

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

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

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

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

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

APPENDIX B

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

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

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

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

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

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

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

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

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

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

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

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

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

(END OF APPENDIX B)