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October 15, 2003

BY ELECTRONIC FILING

Marlene H. Dortch, Secretary
Federal Communications Commission
445 Twelfth Street, S.W. - Suite TW-A325
Washington, D.C. 20554

Re: *Ex Parte Presentation*
In the Matter of Performance Measurements and Standards for Interstate
Special Access Services, CC Docket No. 01-321

Dear Ms. Dortch:

On October 14, 2003, representatives of the Joint Competitive Industry Group (JCIG) met with Michael Engel, Daniel Shiman, Henry Thaggert, Ian Dillner and Julie Veach, of the FCC to discuss the above-referenced proceeding. The JCIG members attending the meeting included: Robert Edgerly of Nextel; Marc Martin of Kirkpatrick & Lockhart, counsel for Nextel; Karen Furbish, Warren Turnham and Lisa Youngers of MCI; and Ruth Milkman of Lawler, Metzger & Milkman, counsel for MCI. During the meeting, JCIG discussed the performance measures that JCIG has proposed for interstate special access services and explained what each measure is intended to capture. JCIG also explained that the measures were developed based on traditional industry measurement practices and procedures that are utilized by both incumbent local exchange carriers and competitive carriers, with the specific intent of keeping development and programming requirements to a minimum. In addition, JCIG provided FCC staff with copies of special access service metrics adopted by the New York Public Service Commission (PSC) and metrics that SBC filed in a California Public Utilities Commission proceeding on intrastate special access performance measures.¹

JCIG noted that both the New York PSC's metrics and those proposed by SBC are similar in key respects to the measures JCIG has proposed in this proceeding. For example, SBC's proposal includes an "On Time Delivery Measure" based on the total number of orders completed with a completion recording date in the current reporting month. Similarly, the New York PSC's measures include a "Provisioning On Time Performance – Met Commitments SS-PR-1" and "Average Delay Days On Missed Installation Orders SS-PR-2," comparable to JCIG's JIP-SA-4 On Time Performance To FOC Due Date and JIP-SA-5 Days Late, respectively. Both the SBC and New York PSC measurements also include measurements comparable to JCIG's JIP-SA-8 New Installation Trouble Report Rate, and neither provides an exclusion for repeat reports. In addition, the New York PSC and SBC both include measures

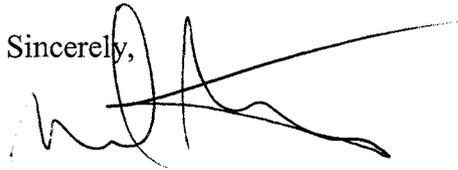
¹ Copies of both documents are provided as Attachment A to this letter.

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comparable to JCIG's JIP-SA-9 Failure Rate and JIP-SA-10 Mean Time To Restore, and both include codes for Found OK (or No Trouble Found) and Test OK.

Pursuant to the Commission's rules, this letter is being provided to you for inclusion in the public record of the above-referenced proceeding.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gil M. Strobel', with a long horizontal flourish extending to the right.

Gil M. Strobel

Attachments

cc: Ian Dillner
Michael Engel
Daniel Shiman
Henry Thaggert
Julie Veach

Attachment A

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
Albany on November 28, 2001

COMMISSIONERS PRESENT:

Maureen O. Helmer, Chairman
Thomas J. Dunleavy
James D. Bennett
Leonard A. Weiss

CASE 00-C-2051 - Proceeding to Investigate Methods to Improve
and Maintain High Quality Special Services
Performance by Verizon New York Inc.

CASE 92-C-0665 - Proceeding on Motion of the Commission to
Investigate Performance-Based Incentive
Regulatory Plans for New York Telephone
Company.

ORDER DENYING PETITIONS FOR REHEARING
AND CLARIFYING APPLICABILITY OF
SPECIAL SERVICES GUIDELINES

(Issued and Effective December 20, 2001)

BY THE COMMISSION:

INTRODUCTION AND BACKGROUND

On June 15, 2001, the Commission issued Opinion
No. 01-1 in the above referenced proceeding which, among other
things, adopted revised Special Service Guidelines.¹ On July 20,
2001, a Notice Inviting Comment was issued concerning the

¹ Special Services cover non-basic services most of which are
non-switched, and require engineering design review before
being installed. Some may require construction of fiber
facilities. They include alarm, video, foreign exchange and
other services, but the majority demanded are high speed data
circuits of 1.5 megabits and higher transmission rates. These
same services are known as "special access" when provided
pursuant to federal tariffs. Special access services are
provided pursuant to Federal Tariff if the customer advises
that more than 10% of the traffic will be inter-state,
regardless of where the facilities to serve the traffic are
located. For reporting purposes, all special services are
addressed by the Commission's Special Service Guidelines.

Function:		
Percent On Time ASR Response (electronic – no flow-through) SS-OR-1		
Definition:		
<p>This metric measures Response Timeliness in terms of the percentage of responses within the agreed upon timeframes as specified in the Performance Standards with either a firm in-service date or an estimated in-service date where facilities are not currently available.</p> <p>Order Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (e.g., VZ Ordering Interface) and distribution of a Service Order confirmation, or an estimated completion date based on an engineering estimate. Rejected orders will have the clock re-started upon receipt of a valid order.</p> <p>Facility Checks are completed on all orders. If facilities are available, a firm order in-service date will be provided with the response to the service order request. When facilities are not available, an engineering review will be performed, and an estimated in-service date will be provided in response to the service order request rather than a firm order in-service date. The date will be identified as a "best estimate" which will be subsequently confirmed or modified by providing a firm order in-service date within the shorter of three weeks from provision of the estimated date (which allows time to accurately project when facilities will become available), or 10 days prior to the in-service date.</p> <p>Notes: This measurement is based on ASR electronically submitted orders only. The reporting carrier will include carrier requests for resent confirmations that are submitted electronically as well as resent confirmations due to reporting carrier error in initial confirmation in the Order Confirmation Timeliness measurement. Resent confirmations due to other carrier error are excluded from the measurement. If no order confirmation time exists due to a missing order confirmation, the reporting carrier will use the completion notification time. This measurement includes orders confirmed in the calendar month.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Reporting carrier Test and administrative orders • Weekend and holiday hours (other than flow-through) Weekend hours are from 5:00PM Friday to 8:00AM Monday Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests. 		
Performance Standard:		
Percent On Time ASR Response (electronic – no flow-through): 95% or More On Time - Order Response Time within 72 Hours.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	Geography: New York State orders as handled by each ordering center.	
Metric Calculation Specifics		
SS-OR-1-01	Percent On Time ASR Response (electronic – no flow-through)	
Products	ASR Submitted Orders for DS0; and ASR Submitted Orders for DS1 and above (i.e., two product groups).	
Calculation	Numerator	Denominator
	Number of electronic ASRs where response date and time minus submission date and time is less than standard.	Total number of electronic ASRs.

Function:	
Provisioning On Time Performance - Met Commitments SS-PR-1	
Definition:	
<p>This metric measures the Percent of Orders completed as verified by the customer on or before the first confirmed commitment date, or a subsequent customer initiated and verified change in the order due date.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p>For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>	
Exclusions:	
<ul style="list-style-type: none"> • Reporting Carrier Test Orders • Disconnect Orders • Reporting Carrier Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) 	
Performance Standard:	
<p>% Installation Commitments On Time: Greater Than or Equal to 96.0%</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State
Metric Calculation Specifics	
SS-PR-1-01	% Met Appointments – Verizon – Total
Description	The percent of orders completed on or before the commitment date.
Products	"DS0;" and "DS1 and above."
Calculation	Numerator
	Number of Orders where the Order completion date is on or before the order due date.
	Denominator
	Number of orders completed for product group.

Function:	
Average Delay Days On Missed Installation Orders SS-PR-2	
Definition:	
<p>For orders where the installation commitment was missed due to Reporting Carrier reasons, this metric measures the average number of days between the first confirmed commitment due date (or a subsequent customer initiated due date that was verified by the customer) and the actual work completion date as verified by the customer.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p>For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>	
Exclusions:	
<ul style="list-style-type: none"> • Reporting Carrier Test Orders • Disconnect Orders • Reporting Carrier Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) • Saturdays, Sundays, and Legal Holidays are not counted as Delay Days. 	
Performance Standard:	
<p>Average Delay Days:</p> <p style="text-align: center;">Less Than or Equal to 3.0</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State
Metric Calculation Specifics	
SS-PR-2-01	Average Delay Days – Total
Description	For orders missed due to Verizon reasons, the average number of days between committed due date and actual work completion date.
Products	"DS0;" and "DS1 and above."
Calculation	Numerator
	Sum of the completion date minus due date for orders missed due to company reasons.
	Denominator
	Number of orders missed for company reasons.

Function:		
Installation Quality SS-PR-3		
Definition:		
This metric measures the percent of circuits installed where a reported trouble was found in the network within 30 days of order completion.		
Trouble Report: Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK). For Carriers, Disposition Code 05 includes translation troubles closed automatically by the carrier.		
Exclusions:		
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Customer Premises Equipment (CPE) troubles 		
Performance Standard:		
Percent Installation Troubles Reported Within 30 Days: Less than or equal to 4.0 trouble reports within 30 days per 100 circuits installed during the calendar month.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	Geography: <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State 	
Metric Calculation Specifics		
SS-PR-3-01	% Installation Troubles reported within 30 Days	
Description	The trouble report rate on circuits installed where a trouble was reported within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).	
Products	Special Services	
Calculation	Numerator	Denominator
	Number of trouble reports on circuits installed within 30 days of trouble report.	Total circuits installed in calendar month.

Function:		
Percent Missed Appointments Due to a Lack of Facilities SS-PR-4		
Definition:		
This metric measures facility missed orders.		
Facility Missed Orders: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.		
Exclusions:		
<ul style="list-style-type: none"> • Reporting Carrier Test Orders • Disconnect Orders • Reporting Carrier Administrative orders • Record Orders • Orders that are not complete. (Orders are included in the month that they are completed) • Customer Not Ready (CNR), No Access (NA) and Lost Access (LA). 		
Performance Standard:		
Percent Missed Appointments Due to a Lack of Facilities: No performance standard is associated with this metric.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	Geography: <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State 	
Metric Calculation Specifics		
SS-PR-4-01	Percent Missed Appointments Due to a Lack of Facilities	
Description	The percent of Dispatched Orders completed after the commitment date, due to a lack of facilities.	
Products	"DS0;" and "DS1 and above."	
Calculation	Numerator	Denominator
	Number of dispatched orders where the order completion date is greater than the order DD due to Reporting Carrier Facility reasons for the product group.	Number of dispatched orders completed for the product group.

Function:		
% Jeopardies SS-PR-5		
Definition:		
This metric measures the number of orders with missed due dates that receive jeopardy notices prior to close of business on the due date.		
Note: For Verizon, this is to be measured after a new transaction type is developed in ordering systems.		
Exclusions:		
<ul style="list-style-type: none"> • Reporting Carrier Test Orders • Disconnect Orders. • Reporting Carrier Administrative orders. • Orders that are not complete or cancelled. 		
Performance Standard:		
Jeopardy Status Notification: No performance standard is associated with this metric.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	Geography: <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State 	
Metric Calculation Specifics		
SS-PR-5	% Jeopardies	
Products	"DS0;" and "DS1 and above."	
Calculation	Numerator	Denominator
	Number of missed committed due dates where advance notice is provided.	Number of missed committed due dates.

Function:		
Customer Trouble Report Rate SS-MR-1		
Definition:		
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service. A Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office). A Found-OK means a trouble with a Disposition Codes of 07, and a Test-OK means a trouble with a Disposition Codes of 09.</p> <p>Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Report rate excludes subsequent reports (additional customer calls while the trouble is pending) • Troubles reported on Reporting Carrier official (administrative lines) • Troubles closed due to customer action. • Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer has reported a trouble • Customer Premises Equipment (CPE) troubles 		
Performance Standard:		
<p>Report Rate: Less than or Equal to 3.5 trouble reports per 100 circuits.</p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State 	
Metric Calculation Specifics		
SS-MR-1-01	Network Trouble Report Rate	
Products	Special Services	
Calculation	Numerator	Denominator
	Number of all trouble reports with found network troubles (trbl_cd is FAC or CO) or not-found troubles (Test-OK or Found-OK)	Number of circuits in service stated in hundreds.

Function:		
Trouble Duration Intervals SS-MR-2		
Definition:		
<p>This metric measures average trouble duration interval per month. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).</p> <p>For Special Services, including Special Access service, this is measured on a stop clock basis (e.g., the clock is stopped when Carrier testing is occurring, the Reporting Carrier is awaiting carrier acceptance, or the Reporting Carrier is denied access).</p>		
Exclusions:		
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles closed due to customer action. • Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer reported a trouble. 		
Performance Standard:		
<p>Mean Time To Repair:</p> <p style="text-align: center;">Less than or Equal to 9.0 hours</p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> • Reporting Carrier Retail • Other Carrier Aggregate • Other Carrier Specific • Reporting Carrier Affiliates Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State • Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State 	
Metric Calculation Specifics		
SS-MR-2-01	Mean Time To Repair – Total	
Products	Special Services	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus trouble receipt date and time for trouble reports with Disposition Codes 03, 04, 05, 07 and 09. (Exclude time when clock is stopped).	Number of trouble reports with Disposition Codes 03, 04, 05, 07 and 09.

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

R. 97-10-016

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

I. 97-10-017

**SBC CALIFORNIA'S (U 1001 C) OPENING COMMENTS
ON INTRASTATE SPECIAL ACCESS PERFORMANCE MEASURES**

Dated: August 29, 2003

Ed Kolto
SBC/California
140 New Montgomery Street, Room 1617
San Francisco, CA 94105
Phone: 415 545-9422
Fax: 415 974-1999

Special Access Intrastate Business Rules California

Attachment 1

Firm Order Confirmation (FOC)		
Definition:		
This metric measures the percentage of ASRs which have had a confirmation provided to the carrier within a preset time commitment. The preset time commitment for DS1 is <=24.00 hours and for DS3 it is <=72.00 hours.		
Exclusions:		
<ul style="list-style-type: none"> • Unsolicited FOC's • Disconnect ASRs • Cancelled ASRs • Record ASR's • New Cell sties • Projects • Sonet • Meet Point Billing • DOC requests • Deposit requests • DS3 where no facilities exist 		
Report Dimensions		
Report By:	Geography:	
<ul style="list-style-type: none"> • IXC Access Customer 	California & Nevada	
Metric Calculation Specifics		
Business Rule	Firm Order Confirmation (FOC) data for the SBC West regions includes data for two states - California and Nevada and is not separated out by state. This data represents the percentage of orders for which a confirmation is provided to the carrier within specified time guidelines which are: <=24.00 hours for DS1 and <=72.00 hours for DS3. Order receipt time is adjusted to 8:00 A.M. of the next Business Day when orders are received outside of regular business hours. For purposes of this measure the regular business hours window closes at 3 pm Central Standard or Daylight time.	
	Data Source: EXACT/DSS	
Products	Intrastate: <ul style="list-style-type: none"> • DS1 • DS3 and above 	
Calculation	Numerator	Denominator
	Number of ASRs that are not FOC'd within 24 hours for DS1 and not FOC'd within 72 hours for DS3 and above.	Number of ASRs processed in the current reporting month by product group.

Special Access Intrastate Business Rules California

Attachment 1

On Time Delivery		
Definition:		
This metric measures the percent of orders completed on or before the confirmed commitment date (DDOBJ).		
Inclusions:		
<ul style="list-style-type: none"> • Order actions of A (add) and R (rearrange). • Complete orders only. 		
Exclusions:		
<ul style="list-style-type: none"> • Company initiated orders. • No access and lost access. • Customer not ready (CNR) misses. 		
Report Dimensions		
Report By:	Geography:	
<ul style="list-style-type: none"> • IXC Access Customer 	California	
Metric Calculation Specifics		
Business Rule	<p>The percent of orders completed on or before the DDOBJ (committed FOC due date). Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time. A requested change in order due date is communicated by a supplemental issue of the ASR ("SUPP"). Data pulled by CRD (Completion Recording Date)*. Misses determined by comparing the COMP DATE (Completion Date)** versus the DDFOC***.</p> <p>*CRD – Unchangeable date stamp generated by system when order is entered as complete</p> <p>**COMP DATE – Completion date to the customer (when the customer is informed that the order is complete)</p> <p>***DDFOC – Date promised to the customer for circuit installation</p> <p>Data Source: Orders - WFA-C</p>	
Products	Intrastate: <ul style="list-style-type: none"> • DS1 • DS3 • DDS • VGPL 	
Calculation	Numerator	Denominator
	Total number of orders missed due to Company reasons where the completion date is greater than DDOBJ.	Total number of orders completed for product group with a CRD in current reporting month.

Special Access Intrastate Business Rules California

Attachment 1

(I30) Report Rate		
Definition:		
This metric measures the percent of add orders that receive a customer report within 30 calendar days of the completion date.		
Inclusions:		
<ul style="list-style-type: none"> • All measured trouble codes: CC – Came Clear, CO – Central Office, FAC – Facility, NPC – Non-Plant Specific/Non-Circuit Specific Trouble, NTF – No Trouble Found, STN – Station/SBC Equipment on Premise, SVB – Serving Bureau/Premise Equipment Adjusted Remotely, TOK – Test OK. • Order action of A (add) only. • Completed orders only. 		
Exclusions:		
<ul style="list-style-type: none"> • Troubles closed due to customer action. • Troubles reported by Company employees in the course of performing preventative maintenance where no customer has reported a trouble. • Trouble codes of CPE – Customer Premise Equipment, IEC – Interexchange Carrier, INF – Information. • No access (customer has denied access for some reason or customer has not provided needed information) and delayed maintenance (access is available but customer has okayed a delay). • Subsequent reports. • Company initiated orders. 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • IXC Access Customer 	Geography: California	
Metric Calculation Specifics		
Business Rule	Utilizes the current reporting month add orders and previous and current reporting month CR measured reports. Calculation based on circuit failure within 30 days of new order completion date. Data Source: Trouble Reports – ASKME/WFA-C Orders – WFA-C	
Products	Intrastate: <ul style="list-style-type: none"> • DS1 • DS3 • DDS • VGPL 	
Calculation	Numerator	Denominator
	Total number of measured CR reports, excluding subsequent reports, where the received date of report is within 30 days of the complete date of the order.	Total new circuits installed with a CRD in the current reporting month by product group.

Special Access Intrastate Business Rules California

Attachment 1

Repair Frequency (FF)		
Definition:		
This metric measures the percent of measured CR reports with a closed date in the current reporting month against in service circuits.		
Inclusions:		
<ul style="list-style-type: none"> • All measured trouble codes: CC – Came Clear, CO – Central Office, FAC – Facility, NPC – Non-Plant Specific/Non-Circuit Specific Trouble, NTF – No Trouble Found, STN – Station/SBC Equipment on Premise, SVB – Serving Bureau/Premise Equipment Adjusted Remotely, TOK – Test OK. • CR (customer reports) troubles only. 		
Exclusions:		
<ul style="list-style-type: none"> • Troubles closed due to customer action. • Troubles reported by Company employees in the course of performing preventative maintenance where no customer has reported a trouble. • Trouble codes of CPE – Customer Premise Equipment, IEC – Interexchange Carrier, INF – Information. • No access (customer has denied access for some reason or customer has not provided needed information) and delayed maintenance (access is available but customer has okayed a delay). 		
Report Dimensions		
Report By:	Geography:	
<ul style="list-style-type: none"> • IXC Access Customer 	California	
Metric Calculation Specifics		
Business Rule	Total number of measured CR reports with a closed date in current reporting month divided by reporting month's circuit base.	
	Data Source: Trouble Reports – ASKME/WFA-C Circuit counts - CABS	
Products	Intrastate: <ul style="list-style-type: none"> • DS1 • DS3 • DDS • VGPL 	
Calculation	Numerator	Denominator
	Total number of measured CR reports with a closed date in the current reporting month.	Number of circuits in service by product group as of last day of reporting month.

Special Access Intrastate Business Rules California

Attachment 1

Repair Restoral (MTTR)		
Definition:		
This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance on measured CR reports only. Measured on a running clock basis, but excludes no access time and delayed maintenance.		
Inclusions:		
<ul style="list-style-type: none"> • All measured trouble codes: CC – Came Clear, CO – Central Office, FAC – Facility, NPC – Non-Plant Specific/Non-Circuit Specific Trouble, NTF – No Trouble Found, STN – Station/SBC Equipment on Premise, SVB – Serving Bureau/Premise Equipment Adjusted Remotely, TOK – Test OK. • CR (customer reports) troubles only. 		
Exclusions:		
<ul style="list-style-type: none"> • Troubles closed due to customer action. • Troubles reported by Company employees in the course of performing preventative maintenance where no customer has reported a trouble. • Trouble codes of CPE – Customer Premise Equipment, IEC – Interexchange Carrier, INF – Information. • No access (customer has denied access for some reason or customer has not provided needed information) and delayed maintenance (access is available but customer has okayed a delay). 		
Report Dimensions		
Report By: <ul style="list-style-type: none"> • IXC Access Customer 	Geography: California	
Metric Calculation Specifics		
Business Rule	The restoral interval measures the average duration of measured CR reports, with a closed date in the current reporting month, from the receipt of the measured CR report to the time the measured CR report is restored. Expressed in hours and minutes.	
Products	Intrastate: <ul style="list-style-type: none"> • DS1 • DS3 • DDS • VGPL 	
Calculation	Numerator	Denominator
	Sum of duration for measured CR reports with a closed date in current reporting month. Measured in hours and tenths.	Total number of measured CR reports with a closed date in the current reporting month.