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California OSS OII Performance Measurements

Joint Partial Settlement Agreement

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INTRODUCTION

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown[1].

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

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

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

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

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

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EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require SBC/California and Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves[2]. The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of§251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[3] The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[4]

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

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

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

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

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

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."[5]

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

Major Categories

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

- **Pre-Ordering**

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

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

- **Ordering**

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

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

- **Provisioning**

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

- **Maintenance**

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

- **Network Performance**

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

- **Billing**

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

- **Collocation**

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

- **Data Base Updates**

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

- **Interfaces**

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

Auditing and Review Procedures

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

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

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Reservation of Rights

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

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

ILECs

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

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

CLECs

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

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CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number	*PRE-ORDERING*	Page Number
1	Average Response Time (to Pre-Order Queries)	11
	ORDERING	
2	FOC/LSC Notice Timeliness	15
3	Reject Timeliness	20
4	Percent of Flow Through Orders	25
	PROVISIONING	
5	Percentage of Orders Jeopardized	27
6	Jeopardy Notices Returned by Required Interval	31
7	Average Completed Interval	34
8	Percent Completed within Standard Interval	38
8A	Percent Completed within the Customer Requested Due Date (SBC/California only)	41
9	Coordinated Customer Conversion	44
9A	Frame Due Time (FDT) Conversions as a Percentage on Time (SBC/California only)	47
10	LNP Network Provisioning	48
11	Percent of Due Dates Missed	49
11A	Loop Acceptance Testing (LAT) Not Completed On Time	53
12	Percent Due Dates Missed Due to Lack of Facilities	54
13	Delay Order Interval to Completion Date	57
14	Held Order Interval	60
15	Provisioning Trouble Reports	64
15A	Average Time to Restore Provisioning Troubles	68
16	Percentage Troubles in 30 Days for Special Services Orders	71
17	Percent Troubles in 7 (10) days for Non-Special Orders	75
18	Completion Notice Interval	78
18A	Percent Mechanized Line Loss Notifications	80
	MAINTENANCE	
19	Customer Trouble Report Rate	81
20	Percent of Customer Trouble not Resolved within Estimated Time	85
21	Average Time to Restore	89
22	POTS Out of Service less than 24 Hours	93
23	Frequency of Repeat Troubles in 30 day period	95
	NETWORK PERFORMANCE	
24	Percent Blocking on Common Trunks	99
25	Percent Blocking on Interconnection Trunks	100
26	NXX Loaded by LERG Effective Date	101
27	*Measure Deleted*	102

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	BILLING	
28	**Usage Timeliness**	**103**
29	***Measure Deleted***	**104**
30	**Wholesale Bill Timeliness**	**105**
31	**Usage Completeness**	**106**
32	**Recurring Charge Completeness (Verizon only)**	**107**
33	**Non-Recurring Charge Completeness (Verizon only)**	**109**

Measure Number		**Page Number**
34	**Bill Accuracy**	**111**
35	**(replaced with)Billing Completion Notice Interval (Pacific Bell only)**	**113**
36	***Measure Deleted***	**114**
	DATABASE UPDATES	
37	**Average Database Update Interval (Pacific Bell Only)**	**115**
38	**Percent Database Accuracy (Pacific Bell Only)**	**116**
39	**E911/911 MS Database Update**	**117**
	COLLOCATION	
40	**Percent On Time to Respond to a Collocation Request**	**118**
41	**Time to Provide a Collocation Arrangement**	**120**
	INTERFACES	
42	**Percent of Time Interface is Available**	**122**
43	***Measure Deleted***	**123**
44	**Center Responsiveness**	**124**
45	**Timeliness of Change Management Notices**	**125**

NOTES:

1. *Not all measures apply to both ILECs.*

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

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

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OSS OII Performance Measurements Report Requirements

Pre-Ordering **Measure 1**

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

Area	***Requirement Description***

Description:	This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.
	• Address Verification/Dispatch Required
	• Request for Telephone Number
	• Request for Customer Service Inquiry (Mechanized and Manual)
	• Service Availability
	• Service Appointment Scheduling (due date)
	• Rejected/Failed inquires
	• Timeouts (included in query interval and also reported separately on a diagnostic basis) (Verizon only)
	• Facility Availability (SBC/California Only)
	• PIC (SBC/California Only)
	• Loop qualification
	  • Loop Qual (Mechanized)
	  • K1023 loop qualification (SBC/California)
	  • xDSL and Line sharing/Line Splitting UNE loop qualification
	• All Other loop qualification /Facility availability check

Method of Calculation:	**Mechanized:** **<u>Pre - Order Query Transaction Time (Verizon only)</u>** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **Pre- Order Query Transaction Time (SBC/California only)** Total Queries Returned Within Specified Interval/(Number of Queries Returned in Reporting Period) x 100 **<u>Legacy System Transaction Time (Verizon only)</u>** Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Returned to Legacy System in Reporting Period)

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	<u>Loop Qualification/Facility Availability Transaction Time (SBC/California Only)</u> Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100 **<u>Loop Qualification Transaction Time (Verizon Only)</u>** Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100 **Timeouts: (Verizon only)** (Number of transactions that timeout/ Total number of transactions) x100 **<u>Manual CSIs (SBC/California and Verizon)</u>** Total Manual CSIs Returned Within Specified Interval / (Number of CSIs Returned) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide
Measurable Standard:	**Mechanized:**

Standard:	**SBC/California**	**Verizon**
Address Verification	95% w/in 10 sec	Legacy Time + not more than 5 seconds
TN Selection	95% w/in 10sec	Legacy Time + not more than 5 seconds
CSI	95% w/in 15sec	95% w/in 20 seconds
Service Availability	95% w/in 13 sec	Legacy Time + not more than 5 seconds
Due Date	95% w/in 5 sec	Legacy Time + not more than 5 seconds
Dispatch	95% w/in 19 sec	N/A (Inc. in Address Verification)
PIC	95% w/in 25 sec	N/A
Reject/Failed Inquiries	diagnostic	diagnostic
Timeouts	N/A	diagnostic

	SBC/California Only: Protocol Trans. Time(EDI –input/output) 95% w/in 4 sec Protocol Trans. Time(CORBA –input/output) 95% w/in 1 sec Prot. Trans.Time (Datagate–input/output) 95% w/in 1 sec -diag. Prot. Trans. Time (Verigate–input/output) 95% w/in 1 sec -diag.

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Measurable Standard:	**Manual CSIs:**
	Benchmark:
	• Standard - 95% w/in 4 hours (SBC/California)
	• Standard - 95% w/in 8 business hours (Verizon)
	Mechanized Loop Qualification:
	• Standard - Benchmark(SBC/California) (reported by interface type)
	  • 95% w/in 45 seconds (actual loop makeup)
	  • 95% w/in 15 seconds (design loop makeup)
	  • Event 6 transactions - Diagnostic
	• Standard - Benchmark - (Verizon) 95% w/in 60 seconds
	Manual Loop Qualification (K1023) Process (SBC/California only)
	• Standard - Parity
	• Reported by:
	  • XDSL and Line Sharing/Line Splitting UNE Loop Qualification
	  • All Other Qualifications/Facility availability check

Exclusions:	• CSI requests (both manual and mechanized) for greater than 50 working telephone numbers. • Rejected manual requests • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a simultaneous, not serial transmission of all orders in a group to the gateway. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	• Pre-order query transaction time intervals are measured as total transaction time. • For SBC/California, fully electronic pre-order query response times will be measured for the Verigate, Datagate and EDI/CORBA systems. • For Verizon fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For Verizon, excludes non-business days. • Elapsed time for fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. • Elapsed time for manual processes tracked during published business hours.(SBC/California only) • Verizon does not report Legacy System Transaction Time for rejected/failed inquiries. • Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries. • Time-outs – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. (Verizon only)
Notes:	• The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • Verizon will supply all available loop qualification data, however Verizon will not support manual engineering query for loop qualification. • The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for variations in functionality and additional security requirements of the interface. (Verizon only) • Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Timeouts will be included in the query interval and also will be reported diagnostically until next Performance Measurement Review. Based on reported time out data, a determination will be made regarding whether to exclude time outs. (Verizon only)

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OSS OII Performance Measurements Report Requirements

Ordering Measure 2

Title: FOC/LSC Notice Timeliness

Area	*Requirement Description*
Description:	**SBC/California:** Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC). **Verizon:** Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Measurable Standards.
Method of Calculation:	**SBC/California: Mechanized/Manual:** Total FOCs Returned Within Specified Interval/(Number of FOCs Returned in Reporting Period) x 100 **SBC/California (Interconnection Trunks):** Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Verizon: Mechanized and Manual:** ((Number of FOCs/LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products)/(Number of FOCs/LSCs where a FOC/LSC was sent for those specified products) x 100 **Held and Denied Interconnection Trunk Requests:** [(Sum (Date Request is Released) – (Date Request is Originally Received)]/ (Number of Requests Held and Released)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	• Electronically received/electronically handled (SBC/California only) • Electronically received and manually handled (SBC/California only) • Manually received and manually handled (SBC/California only) • By service group type and flow through and non-flow through (Stand Alone Directory Listings included) (Verizon only)

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Geographic Level:	Statewide	

Measurable Standard:	**Service Group Types:**
	SBC/California
	• Resale Residential POTS
	• Resale Business POTS
	• Resale Specials
	• 2/4w (8db and 5.5db) analog loop
	• 2w digital loop(ISDN capable)
	• 2w digital loop(xDSL capable)
	High Bandwidth Line Sharing UNE
	• 4w digital loop DS1
	• UNE loop – DS3
	• UNE Loop – OC level
	• UNE Dark Fiber
	• UNE Port– Mass Market
	• UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3 and above
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Standalone LNP
	• Interconnection Trunks
		Verizon:
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Non-designed
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		  • DS1 and below
		  • DS3 and above
		• UNE Platform – POTS
		• UNE Platform - Specials
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL
		  • DS1 and below
		  • DS3 and above
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

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Measurable Standard:	**SBC/California:** **Benchmark:** **Fully Electronic/Flow Through:** • Standard - 95% within 1 hour **Electronically Received/Manually Handled** • Standard - 95% within 12 hours **Manually received/Manually Handled** • Standard - 95% within 24 hours **Interconnection Trunks** • Standard: Average 7 business days (New)) Average 4 business days (Augment) **Projects:** • Standard -90% within 72 hours – all products except Interconnection Trunks • Standard - Interconnection Trunks • New – 90% w/in 10 days • Augment – 90% w/in 7 days **Verizon only:** **Benchmark: 95% on time (except as noted):** **Fully Electronic/Flow Through:** • Standard – <=2 system hours **Resale POTS/UNE (non-designed) < 10 lines** • Standard – <= 24 clock hours **Resale POTS/UNE (non-designed) >= 10 lines** • Standard –<= 48 clock hours **Resale Specials / UNE designed Services < 10 lines** • Standard – <=24 clock hours **Resale Specials / UNE designed Services >= 10 lines** • Standard –<= 48 clock hours **UNE Transport/ EELs** **DS1 and below** • Standard - <= 24 clock hours **DS3 and above** • Standard – 90% <= 72 clock hours **Interconnection Trunks** • Standard -<= 5 business days **Projects:** • UNE Transport/EELs - Standard -90% w/in 72 hours • IC trunk projects - 95% w/in 10 business days **Interconnection Trunk Requests:** **Held and Denied –** Average Interval • Standard - Parity (SBC/California only) • Standard – Average 13 days (Verizon only) .

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

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Business Rules:	For manually handled requests:
	• The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. (SBC/California only)
	  • Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California only)
	• Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.(Verizon only)
	• The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only)
	• Elapsed time for fully electronic sub-measures is tracked during system hours.
	• Projects are defined as: (SBC/California only)
	  • Resale Mass Market(including PBX, CENTREX and ISDN-BRI) greater than 20 lines.
	  • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines
	  • UNE Loops;
	  • Special UNE Loops (VGPL, DS1 and above) greater than 6 loops,
	  • Basic, xDSL and ISDN Loops greater than 20 loops
	  • Interconnection Trunks greater than 288 trunks
	  • LNP greater than 99 telephone numbers
	• Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically. (SBC/California only)
	• For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally return, minus the time greater than 7 days that LSR is being reviewed by CLEC. (SBC/California only)
	• For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only)
	• For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only)
	• Elapsed time calculated in hours or days.
	• For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.
	• Fully electronic orders that are subject to reflow will be tracked in "Electronically received/Manually handled" submeasures (SBC California).

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Notes:	• Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

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Ordering **Measure 3**

Title: Reject Timeliness

Area	***Requirement Description***
Description:	**SBC/California:** Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC. **Verizon:** The percentage of orders rejected within the agreed-upon timeframes as specified in the Measurable Standards.
Method of Calculation:	**SBC/California:** **Mechanized/Manual:** Total Rejects Returned Within Specified Interval/(Number of Rejects Returned in Reporting Period) x 100 **Verizon:** **Mechanized and Manual:** (Number of rejects sent where sent date/time is less than or equal to the standard for specified products / Number of Orders rejected for those specified products) x 100.
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

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Reported By:	**SBC/California:**
	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax(edit engine) and content errors (other edits)
	  • Resale orders, High Bandwidth line sharing UNE, other Facility based/UNE orders and standalone Directory Listings
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders Manually received and handled (fax)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders
	
	Verizon:
	By flow through and non-flow through:
	• Standalone Directory Listings
	• Resale POTS- Residence
	• Resale POTS-Business
	• Resale Specials
	• UNE loop Non-designed
	• UNE loop Designed
	• UNE loop xDSL capable
	• UNE loop IDSL capable
	• UNE Port
	• UNE Transport
	  • DS1 and below
	  • DS3 and above
	• UNE Platform – POTS
	• UNE Platform - Specials
	• Interconnection Trunks
	• Line Sharing - Conditioned
	• Line Sharing - Non -Conditioned
	• LNP
	• EEL
	  • DS1 and below
	  • DS3 and above
	• Subloop (Diagnostic)
	• Dark Fiber (Diagnostic)

Geographic Level:	Statewide

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Measurable Standard:	**SBC/California:**
	Benchmark:
	
	Fully Electronic/Flow Through:
	• Standard - 95% within 1 hour
	
	Electronically Received/Manually Handled:
	• Standard - 95% within 12 hours
	
	Manually Received/Manually Handled:
	• Standard - 95% within 24 hours
	
	Projects:
	• Standard - 90% w/in 72 hours – All products except Interconnection Trunks
	• Standard – Interconnection Trunks
	  • New – 90% w/in 10 days
	  • Augment – 90% w/in 7 days
	
	Verizon:
	Benchmark: 95% on time (except as noted):
	
	Fully Electronic/Flow Through:
	• Standard – <=2 system hours
	
	Resale POTS/UNE (non-designed) < 10 lines – No Flow Through
	• Standard –<= 24 clock hours
	
	Resale POTS/UNE (non-designed) >= 10 lines – No Flow Through
	• Standard - <= 48 clock hours
	
	Resale Specials / UNE Designed Services < 10 lines – No Flow Through
	• Standard – <= 24 clock hours
	
	Resale Specials / UNE Designed Services >= 10 lines – No Flow Through
	• Standard – <= 48 clock hours
	
	UNE Transport/ EELs
	DS1 and below
	  • Standard - <= 24 clock hours
	DS3 and above
	  • Standard – 90% <= 72 clock hours
	
	Interconnection trunks
	• Standard - <= 5 business days
	
	Projects:
	• UNE Transport/EELs – 90% <= 72 clock hours
	• All IC trunk projects - 95% w/in 10 business days

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

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Business Rules:	• Elapsed time for fully electronic sub-measures tracked during system hours
	• For manually handled requests:
	Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
	• Business day = Monday through Friday, excluding weekends and ILEC published holidays (SBC/California)
	  • Business day hours and holidays are published on the Verizon web site. (Verizon only)
	  • The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. (Verizon only)
	• Projects are defined as: (SBC/California only)
	  • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines.
	  • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines
	  • UNE Loops;
	  • Special Loops (VGPL, DS1 and above) greater than 6 loops
	  • Basic, xDSL and ISDN Loops greater than 20 loops
	  • Interconnection Trunks greater than 288 trunks.
	  • LNP greater than 99 telephone numbers
	• Requests for conversion of Special Access circuits to UNEs will be tracked diagnostically (SBC/California only).
	• For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure. (Verizon only)
	• For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. (Verizon only)
	• For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of each RPON.
	• Elapsed time calculated in hours.
	• Fully electronic orders that are subject to reflow will be tracked in "Electronically received/Manually handled" submeasures (SBC California).

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Notes:	• Where CLEC accesses SBC/California's systems using a Service Bureau Provider, the measurement of SBC/California's performance shall not include the Service Bureau Provider's processing, availability or response time. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

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Ordering **Measure 4**

Title: Percentage of Flow-Through Orders

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

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Measurable Standard:	**SBC/California:** **Benchmark:** **Programmed to Flow Through:** • Standard – TBD (See Notes) **Verizon:** **Benchmark:** **Programmed to Flow Through:** • Diagnostic through June 2003 report month. • July through December 2003 – 90% flow through • January 2004 and beyond – 95% flow through **SBC/California and Verizon:** **Total Flow Through:** Diagnostic
Exclusions:	• Orders that do not flow through, including rejected orders, due to CLEC caused errors (See notes). • Orders that do not flow through due to previously received pending orders. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Any service request not generated on an LSR.
Business Rules:	• All features on the order must flow through for the order to be flow-through eligible.
Notes:	• Excluded data will be made available upon request through the raw data/excluded data process. Excluded data for this measure will include flow through eligible orders that do not flow through because the LSR is not formatted consistent flow through standards. The remainder of exclusions will be included in the data set for PM 3. (SBC/California) • System upgrade currently targeted for May 2003 to identify CLEC- caused errors. (Verizon only) • SBC/California will implement changes to measure and collect data for three months. SBC/California will propose a benchmark based on the historical data.

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Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

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

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Measurable Standard:	**<u>SBC/California:</u>** **Parity for Resale is Retail**	**Retail**
	Resale: • Residential POTS • Business POTS • Specials	• Residential POTS • Business POTS • Specials
	Parity measured for the following UNEs (except as noted):	
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)
	• 2w digital loop(xDSL capable) • UNE Subloop	• Benchmark: 5%
	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)
	• High Bandwidth Line Sharing UNE	• High Bandwidth Line Sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Subloop	• DS1 service
	• UNE loop – DS3	• DS3 service
	• Dark Fiber	(*Diagnostic*)
	• UNE Port–Mass Market • UNE Port–Specials	• POTS - Business (non-fielded) • Specials (non-fielded)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
		• DS1
		• DS3

	• Enhanced Extended Links (New and Conversions)
	  • VG
	  • DS1
	  • DS3 and above
		• VGPL service
		• DS1 service
		• DS3 service

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

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Measurable Standard:	**Verizon**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• B1 Dispatched Non Designed

	• UNE loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
		
		  • DS0 service
		  • DS1 service
		  • DS3 and above service

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE Loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched

	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
		
		  • DS0 service
		  • DS1 service
		  • DS3 and above service

	• UNE Platform - POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• Benchmark: <= 2%
	• Line Sharing – Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non Conditioned	• Retail Linesharing – Non - Conditioned
	• LNP	• Retail POTS -Total Business & Residence, Non-Dispatched

	• EEL (New and Conversions)
	  • DS0
	  • DS1
	  • DS3 and above
		• DS0 service
		• DS1 service
		• DS3 and above service

	• Subloop	• (Diagnostic)
	• Dark Fiber	• (Diagnostic)

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Exclusions:	• Delays for Customer Reasons • Missed Commitment notices • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Raw data will include jeopardy codes. • Results for UNE Subloop and Dark Fiber will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Include LNP Disconnect Orders (Verizon only)
Notes:	• The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused delays that result in a jeopardy.)

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OSS OII Performance Measurements Report Requirements

Provisioning **Measure 6**

Title: Jeopardy Notices Returned by Required Interval

Area	***Requirement Description***
Description:	Measures the percentages of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	**Assignment:** *Jeopardies identified during the initial assignment process* Total Number of Assignment Jeopardies Returned within the Required Interval / (Number of Assignment Jeopardy Notices Sent)x100 **Installation:** *Jeopardies identified during the installation process prior to due time* Total Number of Installation Jeopardies Returned within the Required Interval / (Number of Installation Jeopardy Notices Sent) x100 **Notification of Missed Commitments** Total Number of Missed Commitment Notices Returned within the Required Interval / (Number of Missed Commitment Notices Sent)x100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Statewide

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Measurable Standard:	**Service Group Types:**
	SBC/California
	• Resale Residential POTS
	• Resale Business POTS
	• Resale Specials
	• 2/4w (8db and 5.5 db) analog loop UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • UNE Subloop
	• High Bandwidth Line Sharing UNE
	• 2w digital loop(IDSL capable)
	• 4w digital loop DS1
	  • UNE Subloop
	• UNE Loop – DS3
	UNE Loop –OC level
	• UNE Dark Fiber
	• UNE Port– Mass Market
	UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links (New and Conversions)
	  • VG
	  • DS1
	  • DS3 and above
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		Verizon
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Non-designed
		• UNE loop Designed
		  • DS0
		  • DS1
		  • DS3 and above
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		  • DS0
		  • DS1
		  • DS3 and above
		• UNE Platform – POTS
		• UNE Platform – Specials
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (New and Conversions)
		  • DS0
		  • DS1
		  • DS3 and above.
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

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Measurable Standard:	**Benchmark:** Standard - Assignment Jeopardies 90% within 1 day Install. Jeopardies (POTS) 95% within 15 minutes Install. Jeopardies (Specials) 95% within 3 hours Missed Commit Notices 95% within 24 hours

Exclusions:	• Delays for customer reasons • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	Raw data will include jeopardy codes. • SBC/California tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • Verizon tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/clock hours. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically. • For this measure, Resale Centrex will be assessed against the POTS benchmark standards since this product is provisioned using the POTS provisioning process (SBC/California only). • Include LNP Disconnect Orders (Verizon only)
Notes:	• If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for parity analogs. • Excluded data will be made available upon request through the raw data/excluded data process (For SBC/California, excluded data include CLEC/customer caused delays.) • For Verizon, jeopardies issued on the due date are considered either installation or notifications of missed commitments.

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Provisioning **Measure 7**

Title: Average Completed Interval

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

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Measurable Standard:	**SBC/California** **Parity for Resale is Retail:** **Resale:** • Residential POTS • Business POTS • Specials	**Retail** • Residential POTS • Business POTS • Specials
	Parity for UNE measured for the following UNEs: • 2/4w (8db and 5.5 db) analog loop without LNP • UNE Subloop	• POTS - Business (fielded)
	• 2/4w (8db and 5.5db) analog loop with LNP	• Benchmark: 95% within the standard interval
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)

	• 2w digital loop(xDSL capable)
	  • Conditioned
	  • Non-Conditioned
	  • UNE Subloop
		• Benchmark: 95% within the standard interval
		  • Conditioned
		  • Non-Conditioned

	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth line sharing
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth line sharing provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 4w digital loop (DS1)	• DS1
	• UNE Loop – DS3	• DS3
	• UNE Loop – OC level	• OC level service
	• UNE Port– Mass Market	• POTS - Business (non -fielded)
	• UNE Port–Specials	• Special Services (non -fielded)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• DS1
		• DS3
		• OC level service

	• Dark Fiber	(Diagnostic)

	• Enhanced Extended Links
	  • VG - New
	  • VG - Conversion
	  • DS1 New
	  • DS1 -Conversion
	  • DS3 and above New
	  • DS3 and above-Conversion
		• VGPL new orders
		• VGPL change orders
		• DS1 new orders
		• DS1 change orders
		• DS3 and above new orders
		• DS3 and above change orders

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

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Measurable Standard:	**Verizon**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• B1 Dispatched Non Designed

	• UNE loop Designed
	  • UNE Loop DS0
	  • UNE Loop DS1
	  • UNE Loop DS3 and above
		
		  • DS0 service
		  • DS1 service
		  • DS3 and above service

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non Dispatched and Retail Specials Non Dispatched

	• UNE Transport
	  • DS1 and below
	  • DS3 and above
		
		  • DS1 and below service
		  • DS3 and above service

	• UNE Platform – POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing – Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non -Conditioned	• Retail Linesharing - Non Conditioned

	• EEL
	  • DS0 - New
	  • DS0- Conversion
	  • DS1 New
	  • DS1 -Conversion
	  • DS3 and above New
	  • DS3 and above-Conversion
		•
		  • DS0 new orders
		  • DS0 change orders
		  • DS1 new orders
		  • DS1 change orders
		  • DS3 and above new orders
		  • DS3 and above change orders

	• Subloop	• (Diagnostic)
	• Dark Fiber	• (Diagnostic)

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Exclusions:	• Customer requested due dates other than the interval offered. (SBC/California only) • Customer requested due dates beyond interval offered. (Verizon only) • Orders delayed for customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only) • Projects. (SBC/California only)Record only and ILEC official orders. • Services for which due date is negotiated, i. e. DS3, OC level • Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	• Verizon will not exclude projects.
	• Results for UNE Subloops will be tracked diagnostically.
	• Results for Dark Fiber will be tracked diagnostically.
	• For Verizon, results for UNE subloop and Dark Fiber will be tracked diagnostically.
	• For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
	The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only)
	• Projects are defined as:(SBC/California only)
	  • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines.
	  • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines
	  • UNE Loops:
	  • Special Loops (VGPL, DS1 and above) greater than 6 loops
	  • Basic, xDSL and ISDN Loops greater than 20 loops
	  • Interconnection Trunks greater than 288 trunks

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Notes:	For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.) • For Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks considered at next performance review.

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Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

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

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Measurable Standard:	**<u>SBC/California</u>**
	Parity for Resale is Retail Resale:
	• Specials
	Parity for UNE measured for the following UNEs:
	• 2w digital loop(ISDN capable)
	  • UNE subloop
	• 2w digital loop(xDSL capable)
	  • Conditioned
	  • Non-Conditioned
	  • UNE subloop
	• 2w digital loop(IDSL capable)
	  • UNE subloop
	• High Bandwidth line sharing
	  • Conditioned
	  • Non-Conditioned
	
	• 4w digital loop (DS1)
	• UNE Loop – DS3
	• UNE loop – OC level
	
	• Dark Fiber
	
	• UNE Port– Specials
	
	• Enhanced Extended Links (New and Conversion)
	  • VG
	  • DS1
	  • DS3 and above
	
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	
	UNE Platform
	• Special port and basic loop
	• ISDN BRI port and loop
	• ISDN PRI port and loop
	
	• Interconnection Trunks
		SBC/California Retail
		
		• Specials
		
		• ISDN(BRI)
		
		• Benchmark: 95% within the Standard Interval
		  • Conditioned
		  • Non-Conditioned
		
		• ISDN (BRI)
		
		• High Bandwidth line sharing provided to ASI
		  • Conditioned
		  • Non-Conditioned
		
		• DS1
		• DS3
		• OC level service
		
		Diagnostic
		
		• Retail Specials
		
		• VGPL service
		• DS1 service
		• DS3 service
		
		  • DS1
		  • DS3
		  • OC level service
		
		• Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW
		
		• ILEC Dedicated Trunks

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

Exclusions:	Customer requested due dates other than the interval offered. (SBC/California only) • Customer requested due dates beyond interval offered. (Verizon only) • Orders delayed for customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.(SBC/California only) • Projects. (SBC/California only) • Record only and ILEC official orders. • Services for which due date is negotiated Orders where acceptance testing is delayed as a result of CLEC action or inaction. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	Results for UNE Subloops and Dark Fiber will be tracked diagnostically. (SBC/California only)
	• The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only)
	• Projects are defined as:(SBC/California only)
	  • Resale POTS (including PBX, CENTREX and ISDN-BRI) greater than 20 lines.
	  • Resale Specials (PBX-DID, VGPL, DDS, DS1, DS3, ISDN-PRI) greater than 6 lines
	  • UNE Loops:
	  • Special Loops (VGPL, DS1 and above) greater than 6 loops
	  • Basic, xDSL and ISDN Loops greater than 20 loops
	Interconnection Trunks greater than 288 trunks

Notes:	• For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics. • The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders that do not have a standard interval, projects and orders delayed for customer reasons.)

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Provisioning **Measure 8A**

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

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

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Measurable Standard:	**<u>SBC/California</u>**
	Parity for Resale and UNE P
	• Residential POTS
	• Business POTS
	• Specials
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	ISDN PRI port and loop
	
	Benchmark: 95% on time for UNE measured for the following UNEs:
	• 2w (8db and 5.5db) analog loop (incl. Coin/analog PBX)
	  • UNE subloop
	• 2w digital loop (ISDN capable)
	UNE subloop
	• 2w digital loop (xDSL capable)
	  • Conditioned
	  • Non-conditioned
	  • UNE subloop
	• 2w digital loop (IDSL capable)
	  • UNE subloop
	• High Bandwidth line sharing
	  • Conditioned
	Non-conditioned
	• 4w digital loop (DS1)
	• UNE loop - DS3
	UNE loop – OC level
	• UNE Port–Mass Market
	• UNE Port – Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC Level
	• Dark Fiber
	Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level - New
	  • OC level -Conversion
	• Interconnection Trunks
		SBC/California Retail
		• Residential POTS
		• Business POTS
		• Specials
		
		  • POTS
		  • VG Specials
		  • ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

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Exclusions:	• Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Customer caused misses, excludes all orders except N, T and C orders, excludes weekends and all holidays
Business Rules:	
Notes:	• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include orders delayed for customer reasons.) • This measure will not be subject to Incentives payments

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Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	*Requirement Description*
Description:	**SBC/California:** Measures the percentage of coordinated cutovers (TBCC/CHC) completed by Committed time* where CLEC has requested coordination (including LNP). ** Note: "Committed time" means within one hour of committed order due time* **Verizon:** Measures the percentage of coordinated orders (CC/CHC)completed by committed time* where CLEC has requested coordination (including LNP) ** Note: "Committed time" means within one hour of committed order due time*
Method of Calculation:	**SBC/California:** ((Number of coordinated cutovers completed by committed time) / (Count of coordinated cutovers scheduled in reporting period)) x 100 **Verizon:** (Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• LNP coordinated conversions and all other coordinated conversions (SBC/California) • Coordinated Orders (CC/CHC) including LNP (Verizon only) • DSL Capable Loops
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California:** **Benchmark:** **Coordinated Conversions (Excluding LNP)** Standard - 95% on time • Basic UNE loops (1-12 loops) conversions (diagnostic) • All other coordinated conversions (except LNP)(diagnostic) • DSL Capable Loops (diagnostic) **LNP Conversions** Standard - 98% on time **Verizon:** **Benchmark:** **Standard - 95% on time** **Coordinated Conversions (CC)** ***Designed and Non-Designed*** Line Size — Committed Completion Interval From 1 to 49 lines: 1 work hour 50 to 99 lines: 2 work hours 100 to 199 lines: 3 work hours 200 plus lines: 4 work hours **Coordinated Hot Cut (CHC)** ***Designed and Non-Designed*** Line Size — Committed Completion Interval From 1 to 20 lines: 1 work hours 21 to 30 lines: 1.5 work hours 31 to 40 lines: 2 work hours 41 to 50 lines: 2.5 work hours 51 to 60 lines: 3 work hours 61 to 70 lines: 3.5 work hours 71 to 80 lines: 4 work hours 81 to 90 lines: 4.5 work hours 91 to 100 lines: 5 work hours* *Add an additional ½ hour for each additional 10 lines or increments thereof. • UNE loop xDSL capable (diagnostic)

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Exclusions:	• CLEC caused misses • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. (SBC/California only) • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses.)

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Provisioning **Measure 9A**

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

Area	***Requirement Description***
Description:	Measures the percentage of Frame Due Time cutovers completed by Committed time* for all orders where CLEC has requested FDT. ** Note: "Committed time" means within 1 hour of confirmed frame due time (example: order with 4pm due time will be completed by 5pm).*
Method of Calculation:	(Number of frame due time cutovers completed by Committed time) / (Count of frame due time cutovers scheduled in reporting period)x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Basic loops with LNP, Basic loops without LNP, Standalone LNP, and DSL capable loops.
Geographic Level:	Statewide

Measurable Standard:	**Benchmark:**
	• Standard 96% w/in conversion interval (assessed at the CLEC aggregate level)
	• Standard – 95% w/in conversion interval (assessed at the individual CLEC level)
	Conversion intervals:
	1-19 basic loops up w/in1 hour
	• 1 - 99 telephone numbers on standalone LNP – w/in 1 hour
	• DSL capable loops
	  • 1-2 loops – w/in 40 minutes
	  • 3-5 loops – w/in 2 hours
	  • 6 – 19 loops – w/in 5 hours

Exclusions:	• CLEC caused misses • FDT conversions where the CLEC has requested an early start on the conversion not associated with a supplemental service order. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	• Applies to CLEC requested FDT orders only
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses and service requests > 19 basic loops or over 99 TNs (LNP).

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Provisioning **Measure 10**

Title: LNP Network Provisioning

Area	***Requirement Description***
Description:	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for SBC/California** • Standard - no more than 0.25% failure **Benchmark for Verizon** • Standard - no more than 2% failure
Exclusions:	• Total failures from the NPAC to *all* LSMS systems. • Broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (SBC/California only) • Large porting activities (500 TNs or greater) (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Provisioning failure data will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)

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Notes:	• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include total failures from the NPAC to all LSMS systems, broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) and large porting activities (500 TNs or greater).)

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Provisioning **Measure 11**

Title: Percent of Due Dates Missed

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

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Measurable Standard:	• **<u>SBC/California</u>**
	• **Parity for Resale is Retail**
	Resale:
	• Residential POTS
	• Business POTS
	• Specials
	Parity for UNE measured
	• **for the following UNEs:**
	• 2/4w (8db and 5.5 db) analog loop
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • Conditioned
	  • Non-conditioned
	  • UNE Subloop
	• 2w digital loop(IDSL capable)
	  • UNE Subloop
	• High Bandwidth line sharing UNE
	  • Conditioned
	  • Non-Conditioned
	• 4w digital loop(DS1)
	• UNE loop – DS3
	• UNE loop – OC level service
	• UNE Port–Mass Market
	UNE Port– Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Dark Fiber
	• Enhanced Extended Links
	  • VG – New
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3 and above - New
	  • DS3 and above-Conversion
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		• **SBC/California Retail**
		• Residential POTS
		• Business POTS
		• Specials
		• POTS - Business (fielded)
		ISDN(BRI)
		• Benchmark : 5%
		• ISDN(BRI)
		High Bandwidth line sharing UNE provided to ASI
		• DS1
		• UNE loop – DS3
		• OC level service
		• POTS - Business (non-fielded)
		• Specials (non-fielded)
		• DS1
		• DS3
		• OC level service
		Diagnostic
		• VGPL new orders
		• VGPL change orders
		• DS1 new orders
		• DS1 change orders
		• DS3 new service
		• DS3 change orders
		• Business POTS FW/NFW
		• Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW
		• ILEC Dedicated Trunks

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Measurable Standard:	**Verizon**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• B1 Dispatched Non Designed

	• UNE loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
		
		• DS0
		• DS1
		• DS3 and above

	• UNE loop xDSL capable
	  • Conditioned
	  • Non-conditioned
		• Retail ISDN BRI

	• UNE loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non Dispatched and Retail Specials Non Dispatched

	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
		
		• DS0
		• DS1
		• DS3 and above

	• UNE Platform – POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• Benchmark: <= 5%
	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non-Conditioned	• Retail Linesharing - Non Conditioned
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched

	• EEL
	  • DS0 - New
	  • DS0 – Conversion
	  • DS1 – New
	  • DS1 Conversion
	  • DS3 and above – New
	  • DS3 and above – Conversion
		
		• DS0 new orders
		• DS0 change orders
		• DS1 new orders
		• DS1 change orders
		• DS3 new orders
		• DS3 change orders

	• Subloop	• (Diagnostic)
	• Dark Fiber	• (Diagnostic)

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Exclusions;	• Customer caused misses are excluded from the numerator • For UNE loop services, feature only orders are excluded from the retail analog • Record only and ILEC official orders • Orders where acceptance testing is delayed as a result of CLEC action or inaction (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Results for UNE Subloops and Dark Fiber will be tracked diagnostically • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only)
Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CLEC/customer caused misses) • Field work and no field work designations will be included in the raw data. (SBC/California only) • For Verizon, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned).

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Provisioning Measure 11A

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

Area	*Requirement Description*
Description:	Measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.
Method of Calculation:	(Count of orders for which the loop acceptance test is not accomplished by the due date / Total number of loop acceptance tests requested.) x 100
Report Period:	Monthly
Report Structure:	CLEC, all CLECs and ILEC Affiliate
Reported By:	DSL Capable Loops
Geographic Level:	Statewide
Measurable Standard:	**Benchmark:** Standard – no more than 5% (Verizon only)
Exclusions:	• Orders where LAT not requested • CLEC or customer caused misses
Business Rules:	• Loop Acceptance Test is where a ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. • Loop Acceptance Test is completed on or before due date. • The ILEC Technician will contact the CLEC. • The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).
Notes:	• Measure to be implemented with a 5% standard no later than the January 2004 report month (Verizon only). • SBC/California will track results diagnostically for three months after measure implementation and develop benchmark from historical data.

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Provisioning **Measure 12**

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

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

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Measurable Standard:	**SBC/California** **Parity for Resale is Retail** **Resale:** • Residential POTS • Business POTS • Specials **Parity measured for the following UNEs:**	**Retail** **Resale:** • Residential POTS • Business POTS • Specials
	• 2/4w (8db and 5.5 db) analog loop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• Benchmark: 5%
	• 2w digital loop(IDSL capable)	• ISDN (BRI)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• OC level service

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		
		  • DS1
		  • DS3
		  • OC level service

	• Enhanced Extended Links
	  • VG - New
	  • DS1 New
	  • DS3and above – New
		
		  • VGPL new orders
		  • DS1 new orders
		  • DS3 new orders

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		
		  • Business POTS FW
		  • Voice Grade Specials FW/NFW
		  • ISDN BRI FW/NFW
		  • ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

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Measurable Standard:	**Verizon**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• B1 Dispatched Non Designed

	• UNE loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
		
		  • DS0
		  • DS1
		  • DS3 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non-Conditioned	• Retail Linesharing - Non -Conditioned
	• UNE Port	• Retail POTS Business Non-Dispatched and Retail Specials Non-Dispatched

	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
		• DS0
		• DS1
		• DS3 and above

	• UNE Platform – POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• Benchmark: <= 1%

	• EEL
	  • DS0 - New
	  • DS1 – New
	  • DS3 and above – New
		
		• DS0 new orders
		• DS1new orders
		• DS3 and above new orders

	• Subloop	• (Diagnostic)
Exclusions:	• For UNE loop services, feature-only orders are excluded from retail analog. • Record and ILEC official orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	
Business Rules:	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. (Verizon only) • Results for UNE Subloop will be tracked diagnostically (Verizon only)	

Notes:	• For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Field work and no field work designations will be included in the raw data. (SBC/California only)

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Provisioning **Measure 13**

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

Area	***Requirement Description***
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type • Average Days Delayed (SBC/California only) • Disaggregated by 1-30 days, 31-90 days and >90 days (Diagnostic only - SBC/California)
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California** **Parity for Resale is Retail**	
	Resale:	**Retail**
	• Residential POTS • Business POTS • Specials	• Residential POTS • Business POTS • Specials
	Parity measured for the following UNEs:	
	• 2/4w (8db and 5.5 db) analog loop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• Benchmark: average 14 calendar days
	• 2w digital loop (IDSL capable)	• ISDN(BRI)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• OC level service

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		
		• DS1
		• DS3
		• OC level service

	• Enhanced Extended Links
	  • VG - New
	  • DS1 - New
	  • DS3and above– New
		
		• VGPL new orders
		• DS1 new orders
		• DS3 new orders

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

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Measurable Standard:	Verizon
	• Resale POTS- Residence
	• Resale POTS-Business
	• Resale Specials
	• UNE loop Non-designed
	• UNE loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE loop xDSL capable
	• UNE loop IDSL capable
	• Line Sharing - Conditioned
	• Line Sharing - Non-Conditioned
	• UNE Port
	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Platform – POTS
	• UNE Platform – Specials.
	• Interconnection Trunks
	• EEL
	  • DS0 - New
	  • DS1 – New
	  • DS3 and above – New
	• Subloop
		Retail
		• Retail POTS - Residence
		• Retail POTS - Business
		• Retail Specials
		• B1 Dispatched Non Designed
		•
		  • DS0
		  • DS1
		  • DS3 and above
		• Retail ISDN BRI
		• Retail ISDN BRI
		• Retail Linesharing- Conditioned
		• Retail Linesharing- Non - Conditioned
		• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched
		  • DS0
		  • DS1
		  • DS3 and above
		• Retail POTS
		• Retail Specials
		• ILEC Dedicated Trunks
		• DS0 new orders
		• DS1 new orders
		• DS3 and above new orders
		• (Diagnostic)

Exclusions:	• For UNE loop services, feature-only orders are excluded from retail analog. • Record and ILEC official orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	
Business Rules:	• Reported as overall delay order interval to completion (SBC/California only). • For diagnostic purposes only, additional disaggregation of results will be grouped as delays occurring for 1-30 days, 31-90 days and > 90 days. (SBC/California only) • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • For Verizon, results for UNE Subloops will be tracked diagnostically	

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Notes:	• For SBC/California, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service, which has similar characteristics. • SBC/California will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • For Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks considered at next performance review.

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Provisioning **Measure 14**

Title: Held Order Interval

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

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Measurable Standard:	**SBC/California**	**Retail**
	Parity for Resale is Retail	
	Resale:	
	• Residential POTS	• Residential POTS
	• Business POTS	• Business POTS
	• Specials	• Specials
	Parity for UNE measured for the following UNEs:	
	• 2/4w (8db and 5.5 db) analog loop • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)
	• 2w digital loop(xDSL capable) • UNE Subloop	• Benchmark: average of 14 calendar days
	• 2w digital loop (IDSL capable) • UNE Subloop	• ISDN(BRI)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Subloop	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• OC level service
	• UNE Port–Mass Market	• POTS - Business (non-fielded)
	• UNE Port– Specials	• Specials
	• UNE Dedicated Transport • DS1 • DS3 • OC Level	• DS1 • DS3 • OC level service
	• Dark Fiber	• Diagnostic
	• Enhanced Extended Links (New and Conversion) • VG • DS1 • DS3 and above	• VGPL service • DS1 service • DS3 service
	• UNE Platform (PB only) • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks

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Measurable Standard:	**Verizon**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• B1 Dispatched Non Designed

	• UNE loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
		
		  • DS0
		  • DS1
		  • DS3 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI

	• UNE Port
	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
		• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched
		
		  • DS0
		  • DS1
		  • DS3 and above

	• UNE Platform – POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non-Conditioned	• Retail Linesharing - Non - Conditioned
	• LNP	• Retail POTS - Total Bus & Res, Non-Disp

	• EEL (New and Conversions)
	  • DS0
	  • DS1
	  • DS3 and above
		
		  • DS0
		  • DS1
		  • DS3 and above

	• Subloop	• (Diagnostic)
	• Dark Fiber	• (Diagnostic)
Exclusions:	• Customer caused misses. For UNE loop services, feature-only orders are excluded from retail analog. • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (SBC/California only) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	

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Business Rules:	The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for Dark Fiber and UNE Subloops will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Include LNP Disconnect Orders (Verizon only)

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Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/ California, excluded data include CLEC/customer caused misses) • For Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks considered at next performance review.

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OSS OII Performance Measurements Report Requirements

Provisioning **Measure 15**

Title: Provisioning Trouble Reports

Area	***Requirement Description***
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	(Number of provisioning trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Service Group Type • By Affecting Service and Out of Service
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California:**
	Parity:
	Resale Retail services
	Benchmark:
	• UNE Loop(incl. DS1, DS3 and OC level)
	  • Standard – 1.5%
	
	High Bandwidth Line sharing UNE
	  • Standard – 1.5%
	
	• UNE P
	  • Standard – 1.5%
	
	• LNP - Port Out
	  • Standard - 1% or less
	
	• XDSL UNE Loop
	  • Standard – 2%

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	Verizon: **Benchmark:** • Resale POTS (Residence) 2.0% • Resale POTS (Business) 3.0% • Resale Specials 8.0% • UNE Loop Non-designed 3.0% • UNE Loop Designed 5.0% • UNE Loop xDSL Capable 3.0% • UNE Loop IDSL Capable 5.0% • LNP 5.0% • Linesharing 3.0% • UNE P (POTS) 3.0% • UNE P (Specials) 10.0%
Exclusions:	• Troubles associated with inside wire • For UNE loops, feature only orders are excluded from retail analog • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	• For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below:
	SBC/California
	• RESALE
	• Resale POTS – 3 days
	• Resale Specials
	  • ISDN BRI (no repeater) –6 days,
	  • ISDN BRI (repeater) – 11 days
	  • Centrex – 4 days
	  • PBX – 13 days
	  • DDS – 11 days
	  • DS1, DS3 – 8 days
	  • VGPL/DS0 – 11 days
	• UNE LOOP
	  • Basic loop – 3 days
	  • ISDN capable (no repeater – 6 days,
	  • ISDN (repeater) – 11 days
	  • DS1, DS3 – 8 days
	• XDSL LOOP
	  • Non-conditioned – 6 days, Conditioned – 11 days
	• LINESHARING
	  • Non-conditioned – 4 days, Conditioned – 11 days
	• UNE Platform – 3 days
	• LNP - 4 days
	Verizon
	• Resale POTS (Residence) – 3 days
	• Resale POTS (Business) – 3 days
	• Resale Specials – 11 days
	• UNE Loop – Non-Designed – 3 days
	• UNE Loop –Designed – 8 days
	• UNE Loop - XDSL Capable
	  • Non-conditioned – 3 days
	  • Conditioned – 11 days
	• UNE Loop - IDSL Capable – 8 days
	• LNP - 3 days
	• Linesharing
	  • Non-conditioned – 3 days
	  • Conditioned – 11 days
	• UNE Platform – 3 days
	  • POTS – 3 days
	  • Specials – 11days
	
	• The tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval.
	• If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
	• If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles. 75
	• Include LNP Disconnect Orders

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Notes:	• SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis Codes for Special services as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, and cancelled trouble tickets.)

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OSS OII Performance Measurements Report Requirements

Provisioning **Measure 15A**

Title: Average Time to Restore Provisioning Troubles

Area	***Requirement Description***
Description:	Measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.
Method of Calculation:	**Method of Calculation (all products except xDSL Capable Loops and LNP):** (Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports) **Method of Calculation - xDSL Capable Loops and LNP**: (Total number of provisioning troubles where the trouble duration (measured from the time the trouble was initiated or called in to the ILEC until cleared) is less than or equal to the established interval.)/ (Total Number of Provisioning Trouble Reports cleared) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Service Group Type • By Affecting Service and Out of Service
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California:** **Parity:**	
	Resale	**Retail services**
	• UNE Loop (incl.DS1, DS3 and OC level)	Retail services (outside plant disposition codes and Central Office wiring disposition codes)
	• High Bandwidth Line sharing UNE	High Bandwidth line sharing UNE provided to ASI
	• UNE P	Retail Residential and Business Basic POTS (FW/NFW)
	Benchmark: • LNP - Port Out • Standard – 98% w/in 24 hours	
	• XDSL Capable Loop Standard – 90% w/in 24 hours	

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Measurable Standard:	**Verizon:**	**Retail**
	• Resale POTS- Residence	• Residence POTS
	• Resale POTS-Business	• Business POTS
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• B1 Dispatched Non Designed

	• UNE loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
		
		• DS0
		• DS1
		• DS3 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• LNP	• Retail POTS – Total Bus and Res. Non-dispatched)
	• Linesharing	• Retail Linesharing
	• UNE – P (POTS)	• Retail POTS
	• UNE – P (Special)	• Retail Specials
Exclusions:	• CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles associated with inside wire. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	

Business Rules:	• For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • For purposes of this measure, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). • The tracking interval of a service order will be the number of days, as defined in PM 15, up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended. • If the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval. • If the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles.

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

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Provisioning **Measure 16**

Title: Percentage Troubles in 30 Days for Special Services Orders

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

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Measurable Standard:	**SBC/California** **Parity for Resale is Retail**	
	Resale: • Specials	**Retail:** • Specials
	Parity for UNE measured for the following UNEs:	
	• 4w digital loop (DS1)	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop –OC level	• OC level service (outside plant disposition codes and central office wiring disposition codes)
	UNE Port– Specials	Retail Special (non-dispatched)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		
		• DS1
		• DS3
		• OC level

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links (New and Conversion)
	  • VG
	  • DS1
	  • DS3
		
		• VGPL service
		• DS1 service
		• DS3 service

	• UNE Platform • ISDN PRI port and loop	 • ISDN PRI (non-disp, disp)
	• Interconnection Trunks	• Benchmark: 3%

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Measurable Standard:	**Verizon:**	**Retail**
	• Resale Specials	• Retail Specials

	• UNE Loop Designed
	  • DS0
	  • DS1 and above
		
		  • DS0
		  • DS1 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI

	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
		
		• DS0
		• DS1
		• DS3 and above

	• UNE Platform - Specials	• Retail Specials
	• Line Sharing – Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non Conditioned	• Retail Linesharing – Non-Conditioned
	• Interconnection Trunks	• Benchmark: <= 2%

	• EEL (New and Conversions)
	  • DS0
	  • DS1
	  • DS3 and above
		
		• DS0 service
		• DS1 service
		• DS3 and above service

Exclusions:	• CPE and IEC/CLEC caused troubles • Troubles associated with inside wire • Subsequent reports. • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Cancelled tickets • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Trouble Reports Received on the Due Date for orders other than new installations.	

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Business Rules:	• The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for Dark Fiber and UNE Subloops will be tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.
Notes:	• SBC/California will provide disaggregation by Trouble and Analysis codes and Verizon will provide disaggregation by Maintenance Disposition code as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Field work and no field work designations will be included in the raw data. (SBC/California only) • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.).

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OSS OII Performance Measurements Report Requirements

Provisioning **Measure 17**

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

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

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Measurable Standard:	**SBC/California**
	Parity for Resale is Retail (non-special services only)
	Resale:
	• Residential POTS
	• Business POTS
	
	Parity for UNE measured for the following UNEs:
	• 2/4w (8db and 5.5 db) loop
	  • UNE Sub-Loop
	  • FDT orders
	  • TBCC orders
	• 2w digital loop(ISDN capable)
	  • UNE Sub -Loop
	• 2w digital loop(xDSL capable)
	  • UNE Sub-Loop
	• High Bandwidth line sharing UNE
	• UNE Port – Mass market
	• UNE Platform -Basic port and basic loop (Res.)
	• UNE Platform -Basic port and basic loop (Bus.)
	• Special port and basic loop
	• ISDN BRI port and loop
	• LNP (Port Out)
		Retail
		• Residential POTS
		• Business POTS
		
		• Business POTS (outside plant disposition codes and central office wiring disposition codes)
		• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
		• Benchmark: 8%
		• High Bandwidth line sharing UNE provided to ASI
		• Business POTS (non-disp)
		• Retail POTS – Res. (disp/non-disp)
		• Retail POTS – Bus. (disp/non-disp)
		• Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp
		• Benchmark of no more than 1% troubles.

	Verizon • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform – POTS • LNP • Subloop	**Retail** • Retail POTS - Residence • Retail POTS - Business • B1 Dispatched Non Designed • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS • Retail POTS- Total Business & Residence, Non-Dispatched • *(Diagnostic)*

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Exclusions:	• CPE and IEC/CLEC caused troubles • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Subsequent reports • ILEC employee generated reports and message reports • Troubles associated with inside wiring. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Measure includes troubles reports received on the due date for new installations (SBC/California). • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (SBC/California only) • Results for UNE Subloops will be tracked diagnostically. • FDT and TBCC (for UNE loops) will be tracked diagnostically (SBC/California only)
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.) • Field work and no field work designations will be included in the raw data. (SBC/California only)

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OSS OII Performance Measurements Report Requirements

Provisioning **Measure 18**

Title: Completion Notice Interval

Area	***Requirement Description***
Description:	Measures the percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	**Fully Electronic:** (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 **All Other Interfaces:** (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using All Other Processes) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California:** **Fully electronic-** • Standard -95% within 1hour **All other interfaces (including fallout from Fully electronic process):** • Standard– 95% within 24 hours **Verizon:** **Fully Electronic (EDI)** • Standard - 95% within 1 hour **Electronic Batch** • Standard – 95% within 12 hours **All other interfaces** • Standard – 90% within 24 hours
Exclusions:	• Weekends and ILEC published holidays for manually handled completion notices. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	• 24-hour clock is used to measure interval for all other interfaces. • System hours will be used for fully electronic sub-measures • Verizon will report on the industry standard Completion Notice. • For Verizon, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For Verizon, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For Verizon, all other interfaces represent manual processes. • For Verizon, Electronic Batch will use the same calculation method as Fully Electronic
Notes:	• Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders). If any party identifies that the fully electronic fallout level for LEX/EDI/LASR exceeds 2.5% (at the CLEC aggregate level) for three consecutive months, SBC/California will take immediate steps to reduce the fallout level to below 2%. Thereafter, if problem still exists in any of the following three months (i.e., the 4th, 5th or 6th month), SBC/California will reinstate diagnostic tracking of Fallout Level (maximum level of fallout no greater than 2%) within 60 days.

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Ordering Measure 18A

Title: Percent Mechanized Line Loss Notifications

Area	*Requirement Description*
Description:	Percent Mechanized line loss notifications returned within X business days of the completion of work
Method of Calculation:	(Number of mechanized line loss notifications returned to the CLEC within X business day(s) of work completion/Total line loss notifications) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates (as appropriate)
Report By:	On a combined basis, all products for which line loss notifications are sent
Geographic Level:	Statewide
Measurable Standard:	**SBC/California:** **Benchmark:** Standard - 95% within one business day **Verizon:** **Benchmark:** Standard – 95% with four business days
Exclusions:	• CLEC-caused misses and delays. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Days are calculated by subtracting the date the line loss notification was made available via EDI interface (Verizon) or EDI and LEX interfaces (SBC/California) to the CLEC from the work completion date. The date that the last service order associated with the LSR is completed in the service order system is the work completion date. The calculation is based on full business days. • Where CLEC access ILEC's systems using a Service Bureau Provider, the measurement of ILEC's performance shall not include Service Bureau Provider processing, availability or response time. • For this measure, business days include Saturday. (Verizon only) • Verizon will implement this measure in the first full report month ninety

	days following the Commission order. The benchmark will be effective the seventh full report month following the Commission order.
Notes:	• Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded CLEC-misses and delays).

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Maintenance **Measure 19**

Title: Customer Trouble Report Rate

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

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Measurable Standard:	**SBC/California**
	Parity for Resale is Retail
	• Residential POTS
	• Business POTS
	• Specials
	Parity for UNE measured for the following UNEs:
	2/4w (8db and 5.5db) analog loop
	• 2w digital loop (ISDN)
	• 2w digital loop (xDSL)
	• High Bandwidth line sharing UNE
	• 4w digital loop (DS1)
	• UNE loop – DS3
	UNE loop – OC level
	• UNE Port – Mass Market
	• UNE Port – Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	OC level
	• Dark Fiber
	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3 and above
	• UNE Platform
	  • Basic port and loop (Res.)
	  • Basic port and loop (Bus.)
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
	• LNP - Port Out
	• NXX codes
		Retail
		• Residential POTS
		• Business POTS
		• Specials
		• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
		• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
		• Benchmark: 2%
		• High Bandwidth line sharing UNE provided to ASI
		• DS1(outside plant disposition codes and central office wiring disposition codes)
		• DS3 (outside plant disposition codes and central office wiring disposition codes)
		• OC level service (outside plant disposition codes and central office wiring disposition codes)
		• POTS - Business (dispatch in)
		• Specials (dispatch in)
		• DS1
		• DS3
		OC level service
		Diagnostic
		• Benchmark:2%
		• Benchmark: 5%
		• Benchmark: 5%
		• Residential POTS (non-disp, disp)
		• Business POTS (non disp.,disp)
		• Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)
		• ILEC Dedicated Trunks
		• Benchmark: .35%
		• Benchmark: 0.1%

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Measurable Standard:	**Verizon**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• Retail POTS Res and Bus Dispatched

	• UNE loop Designed
	  • DS0 and
	  • DS1 and above
		• DS0
		• DS1 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non-Dispatched and Retail Specials

	• UNE Transport
	  • DS1 and below
	  • DS3 and above
		• DS1 and below
		• DS3 and above

	• UNE Platform – POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• Benchmark: <= 2%
	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non Conditioned	• Retail Linesharing – Non- Conditioned
	• LNP	• Benchmark: No more than .35% of total trouble reports received for LNP

	• EEL
	  • DS0
	  • DS1
	  • DS3 and above
		• DS0 service
		• DS1 service
		• DS3 service

	• Dark Fiber	• (Diagnostic)
	• UNE Subloop	• (Diagnostic)
	• NXX codes	• Benchmark: 0.1%

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Exclusions:	• CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles reported as provisioning trouble reports (Verizon only). • Troubles with inside wiring. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Access line/circuit count taken from previous month • Results for UNE Subloops (by loop type) and Dark Fiber are tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Include Test okay (TOK) and Found Okay (FOK) reports.
Notes:	• Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

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OSS OII Performance Measurements Report Requirements

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	• By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California**
	Parity for Resale is Retail
	• Residential POTS
	• Business POTS
	• Specials
	
	Parity for UNEs measured the following UNEs(except as noted):
	• 2/4w (8db and 5.5db) analog loop
	  • UNE Sub-Loop
	
	• 2w digital loop (ISDN)
	UNE Sub-Loop
	
	• 2w digital loop (xDSL capable loops)
	  • UNE Sub-Loop
	
	• High Bandwidth line sharing UNE
	
	• 4w digital loop (DS1)
	  • UNE Subloop
	
	• UNE loop –DS3
	
	UNE loop – OC level
	
	• UNE Port – Mass Market
	
	UNE Port – Specials
	
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	
	• Dark Fiber
	
	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3 and above
	
	  • UNE Platform
	  • Basic port and loop (Res.)
	  • Basic port and loop (Bus.)
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	
	• Interconnection Trunks
	
	• LNP - Port Out
	
	• NXX codes
		Retail
		• Residential POTS
		• Business POTS
		• Specials
		
		• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
		
		• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
		
		• Benchmark: 20%
		
		• High Bandwidth line sharing UNE provided to ASI
		
		• DS1 (outside plant disposition codes and central office wiring disposition codes)
		
		• DS3 (outside plant disposition codes and central office wiring disposition codes)
		
		• OC level service (outside plant disposition codes and central office wiring disposition codes)
		
		• POTS - Business (dispatch in)
		
		• Specials(dispatch in)
		
		• DS1
		• DS3
		• OC level service
		
		• Diagnostic
		
		• Benchmark: 30%
		• Benchmark: 30%
		• Benchmark: 30%
		
		• Residential POTS (non-disp, disp.)
		• Business POTS (non disp., disp.)
		• Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp,disp)
		
		• ILEC Dedicated Trunks
		
		• Benchmark**:** No more than 1 missed commit per month per CLEC
		• NXX codes

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Measurable Standard:	**Verizon:**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business)
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• Retail POTS Res and Bus Dispatched

	• UNE loop Designed
	  • DS0
	  • DS1 and above
		
		  • DS0
		  • DS1 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non dispatched and Retail Specials Non-dispatched

	• UNE Transport
	  • DS1 and below
	  • DS3 and above
		
		  • DS1 and below
		  • DS3 and above

	• UNE Platform - POTS	• Retail POTS
	• UNE – Platform - Specials	• Retail Specials
	• Interconnection Trunks	• Benchmark: <= 10%
	• Line Sharing - Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non – Conditioned	• Retail Linesharing – Non-Conditioned
	• LNP	• Benchmark: No more than 1 missed commit per month per CLEC

	• EEL
	  • DS0
	  • DS1
	  • DS3 and above
		
		• DS0
		• DS1
		• DS3 and above

	• Dark Fiber	• (Diagnostic)
	• UNE Subloop	• (Diagnostic)
	• NXX codes	• NXX codes

Exclusions:	• CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • ILEC employee generated reports • customer caused misses • Troubles reported as provisioning trouble reports (Verizon only). • Troubles associated with inside wire. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules	• Results for UNE Subloops and Dark Fiber will be tracked diagnostically • Results include Test okay (TOK) and Found okay (FOK) • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Includes a miss those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.
Notes:	• SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)

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OSS OII Performance Measurements Report Requirements

Maintenance **Measure 21**

Title: Average Time to Restore

Area	***Requirement Description***
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

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Measurable Standard:	**SBC/California** **Parity for Resale is Retail** • Residential POTS • Business POTS • Specials	**Retail** • Residential POTS • Business POTS • Specials
	Parity for UNE measured for the following UNEs, except as noted: • 2/4w (8db and 5.5 db) analog loop • UNE Sub-Loop	• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN) UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL) • UNE Sub-Loop	• Benchmark: 90% within 24 hours
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Sub-Loop	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE Loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Mass Market	• POTS - Business (dispatch in)
	UNE Port – Specials	Specials (dispatch in)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	OC level
		• DS1
		• DS3
		• OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3 and above
	  •
		• Benchmark: av. 8 hours
		• Benchmark: av. 4 hours
		• Benchmark: av. 4 hours

	• UNE Platform
	  • Basic port and loop (Res.)
	  • Basic port and loop (Bus.)
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Residential POTS (non-dispdisp)
		• Business POTS (non disp., disp.)
		• Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out • NXX codes	• Benchmark: avg. 4 hours • NXX codes

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Measurable Standard:	**Verizon:**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Non-designed	• Retail POTS Res and Bus Dispatched

	• UNE loop Designed
	  • DS0
	  • DS1 and above
		• DS0
		• DS1 and above

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non-dispatched and Retail Specials Non-dispatched

	• UNE Transport
	  • DS1 and below
	  • DS3 and above
		• DS1 and below
		• DS3 and above

	• UNE Platform - POTS	• Retail POTS
	• UNE – Platform - Specials	• Retail Specials
	• Interconnection Trunks (Out Of Service)	• Benchmark: avg. 12 hrs.
	• Interconnection Trunks (Not Out Of Service)	• Benchmark: avg. 24 hrs.
	• Line Sharing -Conditioned	• Retail Linesharing Conditioned
	• Line Sharing - Non Conditioned	• Retail Linesharing Non- Conditioned
	• LNP	• Retail POTS – Total Business & Residence, Non-Dispatched

	• EEL
	  • DS0
	  • DS1
	  • DS3 and above
		• DS0
		• DS1
		• DS3 and above

	• Dark Fiber	• (Diagnostic)
	• UNE Subloop	• (Diagnostic)
	• NXX codes	• NXX codes

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Exclusions:	• CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • ILEC employee generated reports • Troubles reported as provisioning trouble reports (Verizon only). • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Trouble tickets associated with inside wire. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Results include Test okay (TOK) and Found Okay (FOK) reports. • Results for UNE Subloops and Dark Fiber will tracked diagnostically. • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops • Includes in the time interval calculation is any ILEC delay.
Notes:	• Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

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Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	***Requirement Description***
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 *Note: For non-design services only*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By POTS Residence and Business (Resale and UNE)
Geographic Level:	Statewide

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Measurable Standard:	**Parity for Resale (POTS) for SBC/California** • Residential POTS • Business POTS	**Retail** • Residential POTS • Business POTS
	Parity for UNEs (Basic) • 2/4w (8db and 5.5 db) analog loop • UNE Sub-Loop • UNE Port – Mass Market • UNE Platform – Basic Port and Loop (Res.) • UNE Platform – Basic Port and Loop (Bus.)	• POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Retail Residential POTS (non-disp/dispatch) • Retail Business POTS (non-disp/dispatch)
	Verizon: • Resale POTS- Residence • Resale POTS-Business • UNE loop Non-designed • UNE Port • UNE Platform - POTS	**Retail** • Retail POTS - Residence • Retail POTS - Business • Retail POTS Res and Bus Dispatched • Retail POTS Business Non-dispatched and Retail Specials Non-dispatched • Retail POTS

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Exclusions:	• No access • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles associated with inside wire • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Interval for tickets received Saturday and Sunday begins no later than Monday morning • Results include Test okay (TOK) and Found okay (FOK) reports. • Results for UNE Subloops will be tracked diagnostically (SBC/California only)
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports and cancelled trouble tickets.)

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OSS OII Performance Measurements Report Requirements

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

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

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Measurable Standard:	**SBC/California**	
	Parity for Resale is Retail	**Retail**
	• Residential POTS	• Residential POTS
	• Business POTS	• Business POTS
	• Specials	• Specials
	Parity for UNE measured for the following UNEs, except as noted:	
	• 2/4w (8bd and 5.5db) analog loop	• POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL)	• Benchmark: 25%
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Mass Market	• POTS - Business (dispatch in)
	UNE Port –Specials	• Specials (non-dispatch)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• DS1
		• DS3
		• OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
		• Benchmark: 25%
		• Benchmark: 25%
		• Benchmark: 25%

	• UNE Platform
	  • Basic port and loop(Res.)
	  • Basic port and loop (Bus.)
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Residential POTS (non-disp, disp)
		• Business POTS (disp)
		• Voice Grade Specials (non-disp,disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark**:** No more than 2 repeat troubles per month per CLEC
	• NXX codes	• NXX codes

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Measurable Standard:	**Verizon:**	**Retail**
	• Resale POTS- Residence	• Retail POTS – Residence
	• Resale POTS-Business	• Retail POTS – Business
	• Resale Specials	• Retail Specials
	• UNE loop Non designed	• Retail POTS Res and Bus. Dispatched

	• UNE loop Designed
	  • DS0
	  • DS1 and above
		• DS0
		• DS1 and above
		•

	• UNE loop xDSL capable	• Retail ISDN BRI
	• UNE loop IDSL capable	• Retail ISDN BRI
	• UNE Port	• Retail POTS Business Non dispatched and Retail Specials Non-dispatched

	• UNE Transport
	  • DS1 and below
	  • DS3 and above
		• DS1 and below
		• DS3 and above

	• UNE Platform – POTS	• Retail POTS
	• UNE Platform - Specials	• Retail Specials
	• Interconnection Trunks	• Benchmark: <= 4%
	• Line Sharing – Conditioned	• Retail Linesharing - Conditioned
	• Line Sharing - Non - Conditioned	• Retail Linesharing - Non-Conditioned
	• LNP	• No more than 2 repeat trouble per month per CLEC

	• EEL
	  • DS0
	  • DS1
	  • DS3 and above
		• DS0
		• DS1
		• DS3 and above

	• Dark Fiber	• (Diagnostic)
	• UNE Subloop	• (Diagnostic)
	• NXX codes	• NXX codes

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Exclusions:	• CPE and IEC/CLEC caused troubles • Troubles associated with inside wiring • Subsequent reports • Message Reports • ILEC employee generated reports • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Trouble report will not be counted as a repeat report if previous report was closed to "No Access." • For Verizon, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Results for Dark Fiber will be tracked diagnostically.
Notes:	• Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. SBC/California will provide disaggregation by Maintenance Disposition codes for POTS services and Trouble and Analysis codes for Special services as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. • Excluded data will be made available upon request through the raw data/excluded data process. (For SBC/California, excluded data include CPE and IEC/CLEC trouble reports, cancelled trouble tickets and troubles associated with inside wire.)

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Network Performance Measure 24

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	
Report By:	By total trunk groups.
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
Exclusions:	
Business Rules:	• Verizon reports provided 45 days after close of data month. • ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
Notes:	

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Network Performance Measure 25

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	• Total trunk groups • ILEC end office to CLEC end office • ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	**Verizon:** • Parity – comparison made to ILEC final trunk groups **SBC/California:** Benchmark: Standard – no more than 2% of the trunk groups at blocking of 2% or greater
Exclusions:	• Blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. • Trunks are provisioned as two-way trunks • Blocking due to CLEC putting trunks in a "make busy" state.(Verizon only) • Blocking due to CLEC putting trunks in a "make busy" state or other network problems under CLEC's control.(SBC/California only) • Instances where CLEC does not take action upon receipt of an ASR within 4 business days (or in the time frame specified in the ICA), when Call Blocking situation is identified by the ILEC. (SBC/California only) Instances where CLEC does not take action within 10 days or in the time frame specified in the ICA) upon receipt of a ASR when pre-service occupancy of 75% or greater is identified by the ILEC. (SBC/California only)

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Business Rules:	• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • Verizon reports provided 45 days after close of data month. • Applies to those trunks where the ILEC has augmentation control.
Notes:	

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Network Performance Measure 26

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	(Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for SBC/California and Verizon – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Exclusions:	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). • Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	• Includes both additions and deletions to NXX codes. • For disconnect activity with scheduled completion date on a weekend day or holiday, performance will be considered on time if the work is complete by 5pm the next business day.
Notes:	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • TRUCALL billing validation testing is not used unless maintenance trouble is reported (SBC/California only)

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Network Performance **Measure 27**

***Title*:** **MEASURE DELETED**

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

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Billing **Measure 28**

Title: Usage Timeliness

Area	***Requirement Description***
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is sent to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**SBC/California:** • Resale • UNE • Jointly provided switched access (associated with meet point billing) **Verizon** • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) • UNE Platform – Local • UNE Platform - Access • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	**SBC/California:** • Parity for Resale UNE, and Jointly provided switched access: **Verizon:** • Parity for Resale - Local, Resale - Toll and UNE • Parity for UNE Platform – Local is Resale – Local • Parity for UNE Platform – Access is IXC switched access • Benchmark for Jointly provided switched access: Standard – 95% in 6 Days

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Exclusions:	• Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. • Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • CLECs who have not established a medium for data exchange • ILEC holidays (from interval to provide usage data)
Business Rules:	• This measure assumes a daily transmission of usage to the CLEC. If a CLEC chooses other than a daily transmission, the measurement still applies based on transmission availability date/time.
Notes:	• Verizon bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

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Billing Measure 29

Title: **MEASURE DELETED**

Area	*Requirement Description*
Description:	
Method of Calculation:	
Report Period:	
Report Structure:	
Reported By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

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Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	***Requirement Description***
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.
Method of Calculation:	(Count of Invoices Transmitted by ILEC in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	• Resale • UNE • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**SBC/California and Verizon:** **Benchmark:** Standard – 99% within 10 calendar days
Exclusions:	• Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Business Rules:	• Includes only mechanized bills.

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Notes:	• Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

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Billing **Measure 31**

Title: Usage Completeness

Area	***Requirement Description***
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**SBC/California:** **Benchmark for Resale, UNE and Facilities/Interconnection** • Standard - 97% **Verizon:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard - 95%
Exclusions:	• Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. • Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Summarized charges. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	
Notes:	• For SBC/California, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. • Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

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Billing **Measure 32**

Title: Recurring Charge Completeness (Verizon only)

Area	***Requirement Description***
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	**SBC/California:** (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100 *Correct bill = next available bill **Verizon:** (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**SBC/California:** **Parity for Resale and UNE POTS** **Benchmark for Facilities/Interconnection and UNE Specials** • Standard – 90% **Verizon:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard – 90%

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Exclusions:	• Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	• The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• Verizon will compare CLEC results to a statistically valid sample of Verizon results. • SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

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Billing **Measure 33**

Title: Non-Recurring Charge Completeness (Verizon only)

Area	***Requirement Description***
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	**SBC/California:** (Count of non-recurring charges that are on the correct bill* / total count of non-recurring charges that are on the bill) x 100 *Correct bill = next available bill **Verizon**: (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**SBC/California:** **Parity for Resale and UNE POTS** **Benchmark for Facilities/Interconnection and UNE Specials** • Standard - 90% **Verizon:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection**: • Standard – 90%

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Exclusions:	• Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	• The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• SBC/California will continue to report this measure until sixty days following the implementation of Measure 35 (phase II).

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Billing **Measure 34**

Title: Bill Accuracy

Area	***Requirement Description***
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates

Report By:	• Resale
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• UNE
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• Facilities/Interconnection
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges

Geographic Level:	Statewide

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Measurable Standard:	**Parity for Resale and UNE** **Benchmark for Facilities/Interconnection and UNE Specials** Standard - 95% **Verizon:** **Benchmark for Resale and UNE:** Standard - 97% **Benchmark for Facilities/Interconnection**: • Standard - 95%

Exclusions:	• Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	
Notes:	• Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

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Provisioning **Measure 35**

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

Area	***Requirement Description***
Description:	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in 5 business days.
Method of Calculation:	Sum (Number of Billing Completion Notices Sent to CLEC within 5 Business Days after Work Completion) / (Number of Orders Completed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark:** • Standard - 96% in 5 business days
Exclusions:	• Weekends and ILEC published holidays. • Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to SBC/California, business to business communications, notice to SBC/California by the CPUC, FCC or by court decree. • Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	
Notes:	

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Billing Measure 36

Title: **MEASURE DELETED**

Area	*Requirement Description*
Description:	
Method of Calculation:	
Report Period:	
Report Structure:	
Reported By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

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Database Updates Measure 37

Title: Database Update Interval - SBC/California Only

Area	*Requirement Description*
Description:	Measures the average time to update databases. Reported for: • ***DA/Listings Database*** • ***LIDB (service order generated updates only)***
Method of Calculation:	**Parity Sub-measures (Service Order generated updates)** [(Completion Date & Time) – (Update Submission Date & Time)] / Count of Updates Completed in Reporting Period **Benchmark Sub-measures (Direct gateway updates)** [(Count of updates completed within 8 days)/ (Total Updates completed with in the Reporting Period)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**DA/Listings:** • Service Order generated updates • Direct gateway input **LIDB:** • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	**Parity for service order generated updates** **Benchmark for direct gateway input updates:** • Standard - 95% in 8 calendar Days

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Exclusions:	• Non-CLEC generated orders • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	
Notes:	• CLECs reserve the right to request additional databases be included in this measure. .

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Database Updates Measure 38

Title: Percent Database Accuracy - SBC/California Only

Area	*Requirement Description*
Description:	Measures the percentage of database updates completed without error. Reported for: • ***911 Databases*** • ***DA/Listings Database*** • ***LIDB***
Method of Calculation:	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**DA/Listings**: • Service Order generated updates **E911 Database:** • Service Order generated updates **LIDB Database** • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	**Parity for service order generated updates**
Exclusions:	CLEC caused errors
Business Rules:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Notes:	CLECs reserve the right to request additional databases be included in this measure.

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Database Updates Measure 39

Title: E911/911 MS Database Update

Area	*Requirement Description*
Description:	Measures the percentage of E911/911database updates completed within 48 hours.
Method of Calculation:	(Number of valid records updated within 48 hours / Total number of valid records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Service order generated updates (SBC/California Only) • Direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	**SBC/California** • Parity for service order generated updates **SBC/California and Verizon:** Direct gateway input • Standard - 48 hours
Exclusions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	• For service order generated updates, 48 hour interval begins when service order is completed in SORD (SBC/California) • For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
Notes:	

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Collocation Measure 40

***Title*:** **Percent On** Time to Respond to a Collocation Request

Area	*Requirement Description*
Description:	Measures the percent of CLEC collocation requests that are responded to on time by the ILEC.
Method of Calculation:	(Number of Requests Completed in X Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	All Collocation
Geographic Level:	Statewide
Measurable Standard:	**Benchmark:** • Standard -95% in 10 calendar days (Non –ICB)(SBC/California) • Standard -95% in 30 calendar days (ICB) (SBC/California) • Standard 95% within time intervals set in its tariffs (Verizon)
Exclusions:	• Rejected requests, expired requests and complete disconnects (SBC/California) • Orders cancelled by CLEC • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Business Rules:	• Includes requests that are for tariffed services. (SBC/California)
	• Includes all augment requests.
	• Includes "Denied" collocation requests. (SBC/California)
	• Includes CLEC equipment only orders. (SBC/California)
	• If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within or after the applicable standard, the clock is restarted from the revised application receipt date
	• Following are the types of changes that trigger the restarting of the 10 day clock:
	  • Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility.
	  • HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units.
	  • Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows:
	  1. Asbestos abatement on a room or floor of a building
	  2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system
	  3. Construction required to accommodate restroom access or modifications per code.
	  4. Construction or modification of building to facilitate proper emergency egress from the space per code.
	  5. Electrical wiring of space per code requirements.
	
	• For cageless collocation, if more than 10 collocation requests are submitted per region by one CLEC within 10 calendar days, the response interval for each additional 10 requests (by region) will extend by 10 calendar days. (SBC/California only)

Notes:	• Interval to begin upon receipt of valid request per published ILEC collocation guidelines. • Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say "JPSA Affecting Tariff Change."

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Collocation Measure 41

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	(# of Collocation Arrangements Completed in "X" Interval) / (Total Number of Collocation Arrangements Completed During the Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	All Collocation • New (All) • Augment (All)
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for SBC/California:** • New - 95% compliance within time intervals set in its tariffs • Augmentation - 95% within time intervals set in its tariffs. **Benchmark for Verizon:** • New - 90% compliance within time intervals set in its tariffs • Augmentation - 95% within time intervals set in its tariffs

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Exclusions:	• Orders cancelled by CLEC. • CLEC requested due dates greater than the standard interval. • Collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders. (SBC/California) • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Business Rules:	• Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. • Includes partial decommissions for SBC/California activities only. (SBC/California) • The request is complete when the ILEC sends a notice, in a form agreed upon by both parties, along with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy. • For cageless collocation, if more than 10 collocation arrangements are requested per region by one CLEC within 10 calendar days, the construction interval for each additional 10 requests (by region) will extend by 10 calendar days.(SBC/California only) • A change in a collocation request shall not trigger a restarting of the clock on the collocation interval. If, however, a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation under Measure 41. (SBC/California only). • When an extended interval has been mutually negotiated via the Shortfall Process, the extended interval will be tracked. If the extended interval is met, the order commitment will be counted as met. If the extended interval is missed, the order commitment will be counted as missed. (SBC/California only).
Notes:	• Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes effecting the intervals in this measure. The subject line of the notice must say "JPSA Affecting Tariff Change." .

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OSS OII Performance Measurements Report Requirements

Interfaces Measure 42

Title: Percentage of Time Interface is Available

Area	*Requirement Description*
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	[(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)] / Scheduled System Available Hours) x 100
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies), ILEC Affiliate
Reported By:	• By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance) • By query type for Pre-Order interfaces (SBC/California only)
Geographic Level:	Statewide

Measurable Standard:	**SBC/California:**
	
	Benchmark:
	• Pre-order Interfaces/by query type:
	  • Standard – 99.0%
	• All other interfaces
	  • Standard – 99.50%
	
	Verizon:
	Benchmark for (all interfaces):
	  • Standard –99.50%

Exclusions:	

Business Rules:	• Outage hours are obtained from outage reports
	• Any change requests for extended availability during the reporting period are added to the scheduled hours.
	• For pre-order interfaces, SBC/California will report by query type as follows:
	  • On an individual basis for CSI, Address Validation and TN function queries.
	  • On a combined basis for Loop Qual, Due Date, Dispatch, CFA, PIC/LPIC, CLLI and NC/NCI queries.

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Notes:	• Verizon captures data on a nationwide basis and reports national results at a state level. • ILECs will agree to document any calculation of partial availability.

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OSS OII Performance Measurements Report Requirements

Interfaces Measure 43

Title: **MEASURE DELETED**

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

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OSS OII Performance Measurements Report Requirements

Interfaces Measure 44

Title: Center Responsiveness

Area	*Requirement Description*
Description:	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center)
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by ILEC (if analog applies)
Report By:	• ILEC Ordering Center • ILEC Repair Center • ILEC Provisioning Center (SBC/California) • ILEC OSS Service Center (SBC/California)
Geographic Level:	Statewide
Measurable Standard:	**Repair Centers:** **Parity - SBC/California** **Benchmark – Verizon** • Standard – average 20 seconds **Benchmark for SBC/California and Verizon(Ordering Centers)** Standard – average 15 seconds (SBC/California) Standard – average 17 seconds (Verizon) **Benchmark for SBC/California Provisioning Center** Standard - average of 90 seconds **Benchmark for SBC/California OSS Service Center (MCPSC)** Standard – 120 seconds
Exclusions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Business Rules:	

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Notes:	• Measured by individual queue, if applicable, in each ILEC center. • Verizon captures data on a nationwide basis and reports national results at a state level. • Verizon reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services

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OSS OII Performance Measurements Report Requirements

Measure 45

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

Area	*Requirement Description*
Description:	This metric measures the percent of Change Management Notices and associated documentation sent before implementation according to prescribed timeliness standards within prescribed timeframes. Notices include notifications and confirmations. Documentation is not considered available until all material changes are made.
Method of Calculation:	(Number of compliant change management notices sent within the appropriate interval in the reporting period ÷ total number of change management notices sent during the reporting period) x 100
Report Period:	Monthly
Report Structure:	
Reported By:	CLECs in the aggregate

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Geographic Level:	Statewide
Measurable Standard:	**Benchmark: 90% compliant notices sent on time.** **Timeliness Standards:** Change type **Change Notification**: Interval between notification and implementation **Change Confirmation**: Final Documentation Availability before implementation[6] Type 5 – CLEC originated ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications >= 45 calendar days Type 4 – Verizon originated ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications >= 45 calendar days Type 3 – Industry Standard ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications >= 45 calendar days
Exclusions:	• Regulatory mandates as described in the CMP documentation • Emergency fixes • CLEC initiated changes to Final Requirements (excluding changes requested • due to a mistake by ILEC identified by the CLEC) • ILEC-initiated enhancements/changes to requirements for which it requests that this Performance Measurement does not apply and CLECs agree • Enhancements/changes that do not eliminate existing functionality or require material CLEC software or process changes. • Changes to Error Messages and changes to codes used within interface fields
Business Rules:	The Timelines standards for the sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. Verizon will comply with applicable Change Management Processes and Procedures.
Notes:	Results reported are for Verizon West (fGTE).

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OSS OII Performance Measurements Report Requirements

Measure 45

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

Area	*Requirement Description*
Description:	The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), as made effective July 14, 2000) for EDI/LSR ordering, and EDI, CORBA, DataGate, Pre-ordering interfaces This measure also includes WEB LEX, Enhanced Verigate, Trouble Administration, EBTA-GUI, EASE and SORD as applicable. Timely and complete documentation provided to the CLECs for requirements associated with releases will be part of this measurement.
Method of Calculation:	Percent of compliant change management notices providing the appropriate interval = [(Number of compliant change management notices providing the appropriate interval within the twelve month tracking period) ÷ (Total number of change management notices sent during the twelve month tracking period)] x 100
Report Period:	Every twelve months
Report Structure:	CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 90% compliant notices sent on time Reporting will begin for this measure in the first full month after the Commission approves this measure. Tracking will be for a twelve-month period. Any incentives that may be payable will be due on the 20th of the month following the twelve-month tracking period.
Exclusions:	• Regulatory mandates as described in the CMP documentation • Emergency fixes • Changes /error corrections made after the Final Requirements are issued but prior to the 45-day interval preceding release implementation • CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by SBC/California identified by the CLEC) • SBC/California-initiated enhancements/changes to Requirements for which it requests that this Performance Measurement does not apply and CLECs agree • Clarification-only Final Requirement letters (clarifications may include, but are not limited to, changing data characteristics, fields, business rules, mapping, or other changes affecting CLEC coding).

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

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REPORTING PROCESS

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

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

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

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior months' raw data within one business day. Raw data requests for previous months will be provided in a negotiated interval. Verizon will provide the requested data within 30 days.

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AUDITING

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

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

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

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

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

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

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

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the

commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

In the case of Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of Verizon's national systems, processes and procedures shall be determine on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all Verizon states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by Verizon and the CLECs as set forth in the paragraph above.

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

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

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

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be "materially" misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is "materially" at

fault will be based on the parameters of failure to perform: "materially" at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

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

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

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

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

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REVIEW PROCEDURES

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

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

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CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

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

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DEFINITION OF TERMS

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

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

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DEFINITION OF TERMS

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

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Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

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DEFINITION OF TERMS

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

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DEFINITION OF TERMS

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

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CALIFORNIA OSS OII - PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

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

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CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

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

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MISSED APPOINTMENT CODES – SBC/CALIFORNIA
MAC – COMPANY REASONS

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

COMPANY WORK LOAD

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

EQUIPMENT SUPPLY

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

COMPANY FACILITIES

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

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MISSED APPOINTMENT CODES – SBC/CALIFORNIA MAC – CUSTOMER REASONS

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

CUSTOMER REQUESTS LATER DUE DATES

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

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ALL OTHER CUSTOMER REASONS

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

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JEOPARDY
MISSED APPOINTMENT CODES -VERIZON

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

Verizon has adopted standard OBF jeopardy codes, listed above.

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DISPOSITION CODES

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

CAUSE CODES

	SBC/CALIFORNIA
1	TELCO EMPLOYEE
2	NON-EMPLOYEE
3	PLANT OR EQUIPMENT
4	WEATHER
5	OTHER
6	UNKNOWN

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IMPLEMENTATION SCHEDULES (to be provided March 3, 2003)

(END OF APPENDIX I, Attachment B)