are expressed as a percent successful within the performance standard.</p>
Definition:
<p>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.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Inquiry(CSI) • Service Availability • Service Appointment Scheduling (due date) • Mechanized Loop Qualification <p><u>Notes:</u> Verizon does not report Legacy System Transaction Time for rejected/failed inquiries; Pre-Order Query Transaction Time is reported and tracked diagnostically. Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours. Pre-order query transaction time intervals are measured as total transaction time. Verizon does not support manual engineering queries for loop qualification.</p>
Exclusions:
<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Rejected manual requests (query, CSI and Loop Qualification).</u> • <u>CSI requests (both manual and mechanized) for greater than 30 working telephone numbers.</u> • <u>Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a simultaneous, not serial transmission of all orders in a group to the gateway.</u> • Rejected Customer Service Inquiry (CSI) 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 / dispatch required, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations. • Queries outside of published system hours for fully electronic sub-metrics are not tracked. • Manual CSIs exclude non-business days. • Excludes queries not completed within the reporting period. • Verizon affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:

Electronic (excluding CSI):		
<ul style="list-style-type: none"> For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds. The additional 5 seconds for mechanized preorder queries allow for variations in functionality and additional security requirements of the interface. PO-1-06 (Loop Qualification) to be determined by next 6 month review period with (California) CCB: 95% within 60 seconds CSIs: PO-1-08: WISE: 95% in 4 hours PO-1-07: Fully Manual: 95% in 24-8 business hours PO-1-09; diagnostic only, no standard. 		
Formula:		
CLEC: Σ Response Times for each transaction/Number of Transactions Returned to CLEC		
Retail: Σ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System		
Report Dimensions – PO-1 OSS Response Time		
Company:	Geography:	
<ul style="list-style-type: none"> Verizon Retail (PO-1-02 thru PO-1-05) Individual CLEC CLECs in the aggregate 	<ul style="list-style-type: none"> Statewide 	
Sub-Metrics		
Products PO-1-02 thru PO-1-06 and PO-1-09	Electronic Interface (Combined performance for all existing electronic interfaces)	
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	Number of Service Appointment Scheduling Queries Returned in Reporting Period
PO-1-03	Average Response Time – Address Verification / Dispatch Required	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for address verification / Dispatch Required	Number of Address Validation / Dispatch Required Queries Returned in Reporting Period
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	Number of Service Availability Queries Returned in Reporting Period
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	Number of TN Queries Returned in Reporting Period
PO-1-06	Average Response Time – Mechanized Loop Qualification	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for loop qualification	Number of Loop Qualification Queries Returned in Reporting Period
PO-1-07	% CSI Queries On Time – Manual	
Products	<ul style="list-style-type: none"> Manual CSI Interface (fax) 	
Calculation	Numerator	Denominator
	Count of manual CSI queries where elapsed time from query receipt to response sent is less than or equal to 24 hours within the standard	Count of Manual CSI Queries returned in reporting period
PO-1-08	% CSI Queries On Time – WISE	
Products	<ul style="list-style-type: none"> WISE CSI Interface 	

Calculation	Numerator	Denominator
	Count of electronic CSI queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSI Queries returned in reporting period
<u>PO-1-09</u>	<u>Average Response Time – Rejected/Failed</u>	
<u>Calculation</u>	<u>Numerator</u>	<u>Denominator</u>
	<u>Sum of the elapsed time from query receipt to reject response (all query types, CSI and loop qual requests)</u>	<u>Number of Rejects Returned in Reporting Period</u>

Function:		
PO-2 OSS Interface Availability		
Methodology:		
Verizon measures "Percent of Time Interface is Available" within scheduled hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSI and WISE Repair interfaces. If a system becomes unavailable to a CLEC during scheduled hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's Infoman problem production outage tracking system. The start date/time a system becomes unavailable is recorded in Infoman the production outage tracking system as well as the date/time the system is back fully functional to the CLECs. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours to scheduled hours of availability is called "Percent Interfaces Available".		
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 for WISE Pre-Ordering, Ordering, CSI and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site. • Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states) 		
Exclusions:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Interface for WISE Performance Measures. • Scheduled system downtime. • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Standard – 99.25% 99.50%		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide (Same performance is reported for each state) 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • WISE Pre-Ordering Interface • WISE Ordering Interface • WISE Repair Interface • WISE CSI Interface 	
PO-2-02	OSS Interface Availability – Scheduled Hours	
Calculation	Numerator	Denominator
	Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours

Function:	
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:	
<ul style="list-style-type: none"> • The start time of requests received after the end of the business day will be the beginning of the next business day. <u>The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.</u> • Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. • Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday. • Elapsed time for fully electronic sub-metrics is tracked during system hours. 	
Exclusions:	
<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.</u> • <u>Test CLECs</u> • Excludes non-business days. • Excludes delays caused for customer reasons. • Excludes orders where type of service cannot be determined • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 	
Local Service Requests:	
<ul style="list-style-type: none"> • Exclude invalid records. • Exclude non stand-alone records for Directory Assistance/Listing • 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). • Excludes <u>LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling-projects for Resale/UNE with projects defined as CLEC negotiated.</u> 	
Access Service Requests:	
<ul style="list-style-type: none"> • Exclude invalid records. • Exclude records with invalid dates. • Excludes projects for Interconnection Trunks (defined as more than 192 trunks). 	
Performance Standard:	
95% On Time	
Fully Electronic/Flow Through: ≤ 2 system hours Resale POTS/UNE(non-designed) <10 lines: ≤ 24 clock hours Resale POTS/UNE(non-designed) ≥ 10 lines: ≤ 72 clock hours Resale Special/UNE designed Services < 10 lines: ≤ 48 clock hours Resale Special/UNE designed Services ≥ 10 lines: ≤ 72 clock hours Interconnection Trunks/UNE Transport: ≤ 10 business days	
Report Dimensions:	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics – Order Confirmation Timeliness	

OR-1-02	% On time LSC – Flow Through	
Products ³⁵	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of electronic LSCs for flow through orders where the sent date/time minus received date/time is within the standard for specified products	Number of electronic LSCs for flow through orders where a Local Service Confirmation was sent for specified products
OR-1-04	% On Time LSC < 10 Lines (Non-Designed-No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
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 specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-05	% On Time LSC < 10 Lines (Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
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 specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed-No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
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 specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-07	% On Time LSC >= 10 Lines (Designed -No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
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 specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-12	% On Time FOC (Trunks and Transport)	
Products	<ul style="list-style-type: none"> • UNE Transport • Interconnection Trunks 	

³⁵ Reported where flow-through capability exists

Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time minus received date/time is within the standard for specified products	Number of FOCs where a Firm Order Confirmation was sent for specified products

Function:	
OR-2 Reject Timeliness	
Definition:	
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.	
Business Rules:	
<ul style="list-style-type: none"> • The start time of requests received after the end of the business day will be the beginning of the next business day. The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. • Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. • Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday. • Elapsed time for fully electronic sub-metrics tracked during system hours. 	
Exclusions:	
<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.</u> • <u>Test CLECs</u> • Excludes non-business days. • Excludes delays caused for customer reasons. • Excludes rejects where type of service cannot be determined. • Excludes non stand-alone Directory Assistance/Listing • Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors). • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • Excludes <u>LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling projects for Resale/UNE with projects defined as CLEC negotiated.</u> 	
Performance Standard:	
95% On Time	
Fully Electronic/Flow Through: ≤2 system hours Resale POTS/UNE (non-designed) <10 lines: ≤24 clock hours Resale POTS/UNE ≥ (non-designed) 10 lines: ≤72 clock hours Resale Special/UNE designed Services < 10 lines: ≤48 clock hours Resale Special Services/UNE designed ≥ 10 lines: ≤72 clock hours <u>Interconnection Trunks/UNE Transport: 10 business days</u>	
Report Dimensions :	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics	
OR-2-02	% On Time LSR Reject – Flow Through
Products ³⁶	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop

³⁶ Reported where flow-through capability exists

Calculation	Numerator	Denominator
	Number of electronic rejects sent where sent date/time minus received date/time within the standard	Number of Flow Through Orders Rejected
OR-2-04	% On Time LSR Reject < 10 Lines (Non-Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
OR-2-05	% On Time LSR Reject < 10 Lines (Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
Sub-Metrics OR-2 Reject Timeliness		
OR-2-06	% On Time LSR Reject >= 10 Lines (Non-Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products
OR-2-07	% On Time LSR Reject >= 10 Lines (Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products

Function:		
OR-5 Percent Flow-Through³⁷		
Definition:		
<p>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.</p> <p>% Flow Through Achieved: <u>The percent of valid orders received through the electronic ordering interfaces that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</u></p> <p>Business Rule: <u>All features on the order must flow through for the order to be flow-through eligible.</u></p>		
Exclusions:		
<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Any service request not generated on an LSR.</u> • <u>Orders that do not flow through, including rejected orders, due to CLEC caused errors</u> • <u>Orders that do not flow through due to previously received pending orders.</u> • Rejected LSRs • Orders received manually • Exclude records for Directory Assistance/Listing • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • State
Products	<ul style="list-style-type: none"> • <u>Resale</u> • <u>UNE</u> 	
Sub-Metrics		
OR-5-01	% Flow Through – Total	
Products	<u>Resale</u>	<u>UNE</u>
Calculation	Numerator	Denominator
	Number of valid meechanized-electronically received 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

³⁷

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.

	Number of valid mechanized-electronic received 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.
--	---	--

Function:		
PR-3 Completed within 5 Days		
Definition:		
Measures the percent of valid, accepted 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:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Excludes customer requested due dates beyond interval offered. • Excludes orders delayed for customer reasons. • Excludes 'Out'/Disconnect orders. • Excludes 'records only' orders. • Excludes Verizon company official orders • Excludes LNP orders • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) 		
Performance Standard:		
Parity with Verizon Retail		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 		<ul style="list-style-type: none"> • Statewide
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed 	
PR-3-08	% Completed in 5 Days – No Dispatch	
Calculation	Numerator	Denominator
	Number of valid new, move, and change non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total valid new, move and change non-dispatched orders for specified products
PR-3-09	% Completed in 5 Days – Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total new, move and change dispatched orders for specified products

Function:					
PR-4 Missed Due Dates					
Definition:					
Measures the percent of new, move and change orders- <u>and, additionally LNP disconnect orders</u> where installation was not completed by the due date for Verizon reasons.					
Business Rules:					
<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Completed date is defined as the Billing Effective Date. 					
Exclusions:					
<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>For UNE loop services, feature only orders are excluded from the retail analog</u> • Excludes 'Out'/Disconnect orders, except when associated with LNP only. • Excludes 'records only' orders. • Excludes Verizon company official orders. • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) • For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL. 					
Performance Standard:					
Parity with Verizon Retail <u>PR-4-01 Interconnection Trunks: <=5%</u> Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.					
Report Dimensions :					
Company:	Geography:				
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) • Verizon affiliate where it exists (for DSL and line sharing) 	<ul style="list-style-type: none"> • Statewide 				
Sub-Metrics					
PR-4-01	% Missed Due Dates – Designed Services				
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed • UNE Transport • Interconnection Trunks 				
Calculation	<table border="1"> <thead> <tr> <th style="text-align: center;">Numerator</th> <th style="text-align: center;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Total number of due dates missed for company reasons for New, Move and Change orders for specified products</td> <td>Total number of New, Move and Change orders for specified products</td> </tr> </tbody> </table>	Numerator	Denominator	Total number of due dates missed for company reasons for New, Move and Change orders for specified products	Total number of New, Move and Change orders for specified products
Numerator	Denominator				
Total number of due dates missed for company reasons for New, Move and Change orders for specified products	Total number of New, Move and Change orders for specified products				
PR-4-02	Average Delay Days – Total				

Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks • LNP Only 	
Calculation	Numerator	Denominator
	Sum of the billing effective date minus due date for orders missed due to company reasons by-allfor specified products (business days)	Total number of New, Move and Change orders missed for company reasons, by-allfor specified products
PR-4-04	% Missed Due Dates – Dispatch	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator
	Total number of due dates missed for company reasons for New, Move and change dispatched orders for specified products	Total number of New, Move and Change dispatched orders for specified products
Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	% Missed Due Dates – No Dispatch	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Line sharing • LNP Only 	
Calculation	Numerator	Denominator
	Total number of due dates missed for company reasons for New, Move and change non-dispatched orders for specified products	Total number of New, Move and Change non-dispatched orders for specified products

Function:		
PR-5 Facility Missed Orders		
Definition:		
Measures the percent of new, move and change orders missed due to lack of facilities.		
Business Rules:		
<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Completed date is defined as the Billing Effective Date. • Lack of facilities is defined to be those orders with DR suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity. 		
Notes:		
1. Results also included in Measure "Percent Missed Due Dates"		
Exclusions:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • For UNE loop services, feature only orders are excluded from the retail analog • Excludes 'records only' orders. • Excludes 'Out' orders. • Excludes Verizon company official orders. • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL. 		
Performance Standard:		
Parity with Verizon Retail For PR-5-03 Interconnection Trunks: <=1%		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) • Verizon affiliate (for xDSL) 	<ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks 	
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 more than 60 days for Company Facility Reasons for a#specified products	Total number of New, Move and Change completed orders for a#specified products

Function:					
PR-6 Installation Quality					
Definition:					
Measures the percent of New, Change, Move completed service orders which received a network -customer network trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Non-Designed services) of service order completion.					
Network -Customer network troubles reports include the following dispositions: LNP (01) , 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), Test OK (13), Came Clear (15)					
Exclusions:					
Excludes the following types of trouble:					
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets cancelled • CPE and CLEC caused troubles • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL 					
Performance Standard:					
Parity with Verizon Retail For PR-6-01 Interconnection Trunks: <=2%					
Report Dimensions:					
Company:	Geography:				
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 				
Sub-Metrics					
PR-6-01	% Installation Troubles reported within 30 Days				
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks 				
Calculation	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Numerator</th> <th style="width: 50%; text-align: center;">Denominator</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Total number of orders which received network-customer network trouble reports within 30 calendar days of completion.</td> <td style="text-align: center;">Total number of new, move and change orders completed within the current calendar month.</td> </tr> </tbody> </table>	Numerator	Denominator	Total number of orders which received network -customer network trouble reports within 30 calendar days of completion.	Total number of new, move and change orders completed within the current calendar month.
Numerator	Denominator				
Total number of orders which received network -customer network trouble reports within 30 calendar days of completion.	Total number of new, move and change orders completed within the current calendar month.				
Sub-Metrics PR-6 Installation Quality					
PR-6-02	% Installation Troubles reported within 7 Days				

Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • LNP Only 	
Calculation	Numerator	Denominator
	Total number of orders which received customer network trouble reports within 7 calendar days of order completion for specified products	Total number of new, move and change orders completed within the current calendar month for specified products

Function:

PR-9 Coordinated Conversions

Methodology:

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

A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.

A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.

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

1. Coordinated customer conversion/coordinated hot cut identifier
2. The committed due date/due time
3. The actual conversion completion date

If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.

Definition

Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP).

*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.

Business Rules:

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

Exclusions:

- [Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.](#)
- Excludes CLEC caused misses
- Excludes 'records only' orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

90% on time

Coordinated Conversions:

<u>Line Size</u>	<u>Committed Completion Interval</u>
1 to 49 lines:	1 work hour
50 to 99 lines:	2 work hours
100 to 199 lines:	3 work hours
200 plus lines:	4 work hours

Coordinated Hot Cuts:

1 to 20 lines: 1 work hours

21 to 30 lines: 1.5 work hours

31 to 40 lines: 2 work hours

41 to 50 lines: 2.5 work hours

51 to 60 lines: 3 work hours

61 to 70 lines: 3.5 work hours

71 to 80 lines: 4 work hours

81 to 90 lines: 4.5 work hours

91 to 100 lines: 5 work hours*

*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.

Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Coordinated Conversions and Coordinated Hot Cuts, including LNP reported together —Coordinated Hot Cuts, including LNP 	
PR-9-01	% On Time Performance	
Calculation	Numerator	Denominator
	Number of coordinated conversions/hot cuts completed by committed due time	Number of coordinated conversion/hot cuts completed in reporting period

Function:		
MR-2 Trouble Report Rate		
Definition:		
Measures the total number of <u>network</u> customer <u>network</u> trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.		
Business Rules:		
<ul style="list-style-type: none"> • Access line/circuit/<u>UNE/trunk</u> count taken from previous month. • Network Trouble includes the following dispositions: <u>LNP (01)</u>, 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), Test OK (13), Came Clear (15) 		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> • <u>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</u> • <u>Message Reports</u> • <u>Inside Wire</u> • <u>Tickets cancelled</u> • CPE • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Provisioning trouble reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Parity with Verizon Retail		
<u>For MR-2-01 Interconnection Trunk: <=2%</u>		
<u>Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched</u>		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only 	
MR-2-01	Network Trouble Report Rate	
Calculation	Numerator	Denominator
	Total number of customer initial and repeat network trouble reports for <u>all specified</u> products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:		
MR-3 Missed Repair Commitments		
Definition:		
Measures the percent of customer network trouble reports not cleared by the commitment date and time.		
Network Trouble includes the following dispositions: LNP (01) , 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), Test OK (13), Came Clear (15)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets Cancelled • CPE • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Provisioning trouble reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Parity with Verizon Retail		
For MR-3-01 Interconnection Trunk: <=10%		
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only 	
MR-3-01	% Missed Repair Commitment	
Calculation	Numerator	Denominator
	Total customer network trouble reports not cleared by commitment date/time for all specified products for Verizon reasons	Total customer network trouble reports completed for all-specified products

Function:		
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: LNP (01) , 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), Test OK (13), Came Clear (15)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets Cancelled • CPE, Coin • Customer error • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Provisioning trouble reports • Verizon employee generated, Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Parity with Verizon Retail For MR-4-01 Interconnection Trunk: <=24 hour average Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
MR-4-01	Mean Time to Repair	
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only 	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all-specified products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all-specified products
Sub-Metrics MR-4 Trouble Duration Intervals		

MR-4-08	% POTS Out of Service > 24 Hours	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform 	
Calculation	Numerator	Denominator
	Number of customer network troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products	Total out of service customer network trouble reports for specified products

Function:	
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 customer network trouble, regardless of the original customer network trouble report's network disposition code, that repeats as one the following dispositions, will be classified as a repeat report: LNP (01) , 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), Test OK (13), Came Clear (15)	
Exclusions:	
Excludes the following types of trouble:	
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets cancelled • CPE • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 	
Performance Standard:	
Parity with Verizon Retail	
For MR-5-01 Interconnection Trunk: <=4%	
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched	
Report Dimensions :	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics	
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only
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-specified products	Total customer network trouble reports for all-specified products

Function:		
NP-1 Percent Final Trunk Group Blockage		
Definition:		
Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.		
<u>Notes:</u>		
1. Applies to those trunks where the ILEC has augmentation control.		
2. Does not apply when trunks are provisioned as two-way trunks.		
<u>Business Rules:</u>		
<ul style="list-style-type: none"> • Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • Verizon reports provided 45 days after close of data month one month in arrears. • Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level) 		
Exclusions:		
<ul style="list-style-type: none"> • IXC Dedicated Trunks are not included • Blocking due to CLEC putting trunks in a “make busy” state • Abnormal blockage exclusions: <ul style="list-style-type: none"> –○ Network Failures; Switch Outages –○ Acts of God; Storms, Tornadoes, etc. • National Holidays • Media Stimulated Mass Calling • Cable/Fiber cuts • Microwave Failures • Power Outages • Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
Products:	<ul style="list-style-type: none"> • CLEC Trunks 	
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months	
Calculation	Numerator	Denominator
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

Function:	
NP-2 Collocation Performance	
Definition:	
Measures the percent of collocation arrangements responded to and completed (built) on time.	
Business Rules:	
<ul style="list-style-type: none"> • Applies to all requests for physical collocation space • Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. 	
Exclusions:	
<ul style="list-style-type: none"> • Excludes orders canceled by CLEC • Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures) 	
Performance Standard:	
Physical Space Notification: 95% within calendar 15 day tariff period	
Physical Completion: 95% on time	
Report Dimensions:	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLECs • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics	
NP-2-01	% On Time Response to Request for Physical Collocation
Calculation	Numerator
	Count of requests for physical collocation arrangements where response to request is answered within 15 calendar days the standard
Denominator	Count of requests for physical collocation arrangements received in the reporting period.
NP-2-05	% On Time – Physical Collocation
Calculation	Numerator
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses)
Denominator	Count of physical collocation arrangements completed in the reporting period.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
Business Rules:		
<ul style="list-style-type: none"> Includes only mechanized bills. 		
Exclusions:		
<ul style="list-style-type: none"> Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill. Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
98% within 10 business days		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> Individual CLECs CLECs in the aggregate 		<ul style="list-style-type: none"> Statewide
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted in reporting period.

Attachment A-5b

VERIZON PERFORMANCE MEASUREMENT LIST
GTE STATES

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

* As lines 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 Attachment A-1a and A-2a.

**Reporting requirements terminated pursuant to 17(iii) of the merger conditions because these states have adopted a comprehensive performance plan.

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap		
OSS	Interface	PO-1-02	OSS Resp. Time – Svc Appt Scheduling	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-03	OSS Resp. Time – Address Verification	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-04	OSS Resp. Time – Svc Availability.	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-05	OSS Resp. Time – TN Request	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-06	OSS Resp. Time – Mechanized Loop Qualification	Electronic	TBD 95% within 60 seconds	Measure	\$60,000	Low		
		PO-1-07	% CSI On Time – Manual	Manual	95% in 248 business hours	Measure	\$60,000	Low		
		PO-1-08	% CSI On Time – WISE	WISE	95% in 4 hours	Measure	\$60,000	Low		
		PO-2-02	OSS Availability – Scheduled	WISE PreO	99.5025%	Measure	\$90,000	Medium		
		PO-2-02	OSS Availability – Scheduled	WISE Ord	99.5025%	Measure	\$90,000	Medium		
		PO-2-02	OSS Availability – Scheduled	WISE Rpr	99.5025%	Measure	\$90,000	Medium		
		PO-2-02	OSS Availability – Scheduled	WISE CSI	99.5025%	Measure	\$90,000	Medium		
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	Measure	\$60,000	Low		
Resale	Ordering	OR-1-02	% On Time LSC - Flow Through	POTS	95% in ≤ 2 System Hours	Occurrence	\$600	Low		
		OR-1-02	% On Time LSC - Flow Through	Specials	95% in ≤ 2 System Hours	Occurrence	\$600	Low		
		OR-1-04	% On Time LSC - < 10 Lines	POTS	95% in ≤ 24 Hours	Occurrence	\$600	Low		
		OR-1-05	% On Time LSC - < 10 Lines	Specials	95% in ≤ 48 Hours	Occurrence	\$600	Low		
		OR-1-06	% On Time LSC - >= 10 Lines	POTS	95% in ≤ 72 Hours	Occurrence	\$600	Low		
		OR-1-07	% On Time LSC - >= 10 Lines	Specials	95% in ≤ 72 Hours	Occurrence	\$600	Low		
		OR-2-02	% On Time LSR Reject-Flow Through	POTS	95% in ≤ 2 Hours	Occurrence	\$600	Low		
		OR-2-02	% On Time LSR Reject-Flow Through	Specials	95% in ≤ 2 Hours	Occurrence	\$600	Low		
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% in ≤ 24 Hours	Occurrence	\$600	Low		
		OR-2-05	% On Time LSR Reject - < 10 Lines	Specials	95% in ≤ 48 Hours	Occurrence	\$600	Low		
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	POTS	95% in ≤ 72 Hours	Occurrence	\$600	Low		
		OR-2-07	% On Time LSR Reject - >/= 10 Lines	Specials	95% in ≤ 72 Hours	Occurrence	\$600	Low		
				OR-5-01	% Flow Through - Total	All Resale	TBD	Measure	Medium	Medium
			Provisioning	PR-3-08	% Completed w/in 5 Days - No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-3-09		% Completed w/in 5 Days – Dispatch	POTS	Parity with retail	Occurrence	\$900		

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (~~AL~~, AZ, CA, FL, HI, ID, IL**, IN, ~~KY~~, MI, ~~MO~~, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Resale continued	<i>Provisioning</i>	PR-4-01	% Missed Due Dates – Designed Services	Specials	Parity with retail	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	POTS	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	Specials	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	Parity with retail	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	Parity with retail	Occurrence	\$600	
	Maintenance	MR-2-01	Network Trouble Report Rate	POTS	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	Specials	Parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	POTS	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	Specials	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	POTS	Parity with retail	Occurrence	\$600	
		MR-4-01	Mean Time to Repair	Specials	Parity with retail	Occurrence	\$600	
		MR-4-08	% OOS > 24 Hours	POTS	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSC - Flow Through	UNE Loop Nondes	95% in ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop Designed	95% in ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE 2 wire xDSL Loop	95% in ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC – Flow Through	UNE Platform	95% in ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Port Non-designed	95% in ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Nondes	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE 2 wire xDSL Loop	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Platform	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Port Non-designed	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-05	% On Time LSC - < 10 Lines	UNE Loop Designed	95% in ≤ 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Nondes	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Platform	95% in ≤ 72 Hours	Occurrence	\$600	Low

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Port Non-designed	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE 2 wire xDSL Loop	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-1-07	% On Time LSC - >= 10 Lines	UNE Loop Designed	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-1-12	% On Time FOC	UNE Transport	95% in ≤ 10 Days	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop Nondes	95% in ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop Designed	95% in ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE 2 wire xDSL Loop	95% in ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Platform	95% in ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Transport	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Port Non-designed	95% in ≤ 2 Hours	Occurrence	\$600	Low
UNE	Ordering	OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Nondes	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE 2 wire xDSL Loop	95% in ≤ 24Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Platform	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port Non-designed	95% in ≤ 24 Hours	Occurrence	\$600	Low
		OR-2-05	% On Time LSR Reject - < 10 Lines	UNE Loop Designed	95% in ≤ 48 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Nondes	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE 2 wire xDSL Loop	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Platform	95% in ≤ 72 Hours	Occurrence	\$600	Low

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (~~AL~~, AZ, CA, FL, HI, ID, IL**, IN, ~~KY~~, MI, ~~MO~~, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Port Non-designed	95% in ≤ 72 Hours	Occurrence	\$600	Low
	<i>Ordering</i>	OR-2-07	% On Time LSR Reject - >= 10 Lines	UNE Loop Designed	95% in ≤ 72 Hours	Occurrence	\$600	Low
		OR-5-01	Percent Flow-Through	UNE	TBD	Measure	Medium	Medium
UNE	Provisioning	PR-3-08	% Completed w/in 5 Days – No Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$600	
continued		PR-3-09	% Completed w/in 5 Days – Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$600	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Loop Designed	Parity with retail	Occurrence	\$1,500	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Transport	Parity with retail	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	UNE Port Non-designed	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (~~AL~~, AZ, CA, FL, HI, ID, IL, IN, ~~KY~~, MI, ~~MO~~, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Provisioning	PR-4-02	Average Delay Days – Total	UNE Transport	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	Line Sharing	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Nondes	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Designed	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Platform	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Port Non-designed	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Transport	Parity with retail	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Transport	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AL, AZ, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
	<i>Provisioning</i>	PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-9-01	% On Time Performance Coordinated Hot Cuts	Coord. Hot Cuts and Coord. Conv. incl. LNPAH	90% on time	Occurrence	\$900	
		PR-9-01	% Coordinated Conversions	All	90% on time	Occurrence	\$900	
UNE	Maintenance	MR-2-01	Network Trouble Report Rate	UNE Loop Nondes	Parity with retail	Occurrence	\$600	
continued		MR-2-01	Network Trouble Report Rate	UNE Loop Designed	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Platform	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Port Non-designed	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Transport	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE LNP	Parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Transport	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE LNP	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (~~AL~~, AZ, CA, FL, HI, ID, IL, IN, ~~KY~~, MI, ~~MO~~, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		MR-4-01	Mean Time to Repair	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Transport	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE LNP	Parity with retail	Occurrence	\$900	
UNE	Maintenance	MR-4-08	% OOS > 24 Hours	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Transport	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE LNP	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (~~AL~~, AZ, CA, FL, HI, ID, IL**, IN, ~~KY~~, MI, ~~MO~~, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter-Connection	Ordering	OR-1-12	% On Time FOC	Interconnecti on Trunks	95% in ≤ 10 Days	Occurrence	\$900	
	Provisioning	PR-4-01	% Missed Due Dates – Designed Svc	Interconnecti on Trunks	≤ 5% Parity with retail	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	Interconnecti on Trunks	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Interconnecti on Trunks	≤ 1% Parity with retail	Occurrence	\$1,500	
	Maintenance	PR-6-01	% Install. Troubles Rept. W/in 30 Days	Interconnecti on Trunks	≤ 2% Parity with retail	Occurrence	\$1,500	
		MR-2-01	Network Trouble Report Rate	Interconnecti on Trunks	≤ 2% Parity with retail	Occurrence	\$900	
		MR-3-01	Missed Repair Commitment	Interconnecti on Trunks	≤ 10% Parity with retail	Occurrence	\$1,500	
		MR-4-01	Mean Time to Repair	Interconnecti on Trunks	≤ 24 hour average Parity with retail	Occurrence	\$1,500	
		MR-5-01	% Repeat Reports within 30 Days	Interconnecti on Trunks	≤ 4% Parity with retail	Occurrence	\$900	Low
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Final Trunks	0	Occurrence	\$1,500	High
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95% within tariff period	Occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	Occurrence	\$1,500	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (~~AL~~, AZ, CA, FL, HI, ID, IL**, IN, ~~KY~~, MI, ~~MO~~, NV**, NC, OH**, OR, PA*, SC, TX, VA*, |
WA, WI)

**Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards and Reports
Verizon West – former GTE states**

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
All	Attachment A-1b Attachment A-2b Attachment A-5b	<ul style="list-style-type: none"> • Removed Alabama, Kentucky, Missouri and Nevada from list of applicable fGTE states • Updated number of sub-metrics • Revised Attachment 5 measurement list and inserted cover page 	<ul style="list-style-type: none"> • Sale of AL, MO and KY completed - removed from plan • NV reporting requirement terminated pursuant to 17(iii) of the merger conditions • Clarification: Updated sub-metric count • Measurement list modified to reflect appropriate measures and performance standard and to identify appropriate states (IL and OH inadvertently included on last submission) 	<ul style="list-style-type: none"> • August 2003 • August 2003 • August 2003
All metrics as applicable	Retail Analogs	<ul style="list-style-type: none"> • Changed retail compare for UNE 2-wire xDSL loop from retail VZ DSL product (line sharing) to retail ISDN BRI (applies to all provisioning and maintenance metrics where UNE 2-wire xDSL loop reported separately) • Changed retail compare for UNE Platform from Retail POTS to Retail POTS and Specials (applies to all provisioning and maintenance metrics where UNE Platform reported separately) • Moved UNE loop retail comparison language from performance standard in maintenance metrics to retail analog comparison table • UNE Port Non-Designed changed from Centranet Simple to Retail POTS Business and Specials Non Dispatched (applies to all maintenance and provisioning metrics where UNE Port Non-Designed reported separately) 	<ul style="list-style-type: none"> • Change: CA PUC Order - July, 2003 • Change: CA PUC Order - July, 2003 • Clarification: Consistency within guidelines • Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> • January 2004 • January 2004 • August 2003 • January 2004

**Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards and Reports
Verizon West – former GTE states**

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
All	Retail Analog Comparison Table	<ul style="list-style-type: none"> Included new table 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines¹ 	<ul style="list-style-type: none"> August 2003
All Preordering, Ordering, Provisioning and Maintenance		<ul style="list-style-type: none"> Added new exclusion: <ul style="list-style-type: none"> Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> January 2004
All Provisioning and Maintenance, except PR-4-02		<ul style="list-style-type: none"> Changed, where Interconnection Trunks are reported separately, Performance Standard for Interconnection trunks from parity to benchmark: <ul style="list-style-type: none"> PR-4-01 <=5% MR-2-01 <=2% PR-5-03 <=1% MR-3-01 <=10% PR-6-01 <=2% MR-4-01 <=24 hr avg MR-5-01 <=4% 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> November 2003

¹ California guidelines use multiple tables, on a per measure basis to display retail analogs. VZ has consolidated the retail analogs relevant to FCC metrics on a single table, consistent with VZ-East Guidelines.

**Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards and Reports
Verizon West – former GTE states**

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
All Maintenance		<ul style="list-style-type: none"> Modified disposition codes to reflect most current list Modified exclusion list to include: <ul style="list-style-type: none"> Message reports Inside wire Tickets cancelled Modified all references to products in calculation to reflect “for specified products” Modified all references to trouble reports to reflect “customer network trouble reports” 	<ul style="list-style-type: none"> Clarification: CA PUC Order - July, 2003 Clarification: CA PUC Order - July, 2003 Clarification: Consistency within guidelines Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003 August 2003 August 2003 August 2003
PO-1	Response Time OSS Ordering Interface	<ul style="list-style-type: none"> Modified exclusion list to include: <ul style="list-style-type: none"> Rejected manual requests CSI requests (both manual and mechanized) for greater than 30 working telephone numbers Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission Added verbiage to clarify additional “5 seconds” to performance standard for PO-1-02 through PO-1-05 Removed reference to clock hours for manual CSI in methodology Modified methodology to remove specific (VISCOM) software reference 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 Clarification: CA PUC Order - July, 2003 Clarification: CA PUC Order - July, 2003 Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> January 2004 August 2003 August 2003 August 2003
PO-1-06	Average Response Time – Mechanized Loop Qualification	<ul style="list-style-type: none"> Established performance standard – Loop Qualification as 95% within 60 sec 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> November 2003
PO-1-07	% CSI Queries On Time – Manual	<ul style="list-style-type: none"> Changed performance standard, and modified calculation, to reflect change from 95 % in 24 hours to 95% in 8 business hours 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> November 2003
PO-1-09	Response Time OSS Ordering Interface	<ul style="list-style-type: none"> Displayed numerator and denominator for Pre-Order Query Transaction Time and modified metric categories to reflect 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines (calculation display inadvertently omitted from prior redline) 	<ul style="list-style-type: none"> August 2003

**Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards and Reports
Verizon West – former GTE states**

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
PO-2	OSS Interface Availability – Scheduled Hours	<ul style="list-style-type: none"> • Changed performance standard from 99.25% to 99.50% • Changed reference in methodology from “Infoman” to generic “production outage” 	<ul style="list-style-type: none"> • Change: CA PUC Order - July, 2003 • Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> • November 2003 • August 2003
OR-1 and OR-2	Order Confirmation Timeliness Reject Timeliness	<ul style="list-style-type: none"> • Modified exclusion list to include: <ul style="list-style-type: none"> • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission • Test CLECs • LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling • Modified business rule for start time of requests • Modified performance standards to reflect “ <= ” 	<ul style="list-style-type: none"> • Change: CA PUC Order - July, 2003 • Clarification: CA PUC Order - July, 2003 • Clarification: CA PUC Order - July, 2003 • Change: CA PUC Order - July, 2003 • Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> • January 2004 • August 2003 • August 2003 • January 2004 • August 2003
OR-2	% On Time Reject (Trunks and Transport)	<ul style="list-style-type: none"> • Removed performance standard for Interconnection trunks & UNE Transport as not included in the OR-2 metric 	<ul style="list-style-type: none"> • Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> • August 2003
OR-5	Percent Flow-Through	<ul style="list-style-type: none"> • Modified exclusion list to include: <ul style="list-style-type: none"> • Any service request not generated on LSR • Orders that do not flow through, including reject orders, due to CLEC caused errors • Orders that do not flow through due to previously received pending orders • Added business rule: All features on the order must flow through to be flow-through eligible • Added definition of “achieved “ flow-through to definition • Replaced “mechanized” with “electronically received” and removed state code references for OR-5-01 and OR-5-03 • Modified placement of product list 	<ul style="list-style-type: none"> • Clarification: CA PUC Order - July, 2003 • Change: CA PUC Order - July, 2003 • Change: CA PUC Order - July, 2003 • Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> • August 2003 • November 2003 • November 2003 • August 2003 • August 2003 • August 2003 • August 2003

**Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards and Reports
Verizon West – former GTE states**

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
PR-4	Missed Due Dates	<ul style="list-style-type: none"> Added “LNP disconnect orders” to definition verbiage Modified exclusion list to include: <ul style="list-style-type: none"> For UNE loop services, feature-only orders are excluded from retail analog 	<ul style="list-style-type: none"> Clarification: CA PUC Order - July, 2003 Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> August 2003 January 2004
PR-4-02	Average Delay Days – Total	<ul style="list-style-type: none"> Modified calculation by replacing “by all products” with “for specified products” 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003
PR-5	Facility Missed Orders	<ul style="list-style-type: none"> Modified exclusion list to include: <ul style="list-style-type: none"> For UNE loop services, feature-only orders are excluded from retail analog 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> January 2004
PR-5-03	% Orders Held for Facilities > 60 Days	<ul style="list-style-type: none"> Modified calculation by replacing “all products” with “specified products” 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003
PR-6	Installation Quality	<ul style="list-style-type: none"> Modified disposition codes to reflect most current list Modified exclusion list to include: <ul style="list-style-type: none"> Message reports Inside wire Tickets cancelled Modified all references to trouble reports to reflect “customer network trouble reports” 	<ul style="list-style-type: none"> Clarification: CA PUC Order - July, 2003 Clarification: CA PUC Order - July, 2003 Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003 August 2003 August 2003
PR-6-01	% Installation Troubles reported within 30 Days	<ul style="list-style-type: none"> Modified denominator to change “within the ” to “within the current” 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003
PR-6-02	% Installation Troubles reported within 7 Days	<ul style="list-style-type: none"> Modified denominator to change “in the” to “within the current” 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003
PR-9	Coordinated Conversions	<ul style="list-style-type: none"> Modified product list to reflect reporting of one product group 	<ul style="list-style-type: none"> Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> November 2003
MR-2	Trouble Report Rate	<ul style="list-style-type: none"> Changed business rule from “Access line/circuit count” to “Access line/circuit/UNE/trunk count” 	<ul style="list-style-type: none"> Clarification: Consistency within guidelines 	<ul style="list-style-type: none"> August 2003

**Summary of Recommended Changes to FCC Order on Verizon Merger Measures, Standards and Reports
Verizon West – former GTE states**

Measure #	Measure Name	Change	Reason for Change	Implementation Data Month
NP-1	Percent Final Trunk Group Blockage	<ul style="list-style-type: none"> • Modified exclusion list to include: <ul style="list-style-type: none"> • Blocking due to CLEC putting trunks in a "make busy" state • Changed business rule to reflect appropriate report timing 	<ul style="list-style-type: none"> • Clarification: Consistency within guidelines, previously approved by CA PUC Order –May, 2001 • Clarification: Consistency with reporting dates 	<ul style="list-style-type: none"> • August 2003 • August 2003
NP-2-01	% On Time Response to Request for Physical Collocation	<ul style="list-style-type: none"> • Changed performance standard from within 15 calendar days to 95% within time intervals set in tariffs • Changed numerator to reflect new performance standard 	<ul style="list-style-type: none"> • Change: CA PUC Order - July, 2003 • Clarification: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> • January 2004 • August 2003
BI-2	Timeliness of Carrier Bill	<ul style="list-style-type: none"> • Modified exclusion list to include: <ul style="list-style-type: none"> • Results for exiting CLECs • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale 	<ul style="list-style-type: none"> • Change: CA PUC Order - July, 2003 	<ul style="list-style-type: none"> • January 2004