

ATTACHMENT B

**Proposed Regulations for
QUALITY OF SERVICE
Measurement and Reporting**

**Prepared For
The Telecommunications Regulatory Board
of
Puerto Rico**

**by
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REGULATIONS FOR QUALITY OF SERVICE MEASUREMENT AND REPORTING

1. Legal Authority

The Telecommunications Regulatory Board of Puerto Rico ("Board") hereby requests that the Federal Communications Commission ("FCC" or "Commission") require adherence to these proposed regulations as a condition to the grant of the Application of América Móvil, S.A. de C.V. ("América Móvil"), Verizon Communications Inc. ("Verizon") and subsidiaries of Telecomunicaciones de Puerto Rico, Inc. ("TELPRI") seeking approval of the transfer of control to América Móvil of TELPRI and its subsidiaries, including the Puerto Rico Telephone Company ("PRTC"), the Incumbent Local Exchange Carrier ("ILEC") in Puerto Rico. These applications are filed pursuant to Sections 214 and 310(d) of the Communications Act.

The Commission's authority to impose conditions on approvals of such transfers is well established. Under Section 301(b) of the Communications Act, the Commission may approve a license transfer only if it finds that the public interest, convenience and necessity will be served thereby. In addition, Section 214(c) of the Act confers authority to attach conditions to a transfer. The Commission may impose conditions whenever in the absence of such conditions the transfer would not be in the public interest. *GTE Service Corp. v. FCC*, 782 F2d 263 (D.C. Cir, 1985). See also *Atlantic Tele-Network v. FCC*, 313 U.S. App. DC 396 (D.C. Cir, 1995).

2. Goal and Scope

2.1. Goal: the goal of these Regulations is to establish Quality of Service standards, measurement and reporting practices applicable to the Puerto Rico Telephone Company after the change in control anticipated in the pending Application.

2.2. Interpretation: These Regulations shall be understood to be the quality of service requirements for telecommunications services which should generally be provided in the Commonwealth of Puerto Rico. Failure to attain these levels does not by itself indicate poor service and the liability of the telecommunications service provider to its customers or other persons using its facilities for any such failure shall be governed by the applicable provisions of these Regulations.

2.3. Relationship With Other Regulations: These Regulations supplement and are subject to the internal regulations of the Board and to those other regulations that are promulgated for application to special or particular matters.

3. General Provisions

3.1. Intent:

a. Purpose: The purpose is to establish uniform standards and to require quality of service measurements and reporting of quality of service measurement results.

b. Phase In Of Regulations and Penalties: It is the intent to phase in the quality of service measurements. It is planned to implement the Local Exchange Service Measurements in the first year and the Wholesale Telecommunications Service Measurements in the second year. In addition it is planned to phase in the service penalties. In the first year no penalties will be assessed. In the second year, when applicable, one half (1/2) of the listed amount will be assessed. In the third year, when applicable, the listed amount will be assessed.

c. Limits of Order: These Regulations do not alter terms, conditions, fees, or payments in the filed tariffs of the telecommunications service providers.

d. Absence of Civil Liability: The establishment of these Regulations shall not impose upon telecommunications service providers, and they shall not be subject to any civil liability for damages, which liability would not exist at law if these Regulations had not been adopted.

e. Events Beyond The Control Of Telecommunications Service Providers: A miss of a measurement requirement that is due to an event beyond the control of the Telecommunications Service Provider such as a labor walkout, labor strike, civil unrest, vandalism, emergency closures, police emergency, storms, accidents, and other acts of God shall not be counted for quality of service measurements.

3.2. Applicability: These Regulations are applicable to the Puerto Rico Telephone Company. Subject to appropriate rulemakings, the Board may make these Regulations applicable to all telecommunications service providers providing service, except for those services listed in the next sentence, within the Commonwealth of Puerto Rico which offer the use of voice-grade equivalent lines in a local exchange area. Telecommunications service known as wireless channel service (also known as cellular service) provided in a mobile service area (MSA) in the Commonwealth of Puerto Rico and digital subscriber line (DSL) service provided in the Commonwealth of Puerto Rico are excluded.

3.3. Definitions:

a. Access Line: - A transmission path between a subscriber demarcation point and a switching center. Access lines include residential, business, Centrex, ISDN, Pay Telephone, and voice-grade PBX trunk paths.

b. Basic Local Service: – Telecommunications service rendered within a local area and includes access to one party service, local calling, toll calling, dial or tone signaling, emergency services, assistance services, telecommunications relay services, directory listings, privacy protections, and non-published service associated with the public switched network.

c. Billing Center: – A Location where customer inquiries regarding billing items are handled.

d. Board: - In the interpretation of these regulations, the word “Board” shall be construed to mean the Telecommunication Regulatory Board of the Commonwealth of Puerto Rico.

e. Business Office: - A Centralized Service Group which receives Small Business and/or Residence Customer requests for a new installation or change in existing service. This does not include billing center inquiries.

f. Central Office (CO): - A telephone company’s building where subscriber lines are joined to switching equipment for connecting other subscribers to each other, locally or long distance.

g. Central Office Entity: - A Group of lines using common-originating equipment or under stored program control.

h. Central Office Switching Equipment: - Premises equipment which performs the functions of establishing and releasing connections on a per call basis between two or more circuits, services or communications systems. There could be more than one switching equipment unit in a central office.

i. Central Office Wire Center: - A facility composed of one or more central office switches which are located on the same premises and which may or may not utilize common equipment. In the case of a digital switch, all remote processors that are hosted by a central processor are to be included in the central office wire center.

j. Centrex: – A service for customers with many stations that permits station-to-station dialing, generally one listed directory number for the customer, direct-inward dialing, and station identification on outgoing calls. The switching functions are performed in the central office entity.

k. Commitment Date: - The date agreed to by a customer and a telecommunications service provider for the completion of requested work.

l. Customer-Provided Equipment: - Terminal equipment provided by the customer.

m. Customer Trouble Report: - Initial line reports from customers or users of telephone service relating to a malfunction or dissatisfaction with telephone company-provided lines.

n. Demarcation: - Point at which Telephone Company maintained equipment and wiring terminates at the customer's premises.

o. Electromechanical: - A class of switching systems which is primarily based on electrically activated movement of mechanical switches.

p. Electronic (Analog or Digital): - A class of switching systems in which the control functions are performed principally by electronics. There are two types in use: time division and space division.

q. Employee Report: - A trouble report from a telephone company employee who detects a trouble condition while performing duties independent of any conversation with a customer regarding the trouble.

r. Exchange: – A geographical area, usually including a city, town or village, established by a telephone company for the provision of local telephone services. The concept is based upon geographical area and not in equipment. An Exchange might have one or more central office switching equipments and their associate facilities.

s. Host Central Office Switching Equipment: - Central office switching equipment which provides certain functions to a smaller switching equipment located remotely.

t. Island Exchange: - Those exchanges located outside of the San Juan Metropolitan area. Included are: Adjuntas, Aguada, Aguadilla, Ramey, Aguas Buenas, Aibonito, Añasco, Arroyo-Patillas, Barceloneta, Barranquitas, Cabo Rojo, Caguas, Camuy-Hatillo, Cayey, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica,

Guayama, Guayanilla, Gurabo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza- Canovanas, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Orocovis, Peñuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Utuado, Vega Alta, Vega Baja, Vieques, Yabucoa and Yauco.

- u. Installation: - The provision of telephone service at the customer's request.
- v. Installation Center: - The location responsible for the installation of the customers' loop facilities and the administration of installation field work by scheduling, dispatching, and tracking the progress of field forces.
- w. Line: - An access line (hardwire and/or channel) which provides dial tone and which runs from the local central office (Class 4/5, Class 5, or a Remote) to the subscriber's premises.
- x. Maintenance: - Any work by telecommunications service provider personnel to test, dispatch, and track trouble indications generated by customer reports, abnormal conditions, and routine analysis and any work to administer, schedule, dispatch, and track maintenance field work and any work to clear a trouble and restore service to a working level (working at better than maintenance levels).
- y. Maintenance Center: - A location responsible for the testing, dispatching, and tracking of trouble indications generated by customer reports, abnormal conditions, and routine analysis and the administration, scheduling, dispatching, and tracking of maintenance field work.
- z. Metro Exchange: - Those exchanges located within the San Juan Metropolitan area. Included are: Trujillo Alto, Carolina, Isla Verde, Santurce West, Santurce East, Rio Piedras, Pueblo Viejo, Cataño, Bayamon North, Bayamon South, Guaynabo and Toa Baja.
- aa. No Access: - A condition where an employee cannot gain access to the telephone company demarcation point at the customer's premises.
- bb. Order Taken Date: - The date on which customer requests service, assuming prior compliance with utility's rates, rules and regulations.
- cc. Out-of-Service: - A classification of a trouble report where the customer indicates either: (1) an inability to complete incoming or outgoing calls; or (2) the presence of interference of any type that causes connected calls to be incomprehensible. Other service occurrences (slow dial tone, busy circuits, busy called line, non working line announcement, etc.) shall not be considered out-of-service conditions.
- dd. Plant Operations Center: - A location responsible for the testing, dispatching, and tracking of trouble indications generated by customer reports, abnormal conditions, and routine analysis and the administration, scheduling, dispatching, and tracking of maintenance and/or repair field work.
- ee. Primary Service Order: - Service orders for all business and residence main lines which are identified by a local exchange telephone number.

ff. Regrade Service Order: - Changes between individual and party-line service as identified under Primary Service Order.

gg. Remote Switching Unit: - A portion of a switching equipment which is deployed at a remote point from a host switching equipment. All or most of the central control equipment of the remote switching unit is located in the host central office switching equipment.

hh. Repair: – Any work by telecommunications service provider personnel to clear a trouble and restore service (working at better than maintenance levels) to the customer

ii. Reporting Service Level: - A specified service level of performance for each reporting unit. If performance is not meeting this level, the utility will submit periodic reports to the Board. For these regulations the specified Objective Level is the Reporting Service Level.

jj. Service Observing, Manual: - A direct measurement of service provided to the customer, obtained by an evaluator sampling an actual call. The observers do not listen to conversations.

kk. Service Observing, Mechanized: - A direct measurement of service provided to the customer obtained by a mechanized system without requirement for observation personnel.

ll. Small Business:- Those business accounts which are not designated by the telecommunications service provider for special handling.

mm. Special Services: - Telephone or line circuits such as foreign exchange, local intraexchange private line, interexchange private line, exchange data, radio-telephone, other common carrier, INWATS, OUTWATS, off-premises extension lines, and answering service lines.

nn. Subsequent Report: - A customer contact relating to a previously reported trouble which occurs prior to the time the initial or first customer trouble report has been cleared and the customer notified. Customer contacts changing or canceling appointments and/or providing additional information to a previous report are not subsequent reports.

oo. Telecommunications: – The transmission of information selected by the subscriber, between points specified by the subscriber, without changing the format or content of the information sent or received

pp. Telecommunications Service: – The offer of telecommunications directly to the public through payment, or to such classes of subscribers who actually make the service available directly to the public, regardless of the installations or means used.

qq. Telecommunications Service Provider: - The Puerto Rico Telephone Company and its successor companies. If the Board through rulemaking applies these Regulations to other telecommunications service providers, the definition shall be expanded to include any public entity that is certified to provide telecommunications service as further defined by Law 213. For purposes of these regulations this definition shall include a Telecommunications Company, and a Competitive Access Service Carrier/Provider.

rr. Telecommunications facilities: - Equipment, wiring, offices, land, buildings, poles, towers and computers excluding that beyond the Demarcation Point at a customer's property, required to connect and provide telecommunications service.

ss. Toll: – Service which is provided from a customer point in an exchange area to a point outside the exchange area. Such service may include offerings known as dialed long distance, WATS, Inmate, OUTWATS, and FX Service.

tt. Traffic Office: - A group of operators which receives incoming calls from direct trunk groups or from an automatic distributing system.

uu. Traffic Sector: - A group of traffic offices linked together by automatic call distribution equipment to form a service network.

vv. Trouble: – An impairment of the telecommunications network or a deviation from the telecommunications network design.

ww. Trouble Report: - Any oral or written notice by a customer or their representative to the telecommunications service provider which indicates dissatisfaction with their telecommunications service, telecommunications facilities, and/ or telecommunications service provider employees.

xx. Vertical Service: - Telecommunications service which is on top of a basic local service (which requires the basic local service in order to be provided) such as call waiting service, caller identification service, call transfer service and or non listed service no matter whether there is no additional charge or an additional charge.

3.4. Information available to the Public: The telecommunications service provider shall maintain, open for public inspection at its main office in the Commonwealth of Puerto Rico, copies of all reports submitted to the Board by the telecommunications service provider that are available to the public as set forth in these regulations. Reports shall be available for one year. Copies shall also be made available to the interested parties for a nominal fee to cover the cost of processing and reproduction.

3.5. Records available to the Board: All reports required by these regulations shall be retained and shall be kept available to representatives, agents, or employees of the Board upon reasonable notice.

3.6. Reports to the Board: The telecommunications service provider shall furnish to the Board, at such times and in such form as the Board may require, the results or summaries of any measurements required by these regulations. The telecommunications service provider shall furnish the Board with any information concerning the telecommunications service provider's facilities or operations which the Board may request and need for determining quality of service. Current reporting intervals are set forth in Section 9. following.

3.7. Deviations from These Regulations: In any case where these Regulations result in undue hardship or expense, a telecommunications service provider may request relief under Section 3.9 Review of Regulations following.

3.8. Failure to Report: Failure to collect and report quality of service measurements in accordance with these Regulations may lead to enforcement action pursuant to applicable law.

3.9. Review of Regulations: The Board may review these Regulations on a periodic basis. Telecommunications service providers subject to these regulations may individually or collectively file applications with the Board for the purpose of amending these regulations. The application shall clearly set forth the changes proposed and the reasons for them and shall be filed as set forth in Section 11 following. Other interested parties shall have the same rights to propose modifications to these regulations.

4. Services Included

4.1. Service Categories: Quality of service performance measures shall be provided for two categories of telecommunications service; 1) Local Exchange Service and 2) Wholesale Telecommunications Service.

4.2. Local Exchange Service: Local Exchange Service shall be defined as telecommunications provided in a defined geographic area known as local calling area. For purposes of quality service measurement, Local Exchange Service shall include residence and business basic local service access lines, secondary local service access lines, multiline access, centrex access lines, basic ISDN access lines and primary ISDN access lines provided by any telecommunications service provider. No Local Exchange Service vertical and no information, competitive, special, data, designed, or contract services are included in Local Exchange quality of service performance measurement.

4.3. Wholesale Telecommunications Service: Wholesale Telecommunications Service shall be defined as telecommunications provided by a Local Exchange Carrier to a Customer to furnish 1) local (exchange) intrastate service and 2) Interexchange Switched and Special Access intrastate service in the Commonwealth of Puerto Rico. For purposes of quality service measurement Local Exchange Carriers shall include Incumbent Local Exchange Carriers and Certified Local Exchange Carriers/Providers. Wholesale Telecommunications Local intrastate Service shall include Unbundled Network Elements (UNEs) loops and ports, UNE Transport, UNE Switching, UNE Platforms, UNE Enhanced Extended Loops (EELs), Interconnection Trunks, Resold Intrastate POTS services, Resold Intrastate Special services and Collocation services provided by any Local Exchange Carrier (LEC). Wholesale Telecommunications Interexchange Switched and Special Access intrastate Service shall include switched and special access service lines and trunks and Collocation services provided by any Local Exchange Carrier (LEC). No UNE service, Access service, Resold service or Collocation service vertical services and no information service or contract services are included in quality of service performance measurement.

5. Local Exchange Services Standards Of Service

5.1. Service Measurements: These regulations establish performance measurements and uniform reporting levels of service for installation, maintenance, network performance, answer time performance, billing, and customer perception activities. The service measures established are as follows:

Service Measure (24 service measures)

Type Of Service

Installation Orders Completed Within 10 Working Days	Installation
Held Orders Over 30 Days	Installation
Held Orders 31-60, 61-90, 91-180 and Over 180 Days	Installation
Installation Commitments Met	Installation
Installation Appointments Met	Installation
Customer Trouble Reports Total – Initial	Plant Operations
Customer Trouble Reports Total – Repeat	Plant Operations
Out-of-Service Trouble Report Rate	Plant Operations
Out-of-Service Troubles Cleared Within 24 Hours	Plant Operations
Out-of-Service Troubles Cleared Within 48 Hours	Plant Operations
Rest oral of Service After Payment Within 24 Hours	Plant Operations
Repair Commitments Met Total	Plant Operations Repair
Appointments Met Total	Plant Operations
Dial Tone Speed Within 3 Seconds	Network
Final Trunk Group Blockage Rate - Local	Network
Final Trunk Group Blockage Rate - Toll	Network
Operator Assistance Answer Time	Operator Services
Directory Assistance Answer Time	Operator Services
Trouble Report Service Answer Time	Plant Operations
Business Office Answer Time	Business Office
Customer Complaints All Reasons	Business Office
Customer Complaints Billing	Billing Office
Customer Complaints Installation	Installation
Customer Complaints Maintenance and Repair	Plant Operations

5.2. Disaggregated Measurements: In addition to the total measures listed in 5.1 preceding, disaggregated measurements for Metro Exchanges, Island Exchanges, Residence, and Business services as the service is defined as set forth in Section 3.4 Definitions preceding shall be compiled and reported. Each line or service measured as specified in 6. following is

included in this requirement. Additional disaggregated measurements shall be provided upon the issue of an Order by the TRB. Reasonable time shall be provided for the additional disaggregated information to be provided.

5.3. Measurement Standards and Objective Levels: A measurement standard is defined as a value that sets the acknowledged level of performance for a given function or task. A measurement standard is established for each retail service measurement. A second value, the objective level, which is defined as the reasonable point on the measurement scale that should be achieved in order to provide reasonable quality, will be established for each measurement standard. Not meeting an objective level is an indication of inadequate service. Objective levels are applicable to each individual reporting unit. Measurement standards and objective levels are specified below in the Measures section and included in the templates in Appendix A. The measurement standard and the objective level is the same for a Metro Exchanges, Island Exchanges, Residence or Business measurements as for the total measurement.

5.4. Penalty: A penalty shall apply as stated in Section h. of each service measurement in Section 6. following. Penalties are automatically due when the telecommunications service provider reports centers, offices, and/or Districts that miss the objective levels as stated in Section h. of each service measurement. The application of the penalty shall be as set forth in Section 3.1 b. Phase In Of Regulations and Penalties preceding. Payment of a penalty shall be as set forth in Section 9.9 Payment of Penalties following.

6. Local Exchange Services Measures

6.1. Service Measures: These regulations establish measures which are the descriptions and attributes that specify each measurement. The attributes Name of Measurement, Measure Number, Description, Measurement Formula, Measurement Type, Measurement Unit, Measurement Standard, Objective Level, Reporting Unit, and Penalty are provided in the following descriptions for each measurement. Additional attributes such as business rules, exclusions, disaggregation (breakdown of data by added category), report structure, and subtending benchmarks are provided in Appendix A. A summary of Reporting units is shown in Appendix B. Illustrative quarterly reports are shown in Appendix G. Illustrative missed objective level reports are shown in Appendix H.

6.2. Retail-Local Installation Orders Completed Within 10 Working Days (RL-01): Installations total, installations for metro exchanges, island exchanges, residence and business access lines and missed installations for total and missed installations for metro exchanges, island exchanges, residence, and business access lines shall be reported.

a. Description: Monthly percentage of basic local service access line (residence and business) installations completed within 10 working days (following the day the order is received) including the physical connecting and testing of an access line that results in the provision of dial tone to the requesting customer's network interface device. It includes move orders and orders for secondary (additional) lines.

b. Measurement Formula: Count once a month the number of basic local service access lines installed within 10 days and the number of orders for the same monthly period received for each reporting unit. Installation Orders Completed Within 10 Working Days, expressed as a percent will equal total number of orders received minus missed installations multiplied by 100 and divided by total number of orders.

- c. Measurement Type: Installation.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 90% within 10 working days.
- f. Objective Level: 80% within 10 working days.
- g. Reporting Unit: Plant Installation District or Business Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be credit of installation fee for missed installation dates until three consecutive months without missing the objective level.

6.3. Retail-Local Held Orders Over 30 Days (RL-02): Held orders for all applications, held orders for metro exchanges, island exchanges, residence and business applications shall be reported. In addition disaggregated data for held orders due to no outside plant, no feeder cable, no house cable, bad feeder pair, bad house cable, no inside wiring, no terminal equipment and no central office equipment shall be reported.

- a. Description: Monthly total of basic local service access line (residence and business) installation applications delayed over 30 days because of the lack of telephone plant, installation personnel or ordering delays total and disaggregated as listed in 6.3 above and also percent of installation applications delayed over 30 days. An order will count as held for each access line when service is not provided within 30 days after commitment date. The date of the order is taken from the customer shall be used in lieu of commitment dates where the telecommunications service provider cannot establish commitment dates. Orders requiring prerequisites (e.g., entry to customer premises) will be measured from the time prerequisites have been met.

- b. Measurement Formula: Count once a month the number of basic local service access lines installation applications which have been delayed over 30 days for each reporting unit. In addition for the disaggregated data count the number of basic local service access lines for delayed for each category stated. Held Orders 30 Days, expressed as a percent will equal total number of installation applications which have been delayed over 30 days multiplied by 100 and divided by total number of orders.

- c. Measurement Type: Installation.
- d. Measurement Unit: Number of order held; e.g., 150 and Percent expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% completed within 30 days.
- f. Objective Level: 90% completed within 30 days.
- g. Reporting Unit: Plant Installation District or Business Office.
- h. Penalty: None Initially.

6.4. Retail-Local Held Orders 31-60, 61-90, 91-180 and Over 180 Days (RL-03): Held order for all applications, held orders for metro exchanges, island exchanges, residence and business applications shall be reported. In addition disaggregated data for held orders due to no outside plant, no feeder cable, no house cable, bad feeder pair, bad house cable, no inside wiring, no terminal equipment and no central office equipment shall be reported.

a. Description: Monthly total of basic local service access line (residence and business) installation applications delayed over 31-60, 61-90, 91-180 and over 180 days because of the lack of telephone plant, installation personnel or ordering delays. An order will count as held for each access line when service is not provided within 30 days after commitment date. The date of the order is taken from the customer shall be used in lieu of commitment dates where the telecommunications service provider cannot establish commitment dates. Orders requiring prerequisites (e.g., entry to customer premises) will be measured from the time prerequisites have been met.

b. Measurement Formula: Count once a month the number of basic local service access lines installation applications which have been delayed over 31-60, 61-90, 91-180, and over 180 days for each reporting unit. Held Orders 31-60, 61-90, 91-180, and Over 180 Days, expressed as a percent will equal total number of installation applications which have been delayed over 31-60, 61-90, 91-180 and Over 180 days multiplied by 100 and divided by total number of orders.

c. Measurement Type: Installation.

d. Measurement Unit: Number of order held; e.g., 150 and Percent expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 100% completed within 60 days.

f. Objective Level: 98% completed within 60 days.

g. Reporting Unit: Plant installation District or Business Office.

h. Penalty: None unless miss the objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.5. Retail-Local Installation Commitments Met (RL-04): Installation commitments total, installation commitments for metro exchanges, island exchanges, residence and business access lines and missed installation commitments total and missed installation commitments for metro exchanges, island exchanges, residence, and business access lines shall be reported.

a. Description: Monthly percentage of basic local service access line (residence and business) installation commitments met including the physical connecting and testing of an access line results in the provision of dial tone to the requesting customer's network interface device. It includes move orders and orders for secondary (additional) lines.

b. Measurement Formula: Count once a month the number of basic local service access lines installation commitments met and the number of installation commitments for the same monthly period received for each reporting unit. Installation Commitments Met,

expressed as a percent will equal total number of installation commitments received minus missed commitments multiplied by 100 and divided by total number of commitments.

- c. Measurement Type: Installation.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% commitments met.
- f. Objective Level: 90% commitments met.
- g. Reporting Unit: Plant Installation District or Business Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.6. Retail-Local Installation Appointments Met (RL-05): Installation appointments met total, installation appointments met for metro exchanges, island exchanges, residence and business access lines and installation appointments total and total installation appointments for metro exchanges, island exchanges, residence, and business access lines shall be reported.

a. Description.: Monthly percentage of basic local service access line (residence and business) installation appointments to meet subscriber at the premises met. It includes move orders and orders for secondary (additional) lines.

b. Measurement Formula: Count once a month the number of basic local service access lines installation appointments met and the number of installation appointments for the same monthly period received for each reporting unit. Installation Appointments Met, expressed as a percent will equal total number of installation appointments met multiplied by 100 and divided by total number of appointments.

- c. Measurement Type: Installation.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% appointments met.
- f. Objective Level: 90% appointments met.
- g. Reporting Unit: Plant Installation District or Business Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.7. Retail-Local Customer Trouble Report Rate-Initial (RL-06): Initial customer trouble reports total, initial customer trouble reports for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

- a. Description: Monthly basic local service access line (residence and business) initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the access line. Rate will be developed as trouble reports per 100 lines.
- b. Measurement Formula: Count once a month the number of basic local service access line initial customer trouble reports and the number of access lines for the same monthly period for each reporting unit. Customer Trouble Report Rate-Initial, expressed as a number per 100 lines will equal total number of initial customer trouble reports received multiplied by 100 and divided by total number of access lines.
- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Rate per 100 lines expressed to one decimal point; e.g., 7.1 per 100 lines.
- e. Measurement Standard: 4.0 trouble reports per 100 lines.
- f. Objective Level: 6.0 trouble reports per 100 lines.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.8. Retail-Local Customer Trouble Report Rate-Repeat (RL-07): Repeat customer trouble reports total, repeat customer trouble reports for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

- a. Description: Monthly basic local service access line (residence and business) repeat customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Repeat report shall be a trouble report on service quality received within thirty days after the resolution of an initial trouble report on the same line. Rate will be developed as a percentage of repeat reports to initial reports.
- b. Measurement Formula: Count once a month the number of basic local service access line repeat customer trouble reports and the number of initial customer trouble reports for the same monthly period for each reporting unit. Customer Trouble Report Rate-Repeat, expressed as a percent will equal total number of repeat customer trouble reports received multiplied by 100 and divided by total number of initial customer trouble reports.
- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 19.1.
- e. Measurement Standard: 3.0% of initial trouble reports.
- f. Objective Level: 5.0% of initial trouble reports.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.9. Retail-Local Out-of-Service Trouble Report Rate (RL-08): Out-of-service trouble reports total, out-of-service trouble reports for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly basic local service access line (residence and business) out-of-service trouble reports relating to the inability to complete an incoming or outgoing call or the presence of interference which causes connected calls to be incomprehensible. Rate will be developed as out-of-service reports per 100 lines.

b. Measurement Formula: Count once a month the number of basic local service access line customer out-of-service repeat trouble reports and the number of access lines for each reporting unit. Out-of-Service Trouble Report Rate, expressed as a number per 100 lines will equal total number of out-of-service trouble reports received divided by total number of access lines and multiplied by 100.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Rate per 100 lines expressed to one decimal point; i.e., 1.1 per 100 lines.

e. Measurement Standard: 2.0 out-of-service trouble reports per 100 lines.

f. Objective Level: 4.0 out-of-service trouble reports per 100 lines.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.10. Retail-Local Out-of-Service Troubles Cleared Within 24 Hours (RL-09): Out-of-service troubles cleared within 24 hours total, out-of-service troubles cleared within 24 hours for metro exchanges, island exchanges, residence and business access lines and out-of-service trouble reports total and out-of-service trouble reports total for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer trouble reports classified as out-of-service which are cleared within 24 hours. Out-of-service reports shall be timed stamped when received and such time entry shall be the duration start time and when the service is restored and the customer is notified the report shall be time stamped and such time entry shall be the clearance time.

b. Measurement Formula: Count once a month the number of basic local service access line trouble reports classified as out-of-service which are cleared within 24 hours

and the total number of out-of-service trouble reports received for the same monthly period for each reporting unit. Out-of-Service Troubles Cleared Within 24 hours, expressed as a percent will equal total number of out-of-service trouble reports cleared within 24 hours multiplied by 100 and divided by total out-of-service trouble reports received.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 89.1.
- e. Measurement Standard: 80% cleared within 24 hours.
- f. Objective Level: 70% cleared within 24 hours.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.11. Retail-Local Out-of-Service Troubles Cleared Within 48 Hours (RL-10): Out-of-service troubles cleared within 48 hours total, out-of-service troubles cleared within 48 hours for metro exchanges, island exchanges, residence and business access lines and out-of-service trouble reports total and out-of-service trouble reports total for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer trouble reports classified as out-of-service which are cleared within 48 hours. Out-of-service reports shall be timed stamped when received and such time entry shall be the duration start time and when the service is restored and the customer is notified the report shall be time stamped and such time entry shall be the clearance time.

b. Measurement Formula: Count once a month the number of basic local service access line trouble reports classified as out-of-service which are not cleared within 48 hours and the total number of out-of-service trouble reports received for the same monthly period for each reporting unit. Out-of-Service Troubles Cleared Within 48 Hours, expressed as a percent will equal total number of out-of-service trouble reports cleared within 48 hours multiplied by 100 and divided by total out-of-service trouble reports received.

- c. Measurement Type: Plant Operations
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 95.1%
- e. Measurement Standard: 90% cleared within 48 hours.
- f. Objective Level: 80% cleared within 48 hours.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.12. Retail-Local Restoral of Service After Payment Within 24 Hours (RL-11): Restoral of service after payment within 24 hours total, restoral service after payment within 24 hours for metro exchanges, island exchanges, residence and business access lines and restoral of service requests total and restoral of service requests total for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) restored service after payment which is completed within 24 hours. Restoral of service requests after payment shall be timed stamped when received and such time entry shall be the duration start time and when the service is restored and the customer is notified the report shall be time stamped and such time entry shall be the clearance time.

b. Measurement Formula: Count once a month the number of basic local service access line restoral of service after payment requests which are completed within 24 hours and the total number of restoral after payment requests received for the same monthly period for each reporting unit. Restoral of Service After Payment Within 24 hours, expressed as a percent will equal total number of restoral of service after payment requests competed within 24 hours multiplied by 100 and divided by total restoral of service after payment requests received.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 89.1.

e. Measurement Standard: 98% cleared within 24 hours.

f. Objective Level: 95% cleared within 24 hours.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.13. Retail-Local Repair Commitments Met (RL-12): Repair commitments total, repair commitments for metro exchanges, island exchanges, residence and business access lines and missed repair commitments total and missed repair commitments for metro exchanges, island exchanges, residence, and business access lines shall be reported.

a. Description: Monthly percentage of basic local service access line (residence and business) repair commitments met including the clearing of troubles and restoring service to better than maintenance service levels. It includes move orders and orders for secondary (additional) lines.

b. Measurement Formula: Count once a month the number of basic local service access line repair commitments met and the number of repair commitments for the same monthly period received for each reporting unit. Repair Commitments Met, expressed as a percent will equal total number of repair commitments received minus missed commitments multiplied by 100 and divided by total number of commitments.

c. Measurement Type: Plant Operations.

- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 90% repair commitments met.
- f. Objective Level: 85% repair commitments met.
- g. Reporting Unit: Plant Operations Center or Plant District.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.14. Retail-Local Repair Appointments Met (RL-13): Repair appointments total, repair appointments for metro exchanges, island exchanges, residence and business access lines and repair appointments total met and repair appointments met for metro exchanges, island exchanges, residence, and business access lines shall be reported.

a. Description: Monthly percentage of basic local service access line (residence and business) repair appointments to meet subscriber at the premises met to clear troubles and restore service to better than maintenance service levels. It includes move orders and orders for secondary (additional) lines.

b. Measurement Formula: Count once a month the number of basic local service access line repair appointments met and the number of repair appointments for the same monthly period received for each reporting unit. Repair Appointments Met, expressed as a percent will equal total number of repair appointments met multiplied by 100 and divided by total number of appointment requests.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% repair appointments met.
- f. Objective Level: 90% repair appointments met.
- g. Reporting Unit: Plant Operations Center or Plant District.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.15. Retail-Local Dial Tone Within in 3 Seconds (RL-14): Call attempts with dial tone within 3 seconds total and call attempts with dial tone within 3 seconds for metro exchanges, island exchanges, residence and business access lines and dial tone call attempts total and dial tone call attempts for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer call attempts that receive dial tone from central office equipment within 3 seconds during the busy hour for the central office equipment. Measurements shall be taken

(weekly) and measure the time to provide dial tone for all customer call attempts during the busy hour. Measurements shall be accomplished by utilizing a Dial Tone Speed Recorder, Timed All Trunks Busy Meters or other equipment that record the time for return of dial tone in seconds. Dial tone measurement time shall start when an office off-hook or equivalent signal is received and end when a dial tone signal is provided to an access line.

b. Measurement Formula: Count once a month the number of basic local service access line weekly busy hour call attempts that received dial tone within 3 seconds and the total number of access line weekly busy hour call attempts received for the same monthly period for each reporting unit. Dial Tone Within 3 Seconds, expressed as a percent will equal total number of dial tone within 3 seconds call attempts multiplied by 100 and divided by total call attempts measured.

c. Measurement Type: Network.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.

e. Measurement Standard: 97% with dial tone within 3 seconds.

f. Objective Level: 95% with dial tone within 3 seconds.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.16. Retail-Local Final Trunk Group Blockage Rate-Local (RL-15): Full and final trunk group blockage for dialed interoffice local calls total, full and final trunk group blockage for dialed interoffice local calls for metro exchanges, island exchanges, residence and business service and dialed local call attempts where dialing is complete total and dialed local call attempts where dialing is complete for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly customer calls carried over local exchange, exchange final, and local operator full and final trunk groups that are blocked or experience a failure during the busy hour. Measurements shall be taken (weekly) and measure the calls that are completed including calls answered, calls receiving busy signals, calls receiving ring no answer, and calls to intercept as well as all call attempts where dialing is completed during the trunk busy hour. Measurements shall be accomplished by using central office measurement equipment

b. Measurement Formula: Count once a month the number of calls over the exchange basic local service full and final trunks that are blocked in the weekly busy hour and the total number of weekly busy hour local call attempts where dialing is completed for the same monthly period for each reporting unit. Final Trunk Group Blockage Rate-Local, expressed as a percent will equal total number of attempts where dialing is complete minus the number of calls completed in the busy hour without experiencing blocking or failure multiplied by 100 and divided by total number of call attempts where dialing is completed.

c. Measurement Type: Network.

- d. Measurement Unit: Percent expressed to one decimal point; e.g., 3.1.
- e. Measurement Standard: 1% or less blockage.
- f. Objective Level: 3% or less blockage.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.17. Retail-Local Final Trunk Group Blockage Rate -Toll (RL-16): Intrastate Full and Final Trunk group blockages for dialed toll calls total, trunk group blockages for dialed toll calls for metro exchanges, island exchanges, residence and business service and toll call attempts where dialing is completed total and toll call attempts where dialing is complete for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly customer calls carrier over (Intrastate) toll, toll final, and toll operator full and final trunk groups that are blocked or experience a failure during the busy hour. Measurements shall be taken (weekly) and measure the calls that are completed including calls answered, calls receiving busy signals, calls receiving ring no answer, and calls to intercept as well as all call attempts where dialing is completed during the trunk busy hour. Measurements shall be accomplished by using central office measurement equipment

b. Measurement Formula: Count once a month the number of calls over the (Intrastate) toll service full and final trunks that are completed in the weekly busy hour and the total number of weekly busy hour toll call attempts where dialing is completed for the same monthly period for each reporting unit. Final Trunk Group Blockage Rate -Toll, expressed as a percent will equal total number of toll call attempts minus the calls completed in the busy hour without experiencing blocking or failure multiplied by 100 and divided by total number of toll call attempts where dialing is completed.

- c. Measurement Type: Network.
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 3.1.
- e. Measurement Standard: 1% or less blockage.
- f. Objective Level: 3% or less blockage.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.18. Retail-Local Operator Answering Time (RL-17): Operator answering in 10 seconds for calls total, operator answering in 10 seconds for calls for metro exchanges, island exchanges, residence and business access lines and operator answered calls total and

operator answered calls for metro exchanges, island exchanges, residence and business access lines shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer calls to operator for toll and local assistance calls that are answered within 10 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an “answer”. Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of basic local service access line calls to the operator for toll and local assistance that are answered within 10 seconds after the last digit is dialed and the total number of access line calls to the operator for toll and local assistance that are offered to the operator for the same monthly period for each reporting unit. Operator Answers Within 10 Seconds, expressed as a percent will equal total number of calls to the operator answered within 10 seconds multiplied by 100 and divided by total calls offered to the operator.

c. Measurement Type: Operator Services.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.

e. Measurement Standard: 90% answered within 10 seconds.

f. Objective Level: 85% answered within 10 seconds.

g. Reporting Unit: Traffic Office handling toll and local assistance.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.19. Retail-Local Directory Assistance Answering Time (RL-18): Directory assistance answering in 12 seconds for calls total, directory assistance answering in 12 seconds for calls for metro exchanges, island exchanges, residence and business access lines and directory assistance answered calls total and directory assistance answered calls for metro exchanges, island exchanges, residence and business access lines shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer calls to directory assistance for call assistance that are answered within 12 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an “answer”. Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of basic local service access line calls to directory assistance for call assistance that are answered within 12

seconds after the last digit is dialed and the total number of access line calls to directory assistance for call assistance that are offered to directory assistance for the same monthly period for each reporting unit. Directory Assistance Answers Within 12 Seconds, expressed as a percent will equal total number of calls to directory assistance answered within 12 seconds multiplied by 100 and divided by total calls offered to directory assistance.

- c. Measurement Type: Operator Services
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.
- e. Measurement Standard: 85% answered within 12 seconds.
- f. Objective Level: 80% answered within 12 seconds.
- g. Reporting Unit: Traffic Office handling directory assistance.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.20. Retail-Local Trouble Report Service Answer Time (RL-19): Trouble Report Service answering in 20 seconds for calls total, trouble report service answering in 20 seconds for calls for metro exchanges, island exchanges, residence and business access lines and trouble report service answered calls total and trouble report service answered calls for metro exchanges, island exchanges, residence and business access lines shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer calls to trouble report service attendant to report troubles that are answered within 20 seconds after last digit is dialed when no menu driven system is utilized. When a menu driven, automated, interactive answering system (such as an Integrated Voice Response Unit (IVRU)) is utilized, the measurement is the calls that are answered within 20 seconds after the last digit is dialed. In addition, the initial recorded message presented by the system to the customer shall include the option of transferring to a live attendant within the first 30 seconds of the message. Answer shall mean that the trouble report service attendant is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of basic local service access line calls to the trouble report service attendant that are answered within 20 seconds after the last digit is dialed when no menu system is utilized and the total number of access line calls to the trouble report service attendant for the same monthly period for each reporting unit. Trouble Report Service Answers Time, expressed as a percent will equal total number of trouble report service answers within 20 seconds multiplied by 100 and divided by total calls to the trouble report attendant measured. When a menu system is utilized, count once a month the number of basic local service access line calls to the trouble report service that are answered by the menu system within 20 seconds after the last digit is dialed and the total number of access line calls to the trouble report service menu system same monthly period for each reporting unit. Trouble report service menu system answers within 20 seconds,

expressed a percent will equal total number of trouble report service menu system answers within 20 seconds multiplied by 100 and divided by total calls to the trouble report menu system

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.
- e. Measurement Standard: 90% answered within 20 seconds.
- f. Objective Level: 80% answered within 20 seconds.
- g. Reporting Unit: Plant Operations Center.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.21. Retail-Local Business Office Answer Time (RL-20): Business office answering in 20 seconds for calls total, business office answering in 20 seconds for calls for metro exchanges, island exchanges, residence and business access lines and business office answered calls total and business office answered calls for metro exchanges, island exchanges, residence and business access lines shall be reported. In addition disaggregated data for business office answer time calls for business matters (non billing), calls for billing matters, and calls abandoned (wait too long) shall be reported.

a. Description: Monthly percent basic local service access line (residence and business) customer calls to the business office representative that are answered within 20 seconds after last digit is dialed when no menu driven system is utilized. When a menu driven, automated, interactive answering system (such as an Integrated Voice Response Unit (IVRU)) is utilized, the measurement is the calls that are answered within 20 seconds after the last digit is dialed. In addition, the initial recorded message presented by the system to the customer shall include the option of transferring to a live attendant within the first 30 seconds of the message. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of basic local service access line calls to the business office representative that are answered within 20 seconds after the last digit is dialed when no menu system is utilized and the total number of access line calls to the business office representative for the same monthly period for each reporting unit. Business Office Answer Time, expressed as a percent will equal total number of business office answers within 20 seconds multiplied by 100 and divided by total calls to the business office system. When a menu system is utilized, count once a month the number of basic local service access line calls to the business office representative that are answered by the menu system within 20 seconds after the last digit is dialed and the total number of access line calls to the business office menu system for the same monthly period for each reporting unit. Business Office Menu System Answers Within 20 Seconds, expressed a percent will equal

total number of business office menu system answers within 20 seconds multiplied by 100 and divided by total calls to the business office menu system.

In addition for the disaggregated data for calls shall be reported as follows; Business Office Business Calls (non billing), expressed a percent will equal total number of business office calls (non billing) multiplied by 100 and divided by total calls to the business office system; Business Office Business Calls Billing, expressed a percent will equal total number of business office calls billing multiplied by 100 and divided by total calls to business office system, and Business Office Calls Abandoned, expressed a percent will equal total number of business office calls abandoned multiplied by 100 and divided by total calls to business office system

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.
- e. Measurement Standard: 95% answered within 20 seconds.
- f. Objective Level: 90% answered within 20 seconds.
- g. Reporting Unit: Plant Operations Center.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

6.22. Retail-Local Customer Complaints All Reasons (RL-21): Customer complaints all reasons total, customer complaints all reasons for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly basic local service (residence and business) customer complaints for all reasons of dissatisfaction. Rate will be developed as complaints per 1,000 lines per year. Access lines per year shall be the previous 12 months of access lines divided by 12.

b. Measurement Formula: Count once a month the number of basic local service customer complaints expressing all reasons of dissatisfactions and the number of access lines for the same monthly period for each reporting unit. Factor up the monthly complaints to a yearly period by adding up the previous 12 months of data. Customer Complaints All Reasons, expressed as a number per 1000 lines will equal total number of customer complaints for all reasons of dissatisfaction received for a year divided by the number of access lines per year and multiplied by 1000.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Rate per 1000 lines expressed to two decimal points; e.g., 0.10 per 1000 lines.
- e. Measurement Standard: 1 or less complaints per 1000 lines per year.
- f. Objective Level: 2 or less complaints per 1000 lines per year.

- g. Reporting Unit: Company Complaint Office.
- h. Penalty: None.

6.23. Retail-Local Customer Complaints Billing (RL-22): Customer complaints billing total, customer complaints billing for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly basic local service (residence and business) customer complaints expressing billing dissatisfaction. Rate will be developed as complaints per 1,000 lines per year. Access lines per year shall be the previous 12 months of access lines divided by 12.

b. Measurement Formula: Count once a month the number of basic local service customer complaints expressing billing dissatisfactions and the number of access lines for the same monthly period for each reporting unit. Factor up the monthly complaints to a yearly period by adding up the previous 12 months of data. Customer Complaints Billing, expressed a number per 1000 lines will equal total number of customer complaints expressing billing dissatisfactions received for a year divided by the number of access lines per year and multiplied by 1000.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Rate per 1000 lines expressed to two decimal points; e.g., 0.06 per 1000 lines.
- e. Measurement Standard: 1 or less complaints per 1000 lines per year.
- f. Objective Level: 2 or less complaints per 1000 lines per year.
- g. Reporting Unit: Company Complaint Office.
- h. Penalty: None.

6.24. Retail-Local Customer Complaints Installation (RL-23): Customer complaints installation total, customer complaints installation for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly basic local service (residence and business) customer complaints expressing installation dissatisfaction. Rate will be developed as complaints per 1,000 lines per year. Access lines per year shall be the previous 12 months of access lines divided by 12.

b. Measurement Formula: Count once a month the number of basic local service customer complaints expressing installation dissatisfactions and the number of access lines for the same monthly period for each reporting unit. Factor up the monthly complaints to a yearly period by adding up the previous 12 months of data. Customer Complaints Installation, expressed a number per 1000 lines will equal total number of customer complaints expressing

installation dissatisfactions received for a year divided by the number of access lines per year and multiplied by 1000.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Rate per 1000 lines expressed to two decimal points; e.g., 0.06 per 1000 lines
- e. Measurement Standard: 1 or less complaints per 1000 lines per year.
- f. Objective Level: 2 or less complaints per 1000 lines per year
- g. Reporting Unit: Company Complaint Office.
- h. Penalty: None.

6.25. Retail-Local Customer Complaints Maintenance and Repair (RL-24): Customer complaints maintenance and repair total, customer complaints maintenance and repair for metro exchanges, island exchanges, residence and business access lines and access lines total and access lines for metro exchanges, island exchanges, residence and business service shall be reported.

a. Description: Monthly basic local service (residence and business) customer complaints expressing maintenance and repair dissatisfaction. Rate will be developed as complaints per 1,000 lines per year. Access lines per year shall be the previous 12 months of access lines divided by 12.

b. Measurement Formula: Count once a month the number of basic local service customer complaints expressing maintenance and repair dissatisfactions and the number of access lines for the same monthly period for each reporting unit. Customer complaints maintenance and repair, expressed a number per 1000 lines will equal total number of customer complaints expressing maintenance and repair dissatisfactions received divided by the number of access lines per year and multiplied by 1000.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Rate per 1000 lines expressed to two decimal points; e.g., 0.06 per 1000 lines
- e. Measurement Standard: 1 or less complaints per 1000 lines per year.
- f. Objective Level: 2 or less complaints per 1000 lines per year
- g. Reporting Unit: Company Complaint Office.
- h. Penalty: None

7. Wholesale Telecommunications Service Standards of Service

7.1. Service Measurements: These regulations establish performance measurements and uniform reporting levels of service for pre-ordering, ordering, provisioning, maintenance and

repair, network performance, billing, operator services and gateway availability. The service measures established are as follows:

Wholesale Telecommunications Local intrastate Service (Wholesale-Local)

<i>Service Measure (24 Measures)</i>	<i>Type Of Service</i>
Wholesale-Local Pre-Order Response Time-In "X" Seconds	Pre-Order
Wholesale-Local Percent of Flow Through Orders	Ordering
Wholesale-Local Reject Notices Returned On Time	Ordering
Wholesale-Local Percent Jeopardies	Ordering
Wholesale-Local Jeopardy Notices Returned by Required Interval	Ordering
Wholesale-Local Firm Order Confirmations Provided On Time	Ordering
Wholesale-Local Service Center Answer Time	Provisioning
Wholesale-Local Average Installation Interval	Provisioning
Wholesale-Local Installation Commitments Met	Provisioning
Wholesale-Local Held Order Interval	Provisioning
Wholesale-Local New Service Quality-Troubles In First 30 Days	Provisioning
Wholesale-Local Completion Notices Provided On Time	Provisioning
Wholesale-Local Customer Trouble Report Rate-Initial	Plant Operations
Wholesale-Local Customer Trouble Report Rate-Repeat	Plant Operations
Wholesale-Local Repair Center Answer Time	Plant Operations
Wholesale-Local Average Trouble Duration	Plant Operations
Wholesale-Local Switched Out-of-Service Less Than 24 Hours	Plant Operations
Wholesale-Local Repair Commitments Met	Plant Operations
Wholesale-Local Final Trunk Group Blockages	Network
Wholesale-Local Billing Usage Delivered Within 24 Hours	Billing Office
Wholesale-Local Bill Invoices Delivered Within 10 Days	Billing Office
Wholesale-Local Operator Assistance Answer Time	Operator Services
Wholesale-Local Directory Assistance Answer Time	Operator Services

Wholesale-Local Gateway Availability (per GUI) Provisioning

Wholesale Telecommunications Interexchange Switched and Special Access Intrastate Service (Wholesale-Switched and Special Access)

<i>Service Measure (15 Measures)</i>	<i>Type Of Service</i>
Wholesale-Switched Access Order Confirmation On Time	Ordering
Wholesale-Switched Access Installation Commitments Met	Provisioning
Wholesale-Switched Access Average Installation Interval	Provisioning
Wholesale-Switched Access Quality of Installation Work	Provisioning
Wholesale-Switched Access Percent Jeopardies	Provisioning
Wholesale-Switched Access Customer Trouble Report Rate-Initial	Plant Operations
Wholesale-Switched Access Average Repair Interval	Plant Operations
Wholesale-Switched Access Groups Exceeding Blocking Objectives	Network
Wholesale-Special Access Order Confirmation On Time	Ordering
Wholesale-Special Access Installation Commitments Met	Provisioning
Wholesale-Special Access Average Installation Interval	Provisioning
Wholesale-Special Access Quality of Installation Work	Provisioning
Wholesale-Special Access Percent Jeopardizes	Provisioning
Wholesale-Special Access Customer Trouble Report Rate-Initial	Plant Operations
Wholesale-Special Access Average Repair Interval	Plant Operations

7.2. Disaggregated Measurements: In addition to the Wholesale-Local total measures listed in 7.1 preceding, disaggregated measurements for CLECs and LEC Affiliates as the services are defined as set forth in Section 3.4 Definitions preceding shall be compiled and reported. Each Wholesale-Local line or service measured as specified in 8. following is included in this requirement. For Wholesale-Switched and Special Access measurements, Switched Access measurements, Special Access measurements and the total of Switched and Special Access measurements shall be compiled and reported.

7.3. Measurement Standards and Objective Levels: A measurement standard is defined as a value that sets the acknowledged level of performance for a given function or task. A measurement standard is established for each wholesale service measurement. A second value the objective level, which is defined as the reasonable point on the measurement scale that should be achieved in order to provide reasonable quality, will be established for each measurement standard. Not meeting an objective level is an indication of inadequate service. Objective levels are applicable to each individual reporting unit. Measurement standards and

objective levels are specified below in the Measures section and are included in the templates in Appendix C for Wholesale-Local measures and in Appendix E for Wholesale-Switched and Special Access measures. Measurement standards and objective levels shall only be changed by the Board after a public proceeding. The measurement standard and the objective level is the same for CLEC services and LEC Affiliate services as for the total Wholesale-Local measurements. Where no standards or objective levels have been proposed, the entry will be none.

7.4. Penalty: A penalty shall apply as stated in h. of each service measurement in Section 8. following. Penalties are automatically due when the telecommunications service provider reports units, centers, and/or offices that miss the objective levels as stated in h. of each service measurement. The application of the penalty shall be as set forth in Section 3.1 b. Phase In Of Regulations and Penalties preceding. Payment of a penalty shall be as set forth in Section 9.9 Payment of Penalties following.

8. Wholesale Telecommunications Service Measures

8.1. Service Measures: These regulations establish measures which are the descriptions and attributes that specify each measurement. There are two groups of Wholesale Telecommunications Service measures; Wholesale-Local Intrastate Service (Wholesale-Local) and Wholesale-Interexchange Switched and Special Access Intrastate Service (Wholesale-Switched and Special Access). The Wholesale-Local will be listed first and Wholesale-Switched and Special Access will be listed second. The attributes Name of Measurement, Description, Measurement Formula, Measurement Type, Measurement Unit, Measurement Standard, Objective Level, Reporting Unit, and Penalty are provided in the following sections for each measurement. Wholesale-Local Measurement Standards and Business Rules are provided in Appendix C. Wholesale-Local measures and comparable measures are listed in Appendix D. Wholesale-Switched and Special Access Measurement Standards and Business Rules are provided in Appendix E. Wholesale-Switched and Special Access and comparable measures are listed in Appendix F. Illustrative quarterly reports are shown in Appendix G. Illustrative missed objective level reports are shown in Appendix H.

Wholesale Telecommunications Local intrastate Service (Wholesale-Local)

8.2. Wholesale-Local Pre-Order Response Time-In "X" Seconds (WL-01): Responses total, and responses within each time interval for LSRs to LEC pre-order interfaces shall be reported.

a. Description: Monthly percentage of local service request (LSR) responses that meet the time interval for pre-order electronic interfaces. Time starts when the query is received by pre-order interface unit and stops at the time the pre-order unit passes the response back to the interfacing application. The time is measured only within the published hours of the interface availability as posted on the appropriate website.

b. Measurement Formula: Count once a month the number of LSR responses within each time interval and the total number of responses for the same monthly period received for each reporting unit. Wholesale-Local Pre-Order Response Time-in "X" Seconds, expressed as a percent will equal total number of responses within each time interval multiplied by 100 and divided by total number of responses.

- c. Measurement Type: Pre-Ordering.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% within 10 seconds.
- f. Objective Level: 90% within 10 seconds.
- g. Reporting Unit: LSR Order Unit.
- h. Penalty: None.

8.3. Wholesale-Local Percent of Flow Through Orders (WL-02): Orders total, and orders that flow through the LEC LSR order systems without manual intervention shall be reported.

a. Description: Monthly total of LSR orders from entry to distribution that progress through the LEC LSR order systems without manual intervention. An order will count if it is designed for to flow through and is not rejected for CLEC reasons or manually received at LEC office.

b. Measurement Formula: Count once a month the number of LSR orders from entry to distribution that progress through the LEC LSR order systems without manual intervention for the same monthly period received for each reporting unit. Wholesale-Local Percent of Flow Through Orders, expressed as a percent will equal total number of LSR orders that flow through the LEC LSR order systems responses without manual intervention multiplied by 100 and divided by total number of LEC LSR orders for the month.

- c. Measurement Type: Ordering.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% Flow Through the order system.
- f. Objective Level: 85% Flow Through the order system.
- g. Reporting Unit: LSR Order Unit.
- h. Penalty: None.

8.4. Wholesale-Local Reject Notices Returned On Time (WL-03): LSR mechanized orders total and LSR mechanized orders where the sent date/time is less than or equal to the Measurement Standard for specified orders shall be reported.

a. Description: Monthly percentage of LSR orders rejected for circuits (POTS/UNE-P/LSR Specials/UNEs/LNP Loops/LNP Standalone/LSR Interconnection Trunks) to the ILEC where there is a return of a notice of rejection to the CLEC within the timeframe specified in the Measurement Standards. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of LEC LSR order rejections where there is a return of a notice of rejection within the timeframe specified in the Measurement Standards and the total number of orders with rejects notices sent for the same

monthly period for the reporting unit. Wholesale-Local Reject Notices Returned On Time, expressed as a percent will equal number of rejection notices sent within the timeframe specified in the Measurement Standards multiplied by 100 and divided by total number of orders with reject notices.

- c. Measurement Type: Ordering.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% within 2 hours for Electronic Flow Through
95% within 1 day < 10 lines No Flow Through.
- f. Objective Level: 90% within specified interval.
- g. Reporting Unit: LSR Order Unit.
- h. Penalty: None.

8.5. Wholesale-Local Percent Jeopardies (WL-04): LSR orders with a jeopardy and total LSR orders confirmed shall be reported.

- a. Description: Percentage of LSR orders confirmed that receive a notice that the order is in jeopardy of meeting the due date.
- b. Measurement Formula: Count once a month the number of LSR orders confirmed which receive a jeopardy notice and the total number of LSR orders confirmed for the same month for the reporting unit. Wholesale-Local Percent Jeopardies, expressed as a percent per orders confirmed will equal total number of LSR orders confirmed which receive a jeopardy notice multiplied by 100 and divided by total number of LEC LSR orders confirmed for the month.

- c. Measurement Type: Ordering.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 1.1.
- e. Measurement Standard: 5% or less with a jeopardy.
- f. Objective Level: 10% or less with a jeopardy.
- g. Reporting Unit: LSR Order Unit.
- h. Penalty: None.

8.6. Wholesale-Local Jeopardy Notices Returned by Required Interval (WL-05): LSR mechanized orders with a jeopardy notice and LSR mechanized orders where the sent date/time is less than or equal to the Measurement Standard for specified orders shall be reported.

- a. Description: Monthly percentage of LSR orders for circuits (POTS/UNE-P/LSR Specials/UNEs/LNP Loops/LNP Standalone/LSR Interconnection Trunks) to the ILEC where there is a return of a notice of a jeopardy to the CLEC within the timeframe specified in the Measurement Standards. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of LEC LSR order jeopardizes where there is a return of a notice of jeopardy within the timeframe specified in the Measurement Standards and the total number of orders with jeopardy notice sent for the same monthly period for the reporting unit. Wholesale-Local Jeopardy Notices Returned by Required Interval, expressed as a percent will equal number of rejection notices sent within the timeframe specified in the Measurement Standards multiplied by 100 and divided by total number of LSR orders with jeopardy notices.

c. Measurement Type: Ordering.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 95% within 48 hours before due date for no facilities
95% within 24 hours before due date for
assignment jeopardies.

f. Objective Level: 90% within specified interval.

g. Reporting Unit: LSR Order Unit.

h. Penalty: None.

8.7. Wholesale-Local Firm Order Confirmations Provided On Time (WL-06): LSR mechanized orders with a Firm Order Confirmation (FOC) total and LSR mechanized orders with a FOC where the sent date/time is less than or equal to the Measurement Standard for specified orders shall be reported.

a. Description: Monthly percentage of LSR orders for circuits (POTS/UNE-P/LSR Specials/UNEs/LNP Loops/LNP Standalone/LSR Interconnection Trunks) with a FOC where the sent date/time is less than or equal to the Measurement Standard. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of LEC LSR orders with a FOC where the sent date/time is less than or equal to the Measurement Standard and the total LSR orders with a FOC for the same monthly period received for each reporting unit. Wholesale-Local Firm Order Confirmations Provided On Time, expressed as a percent will equal total number of LSR orders with a FOC where the sent date/time is less than or equal to the Measurement Standard multiplied by 100 and divided by total number of LSR orders with a FOC.

c. Measurement Type: Installation.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 97% commitments met.

f. Objective Level: 90% commitments met.

g. Reporting Unit: LSR Ordering Unit.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.8. Wholesale-Local Service Center Answer Time (WL-07): LSR Local Service Center answering in 20 seconds for calls and total LSR Local Service Center calls answered shall be reported.

a. Description: Monthly LSR Local Service Center calls that are answered within 20 seconds after last digit is dialed. Answer shall mean that the telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accumulated during the normal hours of operations (8:00 AM to 5:30 PM Monday through Friday).

b. Measurement Formula: Count once a month the number of LSR Local Service Center calls that are answered within 20 seconds after the last digit is dialed and the total number of LSR Local Service Center calls for the same monthly period for each reporting unit. Wholesale-Local Service Center Answer Time, expressed a percent will equal total number of LSR Local Service Center calls answered within 20 seconds multiplied by 100 and divided by total calls to the LSR Local Service Center measured.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.

e. Measurement Standard: 95% answered within 20 seconds.

f. Objective Level: 90% answered within 20 seconds.

g. Reporting Unit: LSR Local Service Center.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.9. Wholesale-Local Average Installation Interval (WL-08): LSR order business days from LSR receipt date/time to the date/time for an order completed and total LSR orders completed shall be reported.

a. Description: Average business days from the receipt of an LSR order to the completed date/time for an order completed when the date is greater than or equal to standard offered interval, or if expedited the date/time agreed to by the telecommunications service provider. Orders for additions, changes, transfers and moves are included. Disconnects are not counted.

b. Measurement Formula: Count once a month the number of LSR order interval days from receipt date/time to the completed date/time for an order completed and the total number of LSR orders completed for the same month for the reporting unit. Wholesale-Local Average Installation Interval, expressed as days per order will equal total number of LSR

order business days from LSR receipt date/time to the completed date/time for an order completed divided by total number of LEC LSR orders completed for the month.

- c. Measurement Type: Provisioning.
- d. Measurement Unit: Average business days per order expressed to one decimal point; e.g., 1.1.
- e. Measurement Standard: 5.0 days per order.
- f. Objective Level: 8.0 days per order.
- g. Reporting Unit: LSR Order Unit.
- h. Penalty: None.

8.10. Wholesale-Local Installation Commitments Met (WL-09): LSR orders completed total and LSR orders completed within the customer requested due date shall be reported.

a. Description: Monthly percentage of LSR orders for circuits (POTS/UNE-P/LSR Specials/UNEs/LNP Loops/LNP Standalone/LSR Interconnection Trunks) completed within the customer requested due date when that date is greater than or equal to the standard offered interval, or if expedited the date agreed to by the telecommunication service provider. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of LEC LSR orders/circuits completed within the customer requested due date and the total LSR orders completed for the same monthly period received for each reporting unit. Wholesale-Local Installation Commitments Met, expressed as a percent will equal total number of LSR orders/circuits completed within the customer requested due date multiplied by 100 and divided by total number of LSR orders completed.

- c. Measurement Type: Provisioning.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% of commitments met.
- f. Objective Level: 90% of commitments met.
- g. Reporting Unit: LSR Ordering Unit.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.11. Wholesale-Local Held Order Interval (WL-10): LSR order calendar days from LSR service order due date date/time to the completion date/time for a company held order shall be reported.

a. Description: Average calendar days from an LSR service order due date that LSR service orders are not completed by the original due date for all reasons (including lack of facilities).

b. Measurement Formula: Count once a month the number of LSR service order interval days from the original due date to the completion date/time for a company held order and the total number of LSR service orders pending and past the original due date for the same month for the reporting unit. Wholesale-Local Held Order Interval, expressed as days per order will equal total number of LSR order calendar days from LSR service order original due date to the completion date/time for a company held order divided by total number of LEC LSR service orders pending and past the original due date for the month.

c. Measurement Type: Provisioning.

d. Measurement Unit: Average calendar days per order expressed to one decimal point; e.g., 1.1.

e. Measurement Standard: 3.0 days per order.

f. Objective Level: 10.0 days per order.

g. Reporting Unit: LSR Order Unit.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.12. Wholesale-Local New Service Quality-Troubles In First 30 Days (WL-11): LSR orders completed total and LSR orders completed with trouble reports on or within 30 calendar days of the service order completion shall be reported.

a. Description: Percent of orders or circuits that receive a trouble report on or within 30 calendar days of service order completion.

b. Measurement Formula: Count once a month the number of LSR service orders completed and the total number of trouble reports on or within 30 calendar days of LSR service orders completion. Wholesale-Local New Service Quality-Troubles In First 30 Days, expressed as a percent will equal total number of trouble reports on or within 30 calendar days of LSR service order completion multiplied by 100 and divided by total number of LSR orders or circuits completed.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 5% of orders with a trouble report.

f. Objective Level: 8% of orders with a trouble report.

g. Reporting Unit: LSR Order Unit.

h. Penalty: None.

8.13. Wholesale-Local Completion Notices Provided On Time (WL-12): LSR orders completed total and LSR orders completed with completion notices available within one business day shall be reported.

a. Description: Percent of LSR orders or circuits that receive a completion notice provided within one business day of work completion.

b. Measurement Formula: Count once a month the number of LSR service orders completed which receive a completion notice within one day of work completion and the total number of LSR service orders that receive completion notices. Wholesale-Local Completion Notices Provided On Time, expressed as a percent will equal total number of LSR service orders which receive a completion notice within one day of work completion multiplied by 100 and divided by total number of LSR orders with completion notices.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 95% of orders with completion notice within 1 day.

f. Objective Level: 90% of orders with a completion notice within 1 day.

g. Reporting Unit: LSR Order Unit.

h. Penalty: None.

8.14. Wholesale-Local Customer Trouble Report Rate-Initial (WL-13): LSR line and circuit initial trouble reports and total lines or circuits shall be reported.

a. Description: Monthly LSR line and circuit initial customer trouble report rate relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the line or circuit. Rate will be developed as reports per 100 lines.

b. Measurement Formula: Count once a month the number of LSR line and circuits with trouble reports where the trouble report is at least 30 days after the last trouble report on the line or circuit and the total LSR lines and circuits in service for the same monthly period for each reporting unit. Wholesale-Local Customer Trouble Report Rate-Initial, expressed as a number per 100 lines will equal total number of initial customer trouble reports received multiplied by 100 and divided by total number of LSR lines and circuits.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Rate per 100 lines expressed to one decimal point; e.g., 7.1 per 100 lines.

e. Measurement Standard: 4.0 trouble reports per 100 lines.

f. Objective Level: 6.0 trouble reports per 100 lines.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.15. Wholesale-Local Customer Trouble Reports-Repeat (WL-14): LSR line and circuit repeat trouble reports and total LSR lines or circuits shall be reported.

a. Description: Monthly percent LSR lines and circuits with a repeat customer trouble report relating to dissatisfaction with telecommunications service provider equipment and/or service. Repeat report shall be a trouble report on service quality received within thirty days after the resolution of an initial trouble report on the same line or circuit. Rate will be developed as a percentage of repeat reports to initial reports.

b. Measurement Formula: Count once a month the number of LSR line and circuits with trouble reports where the trouble report is received within 30 days of the initial trouble report on the line or circuit and the total LSR lines and circuits with initial customer trouble reports for the same monthly period for each reporting unit. Customer Trouble Report Rate-Repeat expressed as a percent will equal total number of LSR lines and circuits with a repeat customer trouble report received multiplied by 100 and divided by total number of LSR lines and circuits with initial customer trouble reports...

c. Measurement Type: Plant Operations.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 19.1.

e. Measurement Standard: 3.0% of initial trouble reports.

f. Objective Level: 5.0% of initial trouble reports.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.16. Wholesale-Local Repair Center Answer Time (WL-15): Total number of LSR line and circuit calls answered by the Repair Center in 20 seconds and total number of LSR line and circuit calls answered by the Repair Center shall be reported.

a. Description: Monthly LSR line and circuit customer calls to trouble report service attendant to report troubles that are answered within 20 seconds after last digit is dialed. Answer shall mean that the trouble report service attendant is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by use of measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of LSR line and circuit calls to the Repair Center service attendant that are answered within 20 seconds after the last digit is dialed and the total number of LSR line and circuit calls to the Repair Center service attendant for the same monthly period for each reporting unit. Wholesale-Local Repair Center Answer Time, expressed a percent will equal total number of trouble Repair Center service

answers within 20 seconds multiplied by 100 and divided by total calls to the trouble report center measured.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.
- e. Measurement Standard: 90% answered within 20 seconds.
- f. Objective Level: 80% answered within 20 seconds.
- g. Reporting Unit: Plant Operations Center.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.17. Wholesale-Local Average Trouble Duration (WL-16): LSR line and circuit clock hours of trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared and the total LSR line and circuit customer trouble reports shall be reported.

a. Description: Average duration in clock hours of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Average duration will be developed as hours per trouble report.

b. Measurement Formula: Count once a month the number of LSR line and circuit clock hours of trouble reports from the receipt of the customer trouble report to the time the trouble is cleared and the total LSR line and circuit customer trouble reports for the same monthly period for each reporting unit. Wholesale-Local Average Trouble Duration, expressed as hours per trouble report will equal total number of LSR line and circuit clock hours for trouble reports divided by total number of LSR line and circuit trouble reports.

- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Hours per trouble report expressed to one decimal point; e.g., 4.1 hours per trouble report.
- e. Measurement Standard: 8.0 hours per trouble report.
- f. Objective Level: 12.0 hours per trouble report.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.18. Wholesale-Local Switched Out-of-Service Less Than 24 Hours (WL-17): LSR line and circuit out-of-service trouble reports cleared within 24 hours and total LSR line and circuit out-of-service trouble reports shall be reported.

a. Description: Percent of LSR line and circuit out-of-service trouble reports that are cleared within 24 hours and receive a clearance notice.

b. Measurement Formula: Count once a month the number of LSR service line and circuit out-of-service trouble reports that are cleared within 24 hours and the total LSR line and circuit out-of-service trouble reports for the same monthly period for each reporting unit. Wholesale-Local Switched Out-of-Service Less Than 24 Hours, expressed as a percent will equal total number of LSR service line and circuit out-of-service trouble reports that are cleared within 24 hours multiplied by 100 and divided by the total LSR line and circuit out-of-service trouble reports.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 80% cleared within 24 hours.

f. Objective Level: 70% cleared within 24 hours.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.19. Wholesale-Local Repair Commitments Met (WL-18): LSR line and circuit repair reports cleared within the commitment times and total LSR line and circuit repair reports shall be reported.

a. Description: Percent of LSR line and circuit trouble reports that are cleared within the commitment time. The commitment time is the time and day established when the repair report is received.

b. Measurement Formula: Count once a month the number of LSR service line and circuit repair reports that are cleared within commitment time and the total LSR line and circuit repair reports for the same monthly period for each reporting unit. Wholesale-Local Repair Commitments Met, expressed as a percent will equal total number of LSR service line and circuit repair reports that are cleared within the commitment time multiplied by 100 and divided by the total LSR line and circuit repair reports.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 90% repair commitments met.

f. Objective Level: 85% repair commitments met.

g. Reporting Unit: Plant Operations Center.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.20. Wholesale-Local Final Trunk Group Blockages (WL-19): Calls blocked on outgoing traffic for Local alternate (AF) and direct final (DF) trunk groups from XX LEC end office to CLEC end office and from XX LEC tandem to CLEC end office in the busy hour shall be reported.

a. Description: Percent of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from XX LEC end office to CLEC end office and from XX LEC tandem to CLEC end office in the busy hour. 20 business days per month of data consisting of blocked calls and total calls shall be collected, aggregated and reported.

b. Measurement Formula: Count once a month the number of calls blocked on outgoing traffic for Local alternate (AF) and direct final (DF) trunk groups and the total calls offered on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from a LEC end office to CLEC end office and from a LEC tandem to CLEC end office in the busy hour for the same monthly period for each reporting unit. Wholesale-Local Final Trunk Group Blockages, expressed as a percent will equal total number calls blocked on outgoing traffic for Local alternate (AF) and direct final (DF) trunk groups in the busy hour multiplied by 100 and divided by the total calls offered on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from a LEC end office to CLEC end office and from a LEC tandem to CLEC end office in the busy hour.

c. Measurement Type: Network Performance.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 1% or less calls blocked.

f. Objective Level: 3% or less calls blocked.

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level. .

8.21. Wholesale-Local Billing Usage Delivered Within 24 Hours (WL-20): Number of CLEC local usage billing records transmitted within 24 hours of daily availability and total number of CLEC local usage billing records transmitted for the daily report shall be reported.

a. Description: Percent of CLEC local usage billing records that are transmitted within 24 hours. Measure assumes daily transmission of usage records to a CLEC

b. Measurement Formula: Count once a month the number of CLEC local usage billing records transmitted within 24 hours of daily availability and total number of CLEC local usage billing records transmitted for the daily report for same monthly period for each reporting unit. Wholesale-Local Billing Usage Within 24 Hours, expressed as a percent will equal total

number of CLEC local usage billing records transmitted within 24 hours multiplied by 100 and divided by the total number of CLEC local usage billing daily report records transmitted.

- c. Measurement Type: Billing.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% of records transmitted within 24 hours.
- f. Objective Level: 90% of records transmitted within 24 hours.
- g. Reporting Unit: Billing Unit.
- h. Penalty: None.

8.22. Wholesale-Local Bill Invoices Delivered Within 10 Days (WL-21): Number of CLEC local bills delivered within 10 days from the end of the billing period and the total number of CLEC bills released to CLECs for the billing period.

a. Description: Percent of CLEC local invoices that are delivered within 10 days from the end of the billing period. Measure assumes monthly delivery of an invoice to a CLEC

b. Measurement Formula: Count once a month the number of CLEC invoices that are delivered within 10 days from the end of the billing period and the number of CLEC invoices released to CLECs for the billing period for the same monthly period for each billing reporting unit. Wholesale-Local Billing Invoices Delivered Within 10 Days, expressed as a percent will equal total number of CLEC invoices delivered within 10 days from the end of the billing period multiplied by 100 and divided by the total number of CLEC invoices released to CLECs for the billing period.

- c. Measurement Type: Billing.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.
- e. Measurement Standard: 95% of invoices delivered within 10 days.
- f. Objective Level: 90% of invoices delivered within 10 days.
- g. Reporting Unit: Billing Unit.
- h. Penalty: None.

8.23. Wholesale-Local Operator Assistance Answer Time (WL-22): Operator calls answered in 10 seconds and operator answered calls for all access lines shall be reported.

a. Description: Monthly local access line (all local lines with no distinction between CLEC customers and ILEC customers) customer calls to operator for toll and local assistance calls that are answered within 10 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of a measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of access line calls to the operator for toll and local assistance that are answered within 10 seconds after the last digit is dialed and the total number of access line calls to the operator for toll and local assistance that are offered to the operator for the same monthly period for each reporting unit. Wholesale-Local Operator Assistant Answer Time, expressed a percent will equal total number of calls to the operator answered within 10 seconds multiplied by 100 and divided by total calls offered to the operator.

c. Measurement Type: Operator Services.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.

e. Measurement Standard: 90% answered within 10 seconds.

f. Objective Level: 85% answered within 10 seconds.

g. Reporting Unit: Traffic Office handling toll and local assistance.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.24. Wholesale-Local Directory Assistance Answer Time (WL-23): Directory Assistance calls answered in 12 seconds and total directory assistance answered calls shall be reported.

a. Description: Monthly local access line (all local access lines with no distinction between CLEC customers and ILEC customers) customer calls to directory assistance for call assistance that are answered within 12 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of a measuring device that will measure answering time.

b. Measurement Formula: Count once a month the number of local access line calls to directory assistance for call assistance that are answered within 12 seconds after the last digit is dialed and the total number of access line calls to directory assistance for call assistance that are offered to directory assistance for the same monthly period for each reporting unit. Wholesale-Local Directory Assistance Answer Time, expressed a percent will equal total number of calls to directory assistance answered within 12 seconds multiplied by 100 and divided by total calls offered to directory assistance.

c. Measurement Type: Operator Services.

d. Measurement Unit: Percent expressed to one decimal point; e.g., 98.1.

e. Measurement Standard: 85% answered within 12 seconds.

f. Objective Level: 80% answered within 12 seconds.

g. Reporting Unit: Traffic Office handling directory assistance.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.25. Wholesale-Local Gateway Availability (per GUI) (WL-24): Number of hours the wholesale pre-ordering and maintenance & repair gateway applications are functionally available and total number of hours wholesale pre-ordering and maintenance & repair gateway applications are scheduled to be available.

a. Description: Percent of time wholesale pre-ordering and maintenance & repair gateway applications are functionally available for the total number of hours wholesale pre-ordering and maintenance & repair gateway applications are scheduled to be available.

b. Measurement Formula: Count once a month the number of hours wholesale pre-ordering and maintenance & repair gateway applications are functionally available and total number of hours wholesale pre-ordering and maintenance & repair gateway applications are scheduled to be available. Functional Availability is defined as the number of hours in the reporting period that the applications/interfaces are available to users. Scheduled Availability is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available. Wholesale-Local Gateway Availability, expressed as a percent will equal total number of hours wholesale pre-ordering and maintenance & repair gateway applications are functionally available multiplied by 100 and divided by total number of hours wholesale pre-ordering and maintenance & repair gateway applications are scheduled to be available.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1.

e. Measurement Standard: 99.5% availability of scheduled time.

f. Objective Level: 95% availability of scheduled time.

g. Reporting Unit: Ordering Units and Plant Operations Centers.

h. Penalty: None.

**Wholesale Telecommunications Interexchange Switched and Special Access
Intrastate Service (Wholesale-Switched and Special Access)**

8.26. Wholesale-Switched Access Order Confirmations On Time (WX-01): ASR mechanized Switched Access orders with a Firm Order Confirmation (FOC) total and ASR mechanized Switched Access orders with a FOC where the sent date/time is less than or equal to the Measurement Standard for specified orders shall be reported.

a. Description: Monthly percentage of ASR Switched Access orders for circuits with a FOC where the sent date/time is less than or equal to the Measurement Standard. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of ASR Switched Access orders with a FOC where the sent date/time is less than or equal to the Measurement Standard and the total ASR Switched Access orders with a FOC for the same monthly period received for each reporting unit. Wholesale-Switched Access Order Confirmations Provided On Time, expressed as a percent will equal total number of ASR Switched Access orders with a FOC where the sent date/time is less than or equal to the Measurement Standard multiplied by 100 and divided by total number of ASR Switched Access orders with a FOC.

c. Measurement Type: Installation.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1

e. Measurement Standard: 97% commitments met.

f. Objective Level: 90% commitments met.

g. Reporting Unit: ASR Ordering Unit.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.27. Wholesale-Switched Access Installation Commitments Met (WX-02): ASR Switched Access orders completed total and ASR Switched Access orders completed within the customer requested due date shall be reported.

a. a. Description: Monthly percentage of ASR Switched Access orders for circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval, or if expedited the date agreed to by the telecommunication service provider. It includes new, move, and change orders.

b. b. Measurement Formula: Count once a month the number of ASR Switched Access orders completed within the customer requested due date and the total ASR Switched Access orders completed for the same monthly period received for each reporting unit. Wholesale-Switched Access Installation Commitments Met, expressed as a percent will equal total number of ASR Switched Access orders completed within the customer requested due date multiplied by 100 and divided by total number of ASR Switched Access orders completed.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1

e. Measurement Standard: 95% of commitments met.

f. Objective Level: 90% of commitments met.

g. Reporting Unit: ASR Ordering Unit.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.28. Wholesale-Switched Access Average Installation Interval (WX-03): ASR Switched Access order business days from ASR receipt date/time to the date/time for an order completed and total ASR Switched Access orders completed shall be reported.

a. Description: Average business days from the receipt of an ASR Switched Access order to the date/time for an order completed when the date is greater than or equal to standard offered interval, or if expedited the date/time agreed to by the telecommunications service provider.

b. Measurement Formula: Count once a month the number of ASR Switched Access order interval business days from receipt date/time to the date/time for an order completed and the total number of ASR Switched Access orders completed for the same month for the reporting unit. Wholesale-Switched Access Average Installation Interval, expressed as days per order will equal total number of ASR Switched Access order business days from ASR receipt date/time to the date/time for an order completed divided by total number of ASR Switched Access orders completed for the month.

c. Measurement Type: Provisioning.

d. Measurement Unit: Average business days per order expressed to one decimal point; e.g., 1.1

e. Measurement Standard: 5.0 days per order

f. Objective Level: 8.0 days per order

g. Reporting Unit: ASR Order Unit.

h. Penalty: None.

8.29. Wholesale-Switched Access Quality of Installation Work (WX-04): ASR Switched Access orders completed total and Switched Access orders completed with a trouble report on or within 30 calendar days of the service order completion shall be reported.

a. Description: Percent of Switched Access orders or circuits that receive a trouble report on or within 30 calendar days of service order completion.

b. Measurement Formula: Count once a month the number of ASR Switched Access orders completed and the total number of orders with a trouble report on or within 30 calendar days of ASR service order completion. Wholesale-Switched Access Quality of Installation Work, expressed as a percent will equal total number of orders with a trouble report on or within 30 calendar days of ASR Switched Access order completion multiplied by 100 and divided by total number of ASR Switched Access orders or circuits completed.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1

e. Measurement Standard: 5% of orders with a trouble report

f. Objective Level: 8% of orders with a trouble report

g. Reporting Unit: LSR Order Unit.

h. Penalty: None.

8.30. Wholesale-Switched Access Percent Jeopardies (WX-05): ASR Switched Access orders with a jeopardy and total ASR Switched Access orders confirmed shall be reported.

a. Description: Percentage of ASR Switched Access orders confirmed that receive a notice that the order is in jeopardy of meeting the due date.

b. Measurement Formula: Count once a month the number of ASR Switched Access orders confirmed which receive a jeopardy notice and the total number of ASR Switched Access orders confirmed for the same month for the reporting unit. Wholesale-Switched Access Percent Jeopardies, expressed as a percent per order confirmed will equal total number of ASR Switched Access orders confirmed which receive a jeopardy notice multiplied by 100 and divided by total number of ASR Switched Access orders confirmed for the month.

c. Measurement Type: Ordering.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 1.1

e. Measurement Standard: 5% or less with a jeopardy

f. Objective Level: 10% or less with a jeopardy

g. Reporting Unit: LSR Order Unit.

h. Penalty: None.

8.31. Wholesale-Switched Access Customer Trouble Report Rate-Initial (WX-06): ASR Switched Access line and circuit initial trouble reports and total Switched Access lines or circuits shall be reported.

a. Description: Monthly Switched Access line and circuit initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the line or circuit. Rate will be developed as reports per 100 lines.

b. Measurement Formula: Count once a month the number of Switched Access line and circuits with trouble reports where the trouble report is at least 30 days after the last trouble report on the line or circuit and the total Switched Access lines and circuits for the same monthly period for each reporting unit. Wholesale-Switched Access Customer Trouble Report Rate-Initial, expressed as a number per 100 lines will equal total number of initial Switched Access line and circuit customer trouble reports received multiplied by 100 and divided by total number of Switched Access lines and circuits.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Rate per 100 lines expressed to one decimal point; e.g., 7.1 per 100 lines

e. Measurement Standard: 4.0 trouble reports per 100 lines.

- f. Objective Level: 6.0 trouble reports per 100 lines.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.32. Wholesale-Switched Access Average Repair Interval (WX-07): Switched Access line and circuit trouble report clock hours from the receipt of the customer trouble report to the time the trouble report is cleared and the total Switched Access line and circuit customer trouble reports shall be reported.

- a. Description: Average duration in clock hours of Switched Access customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Average duration will be developed as hours per trouble report.
- b. Measurement Formula: Count once a month the number of Switched Access line and circuit trouble report clock hours from the receipt of the customer trouble report to the time the trouble is cleared and the total Switched Access line and circuit customer trouble reports for the same monthly period for each reporting unit. Wholesale-Switched Access Average Repair Interval, expressed as hours per trouble report will equal total number of Switched Access line and circuit trouble report clock hours divided by total number of Switched Access line and circuit trouble reports.
- c. Measurement Type: Plant Operations.
- d. Measurement Unit: Hours per trouble report expressed to one decimal point; e.g., 4.1 hours per trouble report
- e. Measurement Standard: 8.0 hours per trouble report
- f. Objective Level: 12.0 hours per trouble report.
- g. Reporting Unit: Central Office.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.33. Wholesale-Switched Access Groups Exceeding Blocking Objectives (WX-08): Calls blocked on outgoing traffic for Local alternate (AF) and direct final (DF) trunk groups from a LEC end office to Switched Access Customer end office and from a LEC end office to tandem to Switched Access Customer end office shall be reported.

- a. Description: Percent of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from a LEC end office to Switched Access Customer end office in the busy hour and from a LEC end office to tandem to Switched Access Customer end office in the busy hour. 20 business days of data consisting of blocked calls and total calls in the busy hour shall be collected, aggregated and reported.

b. Measurement Formula: Count once a month the number of calls blocked on outgoing traffic for Local alternate (AF) and direct final (DF) trunk groups and the total calls offered on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from a LEC end office to Switched Access Customer end office in the busy hour and from a LEC end office to tandem to Switched Access Customer end office in the busy hour for the same monthly period for each reporting unit. Wholesale-Switched Access Groups Exceeding Blocking Objectives, expressed as a percent will equal total number calls blocked on outgoing traffic for Local alternate (AF) and direct final (DF) trunk groups multiplied by 100 and divided by the total calls offered on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from a LEC end office to Switched Access Customer end office and from a LEC end office to tandem to Switched Access Customer end office.

c. Measurement Type: Network Performance.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1

e. Measurement Standard: 1% or less calls blocked

f. Objective Level: 3% or less calls blocked

g. Reporting Unit: Central Office.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.34. Wholesale-Special Access Order Confirmations On Time (WX-09): ASR mechanized Special Access orders with a Firm Order Confirmation (FOC) total and ASR mechanized Special Access orders with a FOC where the sent date/time is less than or equal to the Measurement Standard for specified orders shall be reported.

a. Description: Monthly percentage of ASR Special Access orders for circuits with a FOC where the sent date/time is less than or equal to the Measurement Standard. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of ASR Special Access orders with a FOC where the sent date/time is less than or equal to the Measurement Standard and the total ASR Special Access orders with a FOC for the same monthly period received for each reporting unit. Wholesale-Special Access Order Confirmations Provided On Time, expressed as a percent will equal total number of ASR Special Access orders with a FOC where the sent date/time is less than or equal to the Measurement Standard multiplied by 100 and divided by total number of ASR Special Access orders with a FOC.

c. Measurement Type: Installation.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1

e. Measurement Standard: 97% commitments met.

f. Objective Level: 90% commitments met.

g. Reporting Unit: ASR Ordering Unit.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.35. Wholesale-Special Access Installation Commitments Met (WX-10): ASR Special Access orders completed total and ASR Special Access orders completed within the customer requested due date shall be reported.

a. Description: Monthly percentage of ASR Special Access orders for circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval, or if expedited the date agreed to by the telecommunication service provider. It includes new, move, and change orders.

b. Measurement Formula: Count once a month the number of ASR Special Access orders completed within the customer requested due date and the total ASR Special Access orders completed for the same monthly period received for each reporting unit. Wholesale-Special Access Installation Commitments Met, expressed as a percent will equal total number of ASR Special Access orders completed within the customer requested due date multiplied by 100 and divided by total number of ASR Special Access orders completed.

c. Measurement Type: Provisioning.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1

e. Measurement Standard: 95% of commitments met.

f. Objective Level: 90% of commitments met.

g. Reporting Unit: ASR Ordering Unit.

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.36. Wholesale-Special Access Average Installation Interval (WX-11): ASR Special Access order business days from ASR receipt date/time to the date/time for an order completed and total ASR Special Access orders completed shall be reported.

a. Description: Average business days from the receipt of an ASR Special Access order to the date/time for an order completed when the date is greater than or equal to standard offered interval, or if expedited the date/time agreed to by the telecommunications service provider.

b. Measurement Formula: Count once a month the number of ASR Special Access order interval business days from receipt date/time to the date/time for an order completed and the total number of ASR Special Access orders completed for the same month for the reporting unit. Wholesale-Special Access Average Installation Interval, expressed as days per order will equal total number of ASR Special Access order business days from ASR

receipt date/time to the date/time for an order completed divided by total number of LEC ASR Special Access orders completed for the month.

- c. Measurement Type: Provisioning.
- d. Measurement Unit: Average Business days per order expressed to one decimal point; e.g., 1.1
- e. Measurement Standard: 5.0 days per order
- f. Objective Level: 8.0 days per order
- g. Reporting Unit: ASR Order Unit.
- h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.37. Wholesale-Special Access Quality of Installation Work (WX-12): ASR Special Access orders completed total and ASR Special Access orders completed with a trouble report on or within 30 calendar days of the service order completion shall be reported.

- a. Description: Percent of Special Access orders or circuits that receive a trouble report on or within 30 calendar days of service order completion.
- b. Measurement Formula: Count once a month the number of ASR Special Access orders completed and the total number of orders with a trouble report on or within 30 calendar days of ASR service order completion. Wholesale-Special Access Quality of Installation Work, expressed as a percent will equal total number of Special Access orders with a trouble report on or within 30 calendar days of ASR Special Access order completion multiplied by 100 and divided by total number of ASR Special Access orders or circuits completed.

- c. Measurement Type: Provisioning.
- d. Measurement Unit: Percentage expressed to one decimal point; e.g., 92.1
- e. Measurement Standard: 5% of orders with a trouble report
- f. Objective Level: 8% of orders with a trouble report
- g. Reporting Unit: ASR Order Unit.
- h. Penalty: None.

8.38. Wholesale-Special Access Percent Jeopardies (WX-13): ASR Special Access orders with a jeopardy and total ASR Special Access orders confirmed shall be reported.

- a. Description: Percentage of ASR Special Access orders confirmed that receive a notice that the order is in jeopardy of meeting the due date.

b. Measurement Formula: Count once a month the number of ASR Special Access orders confirmed which receive a jeopardy notice and the total number of ASR Special Access orders confirmed for the same month for the reporting unit. Wholesale-Special Access Percent Jeopardies, expressed as a percent per order confirmed will equal total number of ASR Special Access orders confirmed which receive a jeopardy notice multiplied by 100 and divided by total number of ASR Special Access orders confirmed for the month.

c. Measurement Type: Ordering.

d. Measurement Unit: Percentage expressed to one decimal point; e.g., 1.1

e. Measurement Standard: 5% or less with a jeopardy

f. Objective Level: 10% or less with a jeopardy

g. Reporting Unit: ASR Order Unit.

h. Penalty: None.

8.39. Wholesale-Special Access Customer Trouble Report Rate-Initial (WX-14): Special Access line and circuit initial trouble reports and total Special Access lines or circuits shall be reported.

a. Description: Monthly Special Access line and circuit initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the line or circuit. Rate will be developed as reports per 100 lines.

b. Measurement Formula: Count once a month the number of Special Access line and circuits with trouble reports where the trouble report is at least 30 days after the last trouble report on the Special Access line or circuit and the total Special Access lines and circuits for the same monthly period for each reporting unit. Wholesale-Special Access Customer Trouble Report Rate-Initial, expressed as a number per 100 lines will equal total number of Special Access initial customer trouble reports received multiplied by 100 and divided by total number of Special Access lines and circuits.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Rate per 100 lines expressed to one decimal point; e.g.,
7.1 per 100 lines

e. Measurement Standard: 4.0 trouble reports per 100 lines.

f. Objective Level: 6.0 trouble reports per 100 lines.

g. Reporting Unit: Central Office

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

8.40. Wholesale-Special Access Average Repair Interval (WX-15): Special Access line and circuit trouble report clock hours from the receipt of the customer trouble report to the time the trouble report is cleared and the total Special Access line and circuit customer trouble reports shall be reported.

a. Description: Average duration in clock hours of Special Access customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Average duration will be developed as hours per trouble report.

b. Measurement Formula: Count once a month the number of Special Access line and circuit trouble report clock hours from the receipt of the Special Access customer trouble report to the time the trouble is cleared and the total Special Access line and circuit customer trouble reports for the same monthly period for each reporting unit. Wholesale-Special Access Average Repair Interval, expressed as hours per trouble report will equal total number of Special Access line and circuit trouble report clock hours divided by total number of Special Access line and circuit trouble reports.

c. Measurement Type: Plant Operations.

d. Measurement Unit: Hours per trouble report expressed to one decimal point; e.g., 4.1 hours per trouble report

e. Measurement Standard: 8.0 hours per trouble report

f. Objective Level: 12.0 hours per trouble report.

g. Reporting Unit: Central Office

h. Penalty: None unless miss objective level for three consecutive months. After missing objective level for three consecutive months, penalty shall be a \$500.00 per month per reporting unit missing the objective level.

9. Records, Reports, and Payments

9.1. Reporting Units: The reporting units shall be responsible to collect the measurements and maintain the collected information. A reporting unit shall be a telecommunications service provider installation center, maintenance center, repair center, central office, plant operations center, traffic office, trouble report center, business office, operator office, ordering unit, billing office, provisioning center, or network operating center as required. The reporting units shall be disaggregated to the lowest level that is to the basic operating unit in each installation and/or operating area. Remote office measurements may be combined with its host reporting unit measurements (host central office). Each other central office, plant operations center, traffic office, trouble report center, business office, operator office, ordering unit, billing office, provisioning center, or network operating center that collects measurements or is responsible to install and/or provide service in an operating area shall be designated as a disaggregated reporting unit. The expected reporting unit for each service measure is specified in Section 6. for retail measures and in Section 8. for wholesale measures.

9.2. Reporting Levels: Reporting levels are the objective levels as set forth in Section 6. for retail service measures and Section 8 for wholesale service measures. Service measurements with levels of service not meeting the objective level in any given month will be

considered indications of possible inadequate service. Reporting shall be as set forth in Section 9.3 following.

9.3. Reporting Requirements: Reports and summaries shall be made to the Board in the following manner.

Reports shall be made quarterly to the Board of all reporting units providing service for any measure set forth in these regulations. Total and disaggregated data as set forth in Section 3 and Section 8. shall be reported. No reporting units shall be excluded. Reports shall be submitted in the format as set forth in Appendix G. Report summaries shall be total results for the quarter and provide the following information:

- i. Reporting unit name and identification of geographic location;
- ii. Service measure name, level, and months, being reported; and
- iii. Footnotes to explain any data not provided as required

Report summaries of the reporting unit data for each unit that misses the objective level shall be compiled monthly and submitted when 3 consecutive months miss the objective level for any and all measurements. Total and disaggregated data as set forth in Section 3 and Section 8 shall be reported. Summaries shall be submitted in the format as set forth in Appendix H. Report monthly summaries shall list the monthly data and provide the following information:

- i. Reporting unit name and identification of geographic location
- ii. Service measure name, summary measurement, month of data
- iii. Footnotes to explain cause of performance at the reported level and locations affected; and
- iv. Footnotes to explain corrective action and completion date.

9.4. Electronic Reporting: Reports and summaries shall be provided to the Board by electronic means. The reports and summaries shall be transmitted to TRB Board, Quality Manager, Edif. Capital Center II, 235 Avenue Arterial Hostos, Suite 1001, San Juan, PR 00918-1453. The format of the electronic transmissions shall be as set forth in Appendix G for regular quarterly reports. The format of electronic transmissions shall be as set forth in Appendix H for missed objective level reports.

9.5. Report Verification: Reports and summaries submitted to the Board as set forth in Section 9.3 preceding shall be verified upon receipt by the Board with the use of an electronic report edit check program. If the reports or summaries fail the edit check program, the provider will be notified by email and the provider shall correct the problem and resubmit the reports or summaries. Reports are not accepted until they pass the edit program.

9.6. Report Certification: Telecommunications service providers must certify the accuracy of the data submitted in the Retail and Wholesale measures reports and summaries by including a signed certification statement with their reports and summaries. The text of the certification and the manner of submission shall be as set forth in Appendix G for all reports.

9.7. Retention of Records: Records including reporting unit data and reports and summary reports and data shall be retained for three years. The data shall be retained at a secure location and under the control of a manager who shall authorize the release of the data only in accordance with Board Regulations and Orders. Any request for any of the reports, summaries or data not specifically covered in the Board Regulations and Orders shall be referred to the Board before disclosure or release of the information is made.

9.8. Board Report Releases: The Board shall release reports and summaries of Retail and Wholesale measures submitted by the telecommunications service providers after they are received and verified by the report edit programs. Reports may be examined by the public from 9:00 AM to 4:00 PM, Monday through Friday in the TRB Board Offices, Edif. Capital Center II, 235 Avenue Arterial Hostos, Suite 1001, San Juan, PR 00918-1453.

9.9. Payments of Penalties: Telecommunications service providers that are responsible to remit a penalty as set forth in Section 5.4 and/or Section 7.4 preceding shall deliver the assessed penalty to the TRB Board, Penalty Manager, Edif. Capital Center II, 235 Avenue Arterial Hostos, Suite 1001, San Juan, PR 00918-1453. The telecommunications service provider shall provide a Penalty Remittance Sheet that shall list the name, address, office telephone number, email address, contact person for the provider's Quality Penalties, each measure where a penalty automatically applies, and the months for each measure for which the penalties apply. The Penalty Remittance Sheet shall be signed by the same provider person that signs the Report Certifications.

10. Board Investigations

10.1. Types of Investigations: The Board realizes that the data generated by measurements adopted in these regulations must be valid, accurate and reproducible. The Board will require two methods of investigation to ensure the valid and accurate implementation of the regulations. The Board will require a validation study to be performed on new quality of service measures, reports, and summaries to assure that the measures, reports, and summaries accurately follow and produce data, reports, and summaries as required by the regulations. Second the Board will require audits to assure that the data, reports, and summaries accurately collect, show and report the quality measurement results as required by the regulations.

10.2. Validation Reviews: During the first year of quality of service measurements, after at least five months of measurement, data collection, report and summary preparation, a validation review will be initiated for each reporting telecommunications service provider at the telecommunications service provider's expense. The validation review shall review the provider's measurement process, measurement data, reports, and summaries to assure the measurements, reports and summaries are accurate and in accord with these regulations.

10.3. Audits: On the first year anniversary of the effective date of ongoing quality of service measurements, an independent third-party audit will be initiated for each reporting telecommunications service provider at telecommunications service provider's expense. The independent third-party auditor shall be chosen by the Board or its designee. Further audits, on an annual basis, may be required by the Board after review of quality of service measurements. The Board shall designate such future audits by Order. The audit shall review the adequacy of the telecommunications service provider's overall efforts including the provider's measurement process and reports for retail and wholesale service quality so that there is a review to show the provider consistently meets the requirements of these regulations.

11. Periodic Regulation Reviews

11.1. Intent : The Board will acquire experience with the implementation of the performance measurements over time and expects the experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. The Board anticipates that a review process will consider and satisfactorily resolve such issues. The Board expects to consider the first periodic regulation review after three years of performance measurements have been reported. The Board in the periodic regulation review intends to address changes or modifications in the performance measurements, exclusions, business rules, reporting processes, auditing, review procedures, or other issues involved with performance measures.

11.2. Participation: The Board expects to issue an order for any review and invite carriers, providers, and the public to provide input. Any party may petition for review and resolution of issues.

12. Notice

12.1. Disclaimer: These Proposed Regulations are based on a Final Specifications Report provided by Telcordia Technologies, Inc. (Telcordia) solely to provide general quality of service criteria that regulators might use as they formulate and adopt telecommunications regulations in Puerto Rico. Telcordia reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various agencies, utilization of advances in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. Local conditions may result in a need for additional professional investigations, modifications, or safeguards to meet local regulatory, site, equipment, environmental, safety, or service provider-specific requirements. In no event is this information intended to replace federal, state, local, or other applicable codes, laws, or regulations. Specific applications may contain variables unknown to or beyond the control of Telcordia. As a result, Telcordia cannot and does not warrant that the application of this information will produce the technical result or safety originally intended.

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Appendix A

Retail Measurement Standards and Business Rules

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RL-01 Retail Performance Measure

Metric number	Name:
RL-01	Retail-Local Installation Orders Completed Within 5 Working Days
Definition:	
<p>Monthly percentage of basic local service access line (residence and business) installations completed within five working days (following the day the order is received) including the physical connecting and testing of an access line results in the provision of dial tone to the requesting customer's network interface device. It includes move orders and orders for secondary (additional) lines.</p>	
Exclusions:	
<p>Excludes customer caused misses (e.g., customer not ready, construction not complete, no entry) Excludes all orders except N, T, and C orders Excludes Weekends and Holidays Excludes circuits requested for less than the standard offered interval unless agreed to by Provider Excludes orders for vertical services Excludes orders for 10 or more lines or trunks Excludes orders for Special Services Excludes misses caused by vandalism</p>	
Business Rules:	
<p>The clock starts on the Application Date, which is the day the Telecommunications Service provider receives the completed and correct Service Order. For orders received after 3:00 PM, the Application Date is the next day. The clock stops on the Completion Date which is the day that the Telecommunications Service Provider personnel complete the service order activity. The Telecommunications Service provider, if facilities are available, shall offer a subscriber applying for basic local service line(s) an installation appointment interval within five working days. The subscriber may accept or agree to other terms for installation. When the customer requests a Completion Date longer than five working days, the requested working day becomes the fifth day. The order is counted in the month it is completed.</p>	
Levels of Disaggregation:	
<p>Installations completed within 5 working days for Metro exchange, Island exchange, residence, and business access Exchange orders.</p>	
Calculation:	Report Structure/Geography Area:
<p>Number of basic local access lines installed minus missed installations * 100 / total orders or access lines installed</p>	<p>By all Metro Exchanges, all Island Exchanges, all residential , all business and all Exchange service.</p>
Measurement Standard:	
<p>90% within 5 working days</p>	
Objective Measurement Level:	
<p>80% within 5 working days</p>	
Impact on Providers' Regulatory Burden:	
<p>Normally a statistic collected by each telecommunication provider. Impact low.</p>	

RL-02 Retail Performance Measure

Metric number	Name:
RL-02	Retail-Local Held Orders Over 30 Days

Definition:

Monthly total of basic local service access line (residence and business) installation applications delayed over 30 days because of the lack of telephone plant, installation personnel or ordering delays. An order will count as held for each access line when service is not provided within 30 days after commitment date. The date of the order is taken from the customer shall be used in lieu of commitment dates where the telecommunications service provider cannot establish commitment dates. Orders requiring prerequisites (e.g., entry to customer premises) will be measured from the time prerequisites have been met.

Exclusions:

Excludes customer caused misses (e.g., customer not ready, construction not complete)
 Excludes all order except N, T, and C orders
 Excludes circuits requested for less than the standard offered interval unless agreed by Provider
 Excludes orders for vertical services and orders for Special Services
 Excludes orders for 10 or more lines or trunks
 NPAC caused delays unless caused by Provider (LNP only)

Business Rules:

The clock starts on the Application Date, which is the day the Telecommunications Service provider receives the completed and correct Service Order. For orders received after 3:00 PM, the Application Date is the next day. The clock stops on the Completion Date which is the day that the Telecommunications Service Provider personnel complete the service order activity.
 The Telecommunications Service provider, if facilities are available, shall offer a subscriber applying for basic local service line(s) an installation appointment interval within five working days. The subscriber may accept or agree to other terms for installation. When the customer requests a Completion Date longer than five working days, the requested working day becomes the fifth day.
 The order is counted in the month it is completed.

Levels of Disaggregation:

Held Orders over 30 days for Metro exchange, Island exchange, residence, and business Exchange orders. In addition disaggregated data for held orders due to no outside plant, no feeder cable, no house cable, bad feeder pair, bad house cable, no inside wiring, no terminal equipment and no central office equipment shall be reported.

Calculation:

Number of basic local access lines orders which have been delayed over 30 days * 100/
 Number of orders

Report Structure/Geography Area:

By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service. In addition disaggregated data for held orders due to no outside plant, no feeder cable, no house cable, bad feeder pair, bad house cable, no inside wiring, no terminal equipment and no central office equipment shall be reported.

Measurement Standard:

95% completed within 30 days

Objective Measurement Level:

90% completed within 30 days

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-03 Retail Performance Measure

Metric number	Name:
RL-03	Retail-Local Held Orders 31-60, 61-90, 91-180, and Over 180 Days

Definition:

Monthly total of basic local service access line (residence and business) installation applications delayed over 31-60, 61-90, 91-180 and over 180 days because of the lack of telephone plant, installation personnel or ordering delays. An order will count as held for each access line when service is not provided within 31 days after commitment date. The date of the order is taken from the customer shall be used in lieu of commitment dates where Provider cannot establish commitment dates. Orders requiring prerequisites (entry to customer premises) will be measured from the time prerequisites are met.

Exclusions:

- Excludes customer caused misses (e.g., customer not ready, construction not complete)
- Excludes all order except N, T, and C orders
- Excludes circuits requested for less than the standard offered interval unless agreed by Provider
- Excludes orders for vertical services and Special Services
- Excludes orders for 10 or more lines or trunks
- NPAC caused delays unless caused by Provider (LNP only)

Business Rules:

The clock starts on the Application Date, which is the day the Telecommunications Service provider receives the completed and correct Service Order. For orders received after 3:00 PM, the Application Date is the next day. The clock stops on the Completion Date which is the day that the Telecommunications Service Provider personnel complete the service order activity. The Telecommunications Service provider, if facilities are available, shall offer a subscriber applying for basic local service line(s) an installation appointment interval within five working days. The subscriber may accept or agree to other terms for installation. When the customer requests a Completion Date longer than five working days, the requested working day becomes the fifth day. Separate the orders into four categories as follows 31-60, 61-90, 91-180 and over 180. The order is counted in the month it is completed.

Levels of Disaggregation:

Held Orders 31-60, 61-90, 91-180 and over 180 days for Metro exchange, Island exchange, residence, and business access lines. In addition disaggregated data for held orders due to no outside plant, no feeder cable, no house cable, bad feeder pair, bad house cable, no inside wiring, no terminal equipment and no central office equipment shall be reported.

Calculation:	Report Structure/Geography Area:
Number of basic local access lines orders which have been delayed over 31-60, 61-90, 91-180 and Over 180 days * 100 / Number of orders	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service. In addition disaggregated data for held orders due to no outside plant, no feeder cable, no house cable, bad feeder pair, bad house cable, no inside wiring, no terminal equipment and no central office equipment shall be reported.

Measurement Standard:

100% completed within 90 days

Objective Measurement Level:

98% completed within 90 days

Impact on Providers' Regulatory Burden:

Normally a new statistic collected by each telecommunications provider. Some impact. may be seen

RL-04 Retail Performance Measure

Metric number	Name:
RL-04	Retail-Local Installation Commitment Met
Definition:	
<p>Monthly percentage of basic local service access line (residence and business) installations completed within five working days (following the day the order is received) including the physical connecting and testing of an access line results in the provision of dial tone to the requesting customer's network interface device. It includes move orders and orders for secondary (additional) lines.</p>	
Exclusions:	
<p>Excludes customer caused misses (e.g., customer not ready, construction not complete) Excludes all order except N, T, and C orders Excludes Weekends and Holidays Excludes circuits requested for less than the standard offered interval unless agreed by Provider Excludes orders for vertical services and orders for Special Services Excludes orders for 10 or more lines or trunks NPAC caused delays unless caused by Provider (LNP only)</p>	
Business Rules:	
<p>The Telecommunications Service provider, if facilities are available, shall offer a subscriber applying for basic local service line(s) an installation commitment interval within five working days where the fifth day is the Completion Date. The subscriber may accept or agree to other terms for installation. When the customer requests a Completion Date longer than five working days, the requested working day becomes the fifth day. Commitment is met if the service is provided by the end of the day on the Completion Date. The order is counted in the month the commitment is met.</p>	
Levels of Disaggregation:	
Installation commitments met for Metro exchange, Island exchange, residence, and business Exchange orders	
Calculation:	Report Structure/Geography Area:
Number of basic local access line installation commitments met * 100 / total orders or access lines installed	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
Measurement Standard:	
95% commitments met	
Objective Measurement Level:	
90% commitments met	
Impact on Providers' Regulatory Burden:	
Normally a statistic collected by each telecommunication provider. Impact low.	

RL-05 Retail Performance Measure

Metric number	Name:
RL-05	Retail-Local Installation Appointment Commitment Met

Definition:
 Monthly percentage of basic local service access line (residence and business) installation appointments to meet the subscriber at the premises met. It includes move orders and orders for secondary (additional) lines.

Exclusions:
 Excludes customer caused misses (e.g., customer not ready, construction not complete)
 Excludes all order except N, T, and C orders
 Excludes Weekends and Holidays
 Excludes circuits requested for less than the standard offered interval unless agreed by Provider
 Excludes orders for vertical services and orders for Special Services
 Excludes orders for 10 or more lines or trunks
 NPAC caused delays unless caused by Provider (LNP only)

Business Rules:
 The Telecommunications Service provider, if facilities are available, shall offer a subscriber applying for basic local service line(s) an installation appointment interval within five working days where the fifth day is the Appointment Date. The subscriber may accept or agree to other terms for installation.
 When the customer requests an Appointment Date longer than five working days, the requested working day becomes the Appointment Date. The measure is met if the Appointment is met by end of the Appointment Date. The order is counted in the month the appointment is met.

Levels of Disaggregation:
 Installation appointments met for Metro exchange, Island exchange, residence, and business Exchange orders

Calculation:	Report Structure/Geography Area:
Number of basic local access line appointments met * 100 / total number of appointments	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service

Measurement Standard:
 95% commitments met

Objective Measurement Level:
 90% commitments met

Impact on Providers' Regulatory Burden:
 Normally not a statistic collected by each telecommunication provider. Some impact may be seen

RL-06 Retail Performance Measure

Metric number	Name:
RL-06	Retail-Local Customer Trouble Report Rate - Initial

Definition:

Monthly basic local service access line (residence and business) initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the access line. Rate will be developed as trouble reports per 100 lines.

Exclusions:

- Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
- Excludes reports within 30 days of completion of installation
- Excludes repeat reports and reports not related to quality of service
- Excludes reports which can not be completed because of lack of premises access
- Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service.
- Excludes reports for administrative lines. private services, Special Services and services not in the Reporting Unit area
- Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

- Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the service except voice mailboxes.
- Customer trouble reports received as a result of any network failure are included in the report rate.
- Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
- Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
- If customer requests the service to be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
- Reports are counted in the month they post.

Levels of Disaggregation:

Trouble reports initial for Metro exchange, Island exchange, residence, and business Exchange services

Calculation:	Report Structure/Geography Area:
--------------	----------------------------------

Number of trouble reports initial received * 100/ total number of access lines.	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
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Measurement Standard:

4.0 trouble reports per 100 lines.

Objective Measurement Level:

6.0 trouble reports per 100 lines...

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-07 Retail Performance Measure

Metric number	Name:
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RL-07	Retail-Local Customer Trouble Report Rate - Repeat
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Definition:

Monthly basic local service access line (residence and business) repeat customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Repeat report shall be a trouble report on service quality received within thirty days after the resolution of an initial trouble report on the same line. Rate will be developed as a percentage of repeat reports to initial reports.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
 Excludes reports within 30 of completion of installation
 Excludes initial reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls providing busy verifications or interruption service and reports relating to toll service.
 Excludes reports for administrative lines, private services, Special Services and reports for services not in the Reporting Unit area
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

Repeat means customer report received within X calendar days of the original report, where X is 10 days for POTS and 30 days for Specials
 Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the service except voice mailboxes.
 Customer trouble reports received as a result of any network failure are included in the report rate.
 Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
 If customer requests the service be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post.

Levels of Disaggregation:

Trouble reports repeat for Metro exchange, Island exchange, residence, and business Exchange services

Calculation:

Number of trouble reports repeat received * 100/
 total number of initial trouble reports.

Report Structure/Geography Area:

By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service

Measurement Standard:

3.0% of initial trouble reports

Objective Measurement Level:

5.0% of initial trouble reports

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-08 Retail Performance Measure

Metric number	Name:
RL-08	Retail-Local Out-of-Service Trouble Report Rate

Definition:

Monthly basic local service access line (residence and business) out-of-service trouble reports relating to the inability to complete an incoming or outgoing calls or the presence of interference which causes connected calls to be incomprehensible. Rate will be developed as out-of-service reports per 100 lines .

Exclusions:

- Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
- Excludes reports within 30 days of completion of installation
- Excludes subsequent reports and reports not related to quality of service
- Excludes reports which can not be completed because of lack of premises access
- Excludes any trouble reports not included in the Local Customer Report Rate Initial

Business Rules:

Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have an out-of-service trouble type. If customer requests the service be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post.

Levels of Disaggregation:

Trouble out-of-service reports for Metro exchange, Island exchange, residence, and business Exchange services

Calculation:	Report Structure/Geography Area:
--------------	----------------------------------

Number of trouble out-of-service reports received * 100/ total number of access lines.	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
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Measurement Standard:

2.0 out-of-service trouble reports per 100 lines

Objective Measurement Level:

4.0 out-of-service trouble reports per 100 lines

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-09 Retail Performance Measure

Metric number	Name:
RL-09	Retail-Local Out-of-Service Troubles Cleared Within 24 Hours
Definition:	
<p>Monthly percent basic local service access line (residence and business) customer trouble reports classified as out-of-service which are cleared within 24 hours. Out-of-service reports shall be timed stamped when received and such time entry shall be the duration start time and when the service is restored and the customer is notified the report shall be time stamped and such time entry shall be the clearance time.</p>	
Exclusions:	
<p>Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring Excludes reports within 30 days of completion of installation Excludes subsequent reports and reports not related to quality of service Excludes reports which can not be completed because of lack of premises access Excludes any trouble reports not included in the Local Customer Report Rate Initial</p>	
Business Rules:	
<p>Trouble reports is cleared within 24 hours when the: Customer report is received Monday through Friday and cleared within 24 hours. Customer report is received Saturday and cleared within 48 hours. Customer report is received Sunday and cleared before midnight Monday Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have an out-of-service trouble type. If customer requests the service be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met Reports are counted in the month they post Holidays are excluded</p>	
Levels of Disaggregation:	
<p>Trouble out-of-service reports cleared within 24 hours for Metro exchange, Island exchange, residence, and business Exchange services</p>	
Calculation:	Report Structure/Geography Area:
<p>Number of trouble out-of-service reports cleared Within 24 hours * 100/ total out-of-service trouble reports.</p>	<p>By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service</p>
Measurement Standard:	
<p>80% cleared within 24 hours</p>	
Objective Measurement Level:	
<p>70% cleared within 24 hours</p>	
Impact on Providers' Regulatory Burden:	
<p>Normally a statistic collected by each telecommunications provider. Impact low.</p>	

RL-10 Retail Performance Measure

Metric number	Name:
RL-10	Retail-Local Out-of-Service Customer Troubles Cleared In 48 Hours

Definition:

Monthly percent basic local service access line (residence and business) customer trouble reports classified as out-of-service which are cleared within 48 hours. Out-of-service reports shall be timed stamped when received and such time entry shall be the duration start time and when the service is restored and the customer is notified the report shall be time stamped and such time entry shall be the clearance time.

Exclusions:

- Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
- Excludes reports within 30 days of completion of installation
- Excludes subsequent reports and reports not related to quality of service
- Excludes reports which can not be completed because of lack of premises access
- Excludes any trouble reports not included in the Local Customer Report Rate Initial

Business Rules:

- Trouble reports is cleared within 48 hours when the:
 - Customer report is received Monday through Friday and cleared within 48 hours.
 - Customer report is received Saturday and cleared within 48 hours.
 - Customer report is received Sunday and cleared before midnight Tuesday
- Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have an out-of-service trouble type.
- If customer requests the service be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met
- Reports are counted in the month they post
- Holidays are excluded

Levels of Disaggregation:

Trouble out-of-service reports cleared within 48 hours for Metro exchange, Island exchange, residence, and business Exchange services

Calculation:	Report Structure/Geography Area:
--------------	----------------------------------

Number of trouble out-of-service reports cleared Within 48 hours * 100/ total out-of-service trouble reports.	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
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Measurement Standard:

90% cleared within 48 hours

Objective Measurement Level:

80% cleared within 48 hours

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-11 Retail Performance Measure

Metric number	Name:
RL-11	Retail-Local Restoral of Service After Payment Within24 Hours

Definition:

Monthly percent basic local service access line (residence and business) restored service after payment which are completed within 24 hours. Restoral of service requests after payment shall be timed stamped when received and such time entry shall be the duration start time and when the service is restored and the customer is notified the report shall be time stamped and such time entry shall be the clearance time.

Exclusions:

Excludes subsequent reports and reports not related restoral of service related to non payment
 Excludes reports which can not be completed because of lack of premises access

Business Rules:

Restoral of service after payment within 24 hours when the:
 Customer report is received Monday through Friday and cleared within 24 hours.
 Customer report is received Saturday and cleared within 48 hours.
 Customer report is received Sunday and cleared before midnight Monday
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a restoral out-of-service after payment trouble type.
 If customer requests the service be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post
 Holidays are excluded

Levels of Disaggregation:

Restoral of service after payment within 24 hours for Metro exchange, Island exchange, residence, and business Exchange services

Calculation:	Report Structure/Geography Area:
--------------	----------------------------------

Number of restoral of service after payment reports cleared Within 24 hours * 100/ total restoral of service after payment reports.	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
--	---

Measurement Standard:

98% cleared within 24 hours

Objective Measurement Level:

95% cleared within 24 hours

Impact on Providers' Regulatory Burden:

Normally not statistic collected by each telecommunications provider. Some impact may be seen.

RL-12 Retail Performance Measure

Metric number	Name:
RL-12	Retail-Local Repair Commitments Met
Definition:	
<p>Monthly percentage of basic local service access line (residence and business) repair commitments met including the clearing of troubles and restoring service to better than maintenance service levels. It includes move orders and orders for secondary (additional) lines.</p>	
Exclusions:	
<p>Excludes requests caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring Excludes requests within 30 days of completion of installation Excludes repeat reports and reports not related to quality of service Excludes reports which can not be completed because of lack of premises access Excludes subsequent reports, requests for operator assistance in placing calls providing busy verifications or interruption service and reports relating to toll service. Excludes reports for private services, Special Services and reports for services not in the Reporting Units area Excludes Sundays and Holidays Excludes trouble reports caused by vandalism and emergency situations</p>	
Business Rules:	
<p>The Telecommunications Service provide shall offer a subscriber a commitment time by which the repair request will be cleared which shall be the Commitment Date. The subscriber may accept or agree to other terms for clearance of the repair request. When the customer requests a Commitment Date longer than offered, the requested working day becomes the Commitment Date. Commitment is met if the service is provided by the end of the day on the Commitment. The order is counted in the month the commitment is met.</p>	
Levels of Disaggregation:	
Repair commitments met for Metro exchange, Island exchange, residence, and business Exchange orders	
Calculation:	Report Structure/Geography Area:
$\frac{\text{Number of repair commitments met} * 100}{\text{Total number of commitments}}$	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
Measurement Standard:	
90% repair commitments met	
Objective Measurement Level:	
85% repair commitments met	
Impact on Providers' Regulatory Burden:	
Normally a statistic collected by each telecommunications provider. Impact low.	

RL-13 Retail Performance Measure

Metric number	Name:
RL-13	Retail-Local Repair Appointments Met

Definition:

Monthly percentage of basic local service access line (residence and business) repair appointment to meet subscriber at the premises met including the clearing of troubles and restoring service to better than maintenance service levels. It includes move orders and orders for secondary (additional) lines.

Exclusions:

- Excludes requests caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
- Excludes requests within 30 days of completion of installation
- Excludes repeat reports and reports not related to quality of service
- Excludes reports which can not be completed because of lack of premises access
- Excludes subsequent reports, requests for operator assistance in placing calls providing busy verifications or interruption service and reports relating to toll service.
- Excludes reports for private services, Special Services and reports for services not in the Reporting Units area
- Excludes Sundays and Holidays
- Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

The Telecommunications Service provide shall offer a subscriber an appointment time by which the repair person shall meet the subscriber at the premises and such time shall be the Appointment Date. The subscriber may accept or agree to other terms for the appointment time to address the repair request. When the customer requests an Appointment Date longer than offered, the requested working day becomes the Appointment Date. The measure is met if the Appointment occurs by the end of the day on the Appointment Date. The order is counted in the month the Appointment is met.

Levels of Disaggregation:

Repair appointments met for Metro exchange, Island exchange, residence, and business Exchange orders

Calculation:	Report Structure/Geography Area:
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Number of repair appointments met * 100/ Total number of commitments	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
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Measurement Standard:

95% repair appointments met

Objective Measurement Level:

90% repair appointments met

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-14 Retail Performance Measure

Metric number	Name:
RL-14	Retail-Local Dial Tone Within 3 Seconds

Definition:

Monthly percent basic local service access line (residence and business) customer call attempts that receive dial tone from central office equipment within 3 seconds during the busy hour for the central office equipment. Measurements shall be taken (weekly) and measure the time to provide dial tone for all customer call attempts during the busy hour. Measurements shall be accomplished by utilizing a Dial Tone Speed Recorder, Timed All Trunks Busy Meters or other equipment that record the time for return of dial tone in seconds. Dial tone measurement time shall start when an office hook or equivalent signal is received and end when a dial tone signal is provided to an access line.

Exclusions:

Excludes attempts missed caused by vandalism and emergency situations
 Excludes weekends and holidays
 Excludes any busied-out lines or trunks

Business Rules:

Measurements shall be taken to obtain the originating busy hour call attempts receiving dial tone within 3 seconds
 Measurements shall be accomplished by utilizing a Dial Tone Speed Recorder, Timed All Trunks Busy Meters or other equipment that record the time for return of dial tone in seconds.
 Dial tone measurement time shall start when an office hook or equivalent signal is received and end when a dial tone signal is provided to an access line.

Levels of Disaggregation:

Dial tone provided in 3 seconds for Metro exchange, Island exchange, residence, and business Exchange service

Calculation:	Report Structure/Geography Area:
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Number of dial tone call attempts responses within 3 seconds * 100/ total call attempts	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
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Measurement Standard:

97% with dial tone within 3 seconds

Objective Measurement Level:

95% with dial tone within 3 seconds

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-15 Retail Performance Measure

Metric number	Name:
RL-15	Retail-Local Final Trunk Group Blockage Rate – Local

Definition:

Monthly customer calls carrier over local exchange, exchange final, and local operator full and final trunk group calls that are blocked or experience a failure during the busy hour. Measurements shall be taken (weekly) for 20 business days and measure the calls that are completed including calls answered, calls receiving busy signals, calls receiving ring no answer, and calls to intercept as well as all call attempts where dialing is completed during the trunk busy hour. Measurements shall be accomplished by using central office measurement equipment

Exclusions:

Excludes call blockages caused by vandalism and emergency situations
 Excludes call blockages caused by extraordinary load due low forecasts or no forecasts
 Excludes call blockages caused by subscriber failure to add trunks, turn-up trunks or be available to turn up trunks
 Excludes call blockages caused by subscriber network rearrangements and network failures
 Excludes weekends and holidays
 Excludes any busied out trunks
 Excludes calls between central offices in the same building

Business Rules:

Measurements shall be accomplished by using central office measurement equipment
 Measurements shall be made on business days and shall be for the busy hours
 Where the trunk group carries both local dial service and interoffice local service or toll service, the service results do not need to be separated.
 Twenty days of data consisting of busy hour blocked calls and total calls per month shall be collected, aggregated and reported.

Levels of Disaggregation:

Local trunk blockage for Metro exchange, Island exchange, residence, and business Exchange service

Calculation:

Report Structure/Geography Area:

Number attempts where dialing is complete – number of calls completed in the busy hour without experiencing blocking or failure * 100 / Number of call attempts where dialing is complete

By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service

Measurement Standard:

1% or less blockage

Objective Measurement Level:

3% or less blockage

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-16 Retail Performance Measure

Metric number	Name:
RL-16	Retail-Local Final Trunk Group Blockage Rate – Toll

Definition:

Monthly customer calls carrier over (Intrastate) toll, toll final, and toll operator full and final trunk groups that are blocked or experience a failure during the busy hour. Measurements shall be taken (weekly) and measure the calls that are completed including calls answered, calls receiving busy signals, calls receiving ring no answer, and calls to intercept as well as all call attempts where dialing is completed during the trunk busy hour. Measurements shall be accomplished by using central office measurement equipment

Exclusions:

Excludes call blockages caused by vandalism and emergency situations
 Excludes call blockages caused by extraordinary load due low forecasts or no forecasts
 Excludes call blockages caused by subscriber failure to add trunks, turn-up trunks or be available to turn up trunks
 Excludes weekends and holidays
 Excludes any busied out trunks
 Excludes calls between central offices in the same building

Business Rules:

Measurements shall be accomplished by using central office measurement equipment
 Where the trunk group carries both toll dial service and interoffice local service or local interoffice service, the service results do not need to be separated.
 Twenty days of data consisting of blocked calls and total calls per month shall be collected, aggregated and reported

Levels of Disaggregation:

Toll trunk blockage for Metro exchange, Island exchange, residence, and business Exchange service

Calculation:

Report Structure/Geography Area:

Number attempts where dialing is complete – number of calls completed in the busy hour without experiencing blocking or failure * 100 /
 Number of call attempts where dialing is complete

By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service

Measurement Standard:

1% or less blockage

Objective Measurement Level:

3% or less blockage

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-17 Retail Performance Measure

Metric number	Name:
RL-17	Retail-Local Operator Assistance Answer Time
Definition:	
<p>Monthly percent basic local service access line (residence and business) customer calls to operator for toll and local assistance calls that are answered within 10 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.</p>	
Exclusions:	
<p>Excludes calls to operator that should be routed to Interexchange Carrier or CLEC operator assistance Excludes calls to operator that should be routed to directory assistance operators Excludes abnormal calling caused by vandalism and emergency situations</p>	
Business Rules:	
<p>Clock starts when the customer call enters the queue and the clock stops when the operator answers the call. Answer shall mean that the operator is ready to accept information necessary to process the call. Include any time spent branding the call or requiring the customer to navigate a voice menu system. Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the operator answers. Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message. Include calls that reach a busy signal and count as not answered in 10 seconds. Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.</p>	
Levels of Disaggregation:	
Operator answered in 10 seconds for Metro exchange, Island exchange, residence, and business Exchange service	
Calculation:	Report Structure/Geography Area:
Number of calls to the operator system answered Within 10 seconds * 100/ total calls to be answered	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
Measurement Standard:	
90% answered within 10 seconds	
Objective Measurement Level:	
85% answered within 10 seconds	
Impact on Providers' Regulatory Burden:	
Normally a statistic collected by each telecommunications provider. Impact low.	

RL-18 Retail Performance Measure

Metric number	Name:
RL-18	Retail-Local Directory Assistance Answer Time

Definition:

Monthly percent basic local service access line (residence and business) customer calls to directory assistance for call assistance that are answered within 12 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an “answer”. Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.

Exclusions:

Excludes calls to DA operator that should be routed to Interexchange Carrier or CLEC DA operator
 Excludes calls to DA operator that should be routed to operator assistance
 Excludes abnormal calling caused by vandalism and emergency situations

Business Rules:

Clock starts when the customer call enters the queue and the clock stops when the operator answers the call.
 Answer shall mean that the operator is ready to accept information necessary to process the call.
 Include any time spent branding the call or requiring the customer to navigate a voice menu system.
 Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the operator answers.
 Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends
 Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message.
 Include calls that reach a busy signal and count as not answered in 12 seconds.
 Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.

Levels of Disaggregation:

Directory assistance calls answered in 12 seconds for Metro exchange, Island exchange, residence, and business Exchange service

Calculation:	Report Structure/Geography Area:
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Number of calls to directory assistance answered within 12 seconds * 100/ total calls offered	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
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Measurement Standard:

85% answered within 12 seconds

Objective Measurement Level:

85% answered within 12 seconds

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-19 Retail Performance Measure

Metric number	Name:
RL-19	Retail-Local Trouble Report Service Answer Time
Definition:	
<p>Monthly percent basic local service access line (residence and business) customer calls to trouble report service attendant to report troubles that are answered within 20 seconds after last digit is dialed when no menu driven system is utilized. When a menu driven, automated, interactive answering system (such as an Integrated Voice Response Unit (IVRU)) is utilized, the measurement is the calls that are answered within 20 seconds after the last digit is dialed. In addition, the initial recorded message presented by the system to the customer shall include the option of transferring to a live attendant within the first 30 seconds of the message. Answer shall mean that the trouble report service attendant is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an “answer”. Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.</p>	
Exclusions:	
<p>Excludes calls to trouble attendant that should be routed to Interexchange Carrier or CLEC attendants Excludes calls to trouble attendant that should be routed to operator assistance or directory assistance operators Excludes calls to trouble attendant that should be routed to business office attendants Excludes abnormal calling caused by vandalism and emergency situations</p>	
Business Rules:	
<p>Clock starts when the customer call enters the queue and the clock stops when the attendant answers the call. Answer shall mean that the attendant is ready to accept information necessary to process the call. Include any time spent branding the call or requiring the customer to navigate a voice menu system. Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the attendant answers. Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message. Include calls that reach a busy signal and count as not answered in 20 seconds Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.</p>	
Levels of Disaggregation:	
<p>Repair calls answered in 20 seconds for Metro exchange, Island exchange, residence, and business Exchange service</p>	
Calculation:	Report Structure/Geography Area:
Number of trouble report call answers within 20 seconds * 100/ total trouble calls	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service
Measurement Standard:	
90% answered within 20 seconds	
Objective Measurement Level:	
80% answered within 20 seconds	
Impact on Providers' Regulatory Burden:	

Normally a statistic collected by each telecommunications provider. Impact low.

RL-20 Retail Performance Measure

Metric number	Name:
RL-20	Retail-Local Business Office Answer Time

Definition:

Monthly percent basic local service access line (residence and business) customer calls to the business office representative that are answered within 20 seconds after last digit is dialed when no menu driven system is utilized. When a menu driven, automated, interactive answering system (such as an Integrated Voice Response Unit (IVRU)) is utilized, the measurement is the calls that are answered within 20 seconds after the last digit is dialed. In addition, the initial recorded message presented by the system to the customer shall include the option of transferring to a live attendant within the first 30 seconds of the message. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an “answer”. Measurements shall be accomplished by a sample of answering intervals or the use of Force Administration Data System (FADS), or an equivalent measuring device that will measure answering time.

Exclusions:

- Excludes calls to business office that should be routed to Interexchange Carrier or CLEC attendants
- Excludes calls to business office that should be routed to operator assistance or directory assistance operators
- Excludes calls to business office that should be routed to trouble report attendants
- Excludes abnormal calling caused by vandalism and emergency situations

Business Rules:

- Clock starts when the customer call enters the queue and the clock stops when the attendant answers the call. Answer shall mean that the attendant is ready to accept information necessary to process the call.
- Include any time spent branding the call or requiring the customer to navigate a voice menu system.
- Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the attendant answers.
- Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends
- Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message.
- Include calls that reach a busy signal and count as not answered in 20 seconds
- Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.

Levels of Disaggregation:

Business office calls answered in 20 seconds for Metro exchange, Island exchange, residence, and business Exchange service

Calculation:	Report Structure/Geography Area:
Number of business office calls answered within 20 seconds * 100/ total calls to business office system	By all Metro exchange, all Island exchange, all residence, all business, and all Exchange Service

Measurement Standard:

95% answered within 20 seconds

Objective Measurement Level:

90% answered within 20 seconds

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

RL-21 Retail Performance Measure

Metric number	Name:
RL-21	Retail-Local Customer Complaints All Reasons
Definition:	
<p>Monthly service (residence and business) customer service quality complaints for all reasons of dissatisfaction. Rate will be developed as complaints per 1,000 lines per year.</p>	
Exclusions:	
<p>Excludes service requests made by a customer or user Excludes any complaint that is not against the telecommunications provider that receives the complaint. Excludes any complaint that is not reported to Provider for resolution before reported to the TRB. Excludes any complaint on an issue over which the State has no jurisdiction (e.g. Interstate service complaints) or no ability to resolve (e.g. a complaint about an approved tariff)</p>	
Business Rules:	
<p>All complaints filed with the TRB against the telecommunications service provider for any service provided shall be included if complaint was filed with Provider and Provide was give time to resolve complaint. Business, residential, CLEC, Interexchange carriers, Other Carriers or Other Provider complaints shall be included A complaint shall be defined as any oral or written report from a subscriber or user of telephone service relating to a physical defect, difficulty or dissatisfaction with the operation of telephone facilities, errors in billing or the quality of service rendered. A record shall be made of each customer complaint including the complainant's name, the date, the nature of the complaint and the disposition. All complaints shall be assigned a code to separate them and identify billing, installation, and maintenance and repair complaints Complaints shall be reported on a quarterly basis and show the monthly rate and reports shall be annualized to a 12 month rate, that is, use an appropriate annualizing rate with the data is less than 12 months and when data is 12 months, drop the oldest months and add the current months to obtain 12 months ending with the current month.</p>	
Levels of Disaggregation:	
Complaint rate for Metro exchange, Island exchange, residence, and business service	
Calculation:	Report Structure/Geography Area:
Number of complaints per year * 1000 / Access Lines	for Metro exchange, Island exchange, residence, and business
Measurement Standard:	
1 or less complaints per 1000 lines per year.	
Objective Measurement Level:	
2 or less complaints per 1000 lines per year.	
Impact on Providers' Regulatory Burden:	
Normally a statistic collected by each telecommunications provider, however a new report will be required. Some impact may be seen.	

RL-22 Retail Performance Measure

Metric number	Name:
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RL-22	Retail-Local Customer Complaints Billing
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Definition:

Monthly service (residence and business) customer complaints for billing dissatisfaction. Rate will be developed as complaints per 1,000 lines per year.

Exclusions:

Excludes service requests made by a customer or user.
 Excludes any complaint that is not against the telecommunications provider that receives the complaint.
 Excludes any complaint not included in the Retail-Local Customer Complaints All Reasons.
 Excludes any complaint that is not identified as a billing complaint.

Business Rules:

All complaints separated and identified as a billing complaint and filed with the TRB against the telecommunications service provider for any service provided shall be included
 A billing complaint shall be defined as any oral or written report from a subscriber or user of telephone service relating to a physical defect, difficulty, dissatisfaction with, errors in, or the quality of billing for telecommunications services
 Billing Complaints shall be reported on a quarterly basis and show the monthly rate and reports shall be annualized to a 12 month rate, that is, use an appropriate annualizing rate when the data is less than 12 months and when data is 12 months, drop the oldest months and add the current months to obtain 12 months ending with the current Month.

Levels of Disaggregation:

Billing complaint rate for Metro exchange, Island exchange, residence, and business service

Calculation:

Number of billing complaints per year * 1000 / Access Lines

Report Structure/Geography Area:

for Metro exchange, Island exchange, residence, and business

Measurement Standard:

1 or less complaints per 1000 lines per year.

Objective Measurement Level:

2 or less complaints per 1000 lines per year.

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider, however a new report will be required. Some impact may be seen.

RL-23 Retail Performance Measure

Metric number	Name:
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RL-23	Retail-Local Customer Complaints Installation
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Definition:

Monthly service (residence and business) customer complaints for installation dissatisfaction. Rate will be developed as complaints per 1,000 lines per year.

Exclusions:

Excludes service requests made by a customer or user.
 Excludes any complaint that is not against the telecommunications provider that receives the complaint.
 Excludes any complaint not included in the Retail-Local Customer Complaints All Reasons.
 Excludes any complaint that is not identified as an installation complaint.

Business Rules:

All complaints separated and identified as an installation complaint and filed with the TRB against the telecommunications service provider for any service provided shall be included.
 An installation complaint shall be defined as any oral or written report from a subscriber or user of telephone service relating to a physical defect, difficulty, dissatisfaction with, errors in, or the quality of billing for telecommunications Services.
 Installation complaints shall be reported on a quarterly basis and show the monthly rate and reports shall be annualized to a 12 month rate, that is, use an appropriate annualizing rate when the data is less than 12 months and when data is 12 months, drop the oldest months and add the current months to obtain 12 months ending with the current month.

Levels of Disaggregation:

Installation complaint rate for Metro exchange, Island exchange, residence, and business service

Calculation:

Number of installation complaints per year * 1000 / Access Lines

Report Structure/Geography Area:

for Metro exchange, Island exchange, residence, and business

Measurement Standard:

1 or less complaints per 1000 lines per year.

Objective Measurement Level:

2 or less complaints per 1000 lines per year.

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider, however a new report will be required. Some impact may be seen.

RL-24 Retail Performance Measure

Metric number	Name:
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RL-24	Retail-Local Customer Complaints Maintenance and Repair
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Definition:

Monthly service (residence and business) customer complaints for maintenance and repair dissatisfaction. Rate will be developed as complaints per 1,000 lines per year.

Exclusions:

- Excludes service requests made by a customer or user.
- Excludes any complaint that is not against the telecommunications provider that receives the complaint.
- Excludes any complaint not included in the Retail-Local Customer Complaints All Reasons.
- Excludes any complaint that is not identified as a maintenance and repair complaint.

Business Rules:

All complaints separated and identified as a maintenance and repair complaint and filed with the TRB against the telecommunications service provider for any service provided shall be included
 A maintenance and repair complaint shall defined as any oral or written report from a subscriber or user of telephone service relating to a physical defect, difficulty, dissatisfaction with, errors in, or the quality of billing for telecommunications services
 Maintenance and repair complaints shall be reported on a quarterly basis and show the monthly rate and reports shall be annualized to a 12 month rate, that is, use an appropriate annualizing rate when the data is less than 12 months and when data is 12 months, drop the oldest months and add the current months to obtain 12 months ending with the current month

Levels of Disaggregation:

Maintenance and repair complaint rate for Metro exchange, Island exchange, residence, and business service

Calculation:

Number of maintenance and repair complaints per year * 1000 / Access Lines

Report Structure/Geography Area:

for Metro exchange, Island exchange, residence, and business

Measurement Standard:

1 or less complaints per 1000 lines per year.

Objective Measurement Level:

2 or less complaints per 1000 lines per year.

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider, however a new report will be required. Some impact may be seen.

Appendix B

Retail Reporting Units and Minimum Reporting Size

	Measure	Reporting Unit and Minimum Reporting Size
Report RL- 01	Installation Orders Completed Within 5 Working Days	Central Office Wire Center or Plant Installation Center
Report RL- 02	Held Orders Over 30 Days	Exchange or Plant Installation Center, whichever is smaller
Report RL- 03	Held Orders 61-90, 91-80 and Over 180 Days	Exchange or Plant Installation Center, whichever is Smaller
Report RL- 04	Installation Commitments Met	Central Office Wire Center or Plant Installation Center
Report RL- 05	Installation Appointments Met	Central Office Wire Center or Plant Installation Center
Report RL- 06	Customer Trouble Reports Total – Initial	Central Office Entity
Report RL- 07	Customer Trouble Reports Total – Repeat	Central Office Entity
Report RL- 08	Out-of-Service Trouble Report Rate	Central Office Entity
Report RL- 09	Out-of-Service Troubles Cleared in 24 Hours Total	Central Office Entity
Report RL- 10	Out-of-Service Troubles Cleared in 48 Hours Total	Central Office Entity
Report RL- 11	Restoral of Service After Payment Within 24 Hours	Central Office Entity
Report RL- 12	Repair Commitments Met	Central Office Entity
Report RL- 13	Repair Appointments Met	Central Office Entity
Report RL- 14	Dial Tone Speed Within 3 Seconds	Electromechanical or hybrid Central Office Entity over 3,000 lines
Report RL- 15	Final Trunk Group Blockage Rate - Local	Central Office Entity
Report RL- 16	Final Trunk Group Blockage Rate - Toll	Central Office Entity
Report RL- 17	Operator Assistance Answer Time	Traffic Office handling toll and assistance calls with average business day call volume of 2,000 or more calls
Report RL- 18	Directory Assistance Answer Time	Traffic Office handling directory assistance calls with average business day call volume of 2,000 or more calls
Report RL- 19	Trouble Report Service Answer Time	Central Answering Group supporting 10,000 or more lines
Report RL- 20	Business Office Answer Time	Central Answering Group supporting 10,000 or more lines
Report RL- 21	Customer Complaints All Reasons	Business Office Entity
Report RL- 22	Customer Complaints Billing	Business Office Entity
Report RL- 23	Customer Complaints Installation	Business Office Entity
Report RL- 24	Customer Complaints Maintenance and Repair	Central Office Wire Center or Plant Installation Center

Appendix C

Wholesale-Local Measurement Standards and Business Rules

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WL-01 Wholesale Performance Measure

Metric number	Name:
WL-01	Wholesale-Local Pre-Order Response Time In "X" Seconds

Definition:

Monthly percentage of local service request (LSR) responses that meet the time interval for pre-order electronic interfaces (electronic interfaces as offered by Provider). Time starts when the query is received by pre-order interface unit and stops at the time the pre-order unit passes the response back to the interfacing application. The time is measured only within the published hours of the interface availability as posted on the appropriate website.

Exclusions:

Excludes Weekends and Holidays.
 Excludes rejected electronic and manual requests.
 Excludes requests for greater than 30 working telephone numbers.
 Excludes any transactions where the batch transmission includes greater than 200 items in a single transmission.
 Excludes, when a Service Bureau Provider is used, the Service Bureau Provider processing, availability or response time.

Business Rules:

Timestamps are used to record time and are taken at order adapter point and due not include xRAF transmission time and protocol translation times.
 Clock time starts on the date/time when the query is received by order adapter point and stops at the time that the response is sent to the CLEC.
 Response time is measured only within the published hours of the interface availability as posted by the Provider.
 Response time shall be developed a number of different sub measurements as listed in measurement section
 Overall response time shall be developed from sum of the response times divided by the number of queries
 Time-out queries are developed and are queries where the requested information (or an error message) is not provided within 60 seconds.

Levels of Disaggregation:

Percent responses in "X" seconds for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of responses within each time interval * 100 / total number of responses.	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

95% within 10 seconds overall

Sub measurements	Measurement
Address Verification	95% in 10 or less seconds
Telephone Number Assignment – Basic	95% in 10 or less seconds
Telephone Number Assignment – Specific	95% in 10 or less seconds
Customer Service Summary/ Inquiry	95% in 15 or less seconds
Service/ Feature Availability	95% in 13 or less seconds
Due Date Availability	95% in 5 or less seconds

Dispatch Required	95% in 19 or less seconds
Actual Loop Makeup Information	95% in 60 or less seconds
Design Loop Makeup Information	95% in 15 or less seconds

Objective Measurement Level:

90% within 10 seconds

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring and reporting.

WL-02 Wholesale Performance Measure

Metric number	Name:
WL-02	Wholesale-Local Percent of Flow Through Orders
Definition:	
Monthly total of LSR orders from entry to distribution that progress through the LEC LSR order systems without manual intervention. An order will count if it is designed for to flow through and is not rejected for CLEC reasons or manually received at LEC office.	
Exclusions:	
<p>Excludes test orders</p> <p>Excludes manually received LSR orders e.g., by mail, fax, private delivery service)</p> <p>Excludes orders not eligible to flow through</p> <p>Excludes manual fallout (orders with planned fallout by design due to complexity)</p> <p>Excludes with CLEC input errors (e.g., rejected orders that violate published business rules)</p>	
Business Rules:	
<p>CLEC mechanized ordering system includes all LSRs including supplements which are submitted through the electronic interfaces.</p> <p>Flow-through orders are orders, submitted through the electronic system that flow through and reach a status for a FOC to be issued, without manual intervention.</p> <p>All features on order must flow through for the order to be flow-through eligible</p> <p>CLEC mechanized ordering system does not include LSRs submitted manually or LSRs not designed to flow Through.</p> <p>Eligible electronically generated orders are submitted orders designed to flow through and exclude orders which fallout for manual processing, returned to CLEC for clarification and returned to CLEC due to CLEC error.</p>	
Levels of Disaggregation:	
Percent of LSR orders that flow-through for CLECs and Provider Affiliate	
Calculation:	Report Structure/Geography Area:
Number of LSR orders that flow through the LEC LSR order systems responses without manual intervention * 100 / number of eligible LSR orders	By all CLEC, Provider Affiliate and all Wholesale-Local
Measurement Standard:	
95% Flow Through The Order System (Includes Resale POTS, UNE platform POTS, UNE POTS other, LSR Specials, LSR interconnection trunks, UNE loops, UNE LNP)	
Objective Measurement Level:	
85% Flow Through The Order System	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring and reporting.	

WL-03 Wholesale Performance Measure

Metric number	Name:
WL-03	Wholesale-Local Reject Notices Returned On Time
Definition:	
Monthly percentage of LSR orders rejected for circuits (Resale POTS, UNE-Platform, UNE POTS Other, LSR Specials, UNE Loops, UNE LNP Loops, LNP Standalone, UNE transport, LSR Interconnection Trunks) to the ILEC where there is a return of a notice of rejection to the CLEC within the timeframe specified in the Measurement Standards. It includes new, move, and change orders.	
Exclusions:	
<p>Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)</p> <p>Excludes all LSRs cancelled by customer before being rejected</p> <p>Excludes all test, administrative, project, SONET, and meet-point orders.</p> <p>Excludes Weekends and Holidays (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)</p> <p>Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)</p> <p>Excludes orders where the batch transmission includes greater than 200 item is a single transmission</p> <p>Excludes time caused by System Release or maintenance activity</p> <p>Excludes time caused by vandalism and emergency situations</p>	
Business Rules:	
<p>LSR is considered rejected when submitted electronically but does not pass the LEC edit checks in the order System and is returned to the customers without manual interventions</p> <p>Measurements are based on rejected orders and include only confirmed rejects for the report month.</p> <p>Elapsed time for fully electronic orders starts when request is received (during periods when system is available or at next available time) and ends at distribution of order reject.</p> <p>Elapsed time for manually handled orders starts when received on a business day, (business day hours are 8:00 AM to 5:00 PM) and for requests received after end of a business day, time will start on the next business day. Time ends at distribution of order reject.</p> <p>Elapsed time calculated in hours.</p> <p>Percentage of orders rejected within the report timeframe on time as specified in the on time standards (see below)</p>	
Levels of Disaggregation:	
Percent of LSR rejected return on time for CLECs and Provider Affiliate	
Calculation:	Report Structure/Geography Area:
Number of rejection notices sent within the timeframe specified in the Measurement Standards * 100 / total number of orders with reject notices.	By all CLEC, Provider Affiliate and all Wholesale-Local
Measurement Standard:	
<p>95% within "X" hours as specified for order type</p> <p>95% within 2 business hours for Mechanized Rejects (Flow-through Orders)</p> <p>95% within 8 business hours for Manual Rejects for orders received electronically</p> <p>95% within 24 clock hours for Manual Rejects for orders received manually less than 10 lines.</p> <p>95% within 48 clock hours for Manual Rejects for orders received manually greater than 10 lines.</p>	
Objective Measurement Level:	
90% within "X" hours as specified for order type.	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring and reporting.	

WL-04 Wholesale Performance Measure

Metric number	Name:
WL-04	Wholesale-Local Percent Jeopardies

Definition:

Monthly percentage of LSR orders confirmed that receive a notice that the order is in jeopardy of meeting the due date.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)
 Excludes all orders except N, T, and C orders
 Excludes any order which is not confirmed
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes misses caused by vandalism and emergency situations

Business Rules:

A jeopardy notice is sent to customer to notify customer that an order due date is in jeopardy of being missed.
 Jeopardies are issued only for confirmed orders
 Orders in a period confirmed are the orders completed in the month.

Levels of Disaggregation:

Percent jeopardies for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of LSR orders confirmed which receive a jeopardy notice * 100 / total number of LEC LSR orders confirmed	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

5% or less with a jeopardy

Objective Measurement Level:

10% or less with a jeopardy

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-05 Wholesale Performance Measure

Metric number	Name:
WL-05	Wholesale-Local Jeopardy Notice Returned by Required Interval
Definition:	
<p>Monthly percentage of LSR orders for circuits (Resale POTS, UNE-Platform, UNE POTS Other, LSR Specials, UNE Loops, UNE LNP Loops, LNP Standalone, UNE Transport, LSR Interconnection Trunks) to the ILEC where there is a return of a notice of a jeopardy to the CLEC within the timeframe specified in the Measurement Standards. It includes new, move, and change orders.</p>	
Exclusions:	
<p>Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders) Excludes all orders except N, T, and C orders Excludes any order which is not confirmed or is cancelled Excludes all test, administrative, project, SONET, and meet-point orders. Excludes orders requested for less than the standard offered interval unless agreed by Provider Excludes misses caused by vandalism and emergency situations</p>	
Business Rules:	
<p>For the jeopardy interval, it is assumed the due date time is 5:00 PM for uncoordinated orders. For coordinated orders the scheduled date and time will be used. The jeopardy interval is specified for specific orders where the miss is known in advance of due date. Assignment jeopardies are jeopardies identified during the initial assignment process Installation jeopardies are jeopardies identified during the installation process prior to due time Notification of Missed Commitments are notices that the due date date/time has been missed</p>	
Levels of Disaggregation:	
Percent jeopardies returned by required interval for CLECs and Provider Affiliate	
Calculation:	Report Structure/Geography Area:
Sum of orders with jeopardy returned by required Interval * 100/ total number of notices sent	By all CLEC, Provider Affiliate and all Wholesale-Local
Measurement Standard:	
<p>95% within "X" hours of the due date 95% within 48 hours before due date for lack of facilities 90% within 24 hours before due date for assignment jeopardizes (other than lack of facilities) 95% within 24 hours before due date for installment jeopardizes (other than lack of facilities) 95% within 24 hours of due date for missed commitment notice (other than lack of facilities)</p>	
Objective Measurement Level:	
90% within the specified interval	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring	

WL-06 Wholesale Performance Measure

Metric number	Name:
WL-06	Wholesale-Local Firm Order Confirmations Provided On Time

Definition:

Monthly percentage of LSR orders for circuits (Resale POTS, UNE-Platform, UNE POTS Other, LSR Specials, UNE Loops, UNE LNP Loops, LNP Standalone, UNE Transport, LSR Interconnection Trunks) with a FOC where the sent date/time is less than or equal to the Measurement Standard. It includes new, move, and change orders.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)
 Excludes all orders except N, T, and C orders
 Excludes all orders which are cancelled.
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes Weekends and Holidays (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)
 Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)
 Excludes orders where the batch transmission includes greater than 200 item is a single transmission
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time caused by System Release activity
 Excludes time caused by vandalism and emergency situations

Business Rules:

Upon receipt of a complete, valid, and accurate LSR, the Service Center will release a FOC to the customer Verbally, manually or electronically within a specified time (normally transmission of the response is in the same Manner as the ASR was received).
 Order receipt time is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 The end time is the actual date and time that a successful attempt to contact the customer is made and it is the FOC date and time.
 Orders counted complete in the month they are completed.
 Percentage of orders confirmed within the report timeframe as specified in the on time standards (see below)

Levels of Disaggregation:

Percent confirmations returned by required interval for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Sum of orders with confirmation returned by required Interval * 100/ total number of orders confirmed	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

95% commitments met.
 95% on time within 2 hours for fully electronic flow-through
 95% on time within 24 hours for electronic orders 10 or less lines
 95% on time within 48 hours for electronic orders more than 10 lines
 95% on time within 48 hours for fax and manual orders

Objective Measurement Level:

90% commitments met.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-07 Wholesale Performance Measure

Metric number	Name:
WL-07	Wholesale-Local Service Center Answer Time

Definition:

Monthly LSR Local Service Center calls that are answered within 20 seconds after last digit is dialed. Answer shall mean that the telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accumulated during the normal hours of operations (8:00 AM to 5:30 PM Monday through Friday).

Exclusions:

Excludes calls to Service Center office that should be routed to Interexchange Carrier or CLEC attendants
 Excludes calls to Service Center office that should be routed to operator assistance or directory assistance operators
 Excludes calls to Service Center office that should be routed to trouble report attendants
 Excludes weekends and holidays
 Excludes test calls
 Excludes calls to Service Center when office is not in operation
 Excludes abnormal calling caused by vandalism and emergency situations

Business Rules:

Clock starts when the customer call enters the queue and the clock stops when the attendant answers the call.
 Answer shall mean that the attendant is ready to accept information necessary to process the call.
 Include any time spent branding the call or requiring the customer to navigate a voice menu system.
 Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the attendant answers.
 Service center hours of operations are 8 AM to 6 PM Monday through Friday excluding Holidays
 Measure and accumulate call data for calls abandoned or dropped and for calls blocked.
 Include calls that reach a busy signal and count as not answered in 20 seconds
 Include 15% of the abandoned and dropped calls and 10% of calls blocked when determining the total number of calls to be answered.

Levels of Disaggregation:

Percent calls answered in 20 seconds for CLECs and Provider Affiliate

Calculation:

Report Structure/Geography Area:

Number of Service Center calls answered within 20 seconds * 100/ number of calls answered By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

95% answered within 20 seconds.

Objective Measurement Level:

90% answered within 20 seconds.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-08 Wholesale Performance Measure

Metric number	Name:
WL-08	Wholesale-Local Average Installation Interval

Definition:

Average business days from the receipt of an LSR order to the date/time for an order completed when the date is greater than or equal to standard offered interval, or if expedited the date/time agreed to by the telecommunications service provider. Orders for additions, changes, transfers and moves are included. Disconnects are not counted.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders, no access, not ready to test)
 Excludes all orders except N, T, and C orders
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes weekends and holidays
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time delay caused by vandalism and emergency situations
 Excludes NPAC caused delays (LNP only)

Business Rules:

The clock starts on the application date which is the date the Provider receives a correct and complete order and the clock stops on the Completion Date which is the date the Provider personnel complete the order activity and the customer tests and accepts the circuit.
 Order receipt time for application date is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 No Field Work orders are assigned due dates according to current agreed upon intervals.
 For negotiated due dates, the due date will be the negotiated date.
 For expedited orders, the due date will be the date the Provider agrees to for the due date.
 Orders counted complete in the month they are completed.
 If an order is completed on a Saturday, Sunday or a Holiday, the day order is completed will be counted

Levels of Disaggregation:

Average business day interval CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Sum of LSR order business day intervals / number of LSR Orders completed	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

5.0 days per order

Objective Measurement Level:

8.0 days per order

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-09 Wholesale Performance Measure

Metric number	Name:
WL-09	Wholesale-Local Percent Installation Commitment Met

Definition:

Monthly percentage of LSR orders for circuits (Resale POTS, UNE-Platform, UNE POTS Other, LSR Specials, UNE Loops, UNE LNP Loops, LNP Standalone, UNE Transport, LSR Interconnection Trunks) completed within the customer requested due date when that date is greater than or equal to the standard offered interval, or if expedited the date agreed to by the telecommunication service provider. It includes new, move, and change orders.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders, no access, not ready to test)
 Excludes all orders except N, T, and C orders
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes Weekends (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)
 Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time caused by vandalism and emergency situations
 Excludes NPAC caused delays (LNP only)

Business Rules:

The clock starts on the application date which is the date the Provider receives a correct and complete order and the clock stops on the Completion Date which is the date the Provider personnel complete the order activity and the customer tests and accepts the circuit.
 Order receipt time for application date is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 No Field Work orders are assigned due dates according to current agreed upon intervals.
 For negotiated due dates, the due date will be the negotiated date.
 For expedited orders, the due date will be the date the Provider agrees to for the due date.
 Orders counted complete in the month they are completed.
 If an order is completed on a Saturday, Sunday or a Holiday, the day order is completed will be counted

Levels of Disaggregation:

Percent of installation commitments met for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of LSR installation commitments met * 100/ total number of LSR Orders completed	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

95% of commitments met.

Objective Measurement Level:

90% of commitments met.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-10 Wholesale Performance Measure

Metric number	Name:
WL-10	Wholesale-Local Held Order Interval

Definition:

Average calendar days from an LSR service order due date that LSR service orders are not completed by the original due date for all reasons (including lack of facilities).

Exclusions:

Excludes customer caused misses (e.g., customer not ready, construction not complete)
 Excludes all orders except N, T, and C orders
 Excludes circuits requested for less than the standard offered interval unless agreed by Provider
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes LSR orders for vertical features
 Excludes orders for 10 or more lines or trunks
 Excludes time delays caused by vandalism and emergency situations
 NPAC caused delays unless caused by Provider (LNP only)

Business Rules:

The clock starts on the Application Date, which is the day the Telecommunications Service provider receives the completed and correct Service Order. For orders received after 3:00 PM, the Application Date is the next day. The clock stops on the Completion Date which is the day that the Telecommunications Service Provider personnel complete the service order activity.
 The Telecommunications Service provider, if facilities are available, shall offer a customer requesting service under a LSR an installation appointment interval in accordance with Provider installation intervals. The customer may accept or agree to other terms for installation. When the customer requests a Completion Date longer than five working days, the requested working day becomes the due date.
 The order is counted in the month it is completed.

Levels of Disaggregation:

Average days order completed beyond due date for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Sum of LSR order days beyond due date intervals / number of orders completed with a past due date	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

3.0 days beyond due date per order

Objective Measurement Level:

10.0 days beyond due date per order

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-11 Wholesale Performance Measure

Metric number	Name:
WL-11	Wholesale-Local New Service Quality-Troubles In First 30 Days

Definition:

Percent of LSR orders or circuits that receive a trouble report on or within 30 calendar days of service order completion.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
 Excludes all orders except N, T, or C
 Excludes canceled trouble tickets
 Excludes reports beyond 30 days of completion of installation
 Excludes subsequent reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes reports on due date before service order completion
 Excludes reports on loops without test access or acceptance testing
 Excludes time caused by vandalism and emergency situations
 NPAC caused delays unless caused by Provider (LNP only)

Business Rules:

Includes reports on due date after completion and on the day after Provider completes the service order.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a service trouble type.
 If customer requests the service be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met.
 Reports are counted in the month they post, however the denominator will at a minimum be equal to the numerator.

Levels of Disaggregation:

Percent of Orders with Trouble report within 30 day of installation completion for CLECs and Provider Affiliate

Calculation:

Report Structure/Geography Area:

Number of LSR orders with a trouble report within 30 days of installation completion * 100/
 number of LSR orders completed

By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

5% of orders with a trouble report

Objective Measurement Level:

8% of orders with a trouble report

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-12 Wholesale Performance Measure

Metric number	Name:
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WL-12	Wholesale-Local Completion Notices Provided On Time
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Definition:

Percent of LSR orders that receive a completion notice provided within one business day of work completion.

Exclusions:

Excludes weekends and holidays
 Excludes all test, and administrative orders.
 Excludes time delays caused by vandalism and emergency situations.

Business Rules:

The completion notice interval is the elapsed time from the completion time stamp to the time stamp to for the notice to the customer electronic interface.
 The clock time starts the completion date and time entered by a field technician on dispatch orders.
 The clock time starts the completion date at 5 PM for non-dispatch orders.
 The clock end time is the time stamp of the electronic system that transmits the notice to the customer electronic Interfaces. If the notice falls out, it is manually corrected and then reentered into the appropriate electronic system.
 A completion notice is sent on each order.
 If an order is completed on a Saturday, Sunday or a Holiday, the day the order is completed will be counted
 Intervals for completion notices are specific to each type of order (see below).

Levels of Disaggregation:

Percent of completion notices provided on time for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
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Number of mechanized completion notifications returned to customer within 1 day of work completion/ Mechanized completion notifications.	By all CLEC, Provider Affiliate and all Wholesale-Local
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Measurement Standard:

95% of orders with completion notice within 24 hours
 97% of orders with completion notice within 1 hour for fully electronic orders
 95% of orders with completion notice within 24 hours for all other interfaces to return notices

Objective Measurement Level:

90% of orders with completion notice within 24 hours

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-13 Wholesale Performance Measure

Metric number	Name:
WL-13	Wholesale-Local Customer Trouble Report Rate-Initial
Definition:	
<p>Monthly LSR line and circuit initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service (Resale POTS, UNE-Platform, UNE POTS Other, LSR Specials, UNE Loops, UNE LNP Loops, LNP Standalone, UNE Transport, LSR Interconnection Trunks). Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the line or circuit. Rate will be developed as reports per 100 lines.</p>	
Exclusions:	
<p>Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange providers, Informational type items, and Inside wiring Excludes canceled trouble tickets and troubles closed due to customer action Excludes reports within 30 days of completion of installation Excludes repeat reports and reports not related to quality of service Excludes reports which can not be completed because of lack of premises access Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service. Excludes reports for administrative lines, private services, Special Services and services not in the Reporting Unit Excludes trouble reports caused by vandalism and emergency situations</p>	
Business Rules:	
<p>For troubles found in switched network or a trouble condition not found (test oK, found ok) Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the Switched Access service except enhanced service features Customer trouble reports received as a result of any network failure are included in the report rate. Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer. Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type. If customer requests the service to be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met Reports are counted in the month they post. LSR access line and circuit count from end of previous month will be used.</p>	
Levels of Disaggregation:	
Trouble report rate initial for CLECs and Provider Affiliate	
Calculation:	Report Structure/Geography Area:
Number of LSR line & trunk trouble reports * 100 / number of LSR access lines & trunks.	By all CLEC, Provider Affiliate and all Wholesale-Local
Measurement Standard:	
2.0 trouble reports per 100 lines.	
Objective Measurement Level:	
4.0 trouble reports per 100 lines.	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring	

WL-14 Wholesale Performance Measure

Metric number	Name:
WL-14	Wholesale-Local Customer Trouble Reports Total - Repeat

Definition:

Monthly LSR line and circuit repeat customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Repeat report shall be a trouble report on service quality received within thirty days after the resolution of an initial trouble report on the same line or circuit. Rate will be developed as a percentage of repeat reports to initial reports.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
 Excludes reports within 30 of completion of installation
 Excludes initial reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls providing busy verifications or interruption service and reports relating to toll service.
 Excludes reports for administrative lines, private services, Special Services and reports for services not in the Reporting Unit area
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the service except voice mailboxes.
 Customer trouble reports received as a result of any network failure are included in the report rate.
 Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
 If customer requests the service be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post.

Levels of Disaggregation:

Trouble report rate repeat for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of trouble reports repeat received * 100/ total number of initial trouble reports.	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

3.0% of initial trouble reports.

Objective Measurement Level:

5.0% of initial trouble reports.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-15 Retail Performance Measure

Metric number	Name:
WL-15	Wholesale-Local Repair Center Answer Time
Definition:	
<p>Monthly LSR line and circuit customer calls to trouble report service attendant to report troubles that are answered within 20 seconds after last digit is dialed. Answer shall mean that the trouble report service attendant is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by use of measuring device that will measure answering time.</p>	
Exclusions:	
<p>Excludes calls to trouble attendant that should be routed to Interexchange Carrier or CLEC attendants. Excludes calls to trouble attendant that should be routed to operator assistance or directory assistance operators. Excludes calls to trouble attendant that should be routed to Service Center office attendants. Excludes abnormal calling caused by vandalism and emergency situations.</p>	
Business Rules:	
<p>Clock starts when the customer call enters the queue and the clock stops when the attendant answers the call. Answer shall mean that the attendant is ready to accept information necessary to process the call. Include any time spent branding the call or requiring the customer to navigate a voice menu system. Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the attendant answers. Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message. Include calls that reach a busy signal and count as not answered in 20 seconds Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.</p>	
Levels of Disaggregation:	
Trouble report call answers within 20 seconds for CLECs and Provider Affiliate	
Calculation:	Report Structure/Geography Area:
Number of trouble report call answers within 20 seconds * 100/ total trouble calls	By all CLEC, Provider Affiliate and all Wholesale-Local
Measurement Standard:	
90% answered within 20 seconds.	
Objective Measurement Level:	
80% answered within 20 seconds.	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring	

WL-16 Retail Performance Measure

Metric number	Name:
WL-16	Wholesale-Local Average Trouble Duration

Definition:

Average duration in clock hours of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Average duration will be developed as hours per trouble report.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational type items, and Inside wiring
 Excludes canceled trouble tickets and troubles closed due to customer action
 Excludes reports within 30 days of completion of installation
 Excludes repeat reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service.
 Excludes reports for administrative lines, private services, Special Services and services not in the Reporting Unit
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

Count reports and hours for Switched Access trouble reports cleared in measurement period
 For troubles found in switched network or a trouble condition not found (test oK, found ok)
 Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the Switched Access service except enhanced service features
 Customer trouble reports received as a result of any network failure are included in the report rate.
 Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
 If customer requests the service to be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met
 LSR service interconnection lines/trunks taken from end of previous month

Levels of Disaggregation:

Average trouble duration for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of LSR Service trouble interval hours / total number of LSR Service troubles cleared	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

8.0 hours per trouble report

Objective Measurement Level:

12.0 hours per trouble report

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-17 Retail Performance Measure

Metric number	Name:
WL-17	Wholesale-Local Switched Out-of-Service Less Than 24 Hours

Definition:

Percent of LSR line and circuit out-of-service trouble reports that are cleared within 24 hours and receive a clearance notice.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange providers, Informational items, and Inside wiring
 Excludes reports within 30 days of completion of installation
 Excludes subsequent reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes any trouble reports not included in the Local Customer Report Rate Initial

Business Rules:

Trouble reports is cleared within 24 hours when the:
 Customer report is received Monday through Friday and cleared within 24 hours.
 Customer report is received Saturday and cleared within 48 hours.
 Customer report is received Sunday and cleared before midnight Monday
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have an out-of-service trouble type. If customer requests the service be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post
 Holidays are excluded

Levels of Disaggregation:

Trouble out-of-service reports cleared within 24 hours for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of trouble out-of-service reports cleared Within 24 hours * 100/ total out-of-service trouble reports.	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

80% cleared within 24 hours

Objective Measurement Level:

70% cleared within 24 hours

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-18 Retail Performance Measure

Metric number	Name:
WL-18	Wholesale Local Repair Commitments Met

Definition:

Percent of LSR line and circuit trouble reports that are cleared within the commitment time. The commitment time is the time and day established when the repair report is received.

Exclusions:

Excludes requests caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
 Excludes requests within 30 days of completion of installation
 Excludes repeat reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls providing busy verifications or interruption service and reports relating to toll service.
 Excludes reports for private services, Special Services and reports for services not in the Reporting Units area
 Excludes Sundays and Holidays
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

The Telecommunications Service provide shall offer a subscriber a commitment time by which the repair request will be cleared which shall be the Commitment Date. The subscriber may accept or agree to other terms for clearance of the repair request.

When the customer requests a Commitment Date longer than offered, the requested working day becomes the Commitment Date. Commitment is met if the service is provided by the end of the day on the Commitment. The order is counted in the month the commitment is met.

Levels of Disaggregation:

Repair commitments met for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Number of repair commitments met * 100/ Total number of commitments	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

90% repair commitments met.

Objective Measurement Level:

85% repair commitments met.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-19 Retail Performance Measure

Metric number	Name:
WL-19	Wholesale-Local Final Trunk Group Blockages

Definition:

Percent of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from LEC end offices to CLEC end offices and from LEC tandems to CLEC end offices. 20 days of data consisting of blocked calls and total call shall be collected, aggregated and reported.

Exclusions:

Excludes call blockages caused by vandalism and emergency situations
 Excludes call blockages caused by extraordinary load due low forecasts or no forecasts
 Excludes call blockages caused by customer failure to add trunks, turn-up trunks or be available to turn up trunks
 Excludes call blockages caused by customer network rearrangements and network failures
 Excludes weekends and holidays
 Excludes any busied out trunks
 Excludes calls between central offices in the same building

Business Rules:

Measurements shall be accomplished by using central office measurement equipment
 Measurements shall be made on business days and shall be for the busy hours
 Where the trunk group carries both local dial service and interoffice local service or toll service, the service results do not need to be separated.
 Twenty days of data consisting of busy hour blocked calls and total calls per month shall be collected, aggregated and reported.
 Measurements shall collect blocked calls and total calls

Levels of Disaggregation:

Blocked calls rates for CLECs and Provider Affiliate

Calculation:

Report Structure/Geography Area:

Number of LSR Service line & trunk blocked calls / total number of Switched Access calls

By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

1% or less calls blocked

Objective Measurement Level:

3% or less calls blocked

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-20 Retail Performance Measure

Metric number	Name:
WL-20	Wholesale-Local Bill Usage Delivered Within 24 Hours

Definition:

Percent of CLEC local usage billing records that are transmitted within 24 hours. Measure assumes daily transmission of usage records to a CLEC

Exclusions:

Excludes results for exiting CLECs (e.g., service disconnects, adjustments)

Business Rules:

Measure assumes daily transmission of usage to CLEC
 Usage Data Date is the recording date of the usage.
 Cycle Date is the day the Daily Usage File is sent to the CLEC.
 Cycle Date is planned to be within 6 days of the Data Date
 If customer chooses other than daily transmission, measure applies based on agreed availability date and time.
 Local and toll usage comes from one billing system and access service usage comes from another billing system.
 Usage is mechanically transmitted to the CLEC data processing center based on the agreed upon schedule.

Levels of Disaggregation:

Usage billing delivered within 24 hours for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Total Number of usage records sent within 24 Hours * 100 / total number of usage records sent	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

95% of records transmitted within 24 hours

Objective Measurement Level:

90% of records transmitted within 24 hours

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WR-21 Retail Performance Measure

Metric number	Name:
WL-21	Wholesale-Local Bill Invoices Delivered Within 10 Days

Definition:

Percent of CLEC local invoices that are delivered within 10 business days from the end of the billing period. Measure assumes monthly delivery of an invoice to a CLEC

Exclusions:

Excludes Any bills whose transmission is delayed at the request of the customer.
Excludes results for exiting CLECs (e.g., service disconnects, adjustments)
Excludes weekends and holidays when counting interval for CRIS bills

Business Rules:

Bill Period date is the date of the end of billing period and billing interval starts from Bill Period date.
For CRIS bill intervals, interval counts Bill Period date as the first day and weekends and holidays are not counted.
For CABS bill intervals, interval counts next day after Bill Period date as the first day and weekends and holidays are included, thus CABS bill intervals are reported in calendar days.
Bills are delivered in agreed upon format (electronic, paper, ROM bill, Custom Bill diskette, magnetic tape bill)
For bills delivered other than electronically, the interval shall be as agreed upon.

Levels of Disaggregation:

Bill invoices delivered within 10 business days for CLECs and Provider Affiliate

Calculation:	Report Structure/Geography Area:
Bill invoices delivered within 10 days * 100 / number of invoices transmitted in report period	By all CLEC, Provider Affiliate and all Wholesale-Local

Measurement Standard:

95% of invoices delivered within 10 days

Objective Measurement Level:

90% of invoices delivered within 10 days

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-22 Retail Performance Measure

Metric number	Name:
WL-22	Wholesale-Local Operator Assistance Answer Time
Definition:	
<p>Monthly local access line (all local lines with no distinction between CLEC customers and ILEC customers) customer calls to operator for toll and local assistance calls that are answered within 10 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of a measuring device that will measure answering time.</p>	
Exclusions:	
<p>Excludes calls to operator that should be routed to Interexchange Carrier or CLEC operator assistance Excludes calls to operator that should be routed to directory assistance operators Excludes abnormal calling caused by vandalism and emergency situations</p>	
Business Rules:	
<p>Clock starts when the customer call enters the queue and the clock stops when the operator answers the call. Answer shall mean that the operator is ready to accept information necessary to process the call. Include any time spent branding the call or requiring the customer to navigate a voice menu system. Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the operator answers. Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message. Include calls that reach a busy signal and count as not answered in 10 seconds. Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered. The system makes no distinction between CLEC customers and Provider customers.</p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure/Geography Area:
Number of calls to the operator system answered Within 10 seconds * 100/ total calls to be answered	By all Operator calls
Measurement Standard:	
90% answered within 10 seconds	
Objective Measurement Level:	
85% answered within 10 seconds.	
Impact on Providers' Regulatory Burden:	
<p>A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring</p>	

WL-23 Retail Performance Measure

Metric number	Name:
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WL-23	Wholesale-Local Directory Assistance Answer Time
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Definition:

Monthly local access line (all local access lines with no distinction between CLEC customers and ILEC customers) customer calls to directory assistance for call assistance that are answered within 12 seconds after last digit is dialed. Answer shall mean that the operator or telecommunication service provider representative is ready to accept information necessary to process the call. An acknowledgement that a customer is waiting on the line does not constitute an "answer". Measurements shall be accomplished by a sample of answering intervals or the use of a measuring device that will measure answering time.

Exclusions:

Excludes calls to DA operator that should be routed to Interexchange Carrier or CLEC DA operator
 Excludes calls to DA operator that should be routed to operator assistance
 Excludes abnormal calling caused by vandalism and emergency situations

Business Rules:

Clock starts when the customer call enters the queue and the clock stops when the operator answers the call.
 Answer shall mean that the operator is ready to accept information necessary to process the call.
 Include any time spent branding the call or requiring the customer to navigate a voice menu system.
 Speed of answer is determined by measuring and accumulating the elapsed time from entry of a customer call into the call management system queue and continues until call is transferred and the operator answers.
 Accumulate call data by sampling that includes at least 20 calendar days in the month including weekends
 Measure and accumulate call data for calls abandoned or dropped and for calls blocked or routed to an intercept message.
 Include calls that reach a busy signal and count as not answered in 12 seconds.
 Include 15% of the abandoned and dropped calls and 10% of calls blocked or routed to an intercept message when determining the total number of calls to be answered.
 The system makes no distinction between CLEC customers and Provider customers.

Levels of Disaggregation:

None

Calculation:

Report Structure/Geography Area:

Number of calls to directory assistance answered within 12 seconds * 100/ total calls offered By all DA calls

Measurement Standard:

85% answered within 12 seconds.

Objective Measurement Level:

80% answered within 12 seconds.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring

WL-24 Retail Performance Measure

Metric number	Name:
WL-24	Wholesale Gateway Availability (per GUI)
Definition:	
Percent of time wholesale pre-ordering, ordering and maintenance & repair gateway applications are functionally available for the total number of hours wholesale pre-ordering and maintenance & repair gateway applications are scheduled to be available.	
Exclusions:	
<p>Excludes trouble time reported but not found in Provider systems.</p> <p>Excludes troubles reported that were not reported to Provider's designated trouble reporting center.</p> <p>Excludes CLEC troubles which impact delivery (troubles outside Provider control, troubles in customer equipment, troubles networks outside Provider control)</p> <p>Excludes degraded service (slow response, loss of non-critical functionality, exceptionally high slow responses, etc.)</p> <p>Excludes any time when system is not scheduled to be available or scheduled time for major service releases.</p> <p>Excludes abnormal calling caused by vandalism and emergency situations</p>	
Business Rules:	
<p>Measures functional availability to scheduled availability. Scheduled availability is the hours interfaces are scheduled to be available and supported by Provider.</p> <p>Scheduled availability is normally is 6:00 AM to 10:00 PM local time. Current Scheduled availability is posed on Provider interconnection web site.</p> <p>Functional availability is defined as the number of hours and minutes in the reporting period that the application/ Interfaces are available to users</p> <p>Only full outages are included in the calculations for this measure. Full outages are defined as occurrences where application/interface is down and totally inoperative or access is totally inoperative for customers attempting to access or use the application.</p> <p>Functional availability time is counted to the nearest minute.</p>	
Levels of Disaggregation:	
Percent availability of electronic OSS interfaces for CLECs and Provider Affiliate	
Calculation:	Report Structure/Geography Area:
Number of functional available hours and minutes * 100 / Scheduled System Available Hours	By all CLEC, Provider Affiliate and all Wholesale-Local
Measurement Standard:	
99.5% availability of scheduled time	
Objective Measurement Level:	
95.0% availability of scheduled time	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring	

Appendix D

Wholesale-Local Measurements and Comparable Reports

	Wholesale-Local Report	Comparable Report
Report WL-01	Wholesale-Local Pre-Order Response Time-In "X" Seconds	None
Report WL-02	Wholesale-Local Percent of Flow Through Orders	None
Report WL-03	Wholesale-Local Reject Notices Returned On Time	None
Report WL-04	Wholesale-Local Percent Jeopardies	Wholesale-Switched Access Percent Jeopardies Wholesale-Special Access Percent Jeopardies
Report WL-05	Wholesale-Local Jeopardy Notices Returned by Required Interval	None
Report WL-06	Wholesale-Local Firm Order Confirmations Provided On Time	Wholesale-Switched Access Order Confirmations On Time Wholesale-Special Access Order Confirmation On Time
Report WL-07	Wholesale-Local Service Center Answer Time	Retail-Local Business Office Answer Time Total
Report WL-08	Wholesale-Local Average Installation Interval	Wholesale-Switched Access Average Installation Interval Wholesale-Special Access Average Installation Interval
Report WL-09	Wholesale-Local Installation Commitments Met	Wholesale-Switched Access Order Commitment On Time Wholesale-Special Access Order Confirmation On Time
Report WL-10	Wholesale-Local Held Order Interval	None
Report WL-11	Wholesale-Local New Service Quality Troubles In First 30 Days	Wholesale-Switched Access Quality Of Installation Work Wholesale-Special Access Quality Of Installation Work
Report WL-12	Wholesale-Local Completion Notices Provided On Time	None
Report WL-13	Wholesale-Local Customer Trouble Report Rate-Initial	Retail-Local Customer Trouble Report Rate-Initial Wholesale-Switched Access Customer Trouble Report Rate-Initial Wholesale-Special Access Customer Trouble Report Rate-Initial
Report WL-14	Wholesale-Local Customer Trouble Report Rate-Repeat	Retail-Local Customer Trouble Report Rate Total-Repeat
Report WL-15	Wholesale-Local Repair Center Answer Time	Retail-Local Trouble Report Service Answer Time
Report WL-16	Wholesale-Local Average Trouble Duration	Wholesale-Switched Access Average Repair Interval Wholesale-Special Access Average Repair Interval
Report WL-17	Wholesale-Local Switched Out-of-Service Less Than 24 Hours	None
Report WL-18	Wholesale-Local Repair Commitments Met	Retail-Local Repair commitments Met
Report WL-19	Wholesale-Local Final Trunk Group Blockages	Retail-Local Trunk Group Blockage Rate-Local Retail-Local Trunk Group Blockage Rate-Toll Wholesale-Switched Access Groups Exceeding Blocking Objectives

Report WL-20	Wholesale-Local Billing Usage Delivered Within 24 Hours	None
Report WL-21	Wholesale-Local Bill Invoices Delivered Within 10 Days	None
Report WL-22	Wholesale-Local Operator Assistance Answer Time	Retail-Local Operator Assistance Answer Time
Report WL-23	Wholesale-Local Directory Assistance Answer Time	Retail-Local Directory Assistance Answer Time
Report WL-24	Wholesale-Local Gateway Availability (per GUI)	None

Appendix E**Wholesale-Interexchange Measurement Standards and Business Rules**

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WX-01 Wholesale-Switched/Special Access Performance Measure

Metric number	Name:
WX-01	Wholesale-Switched Access Order Confirmation On Time

Definition:

Monthly percentage of ASR Switched Access orders for circuits with a FOC where the sent date/time is less than or equal to the Measurement Standard. It includes new, move, and change orders.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)
 Excludes all LSRs and all ASRs orders except N, T, and C orders
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes Weekends and Holidays (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)
 Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time caused by System Release activity
 Excludes time caused by vandalism and emergency situations

Business Rules:

Upon receipt of a complete, valid, and accurate ASR, the Service Center will release a FOC to the customer Verbally, manually or electronically within a specified time (normally transmission of the response is in the same Manner as the ASR was received).
 Order receipt time is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 The end time is the actual date and time that a successful attempt to contact the customer is made and it is the FOC date and time.
 Orders counted complete in the month they are completed.
 Code the order Metro Exchange or Island Exchange and report statistics for Metro Exchange and Island Exchange.

Levels of Disaggregation:

Confirmations on time for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of ASR Switched Access order commitments met * 100/ total number of Special Access Orders completed	By all Metro exchange, all Island exchange, all Switched Access and include in all Access Service completed

Measurement Standard:

97% commitment met

Objective Measurement Level:

90% commitments met

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-02 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-02	Wholesale-Switched Access Installation Commitments Met
Definition:	
Monthly percentage of ASR Switched Access orders for circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval, or if expedited the date agreed to by the telecommunication service provider. It includes new, move, and change orders.	
Exclusions:	
<p>Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders, no access, not ready to test)</p> <p>Excludes all LSRs and all ASRs orders except N, T, and C orders</p> <p>Excludes all test, administrative, project, SONET, and meet-point orders.</p> <p>Excludes Weekends and Holidays (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)</p> <p>Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)</p> <p>Excludes orders requested for less than the standard offered interval unless agreed by Provider</p> <p>Excludes time caused by vandalism and emergency situations</p>	
Business Rules:	
<p>Each circuit is counted as a separate order.</p> <p>The clock starts on the application date which is the date the Provider receives a correct and complete order and the clock stops on the Completion Date which is the date the Provider personnel complete the order activity and the customer tests and accepts the circuit.</p> <p>Order receipt time for application date is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.</p> <p>No Field Work orders are assigned due dates according to current agreed upon intervals.</p> <p>For negotiated due dates, the due date will be the negotiated date.</p> <p>For expedited orders, the due date will be the date the Provider agrees to for the due date.</p> <p>Orders counted complete in the month they are completed.</p> <p>If an order is completed on a Saturday, Sunday or a Holiday, the day order is completed will be counted</p> <p>Code the order Metro Exchange or Island Exchange and report statistics for Metro Exchange and Island Exchange.</p>	
Levels of Disaggregation:	
Installation commitments met for Metro exchange and Island exchange services	
Calculation:	Report Structure/Geography Area:
Number of ASR Switched Access installation Commitments met * 100/ total number of Switched Access Orders completed	By all Metro exchange, all Island exchange, all Switched Access and include in all Access Service
Measurement Standard:	
95% of commitments met	
Objective Measurement Level:	
90% of commitments met	
Impact on Providers' Regulatory Burden:	
A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.	

WX-03 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-03	Wholesale-Switched Access Average Installation Interval

Definition:

Monthly Average business days from the receipt of an ASR Switched Access order to the date/time for an order completed when the date is greater than or equal to standard offered interval, or if expedited the date/time agreed to by the telecommunications service provider.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders, no access, not ready to test)
 Excludes all LSRs and all ASRs orders except N, T, and C orders
 Excludes weekends and holidays.
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time caused by vandalism and emergency situations

Business Rules:

Each circuit is counted as a separate order.
 The clock starts on the application date which is the date the Provider receives a correct and complete order on the clock stops on the Completion Date which is the date the Provider personnel complete the order activity and the customer tests and accepts the circuit.
 Order receipt time for application date is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 No Field Work orders are assigned due dates according to current agreed upon intervals.
 For negotiated due dates, the due date will be the negotiated date.
 For expedited orders, the due date will be the date the Provider agrees to for the due date.
 Orders counted complete in the month they are completed.
 If an order is completed on a Saturday, Sunday or a Holiday, the day order is completed will be counted
 Code the order Metro Exchange or Island Exchange and report statistics for Metro Exchange and Island Exchange.

Levels of Disaggregation:

Average business day Interval for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Sum of Switched Access order business day intervals / number of Switched Access Orders completed	By all Metro exchange, all Island exchange, all Switched Access and include in all Access Service

Measurement Standard:

5.0 days per order

Objective Measurement Level:

8.0 days per order

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-04 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-04	Wholesale-Switched Access Quality of Installation Work

Definition:

Monthly percent of Switched Access order lines/trunks that receive a trouble report on or within 30 calendar days of service order completion.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
 Excludes all orders except N, T, or C
 Excludes canceled trouble tickets
 Excludes reports beyond 30 days of completion of installation
 Excludes subsequent reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes reports on due date before service order completion
 Excludes reports on loops without test access or acceptance testing
 Excludes time caused by vandalism and emergency situations

Business Rules:

Each line or trunk is counted as an order
 Includes reports on due date after completion and on the day after Provider completes the service order
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a service trouble type.
 If customer requests the service be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post , however the denominator will at a minimum be equal to the numerator.

Levels of Disaggregation:

Average Interval for Metro exchange and Island exchange services

Calculation:

Number of ASR Switched Access order line & trunk trouble reports within 30 days of installation / number of Switched Access lines & trunks completed

Report Structure/Geography Area:

By all Metro exchange, all Island exchange, all Switched Access and include in all Access Service

Measurement Standard:

5% of orders with a trouble report

Objective Measurement Level:

8% of orders with a trouble report

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-05 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-05	Wholesale-Switched Access Percent Jeopardies

Definition:

Monthly Percentage of ASR Switched Access orders confirmed that receive a notice that the order is in jeopardy of meeting the due date.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)
 Excludes all N, T, and C orders
 Excludes any order which is not confirmed
 Excludes all test, administrative, project, SONET, and meet-point orders.
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes misses caused by vandalism and emergency situations

Business Rules:

A jeopardy notice is sent to customer to notify customer that an order due date is in jeopardy of being missed.
 Jeopardies are issued only for confirmed orders
 Orders in a period confirmed are the orders completed in the month.

Levels of Disaggregation:

Percent jeopardies for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of ASR Switched Access orders confirmed that have a jeopardy / total number of Switched Access Orders confirmed	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

5% or less with a jeopardy

Objective Measurement Level:

10% or less with a jeopardy

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-06 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-06	Wholesale-Switched Access Customer Trouble Report Rate

Definition:

Monthly ASR Switched Access line and circuit initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the line or circuit. Rate will be developed as reports per 100 lines.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational type items, and Inside wiring
 Excludes canceled trouble tickets and troubles closed due to customer action
 Excludes reports within 30 days of completion of installation
 Excludes repeat reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service.
 Excludes reports for administrative lines, private services, Special Services and services not in the Reporting Unit
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

For troubles found in switched network or a trouble condition not found (test oK, found ok)
 Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the Switched Access service except enhanced service features
 Customer trouble reports received as a result of any network failure are included in the report rate.
 Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
 If customer requests the service to be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post.
 Switched Access service interconnection lines/trunks taken from end of previous month

Levels of Disaggregation:

Troubles per 100 lines/trunks for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of line & trunks trouble reports * 100/ number of Switched Access lines & trunks.	By all Metro exchange, all Island exchange, all Switched Access and include in all Access Service

Measurement Standard:

2.0 trouble reports per 100 lines.

Objective Measurement Level:

4.0 trouble reports per 100 lines.

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

WX-07 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-07	Wholesale-Switched Access Average Repair Interval

Definition:

Monthly average duration in clock hours of Switched Access customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Average duration will be developed as hours per trouble report.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational type items, and Inside wiring
 Excludes canceled trouble tickets and troubles closed due to customer action
 Excludes reports within 30 days of completion of installation
 Excludes repeat reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service.
 Excludes reports for administrative lines, private services, Special Services and services not in the Reporting Unit
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

Count reports and hours for Switched Access trouble reports cleared in measurement period
 For troubles found in switched network or a trouble condition not found (test oK, found ok)
 Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the Switched Access service except enhanced service features
 Customer trouble reports received as a result of any network failure are included in the report rate.
 Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
 If customer requests the service to be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
 Switched Access service interconnection lines/trunks taken from end of previous month

Levels of Disaggregation:

Average Repair Interval for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of Switched Access trouble interval hours / total number of Switched Access troubles cleared	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

8.0 hours or less per trouble report

Objective Measurement Level:

12.0 hours or less per trouble report

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

WX-08 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-08	Wholesale-Switched Access Groups Exceeding Blocking Objectives

Definition:
 Percent of Switched Access calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from Provider end office to Switched Access Customer end office and from Provider tandem to Switched Access Customer end office. 20 business days of data consisting of blocked calls and total call shall be collected, aggregated and reported.

Exclusions:
 Excludes call blockages caused by vandalism and emergency situations
 Excludes call blockages caused by extraordinary load due low forecasts or no forecasts
 Excludes call blockages caused by customer failure to add trunks, turn-up trunks or be available to turn up trunks
 Excludes call blockages caused by customer network rearrangements and network failures
 Excludes weekends and holidays
 Excludes any busied out trunks
 Excludes calls between central offices in the same building

Business Rules:
 Measurements shall be accomplished by using central office measurement equipment
 Measurements shall be made on business days and shall be for the busy hours
 Where the trunk group carries both local dial service and interoffice local service or toll service, the service results do not need to be separated.
 Twenty days of data consisting of busy hour blocked calls and total calls per month shall be collected, aggregated and reported.
 Measurements shall collect blocked calls and total calls

Levels of Disaggregation:
 Blocked call rates for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of Switched Access line & trunk blocked calls / total number of Switched Access calls	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:
 1% or less calls blocked

Objective Measurement Level:
 3% or less calls blocked

Impact on Providers' Regulatory Burden:
 Normally a statistic collected by each telecommunications provider. Impact low.

WX-09 Wholesale-Special Access Performance Measure

Metric number	Name:
WX-09	Wholesale-Special Access Order Confirmation On Time

Definition:

Monthly percentage of ASR Special Access orders for circuits with a FOC where the sent date/time is less than or equal to the Measurement Standard. It includes new, move, and change orders.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)
 Excludes all LSRs and all ASRs orders except N, T, and C orders
 Excludes all test, administrative, project, SONET, Frame Relay, and meet-point orders.
 Excludes Weekends and Holidays (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)
 Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes times caused by System Release activity
 Excludes time caused by vandalism and emergency situations

Business Rules:

Upon receipt of a complete, valid, and accurate ASR, the Service Center will release a FOC to the customer Verbally, manually or electronically within a specified time (normally transmission of the response is in the same Manner as the ASR was received).
 Order receipt time is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 The end time is the actual date and time that a successful attempt to contact the customer is made and it is the FOC date and time.
 Orders counted complete in the month they are completed.
 Code the order Metro Exchange or Island Exchange and report statistics for Metro Exchange and Island Exchange.

Levels of Disaggregation:

Confirmations on time for Metro exchange and Island exchange services

Calculation:

Number of ASR Special Access order commitments met * 100/ total number of Special Access Orders completed

Report Structure/Geography Area:

By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

97% of commitments met.

Objective Measurement Level:

90% of commitments met.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-10 Wholesale-Special Access Performance Measure

Metric number	Name:
WX-10	Wholesale-Special Access Installation Commitments Met

Definition:

Monthly percentage of ASR Special Access orders for circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval, or if expedited the date agreed to by the telecommunication service provider. It includes new, move, and change orders

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders, no access, not ready to test)
 Excludes all LSRs and all ASRs orders except N, T, and C orders
 Excludes all test, administrative, project, SONET, Frame Relay, and meet-point orders.
 Excludes Weekends and Holidays (Weekend hours are from 5:00 PM Friday through 8:00 AM Monday)
 Excludes Holidays (Holiday hours are from 5:00 PM on previous Business Day to 8:00 AM of next Business Day)
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time caused by vandalism and emergency situations

Business Rules:

Each circuit is counted as a separate order.
 The clock starts on the application date which is the date the Provider receives a correct and complete order and the clock stops on the Completion Date which is the date the Provider personnel complete the order activity and the customer tests and accepts the circuit.
 Order receipt time for application date is the same Business Day as received if order is received before 3:00 PM and is the next Business day for orders received after 3:00 PM.
 No Field Work orders are assigned according to current agreed upon intervals.
 For negotiated due dates, the due date will be the negotiated date.
 For expedited orders, the due date will be the date the Provider agrees to for the due date.
 Orders counted complete in the month they are completed.
 If an order is completed on a Saturday, Sunday or a Holiday, the day order is completed will be counted
 Code the order Metro Exchange or Island Exchange and report statistics for Metro Exchange and Island Exchange.

Levels of Disaggregation:

Commitments met on time for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of ASR Special Access order commitments met * 100/ total number of Special Access Orders completed	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

95% of commitments met.

Objective Measurement Level:

90% of commitments met.

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-11 Wholesale-Special Access Performance Measure

Metric number	Name:
WX-11	Wholesale-Special Access Average Installation Interval

Definition:

Monthly Average business days from the receipt of an ASR Special Access order to the date/time for an order completed when the date is greater than or equal to standard offered interval, or if expedited the date/time agreed to by the telecommunications service provider.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders, no access, not ready to test)
 Excludes all LSRs and all ASRs orders except N, T, and C orders
 Excludes weekends and holidays
 Excludes all test, administrative, project, SONET, Frame Relay, and meet-point orders.
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes time caused by vandalism and emergency situations

Business Rules:

The installation interval is the elapsed time from when the Provider order system issues the order (SCS date and time) to the date and time the Provider personnel complete the order activity and customer accepts the order. The clock starts when the when a valid and complete order is assigned by SOCS and stops when the Provider personnel complete the order activity and customer accepts the order and the order is completed in SOCS. If there are multiple items on an order, elapsed time is accumulated for each item and divided by the number of Items completed.
 Orders worked and completed on the same day are assigned a 0.33 day (8 hours)
 If an order is completed on a Saturday, Sunday or a Holiday, the day order is completed will be counted
 Code the order Metro Exchange or Island Exchange and report statistics for Metro Exchange and Island Exchange.

Levels of Disaggregation:

Average business day Interval for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Sum Special Access order business day intervals / Special Access Orders completed	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

5.0 days per order

Objective Measurement Level:

8.0 days per order

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-12 Wholesale-Special Access Performance Measure

Metric number	Name:
WX-12	Wholesale-Special Access Quality of Installation Work

Definition:

Percent of Special Access order circuits that receive a trouble report on or within 30 calendar days of service order completion.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational items, and Inside wiring
 Excludes all orders except N, T, or C
 Excludes canceled trouble tickets
 Excludes reports beyond 30 days of completion of installation
 Excludes subsequent reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes reports on due date before service order completion
 Excludes reports on loops without test access or acceptance testing
 Excludes time caused by vandalism and emergency situations

Business Rules:

Each circuit is counted as an order
 Includes reports on due date after completion and on the day after Provider completes the service order
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a service trouble type.
 If customer requests the service be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post, however the denominator will at a minimum be equal to the numerator

Levels of Disaggregation:

Trouble reports within 30 day of installation completion for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of Special circuit trouble reports within 30 days of installation completion * 100/ number of Special Access circuits completed	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

5% of orders with a trouble report

Objective Measurement Level:

8% of orders with a trouble report

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-13 Wholesale-Special Access Performance Measure

Metric number	Name:
WX-13	Wholesale-Special Access Percent Jeopardies

Definition:

Percentage of ASR Special Access orders confirmed that receive a notice that the order is in jeopardy of meeting the due date shall be reported.

Exclusions:

Excludes customer caused misses (e.g., rejects, invalid orders, incomplete orders)
 Excludes all LSRs and all ASRs orders except N, T, and C orders
 Excludes any order which is not confirmed
 Excludes all test, administrative, project, SONET, Frame Relay, and meet-point orders.
 Excludes orders requested for less than the standard offered interval unless agreed by Provider
 Excludes any misses caused by vandalism and emergency situations

Business Rules:

A jeopardy notice is sent to customer to notify customer that an order due date is in jeopardy of being missed.
 Jeopardies are issued only for confirmed (valid and accurate) orders
 Orders in a period confirmed are the orders completed in the month.

Levels of Disaggregation:

Percent orders with jeopardies for Metro exchange and Island exchange services

Calculation:

Number of ASR Special Access orders with a jeopardy * 100/ number of Special Access orders completed

Report Structure/Geography Area:

By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

5% or less with a jeopardy

Objective Measurement Level:

10% or less with a jeopardy

Impact on Providers' Regulatory Burden:

A statistic collected by a telecommunications provider that provides wholesale measurement. Some impact for new wholesale measuring.

WX-14 Wholesale-Switched Access Performance Measure

Metric number	Name:
WX-14	Wholesale-Special Access Customer Trouble Report Rate

Definition:

Monthly ASR Special Access circuit initial customer trouble reports relating to dissatisfaction with telecommunications service provider equipment and/or service. Initial report shall be a trouble report on service quality that is at least 30 days after the last trouble report on the line or circuit. Rate will be developed as reports per 100 circuits.

Exclusions:

Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational type items, and Inside wiring
 Excludes canceled trouble tickets and troubles closed due to customer action
 Excludes reports within 30 days of completion of installation
 Excludes repeat reports and reports not related to quality of service
 Excludes reports which can not be completed because of lack of premises access
 Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service.
 Excludes reports for administrative lines, private services, Special Services and services not in the Reporting Unit
 Excludes trouble reports caused by vandalism and emergency situations

Business Rules:

For troubles found in switched network or a trouble condition not found (test ok, found ok)
 Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the Switched Access service except enhanced service features
 Customer trouble reports received as a result of any network failure are included in the report rate.
 Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.
 Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.
 If customer requests the service to be restored on a specific day beyond the objective level day, the trouble shall be counted as met if the requested date is met
 Reports are counted in the month they post.
 Special Access circuits taken from end of previous month

Levels of Disaggregation:

Troubles per 100 circuits for Metro exchange and Island exchange services

Calculation:	Report Structure/Geography Area:
Number of Special Access circuit troubles * 100/ number of Special Access circuits	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service

Measurement Standard:

2.0 trouble reports per 100 circuits

Objective Measurement Level:

4.0 trouble reports per 100 circuits

Impact on Providers' Regulatory Burden:

Normally a statistic collected by each telecommunications provider. Impact low.

WX-15 Wholesale-Special Access Performance Measure

Metric number	Name:
WX-15	Wholesale-Special Access Average Repair Interval
Definition:	
Monthly average duration in clock hours of Special Access customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Average duration will be developed as hours per trouble report.	
Exclusions:	
<p>Excludes reports caused by customer provided equipment, Interexchange Carriers, Competitive Local Exchange Providers, Informational type items, and Inside wiring</p> <p>Excludes canceled trouble tickets and troubles closed due to customer action</p> <p>Excludes reports within 30 days of completion of installation</p> <p>Excludes repeat reports and reports not related to quality of service</p> <p>Excludes reports which can not be completed because of lack of premises access</p> <p>Excludes subsequent reports, requests for operator assistance in placing calls, providing busy verifications, providing interruption service, and reports relating to toll service.</p> <p>Excludes reports for administrative lines, private services, Special Services and services not in the Reporting Unit</p> <p>Excludes trouble reports caused by vandalism and emergency situations</p>	
Business Rules:	
<p>Count reports and hours for Special Access trouble reports cleared in measurement period</p> <p>For troubles found in switched network or a trouble condition not found (test oK, found ok)</p> <p>Trouble reports shall include all troubles related to regulated service and include all regulated features associated with the Special Access service except enhanced service features</p> <p>Customer trouble reports received as a result of any network failure are included in the report rate.</p> <p>Separate trouble reports shall be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.</p> <p>Trouble reports shall be entered into a log and tracked. Each trouble ticket shall have a trouble type.</p> <p>If customer requests the service to be restored on a specific day beyond the objective level day , the trouble shall be counted as met if the requested date is met</p>	
Levels of Disaggregation:	
Average Repair Interval for Metro exchange and Island exchange services	
Calculation:	Report Structure/Geography Area:
Number of Special Access trouble interval hours / total number of Switched Access troubles cleared	By all Metro exchange, all Island exchange, all Special Access and include in all Access Service
Measurement Standard:	
8.0 hours or less per trouble report	
Objective Measurement Level:	
12.0 hours or less per trouble report	
Impact on Providers' Regulatory Burden:	
Normally a statistic collected by each telecommunications provider. Impact low.	

Appendix F

Wholesale-Switched/Special Measurements and Comparable Reports

Wholesale Report	Comparable Report
Report WX-01 Wholesale-Switched Access Order Confirmation On Time	Wholesale-Local Firm Order Confirmations provided On Time Wholesale-Special Access Order Confirmation On Time
Report WX-02 Wholesale-Switched Access Installation Commitments Met	Retail-Local Installation Commitment Met Wholesale-Special Access Order Confirmation On Time
Report WX-03 Wholesale-Switched Access Average Installation Interval	Wholesale-Local Average Installation Interval Wholesale-Special Access Average Installation Interval
Report WX-04 Wholesale-Switched Access Quality of Installation Work	Wholesale-Local Service Quality-Troubles in First 30 Days Wholesale-Special Quality Of Installation Work
Report WX-05 Wholesale-Switched Access Percent Jeopardies	Wholesale-Local Percent Jeopardies Wholesale-Special Access Percent Jeopardies
Report WX-06 Wholesale-Switched Access Customer Trouble Report Rate	Retail-Local Customer Trouble Report Rate-Initial Wholesale-Local Customer Trouble Report Rate Total initial Wholesale-Special Access Customer Trouble Report Rate
Report WX-07 Wholesale-Switched Access Average Repair Interval	Wholesale-Local Average Trouble Duration Wholesale-Special Access Average Repair Interval
Report WX-08 Wholesale-Switched Access Groups Exceeding Blocking Objectives	Retail-Local Trunk Group Completion Rate-Local Retail-Local Trunk Group Completion Rate-Toll Wholesale-Local Final Trunk Group Blockage-Interconnection
Report WX-09 Wholesale-Special Access Order Confirmation On Time	Wholesale-Local Firm Order Confirmations provided On Time Wholesale-Switched Access Order Confirmation On Time
Report WX-10 Wholesale-Special Access Installation Commitments Met	Retail-Local Installation Commitment Met Wholesale-Special Access Order Confirmation On Time
Report Wx-11 Wholesale-Special Access Average Installation Interval	Wholesale-Local Average Installation Interval Wholesale-Switched Access Average Installation Interval
Report WX-12 Wholesale-Special Access-Quality of Installation Work	Wholesale-Local Service Quality-Troubles in First 30 Days Wholesale-Switched Quality Of Installation Work
Report WX-13 Wholesale-Special Access Percent Jeopardizes	Wholesale-Local Percent Jeopardies Wholesale-Switched Access Percent Jeopardies
Report WX-14 Wholesale-Special Access Customer Trouble Report Rate	Retail-Local Customer Trouble Report Rate-Initial Wholesale-Local Customer Trouble Report Rate Total initial Wholesale-Switched Access Customer Trouble Report Rate
Report WX-15 Wholesale-Special Access Average Repair Interval	Wholesale-Local Average Trouble Duration Wholesale-Local Average Repair Interval

Appendix G

Reporting Requirements For Quarterly Summary Reports

A. Introduction and General Information

1. Introduction

This Appendix provides the instructions for the preparation of the quarterly summary quality of service reports and contains details on the specific procedures to be followed and the specific report specifications for Retail – Local, Wholesale – Local, and Wholesale – Interexchange quarterly summary quality of service reports. Reporting procedures, report specifications and report illustrations are provided.

2. General Information

- a. The reports covered in this Appendix were adopted by the Board in the _____. The reports are prescribed for use by carriers as set for in Section XX _____.
- b. Affected carriers shall file by March 31, June 30, September 30 and December 31 of each year the report for the previous calendar quarter. The initial report will be filled in _____.
- c. The reports shall be filed on a company operating area basis.
- d. A copy of the Reports and Transmittal Letters with the certification shall be delivered to the Board. Unrestricted and public copies of the Reports and Transmittal Letters for public review shall be provided to _____.
- e. Each report shall be filled electronically and must be clearly labeled to include the report number, company name, company operating area, period, version, and submission number. The report number is as set forth in the list on the preceding page. The period identifies the year and quarter covered by the data and is in the form QQ/yy (e.g., 0106). The version refers to whether the filing is public, confidential, or unrestricted. The submission code identifies the type of submission and is 0 for test data, 1 for the first submission of a quarter, and 2 and higher numbers for successive revision to correct a quarter's submission.
- f. Footnotes for reports shall be required in the following circumstances. If any data for the current period differs materially from that for the previous period or the corresponding period of the preceding year and the difference is not self-explanatory but was caused by unusual circumstances, then a footnote shall be included to explain the specific circumstances.
- g. All correspondence and pleadings shall identify the proceeding as _____.

3. Where to File Reports

- a. Reports for the Board. Electronic transmission including footnotes shall be directed to _____

_____. Transmittal Letter with certification shall be delivered to _____.

- b. Reports for Public Review. Reports including footnotes and Transmittal Letters shall be delivered to _____.
- c. Omission of individual data items or entries, without a request for waiver, is unacceptable. Electronic reports will be subjected to an Edit Check program and reports with missing data will be rejected. Compliance with the full requirements is very important since omission of any single data entry by any Telecommunications Service Provider will jeopardize the accuracy of aggregate industry information.

4. Errata

- a. Telecommunications Service Providers are under a legal obligation XXX to correct any erroneous data discovered in the Reports. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission.
- b. The references must be included in the Erratum Records and the Erratum Table as specified in the _____.

5. Certification

- a. Telecommunications Service Providers must certify the accuracy of the data submitted in the Reports by including a signed certification statement as the last page of the transmittal letter.
- b. The text of the certification statement is included in Section ____ below.

6. Waivers

- a. Telecommunications Service Providers are under a legal obligation XXX to correct any erroneous data discovered in the Reports listed above. When data is unable to be corrected as required by the regulations a waiver is required.
- b. If a Telecommunication Service Provider determines that it will be unable to provide data required by the regulations set forth above it must file an application for waiver with the Board following established Board procedures. All such requests from a Telecommunications Service Provider should be included in a single application. The application must demonstrate good cause for reporting a different or lower level of detail and indicate how these deficiencies will be corrected.

7. Board Contact

For further information regarding these procedures, contact:

Jane Doe
Telecommunications Regulatory Board Of Puerto Rico
XXXXX Division
Tel: 787-756-0804

B. Report Instructions And Layouts

1. General Report Instructions

- a. All percentage amounts must be entered in percent and rounded to 1 decimal place. All minutes must be rounded to the nearest tenth. Number of Access Lines must be rounded to the nearest thousand.
- b. All fields must be populated. If there are no data applicable to a field, enter NA in that field. If a filing Telecommunications Service Provider has a waiver applicable to a certain field, enter zero in that field and footnote the reason for entering zero.
- c. Do not include explanatory footnotes in the transmittal letter; such notes must be included in the Footnotes section of the filed report.
- d. The Report layout is in the following sections. The Report purpose and instructions will _____.

2. Report Layouts

Illustrative reports for Retail Local services, Wholesale Local services and Wholesale Switched and Special access services are show below. Section a. contains the Retail Local Reports, Section b. contains the Wholesale Local Reports and Section c. contains the Wholesale Switched and Special Access Reports.

a. Retail Local Exchange Standards Quarterly Summary Reports

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Report RL- 01 Installation Orders Completed Within 5 Working Days	5
Report RL- 02 Held Orders Over 30 Days	5
Report RL- 03 Held Orders 61-90, 91-180 and Over 180 Days	5
Report RL- 02 Sub1 Held Orders Over 30 Days (Disaggregated Data)	6
Report RL- 03 Sub1 Held Orders 61-90, 91-180 and Over 180 Days (Disaggregated Data)	6
Report RL- 04 Installation Commitments Met	7
Report RL- 05 Installation Appointments Met	7
Report RL- 06 Customer Trouble Reports Total – Initial	8
Report RL- 07 Customer Trouble Reports Total – Repeat	8
Report RL- 08 Out-of-Service Trouble Reports Total	8
Report RL- 09 Out-of-Service Troubles Cleared in 24 Hours Total	8
Report RL- 10 Out-of-Service Troubles Cleared in 48 Hours Total	8
Report RL- 11 Restoral of Service After Payment Within 24 Hours	9
Report RL- 12 Repair Commitments Met Total	9
Report RL- 13 Repair Appointments Met Total	9
Report RL- 14 Dial Tone Speed Total	9
Report RL- 15 Final Trunk Group Blockage Rate - Local	9
Report RL- 16 Final Trunk Group Blockage Rate - Toll	9
Report RL- 17 Operator Assistance Answer Time Total	10
Report RL- 18 Directory Assistance Answer Time Total	10

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Report RL- 19	Trouble Report Service Answer Time Total	10
Report RL- 20	Business Office Answer Time Total	10
Report RL- 21	Customer Complaints All Reasons Total	11
Report RL- 22	Customer Complaints Billing Total	11
Report RL- 23	Customer Complaints Installation Total	11
Report RL- 24	Customer Complaints Maintenance and Repair Total	11

Form November 2005

RLa Reports RL- 01/02/03 Installation Orders/ Held Orders Reports

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title				
		Residence	Business	Urban	Rural	Total
		Local	Local	Local	Local	Local
		Exchange	Exchange	Exchange	Exchange	Exchange
		(a)	(b)	(c)	(d)	(e)

RL-01 Installation Orders completed Within 5 Working Days

0110	# of Orders Or Circuits	6,000	4,000	8,000	2,000	10,000
0112	# of Completions Within 5 days	5,990	3,995	7,990	1,995	9,985
0114	Percent Completions Met	99.8	99.9	99.9	99.8	99.9

RL-02 Held Orders Over 30 Days

0120	# Of Orders Or Circuits	60	50	40	70	110
0122	# Held Over 30 Days	5	4	3	6	9
0124	Percent Held Over 30 Days	8.3	8.0	7.5	8.6	8.2

RL-03a Held Orders 61-90 Days

0130	# Of Orders Or Circuits	60	50	40	70	110
0132	# Held 61-90 Days	2	1	1	2	3
0134	Percent Held 61-90 Days	3.3	2.0	2.5	2.9	2.7

RL-03b Held Orders 91-180 Days

0140	# Of Orders Or Circuits	60	50	40	70	110
0142	# Held 90 -180 Days	1	0	0	1	1
0144	Percent Held 91 - 180 Days	1.7	0.0	0.0	1.4	0.9

RL-03c Held Orders Over 180 Days

0150	# Of Orders Or Circuits	60	50	40	70	110
0152	# Held Over 180 Days	0	0	0	0	0
0154	Percent Held Over 180 Days	0.0	0.0	0.0	0.0	0.0

Footnotes:

Form November 2005

RLa-sub1 Reports RL- 02/ 03 Held Orders Reports (Disaggregated Data)

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title								
		No OSP	No Feed	No House	Bad Feeder	Bad House	No CO	No Term	No IS	Total
		Pair	Cable Pair	Pair	Cable Pair	Equip.	Equip	Wire		
		Local	Local	Local	Local	Local	Local	Local	Local	Local
		Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange	Exchange
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)

RL-02 Sub1 Held Orders Over 30 Days

0155	# Held Over 30 Days	0	3	3	1	0	1	1	0	9
0156	Percent Held Over 30 Days	0.0	33.3	33.3	11.1	0.0	11.1	11.1	0.0	

RL-03a Sub1 Held Orders 61-90 Days

0157	# Held 61-90 Days	0	2	2	1	0	0	1	0	7
0158	Percent Held 61-90 Days	0.0	28.5	28.5	14.3	0.0	0.0	14.3	0.0	

RL-03b Sub1 Held Orders 91-180 Days

0159	# Held 90 -180 Days	0	1	2	1	0	0	1	0	5
0160	Percent Held 91 - 180 Days	0.0	20.0	40.0	20.0	0.0	0.00	20.0	0.0	

RL-03c Sub1 Held Orders Over 180 Days

0161	# Held Over 180 Days	0	0	1	0	0	0	0	0	1
0162	Percent Held Over 180 Days	0.0	0.0	100.0	0.0	0.0	0.00	0.0	0.0	

Footnotes:

RLb Reports RL- 04/05 Installation Commitments Met/ Installation Appointments Met

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title				
		Residence	Business	Urban	Rural	Total
		Local	Local	Local	Local	Local
		Exchange	Exchange	Exchange	Exchange	Exchange
		(a)	(b)	(c)	(d)	(e)

RL-04 Installation Commitments Met

0160	# of Commitments	6,000	4,000	8,000	2,000	10,000
0162	# of Commitments Met	5,998	3,999	7,991	1,998	9,997
0164	Percent Commitments Met	100.0	100.0	99.9	99.9	100.0

RL-05 Installation Appointments Met

0160	# of Appointments Or Circuits	2,000	2,000	2,100	1,900	4,000
0162	# of Appointments Met	1,994	1,996	2,092	1,898	3,990
0164	Percent Appointments Met	99.7	99.8	99.6	99.9	99.8

Footnotes

RLc Reports RL- 06/07/08/09/10 Local Customer Trouble Report Rate-Initial. Customer Trouble Report Rate-Repeat, Out-of-Service Trouble Report Rate. Out-of-Service Troubles Cleared Within 24 Hours, Out-of-Service Troubles Cleared Within 48 Hours

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title				
		Residence	Business	Urban	Rural	Total
		Local	Local	Local	Local	Local
		Exchange	Exchange	Exchange	Exchange	Exchange
		(a)	(b)	(c)	(d)	(e)

RL-06 Customer Trouble Report Rate-Initial

0170	# of Troubles Initial	8,000	8000	10,000	6,000	16,000
0172	# of Access Lines	500,000	200,000	600,000	100,000	700,000
0174	Troubles Per 100 Access Lines	1.6	4.0	1.7	6.0	2.3

RL-07 Customer Trouble Report Rate-Repeat

0180	# of Troubles Repeat	80	50	70	60	130
0182	# of Initial Troubles	8,000	8000	10,000	6,000	16,000
0184	Percent of Initial Troubles	1.0	0.6	0.7	1.0	0.8

RL-08 Out-of-Service Trouble Report Rate

0190	# of Out-of-Service Troubles	4,000	3,000	5,000	2,000	7,000
0192	# of Access Lines	500,000	200,000	600,000	100,000	700,000
0194	Troubles Per 100 Access Lines	0.8	1.5	0.8	2.0	1.0

RL-09 Out-of-Service Troubles Cleared Within 24 Hours

0210	# of OOS Troubles Cleared Within 24 Hours	3,500	2,500	4,500	1,500	6,000
0212	# of Out-of-Service Troubles	4,000	3,000	5,000	2,000	7,000
0214	Percent Troubles Cleared Within 24 Hours	87.5	83.3	90.0	75.0	85.7

RL-10 Out-of-Service Troubles Cleared Within 48 Hours

0220	# of OOS Troubles Cleared within 48	3,995	2,995	4,995	1,995	6,990
0222	# of Out-of-Service Troubles	4,000	3,000	5,000	2,000	7,000
0224	Percent troubles Cleared Within 48 Hours	99.9	99.8	99.9	99.8	99.9

Footnotes

Form November 2005

RLd Reports RL- 11/12/13/14/15/16 Restoral Of Service After Payment Within 24 Hours, Repair Commitments Met, Repair Appointments Met, Dial Tone Within 3 Seconds, Trunk Group Completion Rate-Local, Trunk Group Completion Rate-Toll

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title				
		Residence	Business	Urban	Rural	Total
		Local	Local	Local	Local	Local
		Exchange	Exchange	Exchange	Exchange	Exchange
		(a)	(b)	(c)	(d)	(e)

RL-11 Restoral of Service After Payment Within 24 Hours

0230	# of Orders Or Circuits For Restoral	500	500	600	400	1,000
0232	# of Restoral Commitments Met	499	499	598	400	998
0234	Percent Restoral Commitments Met	99.8	99.8	99.7	100.0	99.9

RL-12 Repair Commitments Met

0240	# of Repair Commitments	6,000	4,000	8,000	2,000	10,000
0242	# of Repair Commitments Met	5,998	3,999	7,991	1,998	9,997
0244	Percent Repair Commitments Met	100.0	100.0	99.9	99.9	100.0

RL-13 Repair Appointments Met

0250	# of Repair Appointments	4,000	3,000	5,000	2,000	7,000
0252	# of Repair Appointments Met	3,998	2,999	4,997	2,000	6,997
0254	Percent Repair Appointments Met	99.9	100.0	99.4	100.0	100.0

RL-14 Dial Tone Within 3 Seconds

0260	# of Dial Tone Within 3 Seconds Call Attempts	499,995	499,995	699,995	299,995	999,990
0262	# of Call Attempts	500,000	500,000	700,000	300,000	1,000,000
0264	Percent Dial Tone In 3 Seconds	100.0	100.0	100.0	100.0	100.0

RL-15 Trunk Group Blockage Rate - Local

0270	# of Calls Blocked In Busy Hour	4,000	4,500	6,500	2,000	8,500
0272	# of Call Attempts	400,000	350,000	650,000	100,000	750,000
0274	Percent Blocked Calls	1.0	1.3	1.0	2.0	1.1

RL-16 Trunk Group Blockage Rate - Toll

0280	# of Calls Blocked In Busy Hour	3,900	3,400	6,400	1,800	7,300
0282	# of Call Attempts	400,000	350,000	650,000	100,000	750,000
0284	Percent Blocked Calls	1.0	1.0	1.0	1.8	1.0

Footnotes

Form November 2005

RL- Reports RL- 17/18/19/20 Operator Answering Time, Directory Assistance Time, Trouble Report Service Answer Time, and Business Office Answer Time

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title				
		Residence	Business	Urban	Rural	Total
		Local	Local	Local	Local	Local
		Exchange	Exchange	Exchange	Exchange	Exchange
		(a)	(b)	(c)	(d)	(e)

RL-17 Operator Answering Time

0290	# of Operator Calls Answered in 10 Seconds	3,000	2,500	5,000	500	5,500
0292	# of Calls to Operator	3,040	2,540	5,010	570	5,580
0294	Percent Answered in 10 Seconds	98.7	98.4	99.8	87.7	98.6

RL-18 Directory Assistance Answering Time

0310	# of Directory Calls Answered in 12 Seconds	2,995	2,995	5,000	995	5,990
0312	# of Calls to Directory Assistance	3,000	3,000	5,003	998	6,000
0314	Percent Answered in 12 Seconds	99.8	99.8	99.9	100.0	99.8

RL-19 Trouble Report Service Answer Time

0220	# of Calls Answered in 20 Seconds	4,000	3,000	5,000	2,000	7,000
0222	# of Calls to Trouble Attendant	4,030	3,020	5,030	2,020	7,050
0224	Percent Answered in 20 Seconds	98.3	99.3	99.4	99.0	98.3

RL-20 Business Office Answer Time

0230	# of Bus Ofc Calls Answered in 20 Seconds	5,000	4,000	7,000	2,000	9,000
0232	# of Calls to Business Office	5,020	4,020	7,030	2,010	9,040
0234	Percent Answered in 20 Seconds	99.6	99.5	99.6	99.5	99.6

Footnotes

Form November 2005

RLf Reports RL- 21/22/23/24 Complaints All Reasons, Customer Complaints Billing, Customer Complaints Installation, Customer Complaints Maintenance and Repair

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title				
		Residence Local Exchange (a)	Business Local Exchange (b)	Urban Local Exchange (c)	Rural Local Exchange (d)	Total Local Exchange (e)

RL-21 Customer Complaints All Reasons

0190	# of Customer Complaints All Reasons	4,000	4,000	6,000	2,000	8,000
0192	# of Access Lines	500,000	200,000	600,000	100,000	700,000
0194	Complaints Per 1000 Lines	8.0	20.0	10.0	20.0	11.4

RL-22 Customer Complaints Billing

0210	# of Customer Complaints Billing	2,000	1,500	995	2,505	3,500
0212	# of Access Lines	500,000	200,000	600,000	100,000	700,000
0214	Complaints Per 1000 Lines	4.0	7.5	1.7	25.0	5.0

RL-23 Customer Complaints Installation

0220	# of Complaints Installation	6,000	4,000	6,000	4,000	10,000
0222	# of Access Lines	500,000	350,000	650,000	100,000	750,000
0224	Complaints Per 1000 Lines	12.0	11.4	9.2	40.0	13.3

RL-24 Customer Complaints Maintenance and Repair

0230	# of Calls Completed In Busy Hour	5,000	5,000	6,000	4,000	10,000
0232	# of Call Attempts	400,000	350,000	650,000	100,000	750,000
0234	Percent Completions	12.5	14.3	9.2	4.0	13.3

Footnotes

b. Wholesale Local Intrastate Standards Quarterly Summary Reports

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Form November 2005

WLa Reports W-01/02/03/04/05 Local Pre-Order Response Time in X Seconds, Percent Flow Through Orders, Reject Notices Returned On Time, Percent Jeopardies, Jeopardy Notices Returned by Required Interval

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	LEC	Total
		UNE, Trunks	Affiliates	Wholesale
		Local	Exchange	Exchange
		(a)	(b)	(c)

WL-01 Pre-Order Response Time In10 Seconds

0110	# of Responses Within 10 Seconds	6,000	4,000	8,000
0112	# of Responses	6,010	4,020	8,030
0114	Percent Response Within 10 Seconds	99.8	99.5	99.6

WL-02 Percent Flow Through Orders

0120	# of Orders That Flow Through LSR System	6040	5010	11,050
0122	# of LSR Orders	6050	5030	11,080
0124	Percent Flow Through	99.8	99.6	99.7

WL-03 Reject Notices Returned On Time

0130	# of Reject Notices Within the Timeframe	1,000	1,000	2,000
0132	# of Orders With Reject Notices	1,005	1,010	2,015
0134	Percent Reject Notices On Time	99.5	99.0	99.3

WL-04 Percent Jeopardies

0140	# of Orders Which A Jeopardy	100	100	200
0142	# of LSR Orders Confirmed	1,005	1,010	2,015
0144	Percent Jeopardies	10.0	9.9	9.9

WL-05 Jeopardy Notices Returned By Required Interval

0150	# of Reject Notices Sent Within Timeframe	1,000	1,000	2,000
0152	# of Orders With Jeopardy Notices	1,005	1,010	2,015
0154	Percent Jeopardy On Time	100.0	99.0	99.3

Footnotes

Form November 2005

Wlb Reports WL-06/07/08/09/10 Firm Order Confirmations Provided On Time, Service Center Answer Time, Average Installation Interval, Installation Commitments Met, Held Order Interval

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	LEC	Total
		UNEs, Trunks Exchange	Affiliates Exchange	Wholesale Exchange
		(a)	(b)	(c)

WL-06 Firm Order Confirmations Provided On Time

0160	# of Orders With A FOC On Time	6,000	4,000	10,000
0162	# of Orders With A FOC	6,010	4,010	10,020
0164	Percent Confirmations On Time	99.8	99.8	99.8

WL-07 Service Center Answer Time

0170	# Of Center Calls Answered In 20 Seconds	1000	1000	2000
0172	# Service Center Calls	1020	1025	2045
0174	Percent Nswered In 20 Seconds	98.0	97.6	97.8

WL-08 Average Installation Interval

0180	# of Days Receipt to Completion	66,200	39,050	105,250
0182	# of LSR Orders	6,000	3,500	9,500
0184	Days Per Order	11.0	11.2	11.1

WL-09 Installation Commitments Met

0190	# Of Commitments Met	6000	3000	9000
0192	# of LSR Orders or Circuits Completed	6010	3020	9030
0194	Percent Commitments Met	99.9	99.3	99.7

WL-10 Held Order Interval

200	# Of Days Receipt Day/Time To Completion	1000	1250	2250
202	# LSR Orders Past Due Date	100	110	210
204	Held Days Per Order Past Due	10.0	11.4	10.7

Footnotes:

WLC Reports WL-11/12/13/14 New Service Quality-Troubles In First 30 Days, Completion Notices Provided On Time, Customer Trouble Report Rate – Initial, Customer Truble Report Rate – Repeat

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	LEC	Total
		UNEs, Trunks Exchange	Affilates Exchange	Wholesale Exchange
		(a)	(b)	(c)

WL-11 New Service Quality – Troubles In First 30 Days

0160	# of Orders With A Trouble In 30 Days	60	40	100
0162	# of Orders completed	6,010	4,010	10,020
0164	Percent Orders With A Trouble In 30 Days	1.0	1.0	1.0

WL-12 Completion Notices provided On Time

0170	# Of Completion Notices Provided on Time	2500	1000	3500
0172	# Orders With Completion Notices	2510	1020	3530
0174	Completion Notices On Time	99.6	98.0	99.2

WL-13 Customer Trouble Report Rate - Initial

0170	# Of Troubles Initial	2000	800	2800
0172	# LSR Lines and Circuits	100,000	50,000	150,000
0174	Trouble Rate Per 100 Lines	2.0	1.6	1.9

WL-14 Customer Trouble Report Rate - Repeat

0180	# of Troubles Repeat	20	40	60
0182	# of Initial Troubles	2,000	3,500	5,500
0184	Percent of Initial Troubles	1.0	1.1	1.1

Footnotes:

WLd Reports WL-15/16/17/18/19 Local Repair Center Answer Time, Average Trouble Duration, Switched Out-of-Service Less Than 24 hours, Repair Commitments Met, Final Trunk Group Blockages

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	LEC	Total
		UNEs, Trunks Exchange	Affiliates Exchange	Wholesale Exchange
		(a)	(b)	(c)

WL-15 Repair Center Answer Time

0190	# of Calls Answered in 20 Seconds	4,000	2,000	6,000
0192	# of Calls to Trouble Attendant	4,030	2,020	6,050
0194	Percent Answered in 20 Seconds	98.3	99.0	99.2

WL-16 Average Trouble Duration

0210	# of Trouble Hours	8,100	11,100	19,200
0212	# of LSR Trouble Reports	1,000	1,000	2,000
0214	Average Hours Per Trouble	8.1	11.1	9.6

WL-17 Switched Out-of-Service Less Than 24 Hours

0220	# of OOS Troubles Cleared Within 24 Hours	3,000	2,000	5,000
0222	# of Out-of-Service Troubles	3,100	2,100	5,200
0224	Percent Troubles Cleared Within 24 Hours	96.8	95.2	96.2

WL-18 Repair Commitments Met

0230	# Of Repair Commitments	5800	1200	7000
0232	# of LSR Repair Reports	6100	1400	7500
0234	Percent Repair Commitments Met	95.1	85.7	93.3

WL-19 Final Trunk Group Blockages

0240	# of Calls Blocked In Busy Hour	1,000	1,000	2,000
0242	# of Call Attempts	100,000	50,000	150,000
0244	Percent Blocked Calls	1.0	2.0	1.3

Footnotes:

Form November 2005

WLd Reports WL-20/21/22/23/24 Local Billing Usage Delivered Within 24 Hours, Bill Invoices Delivered Within 10 Days, Operator Assistance Answer Time, Directory Assistance Answer Time, Gateway Availability (per GUI)

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	LEC	Total
		UNEs, Trunks	Affiliates	Wholesale
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

WL-20 Billing Usage Delivered Within 24 Hours

0250	# of Billing Records Delivered in 24 hours	100,000	50,000	150,000
0252	# of Billing Records	104,000	60,000	164,000
0254	Percent Billing Usage In 24 Hours	96.2	83.3	91.5

WL-21 Bill Invoices Delivered Within 10 Days

0260	# of Invoices Delivered In 10 Days	8,995	4,990	13,985
0262	# of LSR Troubel Reports	9,000	5,000	14,000
0264	Percent Billing Invoices In 10 Days	99.9	99.8	99.9

WL-22 Operator Assistance Answer Time

0270	# of Operator Calls Answered in 10 Seconds	3,000	2,500	5,000
0272	# of Calls to Operator	3,040	2,540	5,010
0274	Percent Answered in 10 Seconds	98.7	98.4	99.8

WL-23 Directory Assistance Answer Time

0280	# of Directory Calls Answered in 12 Seconds	2,995	2,995	5,000
0282	# of Calls to Directory Assistance	3,000	3,000	5,003
0284	Percent Answered in 12 Seconds	99.8	99.8	99.9

WL-24 Gateway Availability (per GUI)

0290	# of Hours Gateway Available to Users	1,499.2	1,499.2	1,499.2
0292	# of Hours Gateways Scheduled Up	1,500	1,500	1,500
0294	Percent Gateway Available	99.9	99.9	99.9

Footnotes:

c. Wholesale Interexchange Intrastate Standards Quarterly Summary Reports

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Form November 2005

**WXa. WX-01&09/ 02&10/ 03&11/ 04&12/ 05&13 Switched and Special Access
Order Confirmations On Time, Installation Commitments Met, Average Installation Intervals,
Quality of Installation Work, Percent Jeopardies**

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
Submission x

Row	Row Title	Column Title		
		Switched	Special	Total
		Access	Access	Access
		Interexchange	Interexchange	Interexchange
		(a)	(b)	(c)

WX-01 & 09 Order Confirmations On Time

0110	# of Orders With A FOC On Time	6,000	4,000	8,000
0112	# of Orders With A FOC Responses	6,010	4,020	8,030
0114	Percent FOCs On Time	99.8	99.5	99.6

WX-02 & 10 Installation Commitments Met

0120	# of Commitments Met	6040	5010	11,050
0122	# of ASR Orders Completed	6050	5030	11,080
0124	Percent Commitments Met	99.8	99.6	99.7

WX-03 & 11 Average Installation Interval

0130	# of ASR Order Interval Days	10,100	10,400	20,500
0132	# of ASR Orders	1,005	1,008	2,013
0134	Average Days Per Order	10.0	10.3	10.2

WX-04 & 12 Quality of Installation Work

0140	# of Troubles Within 30 Days Order Complete	90	80	170
0142	# of ASR Orders Completed	1,010	1,005	2,015
0144	Percent Trouble Within 30 Days	8.9	8.0	8.4

WX-05 & 13 Percent Jeopardies

0150	# of Orders With A Jeopardy Notice	99	100	199
0152	# of ASR Orders Confirmed	1,005	1,010	2,015
0154	Percent Jeopardies	9.9	9.9	9.9

Footnotes

Form November 2005

**WXb. WX-06&14/ 07&15/ 08 Switched and Special Access
Customer Trouble Report Rate/ Average Repair Interval/ Final Trunk Group Blockages**

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Switched Access	Special Access	Total Access
		Interexchange (a)	Interexchange (b)	Interexchange (c)

WX-06 & 14 Customer Trouble Report Rate

0160	# of Trouble Reports Received	1,500	500	2,000
0162	# of Access Lines and Circuits	20,010	8,000	28,010
0164	Reports Per 100 Lines	7.5	6.3	7.1

WX-07 & 15 Average Repair Interval

0170	# of Clocks Hours of Trouble Reports	16,000	4000	20,000
0172	# of Access Trouble Reports	1500	500	2,000
0174	Hours Per Trouble Report	10.7	8.0	10.0

WX-08 Final Trunk Group Blockages

0180	# of Calls Blocked Outgoing	1,000	NA	1,000
0182	# of Total Calls Offered Outgoing	60,000	NA	60,000
0184	Percent Blocked	1.70	NA	1.7

Footnotes

Appendix H

Reporting Requirements For Missed Objective Level Reports

A. Introduction and General Information

1. Introduction

This Appendix provides the instructions for the preparation of the missed objective Level monthly quality of service reports and contains details on the specific procedures to be followed and the specific report specifications for Retail – Local, Wholesale – Local, and Wholesale – Interexchange missed Objective Level quality of service reports. Reporting procedures, report specifications and report illustrations are provided.

2. General Information

- a. The reports covered in this Appendix were adopted by the Board in the _____.
The reports are prescribed for carriers as set for in Section XX _____.
- b. Affected carriers shall file by after three (3) months of missed Objective Levels for any measurement a report for each of the three months of missed Objective Levels. If the next month after three missed months of an Objective Level is also a missed month, another three month missed Objective Level report shall be filed The three month missed Objective Level report shall be filed twenty days after the end of the third month of the missed three month report.
- c. The reports shall be filed on a company operating area basis. In addition the data for each reporting unit with missed Objective Levels in the three month interval that is reported shall be available for review by the TRB. Upon request by the TRB, the reporting data shall be provided to the TRB.
- d. A copy of the Reports and Transmittal Letters with the certification shall be delivered to the Board. Unrestricted and public copies of the Reports and Transmittal Letters for public review shall be provided to _____.
- e. Each report shall be filled electronically and must be clearly labeled to include the report number, company name, company operating area, period, version, and submission number. The report number is as set forth in the list on reports shown below. The period identifies the year and months covered by the data and is in the form QQ/yy-yy (e.g., 05/08-10). The version refers to whether the filing is public, confidential, or unrestricted. The submission code identifies the type of submission and is 0 for test data, 1 for the first submission in a year, and 2 and higher numbers for successive revision to correct a missed Objective Level report submission.
- f. Footnotes for reports shall be required in the missed Objective Level reports. For the data in the three month missed Objective Level interval, the difference from the pervious period and the corresponding period of the preceding year shall be explained. All reporting units which missed the Objective Level for any of the three months reported shall be identified. Any unusual circumstances shall be explained. Corrective action to rectify and improve the quality performance shall be provided including any capital expenditures and addition of management and operating personnel proposed.
- g. All correspondence and pleadings shall identify the proceeding as _____.

3. Where to File Reports

- a. Reports for the Board. Electronic transmission including footnotes shall be directed to _____. Transmittal Letter with certification shall be delivered to _____.
- b. Reports for Public Review. Reports including footnotes and Transmittal Letters shall be delivered to _____.
- c. Omission of individual data items or entries, without a request for waiver, is unacceptable. Electronic reports will be subjected to an Edit Check program and reports with missing data will be rejected. Compliance with the full requirements is very important since omission of any single data entry by any Telecommunications Service Provider will jeopardize the accuracy of aggregate industry information.

4. Errata

- a. Telecommunications Service Providers are under a legal obligation XXX to correct any erroneous data discovered in the Reports Listed. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission.
- b. The references must be included in the Erratum Records and the Erratum Table as specified in the _____.

5. Certification

- a. Telecommunications Service Providers must certify the accuracy of the data submitted in the Reports Listed above by including a signed certification statement as the last page of the transmittal letter.
- b. The text of the certification statement is included in Section XX below.

6. Waivers

- a. Telecommunications Service Providers are under a legal obligation XXX to correct any erroneous data discovered in the missed Objective Level reports. When data is unable to be corrected as required by the regulations a waiver is required.
- b. If a Telecommunication Service Provider determines that it will be unable to provide data required by the regulations set forth above it must file an application for waiver with the Board following established Board procedures. All such requests from a Telecommunications Service Provider should be included in a single application. The application must demonstrate good cause for reporting a different or lower level of detail and indicate how these deficiencies will be corrected.

7. Board Contact

For further information regarding these procedures, contact:

Jane Doe

Telecommunications Regulatory Board Of Puerto Rico
 XXXXX Division
 Tel: 787-756-0804

B. Report Layout and Instructions

1. General Report Instructions

- a. All percentage amounts must be entered in percent and rounded to 1 decimal place. All minutes must be rounded to the nearest tenth. Number of Access Lines must be rounded to the nearest thousand.
- b. A fields must be populated. If there are no data applicable to a field, enter NA in that field. If a filing Telecommunications Service Provider has a wavier applicable to a certain field, enter zero in that field and footnote the reason for entering zero.
- c. Do not include explanatory footnotes in the transmittal letter; such notes must be included in the Footnotes section of the filed report.
- d. The Report layout is shown first in the following sections. The Report purpose and instructions will be _____.

2. Report Layouts

Illustrative reports for Retail Local services, Wholesale Local services and Wholesale Switched and Special access services are show below. Section a. contains the Retail Local Reports, Section b. contains the Wholesale Local Reports and Section c. contains the Wholesale Switched and Special Access Reports.

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Report RL- 21 Customer Complaints All Reasons Total	10
Report RL- 22 Customer Complaints Billing Total	10
Report RL- 23 Customer Complaints Installation Total	10
Report RL- 24 Customer Complaints Maintenance and Repair Total	10

RLa Reports RL- 01/02/03 Installation Orders/ Held Orders Reports

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Month 1	Month 2	Month 3
		Local	Local	Local
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

RL-01 Installation Orders completed Within 5 Working Days

0110	# of Orders Or Circuits	6,000	4,000	6,000
0112	# of Completions Within 5 days	4,780	3,190	4,779
0114	Percent Completions Met	79.7	79.8	79.7

RL-02 Held Orders Over 30 Days

0120	# Of Orders Or Circuits Over 30 Days	6	5	5
0122	# Completed Within 30 Days	4	4	4
0124	Percent Completed Within 30 Days	66.7	80.0	80.0

RL-03a Held Orders 61-90 Days

0130	# Of Orders Or Circuits 61 – 90 Days	2	1	5
0132	# Completed 61-90 Days	1	0	0
0134	Percent Completed Within 90 Days	83.3	80.0	80.0

RL-03b Held Orders 91-180 Days

0140	# Of Orders Or Circuits 91 – 180 Days	1	1	1
0142	# Completed 91 -180 Days	1	1	1
0144	Percent Completed Within 180 Days	100.0	100.0	100.0

RL-03c Held Orders Over 180 Days

0150	# Of Orders Or Circuits Over 180 Days	0	0	0
0152	# Held Completed Beyond 180 Days	0	0	0
0154	Percent Completed Over 180 Days	0.00	0.00	0.00

Footnotes:

RLb Reports RL- 04/05 Installation Commitments Met/ Installation Appointments Met

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Month 1	Month 2	Month 3
		Local	Local	Local
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

RL-04 Installation Commitments Met

0160	# of Cimmitments	6,000	4,000	6,010
0162	# of Commitments Met	5,395	3,582	5396
0164	Percent Commitments Met	89.9	89.6	89.8

RL-05 Installation Appointments Met

0160	# of Appointments Or Circuits	2,010	2,005	2,100
0162	# of Appointments Met	1,801	1,796	1,802
0164	Percent Appointments Met	89.6	89.6	85.8

Footnotes

RLc Reports RL- 06/07/08/09/10 Local Customer Trouble Report Rate-Initial. Customer Trouble Report Rate-Repeat, Out-of-Service Trouble Report Rate. Out-of-Service Troubles Cleared Within 24 Hours, Out-of-Service Troubles Cleared Within 48 Hours

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Month 1	Month 2	Month 3
		Local	Local	Local
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

RL-06 Customer Trouble Report Rate-Initial

0170	# of Troubles Initial	34,000	33,800	32,756
0172	# of Access Lines	500,000	495,900	496,000
0174	Troubles Per 100 Access Lines	6.8	6.8	6.6

RL-07 Customer Trouble Report Rate-Repeat

0180	# of Troubles Repeat	450	465	470
0182	# of Initial Troubles	8,000	8,010	8,600
0184	Percent of Initial Troubles	5.6	5.8	5.5

RL-08 Out-of-Service Trouble Report Rate

0190	# of Out-of-Service Troubles	22,000	22,050	22,010
0192	# of Access Lines	500,000	501,100	501,500
0194	Troubles Per 100 Access Lines	4.4	4.4	4.4

RL-09 Out-of-Service Troubles Cleared Within 24 Hours

0210	# of OOS Troubles Cleared Within 24 Hours	2,770	2,775	2,780
0212	# of Out-of-Service Troubles	4,000	4,050	4,055
0214	Percent Troubles Cleared Within 24 Hours	69.3	68.5	68.6

RL-10 Out-of-Service Troubles Cleared Within 48 Hours

0220	# of OOS Troubles Cleared within 48	3,190	3,200	3,220
0222	# of Out-of-Service Troubles	4,000	4,050	4,050
0224	Percent troubles Cleared Within 48 Hours	79.8	79.0	79.5

Footnotes

RLd Reports RL- 11/12/13/14/15/16 Restoral Of Service After Payment Within 24 Hours, Repair Commitments Met, Repair Appointments Met, Dial Tone Within 3 Seconds, Trunk Group Completion Rate-Local, Trunk Group Completion Rate-Toll

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Month 1	Month 2	Month 3
		Local	Local	Local
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

RL-11 Restoral of Service After Payment Within 24 Hours

0230	# of Orders Or Circuits For Restoral	500	500	505
0232	# of Restoral Commitments Met	455	460	465
0234	Percent Restoral Commitments Met	91.0	92.0	92.1

RL-12 Repair Commitments Met

0240	# of Repair Commitments	6,000	6,010	6,000
0242	# of Repair Commitments Met	5,000	5,010	5,005
0244	Percent Repair Commitments Met	83.3	83.4	83.4

RL-13 Repair Appointments Met

0250	# of Repair Appointments	4,000	4,010	4,020
0252	# of Repair Appointments Met	3,558	3,560	3,600
0254	Percent Repair Appointments Met	89.0	88.8	89.6

RL-14 Dial Tone Within 3 Seconds

0260	# of Dial Tone Within 3 Seconds Call Attempts	468,000	468,005	468,400
0262	# of Call Attempts	500,000	500,270	500,010
0264	Percent Dial Tone In 3 Seconds	93.6	93.6	93.7

RL-15 Trunk Group Blockage Rate - Local

0270	# of Calls Blocked In Busy Hour	4,000	4,500	6,500
0272	# of Call Attempts	400,000	350,000	650,000
0274	Percent Blocked Calls	1.0	1.3	1.0

RL-16 Trunk Group Blockage Rate - Toll

0280	# of Calls Bocked In Busy Hour	12,900	12,990	12,700
0282	# of Call Attempts	400,000	405,000	404,000
0284	Percent Blocked Calls	3.2	3.2	3.1

Footnotes

RLe Reports RL- 17/18/19/20 Operator Answering Time, Directory Assistance Time, Trouble Report Answer Time, and Business Office Answer Time

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Month 1	Month 2	Month 3
		Local	Local	Local
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

RL-17 Operator Answering Time

0290	# of Operator Calls Answered in 10 Seconds	3,000	2,950	2,955
0292	# of Calls to Operator	3,540	3,500	3,510
0294	Percent Answered in 10 Seconds	84.7	84.3	84.2

RL-18 Directory Assistance Answering Time

0310	# of Directory Calls Answered in 12 Seconds	2,600	2,640	2,650
0312	# of Calls to Directory Assistance	3,300	3,310	3,315
0314	Percent Answered in 12 Seconds	78.8	79.8	79.9

RL-19 Trouble Repot Service Answer Time

0220	# of Calls Answered in 20 Seconds	3,600	3,610	3,620
0222	# of Calls to Trouble Attendent	4,030	4,035	4,040
0224	Percent Answered in 20 Seconds	89.3	89.5	89.6

RL-20 Business Office Answer Time

0230	# of Bus Ofc Calls Answered in 20 Seconds	4,400	4,450	4,445
0232	# of Calls to Business Office	5,020	5,015	5,010
0234	Percent Answered in 20 Seconds	87.6	88.7	88.8

Footnotes

RLf Reports RL- 21/22/23/24 Complaints All Reasons, Customer Complaints Billing, Customer Complaints Installation, Customer Complaints Maintenance and Repair

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Month 1	Month 2	Month 3
		Local	Local	Local
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

RL-21 Customer Complaints All Reasons

0190	# of Customer Complaints All Reasons	1,100	1,105	1,050
0192	# of Access Lines	500,000	500,100	500,190
0194	Complaints Per 1000 Lines	2.2	2.2	2.1

RL-22 Customer Complaints Billing

0210	# of Customer Complaints Billing	1,010	1,090	1,075
0212	# of Access Lines	500,000	500,100	500,100
0214	Complaints Per 1000 Lines	2.02	2.2	2.1

RL-23 Customer Complaints Installation

0220	# of Complaints Installation	1,200	1,220	1,110
0222	# of Access Lines	500,000	500,050	501,500
0224	Complaints Per 1000 Lines	2.4	2.4	2.2

RL-24 Customer Complaints Maintenance and Repair

0230	# of Complaints Maintenance and Repair	1,205	1,220	1,111
0232	# of Access Lines	500,000	500,055	501,500
0234	Complaints Per 1000 Lines	2.4	2.4	2.2

Footnotes

b. Wholesale Local Intrastate Standards Quarterly Summary Reports

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Form November 2005

WL_a Reports W-01/02/03/04/05 Local Pre-Order Response Time in X Seconds, Percent Flow Through Orders, Reject Notices Returned On Time, Percent Jeopardies, Jeopardy Notices Returned by Required Interval

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	C LEC	CLEC
		Month 1	Month 2	Month 3
		Local	Local	Local
		(a)	(b)	(c)

WL-01 Pre-Order Response Time In10 Seconds

0110	# of Responses Within 10 Seconds	5,200	5,310	5,335
0112	# of Responses	6,010	6,025	6,024
0114	Percent Response Within 10 Seconds	86.5	88.1	88.6

WL-02 Percent Flow Through Orders

0120	# of Orders That Flow Through LSR System	5,140	5,010	5,140
0122	# of LSR Orders	6,065	6,030	6,060
0124	Percent Flow Through	84.9	83.1	84.8

WL-03 Reject Notices Returned On Time

0130	# of Reject Notices Within the Timeframe	1,000	1,030	1,040
0132	# of Orders With Reject Notices	1,165	1,170	1,175
0134	Percent Reject Notices On Time	85.8	88.0	88.5

WL-04 Percent Jeopardies

0140	# of Orders Which A Jeopardy	105	108	110
0142	# of LSR Orders Confirmed	1,005	1,010	1,015
0144	Percent Jeopardies	10.4	10.7	10.8

WL-05 Jeopardy Notices Returned By Required Interval

0150	# of Reject Notices Sent Within Timeframe	1,000	1,005	1,010
0152	# of Orders With Jeopardy Notices	1,120	1,124	1,129
0154	Percent Jeopardy On Time	89.3	89.4	89.5

Footnotes

Form November 2005

WLb Reports WL-06/07/08/09/10 Firm Order Confirmations Provided On Time, Service Center Answer Time, Average Installation Interval, Installation Commitments Met, Held Order Interval

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	CLEC	CLEC
		Month 1	Month 2	Month 3
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

WL-06 Firm Order Confirmations Provided On Time

0160	# of Orders With A FOC On Time	5,390	5,395	5,399
0162	# of Orders With A FOC	6,010	6,020	6,015
0164	Percent Confirmations On Time	89.7	89.6	89.8

WL-07 Service Center Answer Time

0170	# Of Center Calls Answered In 20 Seconds	1,070	1,085	1,098
0172	# Service Center Calls	1,240	1,245	1,246
0174	Percent Nswered In 20 Seconds	86.3	87.1	88.1

WL-08 Average Installation Interval

0180	# of Days Receipt to Completion	60,400	60250	59,001
0182	# of LSR Orders	7,000	7,050	7,120
0184	Days Per Order	8.6	8.5	8.3

WL-09 Installation Commitments Met

0190	# Of Commitments Met	5,360	5,400	5,405
0192	# of LSR Orders or Circuits Completed	6,010	6,020	6,021
0194	Percent Commitments Met	89.2	89.7	89.8

WL-10 Held Order Interval

200	# Of Days Receipt Day/Time To Completion	1,050	1,125	1,155
202	# LSR Orders Past Due Date	100	110	114
204	Held Days Per Order Past Due	10.5	10.2	10.1

Footnotes

Form November 2005

WLC Reports WL-11/12/13/14 New Service Quality-Troubles In First 30 Days, Completion Notices Provided On Time, Customer Trouble Report Rate – Initial, Customer Report Report Rate – Repeat

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	CLEC	CLEC
		Month 1	Month 2	Month 3
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

WL-11 New Service Quality – Troubles In First 30 Days

0160	# of Orders With A Trouble In 30 Days	338	340	341
0162	# of Orders completed	4,000	4,010	4,020
0164	Percent Orders With A Trouble In 30 Days	8.5	8.5	8.5

WL-12 Completion Notices provided On Time

0170	# Of Completion Notices Provided on Time	2,200	2,220	2,225
0172	# Orders With Completion Notices	2,510	2,520	2,530
0174	Completion Notices On Time	87.3	88.1	87.9

WL-13 Customer Trouble Report Rate - Initial

0170	# Of Troubles Initial	6,010	6,200	6,190
0172	# LSR Lines and Circuits	100,000	100,010	100,020
0174	Trouble Rate Per 100 Lines	6.01	6.2	6.2

WL-14 Customer Trouble Report Rate - Repeat

0180	# of Troubles Repeat	351	355	332
0182	# of Initial Troubles	6,000	6,005	6,050
0184	Percent of Initial Troubles	5.9	5.9	5.5

Footnotes

Wld Reports WL-15/16/17/18/19 Local Repair Center Answer Time, Average Trouble Duration, Switched Out-of-Service Less Than 24 hours, Repair Commitments Met, Final Trunk Group Blockages

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	CLEC	CLEC
		Month 1	Month 2	Month 3
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

WL-15 Repair Center Answer Time

0190	# of Calls Answered in 20 Seconds	3,210	3,260	3,248
0192	# of Calls to Trouble Attendent	4,030	4,050	4,069
0194	Percent Answered in 20 Seconds	79.7	79.0	79.8

WL-16 Average Trouble Duration

0210	# of Trouble Hours	12,100	12,230	12,200
0212	# of LSR Troubel Reports	1,000	1,005	1,010
0214	Average Hours Per Trouble	12.1	12.2	12.1

WL-17 Switched Out-of-Service Less Than 24 Hours

0220	# of OOS Troubles Cleared Within 24 Hours	2,130	2,110	2,210
0222	# of Out-of-Service Troubles	3,100	3,120	3,200
0224	Percent Troubles Cleared Within 24 Hours	68.7	67.6	69.1

WL-18 Repair Commitments Met

0230	# Of Repair Commitments t	3,350	3,390	3,420
0232	# of LSR Repair Reports	4,100	4,110	4,111
0234	Percent Repair Commitments Met	81.7	82.5	83.2

WL-19 Final Trunk Group Blockages

0240	# of Calls Blocked In Busy Hour	3,100	3,500	3,200
0242	# of Call Attempts	100,000	100,100	100,200
0244	Percent Blocked Calls	3.1	3.5	3.2

Footnotes

WLD Reports WL-20/21/22/23/24 Local Billing Usage Delivered Within 24 Hours, Bill Invoices Delivered Within 10 Days, Operator Assistance Answer Time, Directory Assistance Answer Time, Gateway Availability (per GUI)

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		CLEC	CLEC	CLEC
		Month 1	Month 2	Month 3
		Exchange	Exchange	Exchange
		(a)	(b)	(c)

WL-20 Billing Usage Delivered Within 24 Hours

0250	# of Billing Records Delivered in 24 hours	90,005	90,100	90,400
0252	# of Billing Records	104,000	103,900	104,010
0254	Percent Billing Usage In 24 Hours	86.5	86.7	86.9

WL-21 Bill Invoices Delivered Within 10 Days

0260	# of Invoices Delivered In 10 Days	7995	8,120	8,130
0262	# of LSR Troubel Reports	9,000	9,040	9,045
0264	Percent Billing Invoices In 10 Days	88.8	89.8	89.9

WL-22 Operator Assistance Answer Time

0270	# of Operator Calls Answered in 10 Seconds	2,500	2,560	2,600
0272	# of Calls to Operator	3,040	3,100	3,110
0274	Percent Answered in 10 Seconds	82.2	82.5	83.6

WL-23 Directory Assistance Answer Time

0280	# of Directory Calls Answered in 12 Seconds	2,350	2,360	2,395
0282	# of Calls to Directory Assistance	3,000	3,045	3,040
0284	Percent Answered in 12 Seconds	78.3	77.5	78.8

WL-24 Gateway Availability (per GUI)

0290	# of Hour Gateway Available to Users	1,400	1,430	1,440
0292	# of Hours Gateways Scheduled Up	1,500	1,510	1,517
0294	Percent Gateway Available	93.3	94.7	94.9

c. Wholesale Interexchange Intrastate Standards Quarterly Summary Reports

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WXa. WX-01/ 02/ 03/ 04/ 05 Switched Access
Order Confirmations On Time, Installation Commitments Met, Average Installation Intervals,
Quality of Installation Work, Percent Jeopardies

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Switched Access Interexchange (a)	Switched Access Interexchange (b)	Switched Access Interexchange (c)

WX-01 Order Confirmations On Time

0110	# of Orders With A FOC On Time	5,200	5,300	5,400
0112	# of Orders With A FOCResponses	6,010	6,020	6,030
0114	Percent FOCs On Time	86.5	88.0	89.6

WX-02 Installation Commitments Met

0120	# of Commitments Met	5,040	5,130	5,260
0122	# of ASR Orders Completed	6,050	6,010	6,010
0124	Percent Commitments Met	83.3	85.6	87.5

WX-03 Average Installation Interval

0130	# of ASR Order Interval Days	8,200	8,150	8,160
0132	# of ASR Orders	1,005	1,008	1,013
0134	Average Days Per Order	8.2	8.1	8.1

WX-04 Quality of Installation Work

0140	# of Troubles Within 30 Days Order Complete	90	82	82
0142	# of ASR Orders Completed	1,010	1,005	1,015
0144	Percent Troubles Within 30 Days	8.9	8.2	8.1

WX-05 Percent Jeopardies

0150	# of Orders With A Jeopardy Notice	110	111	105
0152	# of ASR Orders Confirmed	1,005	1,010	1,011
0154	Percent Jeopardies	10.9	11.0	10.4

Footnotes

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**WXb. WX-06/ 07/ 08 Switched Access
Customer Trouble Report Rate/ Average Repair Interval/ Final Trunk Group Blockages**

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Switched	Switched	Switched
		Access	Access	Access
		Interexchange	Interexchange	Interexchange
		(a)	(b)	(c)

WX-06 Customer Trouble Report Rate

0160	# of Trouble Reports Received	1,300	1,280	1,210
0162	# of Access Lines and Circuits	20,010	20,000	19,840
0164	Reports Per 100 Lines	6.5	6.4	6.1

WX-07 Average Repair Interval

0170	# of Clocks Hours of Trouble Reports	21,040	21,050	20,400
0172	# of Access Trouble Reports	1,500	1,550	1,590
0174	Hours Per Trouble Report	14.0	13.6	12.8

WX-08 Final Trunk Group Blockages

0180	# of Calls Blocked Outgoing	2,400	2,350	2,200
0182	# of Total Calls Offered Outgoing	60,000	60,100	60,999
0184	Percent Blocked	4.0	3.9	3.6

Footnotes

**WXc. WX-09/ 10/ 11/ 12/ 13 Special Access
 Order Confirmations On Time, Installation Commitments Met, Average Installation Intervals,
 Quality of Installation Work, Percent Jeopardies**

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
 Period: From xxxx yyyy To xxxx yyyy

Version xxxxxxxxx
 Submission x

Row	Row Title	Column Title		
		Special	Special	Special
		Access	Access	Access
		Interexchange	Interexchange	Interexchange
		(a)	(b)	(c)

WX-09 Order Confirmations On Time

0110	# of Orders With A FOC On Time	3,400	3,500	3,600
0112	# of Orders With A FOCResponses	4,010	4,020	4,030
0114	Percent FOCs On Time	84.8	87.1	89.3

WX-10 Installation Commitments Met

0120	# of Commitments Met	3,440	3,630	3,700
0122	# of ASR Orders Completed	4,050	4,101	4,150
0124	Percent Commitments Met	84.7	88.5	89.2

WX-11 Average Installation Interval

0130	# of ASR Order Interval Days	8,200	8,150	8,160
0132	# of ASR Orders	1,005	1,008	1,013
0134	Average Days Per Order	8.2	8.1	8.1

WX-12 Quality of Installation Work

0140	# of Troubles Within 30 Days Order Complete	90	82	82
0142	# of ASR Orders Completed	1,010	1,005	1,015
0144	Percent Trouble Within 30 Days	8.9	8.2	8.1

WX-13 Percent Jeopardies

0150	# of Orders With A Jeopardy Notice	110	111	105
0152	# of ASR Orders Confirmed	1,005	1,010	1,011
0154	Percent Jeopardies	10.9	11.0	10.4

Footnotes

Form November 2005

WXd. WX-14/ 15 Special Access
Customer Trouble Report Rate/ Average Repair Interval/ Final Trunk Group Blockages

Company xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx Version xxxxxxxxxx
 Report Area: xxxxxxxxxxxxxxxxxxxxxxxxxxxx Submission x
 Period: From xxxx yyyy To xxxx yyyy

Row	Row Title	Column Title		
		Special	Special	Special
		Access	Access	Access
		Interexchange	Interexchange	Interexchange
		(a)	(b)	(c)

WX-14 Customer Trouble Report Rate

0160	# of Trouble Reports Received	670	630	600
0162	# of Access Lines and Circuits	9,010	9,100	9,390
0164	Reports Per 100 Lines	7.4	6.9	6.4

WX-15 Average Repair Interval

0170	# of Clocks Hours of Trouble Reports	14,040	13,360	13,390
0172	# of Access Trouble Reports	1,000	1,050	1,110
0174	Hours Per Trouble Report	14.0	12.7	12.1

Footnotes

Appendix I

Specifications Document and Reference List

Company/State	File Name	Contents
1. BellSouth	BS_2004 Performance	(FL retail standards)
2. BellSouth	BS_Florida – ixc 2-2004	(FL retail standards)
3. California	CA_5oQoS California Rules 591	(CA retail rules)
4. California	CA_Comments Order	(Retail measurements comments)
5. California	CA_Telco 16 JointOpen Comments	(retail measure comments)
6. FCC	FCC_21 5 FCC Quality 03	(FCC measurements)
7. FCC	FCC_03 4305 Pages, 5oQoS FCC DA-91-0619A1	(FCC Reports)
8. FCC	FCC_31 5oFCC-01-331A1	(FCC wholesale standards)
9. FCC	FCC_33 5oFCC-03-57A1QoS VZ MD	(VZ metrics reports)
10. FCC	FCC_32 5o 01-339A1	(FCC Special measurements)
11. FCC	FCC_66 5oQoS 4305c04-Instr	(FCC Report Instructions)
12. Florida	FL_5oQoS Expanded Measurements	(CA, FL, IL measures list)
13. Florida	FL_Att 9 Performance Measurements Dec01	(CA measures rules)
14. Florida	FL_Chapter 25	(FL rules)
15. Florida	FL_Chapter 25 Summary	(FL rules)
16. Florida	FL_VZ Order Attachment Ao5000-03	(CA measure rules)
17. Florida	FL_Performance Eval-Florida	(FL audit)
18. Florida	FL_Performance Measures	(FCC measures comments)
19. Hawaii	HI_40 HAR Title 6 Chapter 80 PUC	(HI retail rules)
20. Hawaii	HI_41 5oQoS Hawaii 20890 CMRS	(HI Order on Cellular)
21. Illinois	IL_Part 725 Stand of Service 9-1-1 Section	(IL rules 911)
22. Illinois	IL_Part 730 Stand of Service Local Exch Sections	(IL rules list)
23. Illinois	IL_5oQoS Illinois Special 2005	(IL Wholesale Special)
24. Illinois	IL_Special Tariff	(IL penalty)
25. Illinois	IL_Specials	(IL special rules)
26. Maine	ME_17 5oQoS Maine 1999851AFOR	(ME measures rules)
27. NARUC	NARUC_Service Quality Whitepaper04	(retail standards)
28. New Jersey	NJ_5oQoS NJ Rule14	(retail standards)
29. New Jersey	NJ_53 QoS NJ Performance Standards	(NJ wholesale standards)
30. New Jersey	NJ_TO01020095 8-19-03 Retail	(NJ retail measure changes)
31. New York	NY_5oQoS NY Doc8601 Standards	(NY retail standards)
32. New York	NY_63 5oQoS NY Report 8.24.05	(NY retail reports)
33. New York	NY_37 PAP SectionB NST	(NY wholesale standards)
34. New York	NY_04 05 NY0949T VZ	(NY wholesale measure changes)
35. New York	NY_16 5oQoS NY Special Quality 10967	(NY Special standards)
36. New York	NY_49 5oQoS NY03C0971 RFP Complete	(Audit of VZ RFP)
37. Pennsylvania	PA_05 5oQoS VZEastC2C Guidelines May2005	(PA measurements)
38. Puerto Rico	PR_5oQoS PRTC Interconnection Agree	(PR interconnection standards)
39. Qwest	QW_Qwest on both mergers 9.1.05	(QW merger service quality req)
40. SBC	SBC_MidwestBR Ver_2Final	(SBC wholesale standards)
41. Texas	TX_5oQoS TX Rules 26.54	(TX retail quality rules)
42. Texas	TX_5oTX28821_776_486803	(TX wholesale standards part 1)
43. Texas	TX_5oTX28821_776_486804	(TX wholesale standards part 2)
44. Texas	TX_69 5oQoS TX Business Rules-08.30.99	(TX wholesale standards)

Appendix J

Services List

Service Name	Description
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Local Exchange Services

Local Exchange Service - telecommunications provided in a defined geographic area known as local calling area. Local Exchange Service includes services such as residence and business basic local service access lines, secondary local service access lines, multiline access, centrex access lines, basic ISDN access lines and primary ISDN access lines provided by any telecommunications service provider.

Basic Local Service (Local Exchange Service)

Telecommunications service rendered within a local area and includes access to one party (not party service), local calling, toll calling, dial or tone signaling, emergency services, assistance services, telecommunications relay services, directory listings, privacy protections, and non-published service associated with the public switched network.

Basic ISDN access line

Telecommunications service rendered within a local area that terminates at one end at a customer location and provides two ISDN 64 kbps B channels and one ISDN 16 kbps D channel.

Business Basic Local Service (Local Exchange Service)

Telecommunications service rendered within a local area that terminates at one end at a customer location that is defined as a business location.

Centrex Access Line

Telecommunications service rendered within a local area that terminates at one end at a customer location and terminates at the other end at a central office switch capable of providing centrex service.

Multiline Access Lines (Multiline Group)

Telecommunications service rendered within a local area that terminates at one end at a customer location that is part of a multiline group where an incoming call can be routed to a line in the group that is not busy (in use).

Primary ISDN access line

Telecommunications service rendered within a local area that terminates at one end at a customer location and provides 23 64 kbps B channels and 1 64 kbps D channel.

Residence Basic Local Service (Local Exchange Service)

Telecommunications service rendered within a local area that terminates at one end at a customer location that is defined as a residence location

Secondary Local Service Access Line

Telecommunications service rendered within a local area that terminates at one end at a customer location and a second access line in addition to the first or primary access line.

Special Services

Special Services - Telephone or line circuits such as foreign exchange, local intraexchange private line, interexchange private line, exchange data, radio-telephone, other common carrier, INWATS, OUTWATS, off-premises extension lines, and answering service lines.

56K Switched (Switched Data Transmission Service)

Service permits the transmission of data in digital form among clients, utilizing high speeds (19.2 kbps and 56 kbps) of a point to another through the digital public network of access switching.

Data Line (Line of Data)

Service that permits customer to dedicate a line exclusively to work with special equipment for the transmission of data among locations customer specifies that require speeds of 300 BPS to 56KBS (digital and analog).

DID Direct Inward Dial Line

Service of "Direct Inward Dialing" (Direct Dialing of Entrance) permits customer to communicate with the extension of a PABX without having first access (connect to) the operator of the PABX.

T-1 Line (Linea T-1)

Service of digital transmission provides a capacity of 1.544 mbps. It can provide a total of 24 transmission paths of voice and/or data, consisting of digital channels of 64 KBPS.

T-1 Fractional Service (Service T-1 Fraccional)

Service that combines a series of individual channels of a T1 circuit, which can be utilized as a single channel between 56 kbps and 1.544 mbps.

Packet Switching

An access method to reach a database. A method for the exchange of information among processors of data (computers, terminals, etc.)

WATS Domestic Service (Outward)

Service that provides customers access lines for the direct dialing of calls in an outward direction in Puerto Rico, under the terms and conditions of a monthly fixed rate at a special rate based on the monthly consumption.

WATS Domestic Lines

Access lines that provide an effective way to obtain savings for long distance calls inside the Island.

800 Optimized Service (Inward)

Service 800 Optimized offers customer flexibility and control on inbound calls. Service does not need a dedicated access line and offers a report of call detail that includes date, hour, place of origin, telephone number of originator and duration of the call. Service can distribute inbound calls to various telephones, according to customer needs.

Tie Line

Service connects 2 specific telephone PBXs permitting the customers in both locations to be able access (each other) mutually, with only dialing the digits of the extension desired.

Foreign Exchange

Service permits customer to make a local call to another distant geographical area that in normal circumstances would be a long-distance call.

Ring Down

Service makes it possible for customer to establish communication among specific locations without having that to dial the digits for the location (signals a call to the other locations when phone is picked up).

OPX (Off Premises Extension)

Service permits customer to utilize an extension that is geographically located distant from the telephone PBX.

[For additional information, a PRTC account Executive may be reached
by calling (787) 792-6262]

PRODUCTOS Y SERVICIOS Otros Servicios Page 1 of 3**Otros Servicios**

Nuestros servicios para negocios le proveerán agilidad y eficiencia, y le permitirán expandirse para colocarse a la vanguardia de la tecnología. Los servicios aquí indicados son los más avanzados de la industria. Algunos requieren la instalación de equipos o piezas adicionales que en muchos casos ya están incluidas en la oferta de cada servicio.

Lista de servicios**56K Conmutado (Servicio de Transmisión de Datos Conmutados)**

Permite la transmisión de datos en forma digital entre clientes, utilizando altas velocidades (19.2 kbps y 56 kbps) de un punto a otro a través de la red pública digital de acceso conmutado.

Línea de Datos

Le permite dedicar una línea exclusivamente para trabajar con equipos especiales para la transmisión de datos entre localidades específicas y distantes que requieran velocidades desde 300 BPS hasta 56KBS (digital y análoga).

Línea T-I

Este servicio de transmisión digital tiene una capacidad de 1.544 mbps. Una TI puede manejar hasta un total de 24 transmisiones de voz y/o datos, uniendo canales digitalizados de 64 KBPS.

Servicio T-I Fraccional

Combina una serie de canales individuales de un circuito TI, y puede utilizarse como un canal sencillo entre 56 kbps y 1.544 mbps.

Packet Switching

Medio de acceso a banco de datos. La alternativa para el intercambio de información entre procesadores de datos

PRODUCTOS Y SERVICIOS Ot