Decision **DRAFT DECISION OF ALJ WALWYN (Mailed 4/24/01)**

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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

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O P I N I O N

Summary

Today we adopt revisions to the comprehensive framework for Operations Support Systems (OSS) performance measurements and standards that we adopted over a year ago in Decision (D.) 99-08-020.[1] These OSS measurements and standards are critical to ensuring that California's consumers have choices in local exchange telephone companies. OSS performance measurements and standards allow the Commission, the industry, and consumer advocates to measure and analyze the performance of Pacific and Verizon in providing their competitors nondiscriminatory access to their mechanized operating systems which store customer records and dispatch and monitor all network operations.

The revisions that we adopt today were proposed by Pacific, Verizon, and several of their major competitors (known as competitive local exchange carriers (CLECs)) after a comprehensive review of the OSS measurements, submeasurements, standards, and rules that we adopted last year in D.99-08-020. This group, collectively the Settling Parties, undertook the initial review of which OSS performance measurements and standards should be modified.[2] These are the companies providing or using OSS on a daily basis and therefore they have

[1] OSS are the manual and electronic systems by which competitive exchange carriers and the incumbent carriers, like Pacific Bell Telephone Company (Pacific) and Verizon California Inc. (Verizon, f/k/a GTE California, Inc.), exchange information regarding a number of logistical, technical, and administrative matters, including, but not limited to, billing, ordering, transfer of service, and new accounts.

[2] The Settling Parties are AT&T Communications of California, Inc. (AT&T), WorldCom, Inc. (WorldCom), Electric Lightwave, Inc. (ELI), ICG Access Services, Inc., Sprint Communications Company, L.P. (Sprint), Covad Communications Co. (Covad), Nextlink, Time Warner Telecom of California (TWTC), Pacific and Verizon.

the greatest knowledge and experience with Pacific's and Verizon's operating problems and capabilities. In addition to adopting major revisions to our OSS performance measurements and standards, we also adopt timetables for implementing the modifications and set a firm date to begin our 2001 review.

This decision does not address performance incentives for access to OSS subfunctions. On January 18, 2001, the Commission issued interim opinion D.01-01-037 in the incentive phase of this proceeding, which will establish remedies to ensure our OSS performance standards are met.

Although the parties agreed to significant modifications in the Joint Partial Settlement Agreement (JPSA) we adopt today, several issues regarding OSS performance measurements and standards remain in dispute. The Commission will address these issues in a later decision.

I. Procedural Background

On October 9, 1997, the Commission initiated this rulemaking proceeding as a procedural vehicle to accomplish the following three goals:

a. to determine reasonable standards of performance for Pacific and Verizon in their OSS;

b. to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS; and

c. to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown.

In 1997, when the Commission initiated this proceeding, it recognized that it lacked the standards that it would need to evaluate Pacific's and Verizon's compliance with the requirements of the Telecommunications Act of 1996 (TA 96) and the Federal Communications Commission's (FCC) rules implementing TA 96. TA 96 requires incumbent local exchange carriers (ILECs)

to provide competitors nondiscriminatory access to their operations support systems (OSS).[3]

The Commission also noted that this proceeding will prove critical to the Commission's ability to make an informed review of Pacific's OSS system under the § 271 application process of TA 96.[4] In August 1997, the FCC ruled that, with regard to those OSS subfunctions with retail analogs, a BOC must offer OSS subfunctions to CLECs that are on par with their own; they "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."[5]

A "retail analog" exists when a BOC offers a retail service comparable to the one offered by a CLEC. When the BOC offers no comparable retail service, no retail analog exists. For those OSS sub-functions without retail analogs, a BOC must offer access sufficient to allow an efficient competitor "a meaningful

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[3] See *In the Matter of Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, First Report and Order* (LCO), 12 FCC Rcd 15766, Paragraphs 516, 523.

[4] Regulators at the federal and state levels often allude to the "§ 271 process" and "§ 271 applications." They are referring to the statutory requirements under § 271 of the 1996 Telecommunications Act, which require Bell Operating Companies (BOCs) to open their local service markets to competition before being allowed to provide long distance services to their customers.

[5] See *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA service in Michigan, Memorandum Opinion and Order*, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Opinion).

opportunity to compete."[6] The task of measuring progress towards these goals falls largely on state commissions.

On August 5, 1999 in D.99-08-020, the Commission adopted a comprehensive framework for OSS performance measurements and standards. In large part, the framework was the result of collaborative work among Pacific, Verizon, CLECs, and our Telecommunications Division staff. The Commission also adopted the parties' recommendation that the measurements and standards be reviewed and refined after six months. The "Joint Partial Settlement Agreement" (JPSA), the terms of which the Commission adopts today, grew out of this review process.

On March 24, 2000, pursuant to Rule 51.1(b) of the Commission's "Rules of Practice and Procedure," Pacific gave written notice to all parties of this proceeding that it would convene a settlement conference regarding the review of OSS performance measurements and standards. Following the initial settlement conference, interested parties met frequently over a six-month period to discuss revisions to the forty-four OSS measurements, and the many submeasures, standards, and business rules contained in the existing JPSA.

On July 18, 2000, the Settling Parties filed a "Joint Motion for Adoption of Partial Settlement Agreement Pursuant to Article 13.5 of the Commission's Rules of Practice and Procedure. On July 31, 2000, Verizon and Pacific filed separate motions in which they argued the merits of their positions on the "open" issues that remained among the Settling Parties. The CLEC members of the Settling

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

Parties also filed a joint motion arguing that the Commission should adopt their collective positions regarding the open issues.

On July 31, 2000, NorthPoint Communications, Inc. (NorthPoint) and Rhythm Links, Inc. (Rhythms), neither of which joined the Settling Parties in the JPSA, filed comments on the settlement, the review process, and their position on open issues. In addition to presenting their position on open issues in these comments, NorthPoint and Rhythms argue that the review process is too long and burdensome for smaller competitors, particularly the data CLECs (DLECs); they recommend the Commission limit future reviews to one month.

On August 8, 2000, parties filed replies to the motions and comments. NorthPoint and Rhythms elected to forgo a reply brief and, instead, joined the CLECs in their reply brief. However, NorthPoint and Rhythms did not withdraw their proposal that the Commission limit the review process to a one month period and, therefore, did not join the CLECs' reply on that issue.

On August 17, 2000, the Office of Ratepayer Advocates (ORA) filed, pursuant to Rule 51.4 of the Commission's Rules of Practice and Procedure, comments in opposition to portions of the JPSA, recommending that proposed benchmarks for 16 measurements be established as parity measures before the Commission adopts the proposed settlement. In addition, ORA raised its concerns regarding the timeliness of its receipt of data.

On September 15, 2000, ORA filed a motion to withdraw its August 17th comments in exchange for the Settling Parties agreeing to give consideration to its concerns in the review. The Settling Parties filed a copy of the Memorandum of Understanding (MOU) that memorializes their agreement with ORA on September 20, 2000.

In addition, on November 6, 2000, the Settling Parties filed by motion a revised JPSA that expanded their July JPSA by adding aproximately 60 additional agreements. Finally, on February 13, 2001, Verizon, and three participating CLECs[7] filed a joint motion for approval of changes to Measurement 9. Verizon and the CLECs assert that their agreement resolves the disputed issue concerning Measurement 9.

II. The Revised Joint Partial Settlement Agreement

In their motion, the Settling Parties state that the JPSA represents their best efforts to ensure that OSS performance measurements and standards reflect the requirements of the real world. Towards this end, the Settling Parties have amended language, added two new measurements, deleted one measurement, included additional services and service levels, modified standards, clarified language, and agreed to meet and review OSS performance measurements again in March 2001. The Settling Parties have also proposed a timetable for implementing the changes entailed by adopting the JPSA.

In the JPSA, where the Settling Parties agreed about a proposed modification, the parties changed or added language to the standards we adopted in D.99-08-020. Where the parties disagreed about a proposed modification, they left the original language intact and recorded the proposed modification in an "open issues" document. The Settling Parties have also agreed to an implementation schedule for the JPSA, which they included under Section VIII of the JPSA. The November 6th proposed JPSA is attached at Appendix C.

[7] AT&T, WorldCom, and TWTC.

To facilitate our review of the JPSA, we summarize the purpose of each OSS performance measurement, identify the proposed modifications contained in the JPSA, and specify the disputed issues, referred to by the Settling Parties as "open issues." We provide this discussion in a separate appendix, Appendix B. We do this due to the length and technical nature of the summary.

III. Comments on the JPSA

The Settling Parties submit that the JPSA is reasonable in light of the whole record of competition in the California local exchange market, is consistent with the stated objectives of the Commission in this proceeding, and meets the Commission's public interest test for the approval of settlements. They assert that the measurements and standards of the JPSA are consistent with applicable law because they provide regulators with objective terms with which to measure the compliance of ILECs with TA 96. Furthermore, the JPSA, the Settling Parties observe, strikes a "reasonable compromise" between evaluating the ILECs' delivery of OSS and the administrative burdens of monitoring the ILECs' performance.

The Settling Parties also assert that the JPSA is in the public interest because many of the carriers that would be most directly affected by the standards by which Pacific and Verizon's OSS are provisioned have consented to its adoption. Because the CLECs who joined the Settling Parties will provide many local service options to California consumers, their concurrence in the JPSA, the Settling Parties collectively argue, makes the public's interest in the JPSA even greater.

NorthPoint and Rhythms participated in the February 2000 OSS performance measurement review but did not join the Settling Parties in signing the JPSA. On July 31, 2000, NorthPoint and Rhythms filed comments on the

review process, on open issues, and on the proposed JPSA. On August 8, 2000, NorthPoint and Rhythms joined the CLEC members of the Settling Parties in filing a response to Pacific and Verizon on the open issues. Their positions on the open issues are reflected in Appendix B. We discuss here their comments on the review process and adoption of the JPSA.

In their comments on the review process, NorthPoint and Rhythms state that only a very small group of CLECs were able to participate throughout the entire review process and, therefore, the proposed JPSA does not adequately represent the entire CLEC industry, especially the data CLECs' (DLECs)[8] interests. NorthPoint participated in the review process for approximately five weeks beginning in late May, and stated that during this period there were three day-long meetings at Pacific's offices in addition to three or more several-hour conference calls each week. During these meetings there were approximately 3-5 CLECs participating regularly and another 1 or 2 CLECs participating occasionally. NorthPoint decided not to sign the proposed JPSA because it was "unable to dedicate the resources needed to adequately address . . .[its]. . .concerns through this process without leaving an expansive list of open issues for the Commission to decide."

NorthPoint and Rhythms assert that most small and mid-sized CLECs do not possess the resources to effectively participate in an "almost 6 month non-stop process for reviewing these measures." They recommend that the

[8] DLECs are those who only transport data traffic and do not transport voice communications.

Commission impose a review process that lasts no longer than one month in order to encourage broader CLEC participation.

While NorthPoint and Rhythms request the Commission change the review period proposed in the JPSA, they do not object to the Commission adopting all other portions of the JPSA. In their comments, they recognize the JPSA before us here is an improvement over the agreement we adopted in D.99-08-020, stating "the efforts of the CLECs that did participate throughout the entire process led to many improvements in the proposed JPSA."

On August 17, 2000, ORA filed comments pursuant to Rule 51.4 of the Commission's Rules of Practice and Procedure. In its comments, ORA objects to adoption of the JPSA because it relies on benchmarks rather than parity standards and because performance measurement data is not readily available to ORA. However, on September 15, 2000, after negotiating with the Settling Parties, ORA withdrew its Comments. In consideration for this, the Settling Parties agreed to undertake the following with respect to OSS performance measures:

- To include the Office of Ratepayer Advocates (ORA) staff in discussions about the functionality of the OSS performance measures website and the configuration of the performance data on the website, and
- In the context of the March 2001 annual review of OSS performance measures, to consider amending the standards of at least five performance measures, which are currently benchmark standards, to either a party standard or standard based upon historical data.

IV. The Revised JPSA is Reasonable, Consistent with the Law, and in the Public Interest

A. Summary

Rule 51.1 of the Commission's "Compiled Rules of Practice and Procedure" governs the proposal of settlements. Rule 51.1(e) requires that a

settlement be "reasonable in light of the whole record, consistent with law, and in the public interest" before it is approved. Based on the discussion here, we find that the JPSA is reasonable in light of the whole record, consistent with law, and in the public interest. Therefore, we will adopt the agreement.

B. Discussion

The JPSA is the result of lengthy negotiations among Pacific, Verizon, and several CLECs. The Settling Parties reviewed all of the measurements and standards that were adopted by the Commission in D.99-08-020. They also reviewed those issues that the Commission specifically required parties to re-negotiate in the August 1999 decision.

The "open issues" on which the Settling Parties cannot agree have been discussed extensively in the motions and replies submitted by the parties. Because some of the open issues involve further modifications to the measurements and standards that we adopted in D.99-08-020, the JPSA should be received as a partial statement of OSS performance standards and measurements. We have indicated in Appendix B which elements are subject to revision, pending our resolution of the open issues.

As a threshold matter, the Settling Parties seek to limit the application of the JPSA. "By seeking approval of the JPSA, the Settling Parties make no representation that the JPSA constitutes a definitive or a conclusive standard for Pacific's or GTE's compliance with the Telecommunications Act of 1996." Furthermore, AT&T reserves its rights to argue that "parity, not benchmarks, are the appropriate performance measures under applicable law." Still further, by agreeing to the terms of the JPSA, Pacific and Verizon make no commitments or admissions regarding the "propriety or reasonableness of establishing performance remedies."

The limitation the Settling Parties place on the JPSA are consistent with the evolving process the Commission is using to develop and implement OSS performance measurements. The JPSA before us today is more comprehensive than the JPSA we approved in D.99-08-020. As the Settling Parties observe, the JPSA "embodies the best efforts of the CLECs, Pacific, and GTE to modify, as necessary or appropriate, the performance measurements approved by the Commission in D.99-08-020." We will be refining the measurements when we decide the open issues and the Settling Parties themselves propose reviewing the measurements again in March 2001. Therefore, we find it reasonable to conclude that by approving the JPSA we are not concluding that it represents a definitive or conclusive standard for Pacific's or Verizon's compliance with TA 96.

The Settling Parties have submitted a document clearly outlining the specific elements of their proposed changes along with the rationale for their modifications to the measurements, standards, and business rules we adopted in D.99-08-020. While we adopt the revised JPSA based on our own independent analysis, we note that the JPSA represents the consensus among fiercely competitive parties that normally agree on very little.

We find that the JPSA is a proposal that provides a comprehensive update to the OSS performance measurements and standards we adopted in D.99-08-020. The JPSA adds new services, service levels, and products, includes two new measurements, deletes one service measurement because a quicker alternative is available, and clarifies existing business rules. The proposal reflects the experience that industry participants have gained since our earlier proceeding and provides substantial progress toward fully achieving our goal to provide competitors nondiscriminatory access to Pacific's and Verizon's OSS. The JPSA articulates in a detailed manner the very categories by which the

Commission, the industry, and consumer advocates can measure, analyze, and review the success of Pacific and Verizon in providing nondiscriminatory access to OSS.

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

The JPSA is consistent with applicable law because it offers a system of objective terms by which the Commission can measure, discuss, and analyze the success of Pacific and Verizon in meeting their legal duties under TA 96 and the FCC rules implementing the 1996 Act. The measurements and standards contained in the JPSA will greatly assist the Commission in making legal and factual judgments about OSS subfunctions both when we review any current or future Section 271 applications by Pacific and also when we review facts in connection with OSS performance incentives.

NorthPoint and Rhythms request the Commission change the review procedures contained in Section VI of the JPSA. In Section VI, the Settling Parties agree to reconvene on or around March 1, 2001 to review the effectiveness of and

modifications to the performance measurements approved by the Commission in this proceeding. The parties agree to conclude this review within 90 days of its commencement and to submit their revisions to the Commission, together with any disputed issues, within the 90-day review period. NorthPoint and Rhythms request we shorten this review period to 30 days in order to ensure that smaller CLECs can fully participate in the process.

The Settling Parties spent six months in reviewing and negotiating the proposed JPSA. Their agreement to limit the review period in 2001 appears to be an accommodation to NorthPoint's and Rhythm's concern. We have found it very beneficial for the parties to spend considerable time and effort identifying and discussing the very detailed and technically complex OSS issues involved in setting OSS performance measurements and standards. Without the parties doing this work, the Commission would not have the comprehensive OSS measurements and standards it has today. Both NorthPoint and Rhythms were able to participate in portions of this review process and other DLECs can also identify specific areas of interest and participate in those areas of review. We find the JPSA's three-month review period to be reasonable and, therefore, adopt it.

A final issue that the Settling Parties bring before us in the JPSA is their objection to the inclusion of Commission ordered language in the actual settlement document. In D.99-08-020, the Commission decided the disputed issues before it and inserted our requirements directly into the proposed JPSA format, making Appendix B of the decision a complete list of all adopted OSS measurements, standards, auditing, reporting, implementation, and review procedures. In the proposed JPSA before us today, the Settling Parties have deleted the Commission-added language from the statement of OSS measurements and standards because they believe inclusion in the proposed

JPSA of this language creates an invalid impression that the parties themselves have reached an agreement on these measurements.

The Settling Parties "expressly agree" that any language added by the Commission in its D.99-08-020 decision which obligates Pacific or Verizon "to provide certain types of OSS access or to perform certain auditing or reporting requirements remains enforceable as part of that decision and is not rendered unenforceable as a result of having been removed by the parties." Nevertheless, the Settling Parties request that, in the future, the Commission avoid adding such language to the JPSA. The Settling Parties propose that the Commission include such language with the ordering paragraphs of the decision by which the Commission adopts the JPSA.

We should accommodate the Settling Parties request to not include our modifications directly in their signed settlement document. However, we do not agree with the Settling Parties that the Commission's modifications should only be contained in the ordering paragraphs of its decisions. We find it beneficial to have all OSS performance measurements and standards available in one place for ease of reference and to ensure the public and all interested parties are fully informed.

Therefore, we should include at Appendix C a separate listing of the Commission modifications in D.99-08-020 together with the JPSA we adopt today. The Settling Parties have facilitated this process by placing the Commission's D.99-08-020 adopted language at the front of their revised JPSA. This addition is clearly identified as the work of the Commission. This supplement and the revised JPSA, together, will serve as a single statement of our adopted OSS performance measurements and standards.

C. Next Steps

The Commission will schedule a prehearing conference to begin the 2001-review process by separate ruling. This review process should go forward in a timely manner even if the Commission has not fully resolved all open issues.

V. Comments on Draft Decision

The draft decision of Administrative Law Judge Walwyn in this matter was mailed to the parties in accordance with Section 311(g)(1) of the Pub. Util. Code and Rule 77.7 of the Rules of Practice and Procedure. Comments were filed on _____, and reply comments were filed on _____.

Findings of Fact

1. On August 5, 1999, the Commission adopted a comprehensive framework for OSS performance measurements and standards, which was largely the result of collaborative work among Pacific, Verizon, CLECs, and our Telecommunications staff.

2. On July 18, 2000, several California CLECs and ILECs, the Settling Parties, filed a "Joint Motion for Adoption of Partial Settlement Agreement Pursuant to Article 13.5 of the Commission's Rules of Practice and Procedure." The Settling Parties later added further agreements to the JPSA and submitted the revisions to the Commission by motions on November 6, 2000 and February 13, 2001.

3. Several proposals to make additional modifications to the JPSA remain in dispute among the Settling Parties, NorthPoint, and Rhythms.

4. On August 17, 2000, ORA filed, pursuant to Rule 51.4 of the Commission's Rules of Practice and Procedure, comments opposing portions of the revised JPSA.

5. On September 20, 2000, the Settling Parties filed "Response of Settling Parties to the Office of Ratepayer Advocates' Motion to Withdraw Comment:

Confirmation of Resolution of Issues." ORA and the Settling Parties have entered into an MOU in which the Settling Parties agree to address some of ORA's comments in the 2001 review of OSS performance measurements and standards.

6. The revised JPSA articulates in a detailed manner the very categories by which the Commission, the industry, and consumer advocates can measure, analyze, and review the success of Pacific and Verizon in providing nondiscriminatory access to OSS.

7. The revised JPSA adds new services, service levels, and products, includes two new measurements, deletes one service measurement because a quicker alternative is available, and clarifies existing business rules.

8. The OSS performance measurements and standards set forth in the revised JPSA provide a critical framework within which the Commission can assess the ILECs' compliance with the Telecommunications Act of 1996, and their delivery of nondiscriminatory OSS services. The OSS performance and standards outlined in the revised JPSA will also prove critical in the 271 application process for Pacific.

Conclusions of Law

1. The revised JPSA is a proposal that provides a comprehensive update to the OSS performance measurements and standards we adopted in Decision (D.) 99-08-020.

2. The revised JPSA reflects the experience that industry participants have gained since we issued D.99-08-020.

3. The revised JPSA's proposal of a three-month initial review process among interested parties is reasonable.

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

5. The issues remaining in dispute, the open issues, are identified at Appendix B and should be addressed in a later Commission decision.

6. The Memorandum of Understanding between ORA and the Settling Parties should be addressed by the Settling Parties in the 2001 review of OSS performance measurements and standards.

7. The language which the Commission adopted as revisions to the JPSA in D.99-08-020, together with the November 6, 2000 revised JPSA and the February 13, 2001 Verizon and participating CLECs Measurement 9 agreement, constitute our adopted framework for OSS performance measurements and standards in California. The revised JPSA should be considered a partial statement of OSS performance measurements and standards since disputed issues remain such that the resolution of those issues, identified at Appendix B, place portions of the revised JPSA subject to amendment.

O R D E R

IT IS ORDERED that:

1. We adopt the revised JPSA at Appendix C.

2. The open issues identified by parties, and summarized in Appendix B, shall be addressed in a future decision.

3. The schedule for the 2001 Operations Support Systems performance measurements review shall be set by separate ruling.

This order is effective today.

Dated _____, at San Francisco, California.

APPENDIX A

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(END OF APPENDIX A)

APPENDIX B

APPENDIX B - SUMMARY OF CHANGES TO OSS PERFORMANCE MEASUREMENTS CONTAINED IN THE NOVEMBER 6, 2000 JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) AND DISPUTED ISSUES REMAINING FOR COMMISSION RESOLUTION

A. Pre-Ordering Measurements.

Measure 1: Average Response Time (to Pre-Order Queries).

This measurement calculates the average time that it takes Pacific/Verizon to respond to pre-order queries. CLECs submit pre-order queries to Pacific/Verizon to determine the availability of services requested by the customer, to verify customer information (including which services the customer is currently receiving) to request a due date for a service appointment, etc. The measurement requires separate reporting based on the type of information requested. The time it takes for the CLEC to obtain a response to these queries, often while the customer is on the line, has an important effect on how the customer perceives the CLEC's capabilities.

The Settling Parties propose modifying the description of this measurement to include language regarding the inclusion of loop qualifications. They offer a new formula for calculating this measurement which reflects their agreement on measurable standards. The Settling Parties propose amending the measurable standard regarding standards for mechanized operations. The Settling Parties propose that the customer service request standard for Verizon be modified. They also propose that the measurable standard for Verizon's fully electronic data interface (EDI/COBRA) be determined at a future date, and also propose eliminating the standard for Verizon's Reject/Failed Inquiries.

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The Settling Parties also propose that Pacific's loop qualification standard be modified to reflect their agreement. The Settling Parties also request the addition of language to the "business rules" that will describe the measured interval for Pacific and Verizon, and that will explain that requests for greater than 50 working telephone numbers are excluded for Pacific. In addition, they ask for the addition of language that specifies which interfaces are measured.

The Settling Parties propose adding language to explain that fully electronic processes are measured against system hours, and manual processes are measured against business hours.

The Settling Parties also propose the deletion of language regarding the audit and information submission obligations already met by Pacific and Verizon. The Settling Parties request the deletion of language regarding Verizon's obligation to implement electronic pre-order processes, on the basis that such language defines the duties and rights of parties and, therefore, should not be part of the JPSA. The Settling Parties also ask the Commission to add language that clarifies that Verizon does not support manual engineering query for loop qualifications.

Finally, the Settling Parties propose adding language stating that Service Bureau Provider processing, availability, and response time is not counted against Pacific.

The Settling Parties disagree over a proposal to include "facility availability" information in response to a pre-ordering query, a proposal to measure all loop qualifications queries at parity, a proposal to limit the number of customer service records that can be requested in a single customer service

record request, and a proposal to change customer service request measurements for Verizon. The Settling Parties have submitted these disputes for resolution by the Commission. Covad submitted and has since withdrawn a proposal to evaluate Verizon's "Held" and "Denied" sub-measures at parity.

Measurement 2: Average FOC/LSC Notice Interval.

When a CLEC submits an order for local telephone services to the ILECs, Pacific/Verizon respond with a Firm Order Confirmation (FOC) or Local Service Notice (LSC). The FOC/LSC document commits to a due date for service initiation. Measurement 2 captures the time it takes for an ILEC to return a "firm order confirmation" (FOC) or "local service confirmation" (LSC) once it receives a *valid* service request from a CLEC.

The Settling Parties propose examining response times for "valid" service requests alone -- in other words, those service requests that have been properly prepared. The Settling Parties also request adding language to the "reported by" section to reflect Verizon's agreement to report Standalone DSR's as a separate service group type. The Settling Parties propose adding language to the "measurable standard" section to reflect their agreement on the treatment of projects. The Settling Parties also propose adding language to the measurable standard that reflects that "Interconnection Trunk Requests – Held and Denied" will be measured at parity.

The Settling Parties also propose adding levels of reporting disaggregation for Pacific (i.e. unbundled network element (UNE) Loop – DS3, UNE Loop – OC Level, UNE Dedication Transport – Optical Carrier (OC) Level, Enhanced Extended Links (EEL) – OC Level). They also propose making the

measurable standards for Verizon's EEL, Subloop, and Dark Fiber service group types diagnostic.

In addition, The Settling Parties propose making Verizon's measurable standard for "Held and Denied – Interconnection Trunk Requests" a benchmark of 13 days. The Settling Parties request modifying the business rules to reflect their agreement that delays caused by customers are excluded and that loop qualification time for certain products be excluded. They also propose adding "Dark Fiber" to the list of products for which pre-qualification time will be excluded.

The Settling Parties also propose adding language (a) to explain that fully electronic processes should be tracked against system hours; (b) to exclude customer caused delays from the measurement; and (c) to reflect their agreement that days measured will be business days. They also propose adding language to reflect their agreement that the ILEC will perform pre-qualification if pre-qualification has not been completed prior to the submission of the service request by the CLEC. The Settling Parties also seek to delete language regarding projects and interim benchmarks and diagnostic reporting. They also seek to add language that reflects that the Service Bureau Provider processing, availability and response time is not counted against Pacific.

The Settling Parties continue to disagree about proposed new benchmark standards for Verizon's FCOs/LSCs, and submit this dispute for resolution by the Commission. They also submit for resolution a dispute over a proposal that Verizon's "Held" and "Denied" sub-measures be set as parity standards.

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Measurement 3: Average Reject Notice Interval.

When a CLEC submits a service request for local telephone services to an ILEC, Pacific/Verizon respond either with an FCO, the subject of Measurement 2, or a notice rejecting the request for service. Measurement 3 reflects the average interval from receipt of a service request to issuance of a rejection notice.

The Settling Parties propose modifying the method of calculating the measurement so that the measurement will reflect certain differences between mechanized and manual rejections. The Settling Parties also seek to update the scope of the measurement by including the high bandwidth line-sharing UNE and standalone directory listings.

Other modifications proposed by the Settling Parties pertain only to Pacific. These include adding language (a) to reflect the treatment of projects under the "measurable standard" section; (b) to explain time measured for fully electronic processes and manual processes; (c) to exclude customer caused delays; (d) to exclude loop qualification time for certain products; (e) to reflect the parties' agreement that Pacific will perform pre-qualification if pre-qualification has not been completed prior to the submission of the service request by the CLEC; and (f) to exclude those delays caused by the Service Bureau Provider from being counted against Pacific. The Settling Parties also propose modifying the business rules to exclude "dark fiber" from the list of products for Pacific's pre-qualification time.

The Settling Parties disagree about a proposal that the Commission set a new benchmark for Verizon under this measurement. The Settling Parties have submitted this dispute to the Commission for resolution.

Measurement 4: Percent of Flow Through Orders.

This measurement captures the percentage of mechanized service requests that are processed on a flow-through basis, without manual intervention. Measuring flow-through is important because it gauges the efficiency with which Pacific/Verizon are processing CLEC service orders.

The Settling Parties propose treating the measurement as a "diagnostic" standard, and therefore, recommend that the Commission not establish either a benchmark or parity standard. They, however, have proposed re-examining the standard in the course of the next review proceeding. They also recommend excluding orders with syntax, but not content, errors.

There are no “open issues” regarding Measurement 4.

B. Provisioning Measurements.

Measurement 5: Percentage of Orders Jeopardized.

This measurement captures the percentage of orders processed for which Pacific/Verizon notify the CLEC that the order will not be completed by the date committed on the original Firm Order Confirmation (FOC). This measurement bears directly on the ability of CLECs to communicate accurate information to their customers.

The Settling Parties propose reporting the data captured by this measurement by Service Group Type only, and not by interface type or type of jeopardy. Thus, they request that the Commission adopt new language defining

the measurable standard, which will reflect their agreement on this issue. They also propose adding levels of disaggregation for Pacific's reports. The Settling Parties also propose including language that will clarify the "retail comparison" for local number portability (LNP) by adding the words "Total Business and Residence, Non Dispatched." They also propose amending the business rules to add language that will explain that raw data will include jeopardy codes, that UNE subloop will be tracked diagnostically, and that dark fiber will be tracked diagnostically until the next periodic review. The Settling Parties also ask for the addition of language to clarify that the measurement does not capture "missed commitments."

The Settling Parties have been unable to agree about a proposal that Verizon and Pacific report results for conditioned and non-conditioned loops on disaggregated bases for digital subscriber line (xDSL) loops. The Settling Parties have submitted this dispute for resolution to the Commission.

Measurement 6: Average Jeopardy Notice Interval.

If Pacific detects that it probably will not meet the due date for service installation specified in its Firm Order Confirmation (FOC), it issues a notice to the CLEC indicating the order is in jeopardy of missing the due date. Measurement 6 captures the average time between the completion date an ILEC states in its FOC and the date and time the ILEC issues either (a) a notice to the CLEC that the order is in jeopardy of missing the due date; or (b) a notice indicating that the due date has already been missed.

The Settling Parties have proposed adding language to clarify the method of calculation of this measurement as well as language which would

limit reporting to service group types, instead of also reporting by interface type or type of jeopardy. The Settling Parties also propose modifying the description of "Assignment" jeopardy and "Installation" jeopardy under the "Method of Calculation" section. The Settling Parties also propose a benchmark for Pacific. The Settling Parties also request that Verizon track data for four months, at the end of which benchmarks will be set on the basis of the four months review.

The Settling Parties propose adding additional levels of reporting disaggregation for Pacific under the "Measurable Standards" section. They also propose making Verizon's EEL, Subloop, and Dark Fiber measurements diagnostic in nature. The Settling Parties also propose that raw data include jeopardy codes. The Settling Parties seek to delete unnecessary language as well as language that suggests the ILECs have an obligation to issue jeopardy notices. The Settling Parties also propose adding business rules regarding the method by which orders classified as in jeopardy are tracked. Furthermore, they propose a description of how jeopardy is treated on the due date.

The Settling Parties continue to disagree about the proposal that Pacific and Verizon report results for conditioned and non-conditioned loops on desegregated bases for xDSL loops. The Settling Parties have submitted this dispute to the Commission for resolution.

Measurement 7: Average Completed Interval.

Measurement 7 examines the average number of business days it takes an ILEC to complete a valid service request, as reflected by the number of business days between the date requested and the date of completion reflected in the service order system.

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The Settling Parties propose that the Commission adopt language that (a) delineates the service group types that should be reported; (b) excludes orders that have an interval different from the offered interval; (c) addresses the treatment of projects; (4) mandates a diagnostic tracking of dark fiber UNE subloops; and (5) with regard to UNE loop services, excludes feature only orders from the retail analog.

The Settling Parties propose further disaggregation of Pacific's reporting as well as adding sub-measures for Pacific's xDSL, UNE Loops, and Line Sharing reports. They also propose clarifying Verizon's retail comparison for LNP to include the words, "Total Business and Residence, Non-Dispatched."

The Settling Parties also propose modifying language to reflect what they submit is the appropriate analog for DSL services. The Settling Parties also propose adding a business rule regarding the relevance of "Completion Date" to "Acceptance Testing." They also remove language from the "Notes" section which is no longer relevant.

The Settling Parties continue to disagree about a proposal about the definition of a "completion date" under circumstances when an "acceptance test" has been requested. Pacific has accepted a modified version of Covad's recommendation on this point, but Verizon continues to reject it. The Settling Parties submit this issue as it applies to Verizon for resolution by the Commission. Covad has also proposed that Verizon report results for conditioned and non-conditioned loops on disaggregated bases for xDSL loops.

Measurement 8: Percent Completed Within Standard Interval.

This measurement examines the number of received, valid orders completed within a standard interval. This measurement complements information provided by measuring the Average Completed Interval and suggests the extent to which service completion times vary from an expected timeframe.

The Settling Parties propose adjusting the JPSA's language to reflect their consensus on the service group types they say should be reported. They also propose adding additional levels of disaggregation to Pacific's reports. They request that the Commission change the language of the business rules and exclude orders that have an interval different from the standard interval.

In the revised JPSA, they propose adding language that would require diagnostic tracking of UNE subloops and dark fiber for Pacific. The Settling Parties also seek to add language that will exclude "feature only" orders from the retail analog for UNE loop services. The Settling Parties propose deleting language regarding projects as well as modifying language to reflect their consensus regarding the appropriate analog for DSL services. The Settling Parties also propose modifying the "business rules" by adding a new rule for Pacific Bell which explains the relevance of "Completion Date" to "Acceptance Testing."

In their comments, Covad and NorthPoint propose a completed interval benchmark of 95% within 7 days for non-conditioned loops and 11 days for conditioned loops for Verizon's xDSL UNE loops and line sharing UNE. They also propose that the Commission establish for Pacific a completed interval

benchmark of 95% within 5 days for non-conditioned loops and 10 days for conditioned xDSL UNE loops. Covad recommends that Pacific and Verizon report results for conditioned and non-conditioned loops on disaggregated bases for xDSL loops. Covad also seeks a modification of the definition of "completion date" under circumstances where an "acceptance test" has been administered.

Pacific has agreed to a modified version of Covad's original proposal, but Verizon continues to reject the proposal. Covad's issues with Verizon are before the Commission for resolution.

Finally, Covad proposes establishing standard intervals by service group types for Verizon's UNE services that would result in the inclusion of UNE services within this measurement. The Settling Parties do not agree on these proposals and submit them to the Commission for resolution.

Measurement 9: Coordinated Customer Conversion.

Coordinated orders require Pacific / Verizon to disconnect a customer's service. As such, the importance of Pacific / Verizon's completion of a coordinated conversion service order at the committed date and time lies in the fact that a CLEC needs to be prepared to immediately begin migrating a customer's service in order to prevent the customer from going without service. This measurement tracks the percentage of coordinated "cutovers" completed by Pacific by the committed time. The measurement also captures the percentage of coordinated orders completed by Verizon before or at the committed time.

The Settling Parties propose modifying the description of the measurement to specify that the measurement captures "cutovers" by Pacific. The Settling Parties have proposed refining the method of calculation for Verizon

as well as the reporting structure for Pacific. The Settling Parties also seek to add language that clarifies the Pacific measure as well as defines certain terms under the Verizon measure. The Settling Parties propose the introduction of language to define "cutovers." The Settling Parties request the substitution of the term "local number portability" for "permanent number portability", the former of which is the more up-to-date technical expression.

Following the February 13, 2001 agreement between Verizon and the participating CLECs, there is no longer an open issue with respect to Measurement 9.

Measurement 9A: Frame Due Time (FDT) Conversions as Percentage on Time (Pacific Bell Only).

The Settling Parties have proposed an additional coordinated cutover measurement that examines the percentage of the number of frame due time (FDT) cutovers completed by Pacific within the initial time commitment. The Settling Parties propose calculating this measurement as the factor of 100 and the quotient of the number of frame due time cutovers completed by the committed time and the count of frame due time cutovers scheduled within a reporting period, which they suggest should be one month.

The Settling Parties propose that reports be structured to reflect results by individual CLECs, CLECs in the aggregate, Pacific, and Pacific affiliates. They propose that reports address basic loops with and without local number portability, and standalone local number portability. They seek to report results on a statewide basis. The Settling Parties request a benchmark of 95% in one hour. They also propose two business rules which would exclude CLEC caused

misses and which limit the scope of the measurement to CLEC requested FDT orders. The Settling Parties also define "cutovers" to include initial and subsequent attempts to complete a cutover. The measurement will cover up to 19 loops or up to 99 telephone numbers on standalone local number portability.

There are no open issues regarding Measurement 9A.

Measurement 10: LNP Network Provisioning.

This measurement calculates the success rate for local number portability (LNP) network provisioning. LNP is critical to the successful development of competition in the local telephone markets. When Pacific/Verizon fail to provide LNP, customers switching to another local carrier face the possibility of interrupted service, and therefore, will have an incentive to continue purchasing services from their current providers.

The Settling Parties have proposed updating the term "permanent number portability" to reflect current usage, which is "local number portability." The Settling Parties have also sought the addition of language which would set benchmark measurements for Pacific and Verizon. Furthermore, the Settling Parties request the modification of language (a) concerning the tracking of provisioning failures; (b) limiting the broadcast exclusions to Pacific; (c) excluding large porting activities for Pacific; and (d) deleting Verizon's reporting requirement because it is no longer relevant.

There are no open issues regarding Measurement 10.

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Measurement 11: Percent of Due Dates Missed.

This measurement examines the percentages of CLEC orders that are not completed by the due date listed on the firm order confirmation. It measures both the accuracy of the information transmitted on the firm order confirmation and the timeliness with which Pacific/Verizon complete CLEC service orders.

The Settling Parties propose adding language to reflect their agreement about the service group types that should be reported. They also request the addition of language that reflects their agreement on the exclusion of "feature only" orders from Pacific's retail analog for the UNE loop. The Settling Parties also propose refining the levels of disaggregation of Pacific's reports. They also propose to clarify Verizon's retail comparison for LNP by adding the words, "Total Business and Residence, Non-Dispatched." The Settling Parties propose the addition of language that treats dark fiber as a diagnostic measurement.

The Settling Parties also propose adding language (a) about the "record only" ILEC official orders; (b) that would require ILECs to provide disaggregation by missed appointment when requested to do so in a raw data request; (c) concerning a business rule that would clarify the link between "Completion Date" and "Acceptance Testing" for Pacific; and (d) which explains why the retail comparison for Integrated Services Digital Network (IDSL) capable UNE loops is ISDN. Finally, the Settling Parties propose deleting language regarding the analog because it is unnecessary.

The Settling Parties disagree about a proposed recommendation that the results for conditioned and non-conditioned loops be reported on

disaggregated bases for the xDSL loops of both Pacific and Verizon and have submitted this as an open issue.

Measurement 12: Percent Due Dates Missed Due to Lack of Facilities.

This measurement is a subset of Measurement 11. It calculates the percentage of due dates that were missed because of a lack of facilities.

The Settling Parties have proposed the addition of language to reflect their agreement about the reporting of service group types. They propose the addition of language that would reflect their consensus regarding the exclusion of "feature only" orders from the retail analog for UNE loop services.

The Settling Parties also request the modification of language regarding the appropriate analog for DSL services. The Settling Parties also propose adding levels of disaggregation to Pacific's reports.

The Settling Parties disagree about a recommendation to disaggregate reports for Pacific's UNE subloops and this is, therefore, before the Commission.

Measurement 13: Delay Order Interval to Completion Date (For Lack of Facilities).

This measurement examines the average number of calendar days that elapse from the due date to completion date due to lack of ILEC facilities.

The Settling Parties propose (a) adding language on the measurement standards for service group types and their agreement regarding the exclusion of feature only orders from the retail analog for UNE loop services; (b) modifying language regarding the appropriate analog for DSL services; (c) adding several new levels of disaggregation to Pacific's reports; and (d) clarifying under the

"Measurable Standard" that Verizon's retail comparison for the UNE Port is "CentraNet-Simple."

The Settling Parties submit for resolution by the Commission a dispute regarding the reporting measurements for Pacific's UNE subloops.

Measurement 14: Held Order Interval.

This measurement examines the average time service orders are left incomplete because of ILEC-related reasons, including lack of facilities. It looks back from the completion date to determine how long the request was left pending. The Settling Parties propose adding language (a) about the measurable standards for service group types; (b) that would clarify that Verizon's retail comparison for UNE Port is "CentraNet-Simple"; to Verizon's retail comparison for LNP; (c) excluding "feature only" orders from the retail analog for UNE loop services. The Settling Parties also propose modifying language regarding the appropriate analog for DSL services, and adding language that would reflect their agreement that the UNE subloop and dark fiber be tracked as diagnostic measurements. The Settling Parties also propose adding business rules for Pacific which clarify the connection between "Completion Date" and "Acceptance Testing." The Settling Parties also propose that the ILECs disaggregate raw data by missed appointment codes when requested to do so. There are no open issues for Measurement 14.

Measurement 15: Provisioning Trouble Reports.

This measurement captures the number of trouble reports received from a customer (or indirectly through the CLEC the customer has migrated to) that occur from the time that a CLEC places a service order request with

Pacific/Verizon until the time the service order is completed. It allows the Commission to compare Pacific/Verizon's processing of competitor's service orders to the manner in which Pacific/Verizon handle service orders for their own retail customers. The Settling Parties propose modifying the method of calculation by creating distinct formulas for parity and benchmark sub-measurements. The Settling Parties also request modifications to language regarding the reporting of service group types, and about the measurable standards for Pacific's service group types. The Settling Parties propose language to clarify the benchmarks for LNP for Pacific and Verizon. The Settling Parties want to propose benchmarks for Verizon's service group types only after a four month review period. The Settling Parties also seek to add language to reflect their understanding that new service installations are excluded from this measurement.

The Settling Parties also propose adding language that will indicate the availability of additional data if, and when, a CLEC requests it. They propose deleting language regarding Verizon programming and reporting obligations because the language is inappropriate for the JPSA, and deleting language about the development of measurements, because the language is no longer relevant.

The Settling Parties cannot agree about recommendations that (a) Pacific/Verizon report new services troubles prior to the completion of service orders; (b) parity with Verizon serve as a measurable standard for the local number portability sub-measure; (c) results for Verizon/Pacific's conditioned and non-conditioned loops be reported on disaggregated bases for xDSL loops and line shared loops; and (d) a parity comparison with ASI for

Pacific's xDSL sub-measures serve as the measurable standard. The Settling Parties submit these disputes for resolution by the Commission.

Measurement 15A: Average Time to Restore Provisioning Troubles.

This is a new measurement proposed by the Settling Parties, which would examine how long it takes ILECs to resolve problems during the provisioning process. Measurement 15 examines the *frequency* of provisioning troubles. Measurement 15A calculates the average *duration* of trouble by dividing the duration of all provisioning troubles from the time the trouble began by the number of reports of provisioning trouble.

The Settling Parties propose reporting this measurement on a monthly basis for individual CLECs, CLECs in the aggregate, individual ILECs, and all ILEC affiliates, and comparing the measurements on a parity basis with the service group types of Pacific and on a benchmark basis for Verizon. The Settling Parties also propose that the business rules exclude CPE and IEC/CLEC caused troubles, subsequent reports, message reports, and reports generated by ILEC employees, and that raw data be disaggregated by maintenance disposition codes, when so requested by a CLEC.

The Settling Parties continue to disagree over a proposal that a parity comparison with Pacific's affiliate, ASI, serve as the measurable standard for xDSL and line shared loops. They also disagree over the recommendation that results for Verizon's and Pacific's conditioned and non-conditioned loops should be reported on disaggregated bases for xDSL loops and line shared loops. The Settling Parties have submitted this dispute to the Commission for resolution.

Measurement 16: Percent Troubles in 30 Days for New Orders (Specials).

The Settling Parties propose revising Measurement 16 to make it strictly applicable to special services. Measurement 16 used to apply to all services for Pacific and designed services for Verizon. Measurement 17 used to apply to non-designed services for Verizon. The Settling Parties suggest making Measurement 16 the gauge for special services for both ILECs and Measurement 17 the gauge for non-special services for both ILECs.

The Settling Parties propose adding language to Measurement 16 that (a) would clarify the types of orders included in this measure; (b) the method of calculation captures only special services orders; (c) would include xDSL, UNE Loops, IDSL UNE Loops, and Line Sharing under this measure for Verizon; and (d) would address service group types. The Settling Parties propose adding several new levels of disaggregation to Pacific's reports.

The settling parties also seek to add language to the "business rules" that would reflect their agreement on necessary adjustments that Pacific would make when no orders are processed in a given month. This consists of language that explains the connection between "completion date" and "acceptance testing," and adding language that would clarify that additional data from the ILECs would be made available upon request. They also seek to delete language that would pertain to non-special services, and add language that would emphasize that tracking results for UNE subloops and dark fiber would be done solely for diagnostic purposes until the next review period.

Initially the Settling Parties indicated that they could not agree about a recommendation that Verizon include xDSL when measuring percentage of

troubles in 30 days. They submitted their dispute to the Commission for resolution. As evidenced by their proposal in their November 6, 2000 "Submission," which would include xDSL under this measurement for Verizon, the Parties have reached an agreement on this issue. The Commission will treat this as a "closed" issue. Therefore, there are no open issues regarding Measurement 16.

Measurement 17: Percent Troubles in 7(10) days for New Orders (Non-Specials).

The Settling Parties suggest adjusting the scope of Measurement 17 to make it the gauge for troubles with non-special services of both ILECs. Previously it applied only to non-designed services of Verizon. They propose adding language that clarifies the types of orders included in this measurement, and the method of calculation by the ILEC. The Settling Parties also seek to add language to the measurable standard that would reflect their agreement about service group types.

They propose changing the business rules to reflect their agreement on the necessary adjustments that Pacific should make when it processes no orders in a given month. The Settling Parties also seek to add language to clarify that additional data is available from the ILECs on request, as well as language that FDT and TBCC should be tracked diagnostically. They also propose adding language that results in UNE subloops being tracked diagnostically until the next review period. The Settling Parties also propose (a) making the retail comparison for UNE Platform – Basic port and Loop for Pacific to "Residence POTS FW / NFW"; (b) excluding xDSL, UNE Loops, IDSL UNE Loops, and Line

Sharing from Verizon's reports under this measurement; (c) changing Verizon's benchmark for LNP to a parity measurement; and (d) adding a business rule that explains the conceptual connection between "Completion Date" and "Acceptance Testing." There are no open issues regarding Measurement 17.

Measurement 18: Completion Notice Interval.

This measurement captures the average interval between completion of a service order by Pacific/Verizon and the time when the CLEC receives notice of the completion.

The Settling Parties propose revising the language of the measurement so that the measurement should now be reported as a percentage figure, not an average. The Settling Parties also propose reporting this measurement for all interfaces for both ILECs and modifying the language of the measurement standard to report the measurement as a percentage instead of an average figure. They also offer a new standard for electronic orders that fall out for manual processing. The Settling Parties request the addition of language to explain that system hours be used to measure fully electronic submeasures. The Settling Parties propose deleting language regarding interim benchmarks and Verizon's programming and reporting obligations as inappropriate for the JPSA. The Settling Parties also propose modifying the benchmark standards for Verizon. They also propose adding business rules to clarify Verizon's CN reporting process, and re-writing the notes to clarify that retail disconnects are included under this measurement. Finally, the Settling Parties propose adding language that this measurement does not pertain to disconnect orders placed by the ILEC.

The Settling Parties submitted a proposal for resolution that would have established a benchmark for Verizon's fully electronic submeasures. After their submission, Verizon and the CLECs have indicated that they now agree to the following benchmarks for Verizon:

95% within 1 hour for fully electronic, such as EDI;
95% within 12 hours for other electronic, such as WISE;
90% in 24 hours for other manual processes.

There are no open issues regarding Measurement 18.

C. Maintenance Measurements.

Measurement 19: Customer Trouble Report Rate.

This measurement calculates the number of network customer trouble reports in a calendar month, as a percentage of the total number of access lines / circuits / UNEs in service at the end of the prior reporting period. The measurement allows the Commission and the parties to compare the quality of facilities and services provided to CLECs and their customers with those provided to Pacific / Verizon customers. The Commission can thereby ensure that Pacific / Verizon is providing CLECs with services and facilities in a non-discriminatory fashion.

The Settling Parties propose (a) modifying the language of the measurement to reflect the current terminology for number portability; (b) having the measurable standard reflect their agreement regarding service group types; and (c) expanding the levels of disaggregation of Pacific's reports. Furthermore, the Settling Parties request that the business rules reflect that Verizon's results exclude provisioning trouble reports. The Settling Parties also

propose that both ILECs include Test-OK (TOK) and Found-OK (FOK) reports under this measurement.

The Settling Parties also propose (a) adding language that will clarify that additional data from the ILEC is available upon request; (b) deleting language regarding the appropriate analog for DSL services and the development of the measure; and (c) adding language which classifies results for UNE subloops and dark fiber as diagnostic measurements.

There are no open issues under Measurement 19.

Measurement 20: Percent Customer Trouble Not Resolved Within Estimated Time.

This measurement captures the percentage of troubles reported which are not resolved within the time committed to by Pacific/Verizon. The measurement compares the timeliness with which Pacific/Verizon respond to CLEC customer troubles with the timeliness with which Pacific/Verizon respond to troubles reported by Pacific/Verizon customers. It thus enables the Commission and the parties to evaluate the extent to which CLEC customer troubles are resolved in a timely, non-discriminatory fashion.

The Settling Parties propose (a) modifying the language of the measurement to reflect the current terminology for number portability; (b) having the measurable standard reflect their agreement regarding service group types; and (c) adding several new levels of disaggregation to Pacific's reports under this measurement. Furthermore, the Settling Parties recommend that the business rules reflect that Verizon's results exclude provisioning trouble

reports. The Settling Parties also request that both ILECs include "Test-OK" and "Found-OK" reports under this measurement.

The Settling Parties also propose (a) adding language that clarifies that additional data from the ILEC is available upon request by a CLEC; (b) deleting language regarding the appropriate analog for DSL services and the development of the measure; and (c) adding language which classifies results for UNE subloops and dark fiber as diagnostic measurements.

There are no open issues under Measurement 20.

Measurement 21: Average Time to Restore.

This measurement calculates average duration of customer trouble reports, and thus complements Measurement 20 above, which measures the percent of trouble reports resolved in a committed timeframe. The measurement compares the timeliness with which Pacific/Verizon respond to CLEC customer troubles with the timeliness with which Pacific/Verizon respond to troubles reported by their own retail customers. It thus enables the Commission and the parties to evaluate the extent to which CLEC customer troubles are resolved in a timely, non-discriminatory fashion.

The Settling Parties propose (a) modifying the language of the measurement to reflect the current terminology for number portability; (b) having the measurable standard reflect their agreement regarding service group types; and (c) adding several new levels of reporting for Pacific. Furthermore, the Settling Parties request that the business rules reflect that Verizon's results exclude provisioning trouble reports. The Settling Parties also

propose that both ILECs include "Test-OK" and "Found-OK" reports under this measurement.

The Settling Parties also propose (a) adding language that will clarify that additional data from the ILEC is available upon request; (b) deleting language regarding the appropriate analog for DSL services and the development of the measure; and (c) adding language which classifies results for UNE subloops and dark fiber as diagnostic measurements. The Settling Parties also seek to change Verizon's LNP retail benchmark to a parity standard.

The are no open issues under Measurement 21.

Measurement 22: POTS Out of Service Less Than 24 Hours.

This measurement captures the percentage of Plain Old Telephone Service (POTS) out-of-service trouble reports that are resolved within 24 hours of the report. This measurement enables the Commission and the parties to compare the timeliness with which CLEC POTS troubles are resolved with the timeliness with which Pacific/Verizon resolve POTS troubles for their own customers.

The Settling Parties propose adding language to reflect their agreement regarding service group types, as well as language to reflect their agreement that Pacific's UNE subloops be tracked diagnostically by UNE loop type.

There are no open issues under this Measurement 22.

Measurement 23: Frequency of Repeat Trouble in 30-Day Period.

This measurement evaluates whether troubles are chronic in nature by capturing the percentage of repeat troubles reported within 30 days of a previous report. The measurement compares the effectiveness with which Pacific/Verizon resolve troubles reported by Pacific/Verizon customers. It thus enables the Commission and the parties to evaluate whether Pacific/Verizon are resolving CLEC customer troubles in an effective, non-discriminatory fashion.

The Settling Parties propose (a) updating language to reflect the current industry term for number portability; (b) adding language to reflect their agreement about service group types; (c) adding language to clarify that additional data is available from the ILEC upon request in conjunction with a CLEC's request for raw data; (d) deleting language regarding the appropriate analog for DSL services; and (e) expanding the disaggregation of Pacific's reports.

There are no open issues under Measurement 23.

D. Network Performance Measurements.

Measurement 24: Percent Blocking on Common Trunks.

This measurement evaluates the percentage of common and shared trunk groups with blockage in excess of 2%.

The Settling Parties propose (a) modifying language to reflect their agreement to report by total trunk group on a statewide basis; (b) adding language to reflect their agreement on reporting requirements that will provide

detailed information for all trunk groups not meeting the 2% level; and (c) deleting the no-test section of the measurement as no longer relevant.

The are no open issues under Measurement 24.

Measurement 25: Percent Blocking on Interconnection Trunks.

This measurement captures the percentage of dedicated interconnection trunks which experience blockage in excess of 2%. Quality network transmission is essential to a CLEC's success in a local telephone market. This measurement allows the Commission to ensure that the networks operate at a level sufficient to support a competitive environment and that Pacific/Verizon allocate trunk capacity on a non-discriminatory basis.

The Settling Parties have proposed (a) modifying language to reflect their agreement that total trunk groups be reported by individual CLEC on a statewide basis; (b) adding language that reflects their agreement to exclude failures caused by a CLEC that fails to complete growth trunk provisioning by scheduled due date; (c) deleting language from the "business rules" section which addresses a subject already addressed under the "notes" section; and (d) deleting language from the notes as no longer relevant.

There are no open issues under Measurement 25.

Measurement 26: NXX Loaded by LERG Effective Date.

This measurement calculates the number of telephone number prefixes (NXXs) loaded and tested by the Local Exchange Routing Guide Effective Date (LERG). LERG is an independent database that serves the telecommunications industry. It provides standard time intervals for the loading and testing of

NXXs. Pacific's/Verizon's loading of a competitor's NXX is necessary if Pacific/Verizon customers are to be able to call the competitor's customers with that NXX. This measurement allows the Commission and the parties to compare the timeliness with which Pacific/Verizon load and test CLEC NXXs with the timeliness with which Pacific/Verizon load their own NXXs. It likewise allows the Commission to evaluate the efficiency with which Pacific/Verizon are accomplishing this important task.

The Settling Parties propose modifying the language to reflect their agreement to exclude NXX codes that cannot be completely tested because the CLEC has not provided accurate test numbers or the CLEC facilities have not been installed and adding language that would include additions and deletions to NXX codes to the measurement.

There are no open issues under Measurement 26.

Measurement 27: Network Outage Notification.

This measurement captures the average interval between a network outage and notification of a CLEC by Pacific/Verizon of the outage. This measurement compares the efficiency with which Pacific/Verizon notify their own departments of an outage with the efficiency with which Pacific/Verizon notify CLECs of an outage of the same type, and thereby allows the Commission and the parties to ensure that CLECs are notified of outages in a prompt and non-discriminatory fashion.

The Settling Parties request the deletion of this measurement in favor of Pacific/Verizon using email notification simultaneously to their own departments and wholesale customers.

E. Billing Measurements.

Measurement 28: Usage Timeliness.

This measurement captures the average time it takes Pacific/Verizon to report usage by a CLEC customer. The measurement is calculated as the time elapsed between the time Pacific/Verizon record of usage by a CLEC customer and when the data is transmitted to the CLEC in compliant form. Timely transmission of usage data is necessary for CLECs to be able to bill their customers. This measurement allows the Commission and the parties to ensure that Pacific/Verizon are transmitting CLEC customers usage data in a non-discriminatory, timely fashion.

The Settling Parties propose modifying the language of the measurement to make the measurable standard a parity standard for most reported services. Under the "Measurable Standard" section, the Settling Parties propose that Verizon document separate sub-measures of the UNE Platform-Local and UNE Platform- Access. The Settling Parties also propose adding language to the "notes" section which will clarify Verizon's process for local/toll billing documentation.

The Settling Parties initially failed to agree about a proposal that Verizon establish a new level of disaggregation for UNE-Access.

There are no open issues for resolution under Measurement 28.

Measurement 29: Accuracy of Usage Feed.

This measurement captures the completeness of content, accuracy of information, and correctness of formatting of usage records transmitted by Pacific/Verizon to CLECs. Accuracy of usage records enables CLECs to

promptly and correctly bill their customers, an important element in the CLECs' ability to provide quality competitive service. This measurement thus enables the Commission and the parties to ensure that Pacific's/Verizon's recording and transmittal of CLEC usage data meet a high standard of quality sufficient to support a competitive local telephone market.

In our earlier decision (D.99-08-020), we directed the parties to establish criteria for the measurement and postpone setting a benchmark until then. The Settling Parties proposed that (a) the measurement be reported as a percentage of all usage records received and processed and that the measurement be reported on a monthly basis; (b) the Commission defer setting a measurable standard until the next review period or until three months of data are collected, whichever comes first; and (c) we add several new business rules.

There are no open issues for resolution under Measurement 29.

Measurement 30: Wholesale Bill Timeliness.

This measurement captures the number of days between the close of the billing cycle and the date Pacific/Verizon transmit the bill to the CLEC. This measurement enables the Commission and the parties to ensure that Pacific's/Verizon's wholesale billing of CLEC usage meets a high standard of quality sufficient to support a competitive local telephone market.

The Settling Parties request modifying the language of the measurement in order to clarify that the measurement will examine calendar days, not business days, and adding language that reflects their agreement that Verizon will report UNE and Resale as a combined result.

The Settling Parties disagree about a proposal that sub-measures be established for Pacific's / Verizon's paper, magnetic, CD-ROM and Custom Bill diskette bills. They have submitted this issue to the Commission for resolution.

Measurement 31: Usage Completeness.

This measure captures the percentage of usage charges which appear on the correct bill. Timely, complete billing of usage enables CLECs to promptly and correctly bill their customers and collect accurate internal financial data, important elements in the CLECs' ability to provide competitive service. This measurement enables the Commission and the parties to ensure that Pacific's / Verizon's transmittal of usable bills is sufficiently complete and timely to support a competitive local telephone market.

The Settling Parties propose adding language to adjust the time period for capturing data for Pacific and adding language to reflect that Verizon will report UNE and Resale as a combined result.

There are no open issues under Measurement 31.

Measurement 32: Recurring Charge Completeness.

This measurement captures the percentage of recurring charges which appear on the correct bill. Timely, complete billing of recurring charges enables CLECs to promptly and correctly bill their customers and collect accurate internal financial data, important elements in the CLECs' ability to provide competitive service. This measurement enables the Commission and the parties to ensure that Pacific's / Verizon's transmittal of recurring charge bills is sufficiently complete and timely to support a competitive local telephone market.

The Settling Parties propose (a) adding language indicating that Verizon will calculate this measurement using dollar amounts; (b) modifying the language of Verizon's measurable standard; (c) adding language that reflects their agreement to exclude mandated billing changes; and (d) adding language to reflect their agreement that the measurement will be retired for Pacific 60 days after it begins reporting the proposed new measurement, Measurement 35.

There are no open issues under this Measurement 32.

Measurement 33: Non-Recurring Charge Completeness.

This measurement captures the percentage of non-recurring charges which appear on the correct bill.

The Settling Parties propose (a) adding language indicating that Verizon will calculate this measurement using dollar amounts; (b) modifying the language of Verizon's measurable standard; (c) adding language that reflects their agreement to exclude mandated billing changes; and (d) adding language to reflect their agreement that the measurement will be retired for Pacific 60 days after it begins reporting the proposed new measurement, Measurement 35.

There are no open issues under Measurement 33.

Measurement 34: Bill Accuracy.

This measurement evaluates the accuracy of Pacific/Verizon billing of CLEC usage by calculating the percentage of monies billed without corrections. Accurate billing by Pacific/Verizon enables CLECs to promptly and correctly bill their customers, an important element in the CLECs' ability to provide competitive service.

The Settling Parties propose adding language that reflects their agreement to exclude mandated billing changes and language that reflects their agreement that Verizon will report UNE and Resale as a combined result.

There are no open issues under Measurement 34.

Measurement 35: Duplicate Billing

The Settling Parties propose replacing this measurement, which captures the number of former Pacific/Verizon customers who receive erroneous bills after conversion to a CLEC service, with a new measurement that captures the timeliness of billing completion notices. The Settling Parties propose that after Pacific/Verizon implement a billing completion notice process, they will cease reporting under Measurements 32 and 33, sixty days after they commence reporting under the new Measurement 35.

There are no open issues under this measurement.

Measurement 36: Accuracy of Mechanized Bill Feed.

This measurement evaluates the accuracy of mechanized bill feeds. In our earlier decision (D.99-08-020), we directed the parties to develop a set of criteria for this measurement.

The Settling Parties now propose that the measurement be reported by individual CLEC and CLECs in the aggregate and that data be collected and appropriate benchmarks discussed at the next review or after three months of data has been collected, whichever comes first.

There are no open issues under Measurement 36.

F. Database Updates Measurements.

Measurement 37: Average Database Update Interval.

This measurement captures the interval between the time when CLECs submit information updates, to the time when Pacific / Verizon pass the updated customer information to the directory assistance / directory listing databases.

The Settling Parties propose that (a) Pacific / Verizon track LIDB service order generated updates; (b) Verizon track MSAG service order generated updates; (c) language is added that creates a benchmark for direct gateway updates; (d) language is added to specify that the measurement reflect calendar days, not business days; and (e) language is updated to reflect Verizon's compliance with certification.

There are no open issues under Measurement 37.

Measurement 38: Percent Database Accuracy.

This measurement calculates the percentage of Emergency 9-1-1 and Directory Assistance / Directory Listings updates completed without error.

The Settling Parties propose adding language that reflects Pacific's agreement to track LIDB service order generated updates and adding language to reflect Verizon's compliance with the independent audit ordered in D.99-08-020.

The Settling Parties have been unable to agree about a proposal that Verizon add LIDB and MSAG to the list of databases it will measure. Nor have they been able to agree that the measurement be eliminated because it is at parity by design. The Settling Parties have submitted these issues to the Commission for resolution.

Measurement 39: E911/911 MS Database Update.

This measurement examines the efficiency with which Pacific/Verizon update Emergency 9-1-1 databases.

The Settling Parties propose adding language to clarify that service order generated updates are for Pacific only. They also propose that both Pacific and Verizon track direct gateway updates. The Settling Parties seek to clarify the Emergency 9-1-1 processing intervals.

There are no open issues under Measurement 39.

G. Collocation Measurements.

Measurement 40: Time to Respond to a Collocation Request.

This measurement captures the average time Pacific/Verizon take to respond to a CLEC request for collocation. The measurement calculates response time to two kinds of requests, namely, space availability and price/schedule quote requests.

The Settling Parties propose (a) adding language that reflects separate standards for Space Availability and Price/Schedule Quote requests; (b) adding language to specify that the measurement be reported in terms of calendar days; (c) adding language to reflect their agreement on the treatment of revised applications; (c) changing language to identify the impact of collocation request changes on processing intervals associated with power, heating, ventilation, and air conditioning (HVAC), and major building modifications; and (d) adding language to reflect the effect of large orders on Pacific's cageless collocation request processing; and (e) deleting the word “valid” before the words

"published ILEC guidelines" in the section. The Settling Parties also propose to treat changes to a collocation application filed with Verizon after a 15 calendar day period as a new application for measurement purposes.

The Settling Parties disagree over a proposal that would adjust the response intervals when ILECs receive ten or more applications within a ten-day period from an individual CLEC. The Settling Parties have submitted this issue to the Commission for resolution.

Measurement 41: Time to Provide a Collocation Arrangement.

This measurement captures the average time it takes Pacific / Verizon to complete or build a collocation arrangement, both for (a) a new arrangement and (b) augmentation of an existing arrangement.

The Settling Parties propose (a) adding language to report the measurement in terms of calendar days; (b) documenting a separate sub-measure for cageless collocation under the "report by" section; (c) adding language that reflects their agreement to exclude requested due dates greater than standard interval; (d) adding language that reflects their agreement on the effect of large orders on Pacific's cageless collocation construction intervals; (e) adding a business rule which will explain the effect of CLEC delays on Pacific's reporting of collocation construction intervals; and (f) establishing new sub-measures for cageless collocation at Pacific premises.

The Settling Parties do not agree about a proposal to reduce the actual installation interval when a CLEC changes the collocation request and that change results in an interval longer than the committed installation interval.

Pacific has agreed to a slightly modified version of the original proposal. Nor do they agree about a proposal to redefine the levels of disaggregation for Verizon collocation requests. The Settling Parties do not agree about a proposal to establish new benchmarks for Verizon's provisioning intervals. Finally, they do not agree about a proposal to establish new sub-measures for cageless collocation at Verizon premises. The Settling Parties have submitted these issues to the Commission for resolution.

H. Interface Measurements.

Measurement 42: Percent of Time Interface is Available.

This measurement evaluates the accessibility of Pacific's/Verizon's OSS systems during the time in which they are scheduled to be available. The Settling Parties propose rewording the measurement to calculate the impact on "interfaces" instead of "systems" and adding language that reflects their agreement that ILECs report affiliate data. They also propose that Verizon report data on a nationwide basis.

There are no open issues under Measurement 42.

Measurement 43: Average Notification of Interface Outages.

This measurement calculates the average time it takes for Pacific/Verizon to notify the CLECs that Pacific's/Verizon's OSS interface is experiencing an outage.

The Settling Parties propose eliminating this measurement altogether. They propose establishing a "parity by design" process which would involve e-mailing notice of outages simultaneously to retail and wholesale customers.

There are no open issues under Measurement 43.

Measurement 44: Center Responsiveness.

This measurement captures the average time it takes for Pacific's / Verizon's ordering and repair centers to respond to a CLEC call.

The Settling Parties propose (a) adding language that reflects their agreement that Pacific report by provisioning center; (b) modifying Verizon's benchmark and adding language to reflect Pacific's agreement to report for the provisioning center as well as Pacific's agreement to a benchmark for this new sub-measure; (c) adding language to reflect that Verizon will report data on a nationwide basis; and (d) adding language to the "notes" section describing Verizon's two repair centers.

There are no open issues under Measurement 44.

I. Other Issues.

The Settling Parties propose the following *additional* modifications to OSS performance measurements and standards that affect multiple measurements:

a. For maintenance measures for DSL (including Line Sharing), Verizon will provide separate disaggregation for UNE loops meeting standard criteria for DSL services and UNE loops that do not meet standard criteria. They propose that performance be assessed for standard UNE loops and tracked diagnostically for non-standard UNE loops.

b. They propose certain clarifications to Verizon's definitions of service group types and respective analogs.

c. They propose to measure Pacific's Optical Carrier (OC) level services, including Enhanced Extended Links (EELs) as separate service group types.

d. They propose that Pacific's report date be moved from the 15th of the month to the 20th day of the month.

e. They propose adding language under the "Reporting Process" section which describe Pacific's commitments to reporting on the 20th day of the month, instead of the 15th.

f. They also propose replacing Verizon's jeopardy codes with new codes.

The Settling Parties continue to disagree about the following issues:

a. A proposal to evaluate performance results for Pacific's/Verizon's data affiliates against the better of parity or benchmark.

b. A proposal to establish an interim benchmark for all measures that show xDSL as a parity measurement of Verizon's separate data affiliate (SDA), which is not yet operational.

c. A proposal to move Verizon's reporting date from the 15th of the month to the 20th of the month.

d. A proposal that Pacific provide separate disaggregation for UNE loops meeting standard criteria for DSL services and UNE loops that do not meet standard criteria. Nor do they agree that Pacific's performance will be assessed for standard UNE loops and tracked diagnostically for non-standard UNE loops.

e. A proposal that for conversion of Special Access to Enhanced Extended Links (EELs), Pacific establish benchmarks and for the provisioning of new EELs, Pacific establish a parity standard.

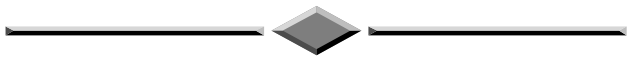
The Settling Parties have submitted the aforementioned disputes for resolution by the Commission.

(END OF APPENDIX B)

APPENDIX C

Revised
As Of 10/27/00

California OSS OII
Performance Measurements



Joint Partial Settlement Agreement

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 JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as approved by the Commission in August 1999, called for a periodic review commencing in February 2000. 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 issue of performance incentives is pending before the Commission.

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 Pacific and GTEC 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
Facility Availability
Rejected/Failed Inquiries

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has

[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.

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 IV and V.

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

Reservation of Rights

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

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

ILECs

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

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

CLECs

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

36	**Accuracy of Mechanized Bill Feed**	**94**
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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 VI (Implementation Schedules).*

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 Record
	• Service Availability
	• Service Appointment Scheduling (due date)
	• Rejected/Failed inquires
	• Facility Availability (Pacific Bell Only)
	• Loop qualification
	  • Loop Qual (Mechanized)
	  • K1023 loop qualification (Pacific Bell)
	  • xDSL and High Bandwidth line sharing UNE loop qualification
	  • All Other loop qualification

Method of Calculation:	**Mechanized:** **<u>Pre - Order Query Transaction Time</u>** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **<u>Legacy System Transaction Time (GTE 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) **<u>Loop Qualification/Facility Availability Transaction Time (Pacific Bell Only)</u>** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **<u>Loop Qualification Transaction Time (GTE Only)</u>** Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **<u>Manual CSRs (Pacific Bell and GTE)</u>** (# of CSR's Returned within "X" Business Hours) / (# of CSRs 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: Address Verification — Pacific Bell: av. 4.5 seconds — GTE: Legacy Time + 5 seconds TN Selection — Pacific Bell: av. 4.5 seconds — GTE: Legacy Time + 5 seconds CSR — Pacific Bell: av.10.0 seconds — GTE: 98% within 3 hrs. (WISE) TBD (EDI/CORBA) Service Availability — Pacific Bell: av. 8.0 seconds — GTE: Legacy Time + 5 seconds Due Date — Pacific Bell: av. 2.0 seconds — GTE: Legacy Time + 5 seconds Reject/Failed Inquiries Dispatch — Pacific Bell: av. 11.0 seconds — GTE: N/A (Inc. in Address Verification) **Manual CSRs:** **Pacific Bell:** **Benchmark:** • Standard - 95% in 4 hours **GTE:** **Benchmark:** • Standard - 98% in 24 hours **Mechanized Loop Qualification:** • Standard - Parity (Pacific Bell) • Standard - Benchmark - TBD (GTE) **Manual Loop Qualification (K1023) Process (Pacific Bell only)** • Standard - Parity

Business Rules:	• Pre-order query transaction time intervals are measured as total transaction time. • For Pacific Bell, excludes CSR requests (both manual and mechanized) for greater than 50 working telephone numbers • For Pacific Bell, fully electronic pre-order query response times will be measured for the Verigate, Datagate and Loop Qual systems. Pre-ordering functionality only recently made available for EDI/CORBA. Benchmarks will be established by November 15, 2000. • For GTE fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For GTE, manual CSRs measured in clock hours; excludes non-business days. • Elapsed time for fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. (Pacific Bell only) • Elapsed time for manual processes tracked during published business hours.(Pacific Bell only) • Response time for Pacific Bell's Starwriter system is measured at parity based on % within 4 seconds. • GTE 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.
Notes:	• The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • GTE will supply all available loop qualification data, however GTE will not support manual engineering query for loop qualification. • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time. •

OSS OII Performance Measurements
Report Requirements

Ordering **Measure 2**

Title: Average FOC/LSC Notice Interval

Area	***Requirement Description***
Description:	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Method of Calculation:	**Mechanized:** Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period) **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 • Electronically received and manually handled • Manually received and manually handled • By service group type and Stand Alone Directory Listings (GTE only)
Geographic Level:	Statewide

Measurable Standard:	**Service Group Types:**
	Pacific Bell
	• Resale Residential POTS
	• Resale Business POTS
	• Resale ISDN BRI
	• Resale CENTREX
	• Resale PBX
	• Resale DDS
	• Resale DS1/ISDN-PRI
	• Resale DS3
	• Resale VGPL/DS0
	• 2/4w (8db) analog loop (incl. Coin/analog PBX)
	• 2w digital loop(ISDN capable)
	• 2w digital loop(xDSL capable)
	• High Bandwidth Line Sharing UNE
	• 4w digital loop DS1
	• UNE loop – DS3
	• UNE Loop – OC level
	• UNE Dark Fiber
	• UNE Port– Non-Specials)
	• UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
	• 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
		GTE
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Nondesigned
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		• UNE Platform
		• UNE-P Res
		• UNE-P Bus
		• UNE-P PRI
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (Diagnostic)
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

Measurable Standard:	**Benchmark:** **Fully Electronic/Flow Through:** • Standard - average of 20 minutes **Electronically Received/Manually Handled** • Standard - average of 6 hours **Manually received/Manually Handled** • Standard - average of 12 hours **Projects:** • Standard -90% within 72 hours (Pacific Bell) **Interconnection Trunks** • Standard: **Pacific Bell:** Average 7 business days (New) Average 4 business days (Augment) **GTE:** Average 5 business day (All) **Interconnection Trunk Requests:** **Held and Denied –** Average Interval • Standard - Parity (Pacific Bell only) • Standard – Average 13 days (GTE only) .

Business Rules:	• 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.
	  • Business day = Monday through Friday, excluding weekends and ILEC published holidays
	• Excludes non-business days.
	• Excludes delays caused for customer reasons
	• Elapsed time for fully electronic sub-measures tracked during system hours.
	• Loop qualification/availability of facilities interval is excluded from overall FOC interval for the following products: (Pacific Bell only)
	  • xDSL and High Bandwidth line sharing UNE
	  • ISDN
	  • Channelized DS1
	  • DS3
	  • Dark Fiber
	  • Unbundled Dedicated Transport - DS3
	• ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required
	• Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)

Notes:	• Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description:	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.
Method of Calculation:	**Mechanized:** Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of MechanizedOrders Rejected in the Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)
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
	  • 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 and standalone Directory Listings (GTE only)
	• Manually received and handled (fax)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)

Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell and GTE:** **Benchmark:** **Fully Electronic/Flow Through:** • Standard - average of 20 minutes **Electronically Received/Manually Handled:** • Standard - average of 5 hours **Manually received/Manually Handled:** • Standard - average of 10 hours **Projects:** • Standard -90% within 72 hours (Pacific Bell only)
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 • • Excludes non-business days • Excludes delays caused for customer reasons • Loop qualification/facility availability interval is removed from the overall reject interval for the following products: (Pacific Bell only) • XDSL • High Bandwidth line sharing UNE • ISDN • Channelized DS1 • DS3 • Dark Fiber • Unbundled Dedicated Transport - DS 3 • ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required. • Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)
Notes:	• All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000(Benchmarks for GTE are still interim.) • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering **Measure 4**

Title: Percentage of Flow-Through Orders

Area	*Requirement Description*
Description:	Measures the percentage of electronically received orders processed on a flow through basis.
Method of Calculation:	[(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:	Orders that flow through as a percentage of: • All electronically received orders programmed to flow through, by service group type and/or service order type. • All electronically received orders, by service group type and/or service order type.
Geographic Level:	Statewide
Measurable Standard:	**Diagnostic only** *Issue of how to evaluate performance will be reconsidered at next Performance Measurement Plan review.*
Business Rules:	• Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors.
Notes:	

OSS OII Performance Measurements
Report Requirements

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

Measurable Standard:	**Pacific Bell:** **Parity for Resale is Retail Parity measured for the following UNEs:**	**Retail**
	• 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	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth Line Sharing UNE
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth Line Sharing UNE provided to ASI

	• 4w digital loop (DS1) • UNE Subloop • UNE loop – DS3	• DS1 • DS3
	• UNE Loop – OC level	• Retail OC level service
	• Dark Fiber	(*Diagnostic*)
	• UNE Port–(Non-Specials)	• POTS - Business (non-fielded)
	• UNE Port–Specials	• Retail Specials (non-fielded)

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

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(*TBD*)

	• 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

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE Loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Retail POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS -*Total Business & Residence, Non-Dispatched*
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes delays for customer reasons. • Raw data will include jeopardy codes. • For Pacific Bell results for UNE Subloop will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	
Notes:	• Does not include missed commitments.	

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Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	*Requirement Description*
Description:	Measures the remaining time 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* Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Assignment Jeopardy Notices) **Installation:** *Jeopardies identified during the installation process prior to due time* Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices) **Notification of Missed Commitments** Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	• By service group type, with same service group type disaggregation as Measure 5.
Geographic Level:	Statewide

Measurable Standard:	**Service Group Types:**
	Pacific Bell
	• Resale Residential POTS
	• Resale Business POTS
	• Resale ISDN BRI
	• Resale CENTREX
	• Resale PBX
	• Resale DDS
	• Resale DS1/ISDN-PRI
	• Resale DS3
	• Resale VGPL/DS0
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • UNE Subloop
	• High Bandwidth Line Sharing UNE
	  • Conditioned
	  • Non-Conditioned
	• 4w digital loop DS1
	  • UNE Subloop
	• UNE Loop – DS3
	• UNE Loop –OC level
	• UNE Dark Fiber
	• UNE Port– Non-Specials
	• UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 - Conversion
	  • DS3 -New
	  • DS3 - Conversion
	  • OC Level – new
	  • OC level - conversion
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		GTE
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Nondesigned
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		• UNE Platform
		  • UNE-P Res
		  • UNE-P Bus
		  • UNE-P PRI
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (Diagnostic)
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

Measurable Standard:	**Benchmark (Pacific Bell only)** • 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 *GTE began reporting June 2000 data on July 15, 2000. GTE will propose benchmark after four months of data collection.*
Business Rules:	• Excludes delays for customer reasons. • Raw data will include jeopardy codes. • Pacific Bell tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • GTE tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/hours.
Notes:	• If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for analog. • For GTE, 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:	Total 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
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 (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell**	
	Parity for Resale is Retail for Parity for UNE measured for the following UNEs:	**Retail**
	• 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)
	  • Conditioned
	  • Non-Conditioned
	  • UNE Subloop
		• 2w digital loop (xDSL capable) provided to ASI
		  • 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 – OC level	• Retail – OC level service
	• UNE Port– Non-Specials	• POTS - Business (non -fielded)
	• UNE Port–Specials	• Retail Special Services

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

	• Dark Fiber	(Diagnostic)

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• 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

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Residential POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non -Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS -Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*

Business Rules:	• Excludes customer requested due dates other than interval offered, and orders delayed for customer reasons. (Pacific Bell only) • Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE) • For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only) • Excludes projects. (Pacific Bell only) • GTE will not exclude projects. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • 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. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

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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:	Sum (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)
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 (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell**
	Parity for Resale is Retail
	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 – OC level
	• Dark Fiber
	• UNE Port– Specials
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level - New
	  • OC level -Conversion
	• 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
		Pacific Bell Retail
		• ISDN(BRI)
		• 2w digital loop (xDSL capable) provided to ASI
		  • Conditioned
		  • Non-Conditioned
		• ISDN (BRI)
		• High Bandwidth line sharing provided to ASI
		  • Conditioned
		  • Non-Conditioned
		• DS1
		• Retail – OC level service
		Diagnostic
		• Retail Specials
		(*TBD)*
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW
		• ILEC Dedicated Trunks

	GTE Resale Specials	Retail Specials

Business Rules:	• Excludes customer requested due dates other than the standard interval, and orders delayed for customer reasons. (Pacific Bell only) • Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. (GTE only) • Excludes services with flexible due date i.e., Basic Exchange services/POTS (Pacific Bell only) • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI. (Pacific Bell only). • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. (Pacific Bell 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. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

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Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	*Requirement Description*
Description:	**Pacific Bell:** 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* **GTE:** Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP) **Note: "Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.*
Method of Calculation:	**Pacific Bell** ((Number of coordinated cutovers completed by committed time) / (Count of coordinated cutovers scheduled in reporting period)) x 100 **GTE** (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:	• Residence and Business conversions and LNP (PB only) • Coordinated Conversions and Coordinated Hot Cuts (GTE only)
Geographic Level:	Statewide

Measurable Standard:	**Parity for Pacific Bell:** **Pacific Bell Retail** **Coor. Conversions (Res.)** Coor. Conv. -Res **Coor. Conversions (Bus.)** Coor. Conv. -Bus **Coor. Conversions (LNP-Port Out)** Coor. Conv. - - (LNP-Port In/Back) **Benchmark for GTE: 90% On Time** **Coordinated Conversion (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 Hour 21 to 30 lines: 1½ Work Hours 31 to 40 lines: 2 Work Hours 41 to 50 lines: 2½ Work Hours 51 to 60 lines: 3 Work Hours 61 to 70 lines: 3½ Work Hours 71 to 80 lines: 4 Work Hours 81 to 90 lines: 4½ Work Hours 91 to 100 lines: 5 Work Hours Add an additional ½ Hour for each additional 10 lines or increment thereof.
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. (Pacific Bell only)

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Provisioning **Measure 9A**

Title: Frame Due Time Conversions as a Percentage On-Time - Pacific Bell 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.
Geographic Level:	Statewide
Measurable Standard:	**Benchmark** • Standard 95% in 1 hour
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested FDT orders only
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. • Up to 19 loops, or up to 99 telephone numbers on standalone 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 Pacific Bell** • Standard - no more than .25% failure **Benchmark for GTE** • Standard - no more than 2% failure
Business Rules:	• Provisioning failure data will be collected as follows: • Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP) • Excludes total failures from the NPAC to *all* LSMS systems. • Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (Pacific Bell only) • Excludes large porting activities (500 TNs or greater) (Pacific Bell only)
Notes:	

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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 where installation was not completed by the due date.
Method of Calculation:	[(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
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 (PB), Statewide (GTE)

Measurable Standard:	**<u>Pacific Bell</u>**
	Parity for Resale is Retail
	Parity for UNE measured for the following UNEs:
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • 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–Non-Specials
	• 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
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		Pacific Bell Retail
		• POTS - Business (fielded)
		• ISDN(BRI)
		• 2w digital loop (xDSL capable) provided to ASI
		• ISDN(BRI)
		• High Bandwidth line sharing UNE provided to ASI
		• DS1
		• UNE loop – DS3
		• Retail OC level service
		• POTS - Business (non-fielded)
		• Retail Specials (non-fielded)
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service
		Diagnostic
		(TBD)
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW
		• ILEC Dedicated Trunks

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*

Business Rules:	• Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Excludes record only and ILEC official orders. • 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. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics

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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 (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop(IDSL capable)	• ISDN (BRI)

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

	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service

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

	• Enhanced Extended Links
	  • DS1 - New
	  • DS3 – New
	  • OC level - New
		(TBD)

	• 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

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
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. • For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.	

OSS OII Performance Measurements
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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 • Disaggregated by 1-30 days, 31-90 days and >90 days
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• 2w digital loop (xDSL capable) provided to ASI
	• 2w digital loop (IDSL capable)	• ISDN(BRI)

	• High Bandwidth line sharing UNE
	  • Condition
	  • Non-Condition
		• High Bandwidth line sharing UNE provided to ASI

	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service

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

	• Enhanced Extended Links
	  • DS1 - New
	  • DS3 – New
	  • OC level - New
		(TBD)

	• 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

Measurable Standard:	**GTE**
	
	• Resale POTS- Residence
	• Resale POTS-Business
	• Resale Specials
	• UNE loop Nondesigned
	• UNE loop Designed
	• UNE loop xDSL capable
	• UNE loop IDSL capable
	• Line Sharing - Conditioned
	• Line Sharing - Non-Conditioned
	• UNE Port
	• UNE Transport
	• UNE Platform
	  • UNE - P Res
	  • UNE - P Bus
	  • UNE - P PRI
	• Interconnection Trunks
	• EEL
	• Subloop
		Retail
		
		• Retail POTS - Residence
		• Retail POTS - Business
		• Retail Specials
		• B1 Dispatched Non Designed
		• Dispatched Designed Service (excludes HICAPs)
		• *(TBD until SDA is established)*
		• *(TBD until SDA is established)*
		• *(TBD until SDA is established)*
		• *(TBD until SDA is established)*
		• CentraNet-Simple
		• HICAP Designed
		
		• Residential POTS
		• Business POTS
		• ISDN PRI
		• ILEC Dedicated Trunks
		• *(Diagnostic)*
		• *(Diagnostic)*

Business Rules:	• For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.	

OSS OII Performance Measurements
Report Requirements

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

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 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	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop (IDSL capable) • UNE Subloop	• ISDN(BRI)

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

	• 4w digital loop (DS1) • UNE Subloop	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service
	• UNE Port–Non-Specials	• POTS - Business (non-fielded)
	• UNE Port– Specials	• Retail Specials

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC Level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• 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

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes customer caused misses. • For UNE loop services, feature-only orders are excluded from retail analog. • 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. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)	

Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 15**

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

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:	**Parity:** (Number of 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) **Benchmark:** [(Number of 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 Resale, High Bandwidth line sharing UNE, UNE Loop, and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity** **Resale** — **Retail services** UNE Loop — 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 **Benchmark:** LNP - Port Out • Standard - 1% or less

	GTE: • Resale POTS (Residence) • Resale POTS (Business) • Resale Specials • UNE,Loop Non-designed • UNE Loop Designed • UNE Loop xDSL Capable • UNE Loop IDSL Capable • LNP	 • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • *(TBD until SDA is established)* • *(TBD until SDA is established)* • *(TBD- will propose benchmark standard after 4 months of data collection).*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • *[6]	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

[6] The language "excludes new service installations" first contained in the JPSA filed July 18, 2000 has been removed pending resolution by the Commission of the open issue identified by some DSL CLECs.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 15A**

Title: Average Time to Restore Provisioning Troubles (Prior to Service Order Completion)

Area	*Requirement Description*
Description:	Measures the average duration of the troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, UNE Loop, UNE Port and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity:** **Resale** — **Retail services** UNE Loop — Retail services (outside plant disposition codes and Central Office wiring disposition codes) **Benchmark:** LNP - Port Out • Standard - average of 4 hours

Measurable Standard:	**GTE** • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • LNP	**Retail** • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • *(TBD until SDA is implemented)* • *(TBD until SDA is implemented)* • *(TBD)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

OSS OII Performance Measurements
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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:	**Pacific Bell:** (Total Number of Customer Trouble reports received within 30 calendar days of special service order completion / Total Number of new, move and change completed special services orders) x 100 **GTE:** (Total Number of Special Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change completed Special Service 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
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2w digital loop(ISDN capable) • UNE Sub -Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop(xDSL capable) • UNE Sub-Loop	• 2w digital loop(xDSL capable) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• 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	• Retail 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
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• UNE Platform
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	**GTE:** • Resale Specials • UNE Loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport • UNE - Platform PRI • Line Sharing – Conditioned • Line Sharing - Non - Conditioned • Interconnection Trunks • EEL	**Retail** • Retail Specials • Dispatch Designed Service (excludes HICAPs) • (TBD until SDA is established) • (TBD until SDA is established) • HICAP Designed • ISDN PRI • (TBD until SDA is established) • (TBD until SDA is established) • ILEC Dedicated Trunks • *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell) • 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. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 17**

Title: Percentage Troubles in 7 Days for Non-Special Orders - GTE only
Percentage Trouble in 10 Days for Non-Special Orders - Pacific Bell only

Area	*Requirement Description*
Description:	Measures the percent of network customer trouble reports received within 7 (GTE) or 10 (Pacific Bell) calendar days of service order completion.
Method of Calculation:	**GTE:** (Total Number of non-special Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total new, move and change completed Non-Special Service orders) x 100 **Pacific Bell:** (Total Number of Customer Trouble reports received within 10 calendar days of non-special service order completion / Total Number of new, move and change completed non-special 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 (including LNP) and Field Work/No Field Work as appropriate
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell**
	Parity for Resale is Retail (non-special services only)
	
	Parity for UNE measured for the following UNEs:
	• 2/4w (8db and 5.5 db) loop (incl. Coin/analog PBX)
	  • UNE Sub-Loop
	
	(and for Pacific Bell only)
	  • FDT orders
	  • TBCC orders
	
	• UNE Port – Basic analog/Coin
	
	• UNE Platform -Basic port and basic loop
	
	• LNP (Port Out)
		
		Retail
		
		• Business POTS (outside plant disposition codes and central office wiring disposition codes)
		
		• Business POTS (non-disp)
		
		• Business POTS (disp/non-disp)
		
		• Benchmark of no more than 1% troubles.

	GTE
	• Resale POTS- Residence
	• Resale POTS-Business
	• UNE loop Nondesigned
	•
	• UNE Port
	• UNE Platform
	  • UNE - P Res
	  • UNE - P Bus
	
	• LNP
	
	• Subloop
		Retail
		• Retail POTS - Residence
		• Retail POTS - Business
		• B1 Dispatched Non Designed
		• CentraNet - Simple
		
		• Residential POTS
		• Business POTS
		
		• Retail POTS- Total Business & Residence, Non-Dispatched
		
		• *(Diagnostic)*

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Trouble Reports Received on the Due Date • Excludes Subsequent reports • Excludes ILEC employee generated reports • Excludes troubles associated with inside wiring. • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell 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. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type. • Pacific Bell will track FDT and TBCC diagnostically until the next review cycle.

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 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

Measurable Standard:	**Pacific Bell:** **Fully electronic(LEX, EDI) -** • Standard -95% within 1hour **Fully electronic Fallout**: • Standard is 95% within 24 hours with a fallout maximum of 5% for each system reported. If LASR shows a reduction in fallout level (an average to nearest 0.5%) for three reported months, then Pacific Bell will lower fallout level to match. **All other interfaces** • Standard– 90% within 24 hours **GTE:** **Fully Electronic (EDI)** • Standard - 95% within 1 hour Electronic Batch • Standard – 95% within 12 hours **All other interfaces** • Standard – 90% within 24 hours
Business Rules:	• 24 hour clock is used to measure interval for all other interfaces. • Excludes weekends and ILEC published holidays • System hours will be used for fully electronic sub-measures • GTE will report on the industry standard of SAR Version 4 only. • For GTE, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For GTE, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For GTE, all other interfaces represent manual processes. • For GTE, 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).

OSS OII Performance Measurements
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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

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5db) analog loop	• POTS - Business (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)	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• 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	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials (dispatch in)

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

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		• Retail 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: .35%

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than .35% of total trouble reports received for LNP
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Include Test okay (TOK) and Found Okay (FOK) reports.	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type. (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

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

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop	**Retail**
	• 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	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Subloop	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop –DS3	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials(dispatch in)

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

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS non-disp,disp)
		• Retail 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 1 missed commit per month per CLEC

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than 1 missed commit per month per CLEC
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • Results include Test okay (TOK) and Found Okay (FOK) reports. • For GTE - excludes provisioning trouble reports.	

Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.

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

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 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	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• 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	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials (dispatch in)

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

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		• Retail 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: avg. 4 hours

Measurable Standard:	GTE	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• *Retail POTS – Total Business & Residence, Non-Dispatched*
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Results include Test okay (TOK) and Found Okay (FOK) reports.	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
Report Requirements

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
Measurable Standard:	**Parity for Resale (POTS) for Pacific Bell** **Parity for UNEs (Basic)** • 2/4w (8db and 5.5 db) analog loop • UNE Sub-Loop • UNE Port – Basic Analog • UNE Platform – Basic Port and Loop **Retail** • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Business POTS (non-disp/dispatch)_

	GTE
	• Resale POTS- Residence
	• Resale POTS-Business
	• UNE loop Non-designed
	• UNE Port
	• UNE Platform
	  • UNE - P Res
	  • UNE - P Bus
	
	Retail
	• Retail POTS - Residence
	• Retail POTS - Business
	• B1 Dispatched Non Designed
	• CentraNet - Simple
	• Residential POTS
	• Business POTS

Business Rules:	• Residential and Business POTS only • Excludes no access • Interval for tickets received Saturday and Sunday begins no later than Monday morning • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • Results include Test okay (TOK) and Found okay (FOK) reports.
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type (Pacific Bell only).

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

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 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)	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• 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	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port –Specials	• Retail Specials (non-dispatch)

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

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		• Retail 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

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than 2 repeat trouble per month per CLEC
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports • Excludes Message Reports • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

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Report Requirements

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%
Business Rules:	• GTE 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:	

OSS OII Performance Measurements
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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:	Parity for Pacific Bell and GTE – comparison made to ILEC final trunk groups
Business Rules:	• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • GTE reports provided 45 days after close of data month. • Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. • Excludes blocking due to CLEC putting trunks in a "make busy" state. • Applies to those trunks where the ILEC has augmentation control. • Does not apply when trunks are provisioned as two-way trunks
Notes:	• ILEC will provide detail available regarding exclusions in raw data.

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Report Requirements

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 Pacific Bell and GTE – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Business Rules:	• 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. • Includes both additions and deletions to NXX codes.
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 (Pacific Bell only)

OSS OII Performance Measurements
Report Requirements

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:	

OSS OII Performance Measurements
Report Requirements

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 successfully transmitted 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:	**Pacific Bell:** • Resale • UNE (IntraLATA and InterLATA, combined) • Jointly provided switched access (associated with meet point billing) **GTE** • 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:	**Pacific Bell:** Parity for Resale UNE, and Jointly provided switched access: **GTE:** 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
Business Rules:	
Notes:	• GTE bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 29**

Title: Accuracy of Usage Feed

Area	*Requirement Description*
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	((Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Received and Processed)) x 100 *Note: Total usage records includes detail data records, headers and trailers*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	Total Records
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*
Business Rules:	• Report will be by calendar month • Usage files included in the reporting month will be those processed by the CLEC in that month • Usage feed will include Resale, UNE and Meet Point Billing usage • Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.

	• If the data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results. • Usage files by the ILEC will be considered non-compliant if the ILEC has changed its file criteria without providing the CLEC notice of the change 60 days prior to implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change. • Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium for the minimum notice period. The layout of the records exchanged between companies shall be the EMI record as described in the current edition of the EMI manual published by ATIS on behalf of the Ordering and Billing Forum, as supplemented by GTE's or Pacific Bell's specific requirements. This will include record length, field descriptions, and dataset characteristics. • Validation of accuracy and completeness of the files will be accomplished by means of pack invoice checking for proper sequencing. Further validation will occur by balancing of the record count and revenue total contained in the pack trailer to the detail records. • A record is correct if it is of the correct length, all of its fields are of correct length and mode (alpha or numeric), and it is a valid EMI record type. • A header is correct if: 1) the invoice number is correct if it is of proper sequence (the sequence is 1 greater than the previous header invoice number or it is 1 if the previous sequence was 99); 2) the trailer count and the count of detail records agree and ; 3) the trailer revenue total agrees with the total of the revenue fields within each detail record within the pack.

Notes:	• The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data. • The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data. • Raw data includes header, trailer and detail records, for the report period in question.

OSS OII Performance Measurements
Report Requirements

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 (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Benchmark:** • Standard – 99% within 10 calendar days
Business Rules:	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

Report Requirements

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 (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard - 95%
Business Rules:	• Excludes summarized charges
Notes:	• For Pacific Bell, 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. • GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 32**

Title: Recurring Charge Completeness

Area	***Requirement Description***
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	**Pacific Bell:** (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100 *Correct bill = next available bill **GTE:** (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA combined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity for Resale and UNE POTS** **Benchmark for Facilities/Interconnection and UNE Specials** • Standard – 90% **GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard – 90%
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:	• GTE will compare CLEC results to a statistically valid sample of GTE results. • Pacific will continue to report this measure until sixty days following the implementation of Measure 35.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	**Pacific Bell:** (Count of non-recurring charges that are on the correct bill* / total count of non-recurring charges that are on the bill) x 100 *Correct bill = next available bill **GTE**: (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity for Resale and UNE POTS** **Benchmark for Facilities/Interconnection and UNE Specials** • Standard - 90% **GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection**: • Standard – 90%
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:	• Pacific will continue to report this measure until sixty days following the implementation of Measure 35.

OSS OII Performance Measurements
Report Requirements

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 (IntraLATA and InterLATA combined)
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• Facilities/Interconnection
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges

Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:**
	Parity for Resale and UNE POTS
	Benchmark for Facilities/Interconnection and UNE Specials
	  • Standard - 95%
	
	GTE:
	Benchmark for Resale and UNE:
	  • Standard - 97%
	Benchmark for Facilities/Interconnection:
	  • Standard - 95%

Business Rules:	• Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 35**

Title: Timeliness of Billing Completion Notices - Pacific Bell Only

Area	*Requirement Description*
Description:	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in 3 business days.
Method of Calculation:	Interim Method of Calculation: Sum (Number of Orders Completed in Billing Systems within 3 Business Days) / (Number of Orders Completed) x 100 As of TBD Date: Sum (Number of Billing Completion Notices Sent to CLEC within X 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 - 95% in 3 business days
Business Rules:	• Excludes weekends and ILEC published holidays.
Notes:	• Until the billing completion notice process has been developed Pacific will report the percentage of orders completed in the billing systems within 3 business days.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	***Requirement Description***
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	BOS-BDT Format: (Total # of correct records + correct trailers balanced to count of records that passed / Total # of records + trailers processed in that reporting period) x 100 EDI Format: (Total # of correct segments +correct bills + correct transmissions that passed / Total # of records + bills + transmissions processed in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	BOS-BDT format and EDI format, as supplemented by GTE's or Pacific Bell's specific requirements.
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*

Business Rules:	• Report will be by calendar month • Transmissions included in the reporting month will be those processed by the CLEC in that month. Usage feed will include Resale, UNE and Meet Point Billing usage • Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report • If no report data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. • Report Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result. • If the report data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results. • Mechanized bill feed transmissions by the ILEC will be considered non-compliant if the ILEC has changed its transmission criteria without providing the CLEC notice of the change 60 days prior to implementation of the change. • Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium 60 days prior to the implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change. • A record is accurate if the billing data meets the published specifications meaning that each field of each record is of proper length and style (numeric or alpha), and it is a valid BOS-BDT or EDI file type. • A BOS-BDT record is accurate if a 99-99-99 record is included with every transmission. • A record is accurate if the bill format complies with both X12 industry guidelines and the ILEC-specific implementation guide. • A record is accurate if the codes contained I the transmission agree with the codes contained in the ILEC Reference Table • A record is accurate if the billed service type matches the service types that have been communicate tot he CLEC. • An EDI transmission is accurate if the enveloping starting segments provide accurate send/receive information and the envelope ending segments provide accurate counts.

Notes:	• BOS-BDT and EDI Billing data is considered compliant if they meet published specifications. This means that each field of each record is of proper length and style (numeric or alpha). • The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data. • The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data.

OSS OII Performance Measurements
Report Requirements

Database Updates **Measure 37**

Title: Database Update Interval - Pacific Bell 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:	• Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	**Parity for service order generated updates** **Benchmark for direct gateway input updates** • Standard - 95% in 8 calendar Days
Business Rules:	
Notes:	• CLECs reserve the right to request additional databases be included in this measure. .

OSS OII Performance Measurements
Report Requirements

Database Updates **Measure 38**

Title: Percent Database Accuracy - Pacific Bell 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 • Direct gateway input **E911 Database:** • Service Order generated updates • Direct gateway input **LIDB Database** • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	Parity for service order generated updates Direct Gateway Input
Business Rules:	• Excludes CLEC caused errors
Notes:	• CLECs reserve the right to request additional databases be included in this measure. • Pacific Bell shall report information on direct gateway updates as a special report until Emergency 911/Listings Fix-It Team completes its work.

OSS OII Performance Measurements
Report Requirements

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 (Pacific Bell Only) • Direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell** Parity for service order generated updates **Pacific Bell and GTE:** Direct gateway input Standard - 48 hours
Business Rules:	• For service order generated updates, 48 hour interval begins when service order is completed in SORD (Pacific Bell) • For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
Notes:	

OSS OII Performance Measurements
Report Requirements

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	***Requirement Description***
Description:	Measures the interval it takes an ILEC takes to respond to a CLEC's collocation request.
Method of Calculation:	Space Availability (# of Requests Completed in 15 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100 Price and Schedule Quote (# of Requests Completed in 30 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 • Space Availability • Price and Schedule Quote
Geographic Level:	Statewide
Measurable Standard:	**Space Availability -** Standard -100% in 15 calendar days **Price and Schedule Quote -** Standard - 100% in 30 calendar days

Business Rules:	• Excludes orders canceled by CLEC • If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within 15-day period or after the 15 day period, the 15-day clock is restarted from the revised application receipt date Following are the types of changes that trigger the restarting of the 15 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. (Pacific Bell only)
Notes:	• Interval for both sub-measures to begin upon receipt of valid request per published ILEC guidelines. • 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. Pacific Bell/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

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
	  • Cageless
	  • Augment
	  • Cageless

Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Pacific Bell:** • New - 100% compliance within time intervals set in its tariffs • Augmentation - 100% in 80 calendar days **Benchmark for GTE:** • New - 90% compliance within 90 calendar days • Augmentation - 100% in 80 calendar days

Business Rules:	• Excludes orders canceled by CLEC • Excludes CLEC requested due dates greater than the standard interval. • Applies to all requests for physical collocation space. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. • 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.(Pacific Bell 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.(Pacific Bell only).
Notes:	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. Pacific Bell/GTE shall file by Advice Letter compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

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)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell for interfaces used by both ILEC and CLEC** **Benchmark for Pacific Bell (for all otherinterfaces)and GTE (all interfaces)** • Standard – 99.25%
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.
Notes:	• GTE captures data on a nationwide basis and reports national results at a state level.

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:	

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 (Pacific Bell)
Geographic Level:	Statewide
Measurable Standard:	**Repair Centers** Parity - Pacific Bell Benchmark – GTE Standard – average 17 seconds **Benchmark for Pacific Bell and GTE (Ordering Centers)** Standard – average 15 seconds (Pacific Bell) Standard – average 17 seconds (GTE) **Benchmark for Pacific Bell Provisioning Center** Standard - average of 90 seconds
Business Rules:	
Notes:	• Measured by individual queue, if applicable, in each ILEC center. • GTE captures data on a nationwide basis and reports national results at a state level. • GTE reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services

REPORTING PROCESS

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the fifteenth 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.

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 Pacific Bell and GTE 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. 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 data which comprise the results and which are readily available from the systems which provide the reportable data. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. Pacific Bell will produce the current month's raw data within 15 days and the prior within 30 days. GTE will provide the requested data within 30 days.

Upon approval of the JPSA filed on July 18, 2000, Pacific will begin reporting performance reports to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. Pacific expects to implement an upgrade to its reporting procedures that provides the CLECs with direct, real time access to their raw data electronically by the end of first quarter, 2001. In the event that Pacific does not implement such upgrade in the expected time frame, the CLECs may elect to have Pacific revert to reporting performance reports by the fifteenth of the month. In the interim, Pacific and CLECs will meet, on or about the tenth of each month, to discuss the feasibility of shortening Pacific's response time to CLEC requests for

raw data and whether allowing Pacific to report on the twentieth of the month has reduced the number of changes necessary to the website and raw data. Pacific expects the extension in reporting time to reduce changes by as much as 25%. In the event that the extension in time does not result in a reduction in changes within 90 days, Pacific will revert to reporting performance reports by the fifteenth of the month. Until Pacific implements its upgrade, CLECs may request raw data from Pacific as early as the date Pacific reports its performance reports. Pacific will provide the requested raw data for the current reported month within fifteen days and for prior months within 30 days (or less upon agreement of the parties).

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**

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 GTE, 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 GTE'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 GTE 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 GTE and the CLECs as set forth in the paragraph above.

Mini – Audits:

In addition to an annual audit, Pacific Bell, GTE 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 yearwill be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion). Mini-Audits may be requested for months including and subsequent to the month in which an Annual Audit was initiated.

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

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

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

Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

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

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

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

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

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or aroundMarch 1, 2001 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.

Implementation Timeline for Pacific Bell Changes to JPSA

Item No.	*Measure*	*Sub-Measure*	*Change*	*Date of Change**
***Note: Implementation interval begins when revised JPSA is ordered by the Commission**				
1	1	Electronic Pre-order Queries	Measure as total transaction time	Completed
2		Electronic loop qual sub-measure	New sub-measure	Completed
3		Manual loop qualification	New sub-measure	Completed
4		CSR sub-measures	Change project limit to 50 TNs	30 Days
5	2	Projects	New sub-measure	30 Days
6		Sub-measures associated with xDSL and Line /Sharing, ISDN, channelized DS1, DS3 and Unbundled Ded. Transport (DS3)	Exclude pre-qual time	Completed
7		Held and Denied Interconnection Trunk reports	Measure at parity with retail	90 Days
8	3	Line Sharing	New sub-measure	Completed
9		Standalone Directory Listings	New sub-measure	90 Days
10		Projects	New sub-measure	30 Days
11		Sub-measures associated with xDSL and Line /Sharing, ISDN, channelized DS1, DS3 and Unbundled Ded. Transport (DS3)	Exclude pre-qual time	Completed
12	4			
13	5	"Electronic interface" disaggregation	Eliminate disaggregation	60 Days
14		"Lack of facilities and all other" disaggregation	Eliminate disaggregation	60 Days
15		2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
16	5	Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
17		UNE Platform sub-measures	New Sub-measures	90 Days
18		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
19		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
20		Raw Data	Include jeopardy codes	60 Days
21	6	"Electronic interface" disaggregation	Eliminate disaggregation	60 Days
22		"Lack of facilities and all other" disaggregation	Eliminate disaggregation	60 Days
23		2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
24		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
25		UNE Platform sub-measures	New Sub-measures	60 Days
26		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
27		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	60 Days
28		Raw Data	Include jeopardy codes	60 Days
29	7	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
30		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
31		UNE Platform sub-measures	New Sub-measures	90 Days
32		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 days
33	7	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days

34		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
35	8	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	90 Days
36		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
37		UNE Platform sub-measures	New Sub-measures	90 Days
38		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 days
39		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
40		UNE port sub-measures	Consolidate to UNE Port (special)	90 Days
41	9	Total measure	Base measures on total cutovers scheduled, not total coordinated conversion orders	Completed
42	9A	Total measure	Implement this new measure	180 Days
43	10	Total measure	Change to benchmark	Completed
44		Total measure	Exclude large ports (greater than 500 TNs)	30 Days
45	11	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
46		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
47		UNE Platform sub-measures	New Sub-measures	90 Days
48		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
49	11	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
50		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
51	12	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
52		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
53		UNE Platform sub-measures	New Sub-measures	90 Days

54		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
55		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
56	13	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
57		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
58		UNE Platform sub-measures	New Sub-measures	90 Days
59		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
60		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
61	14	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
62		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
63		UNE Platform sub-measures	New Sub-measures	90 Days
64		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
65	14	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
66		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days

67	15	UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
68	15A	Total measure	Implement new measure	60 Days
69	16	UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
70		Total measure	Redefine measure to only include special service orders	30 Days
71	17	Total measure	Implement measure to only include non-special service orders	30 Days
72	18	Fully electronic sub-measures	Eliminate fallout results from sub-measures	30 Days
73		Fully electronic fallout sub-measures	Implement new sub-measures	30 Days
74	35	Total measure	Implement new measure (Phase 1) Implement billing notification process (Phase 2)	90 Days TBD
75	19, 20, 21, 23	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
76		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
77		UNE Platform sub-measures	New Sub-measures	90 Days
78		All UNE Loop sub-measures	Exclude feature only orders from Retail analog	60 Days
79		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
80	19, 20, 21, 23	UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
81		UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
82	22	All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
83		UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
84	24	Total measure	Report at statewide level and make available detail at trunk group level for not meeting 2% or less blocking level	Completed
85	25	Total measure	Report at statewide level and make available detail at trunk group level for not meeting parity	Completed
86		Total measure	Exclude performance failures caused by CLEC not completing growth provisioning on time	30 Days
87	26	Total Measure	Exclude performance failures where no test number provided or interconnection facilities not installed	30 Days
88	27	Total Measure	Eliminate measure	30 Days
89	28	Jointly provided switched access sub-measure	Change from benchmark to parity comparison	30 Days
90	29, 36	Total measure	Report results using new business rules	Completed CLEC Provided Data
91	31	UNE and Facilities/Interconnect sub-measures	Redefine data collection period to collect all usage data occurring in past 30 days and processed within 3 business days of the end of the month	180 Days

92	32,33	Total measure	Exclude late charges resulting from mandated billing changes that cannot be implemented in a timely manner	30 Days
93	34	Total measure	Exclude late charges resulting from mandated billing changes that cannot be implemented in a timely manner	30 Days
94	37, 38	LIDB sub-measure (service order generated updates)	Implement new sub-measure	180 Days
95	43	Total Measure	Eliminate measure	Completed
96	44	ILEC Prov. Center sub-measure	Implement new sub-measure	Completed

Implementation Timeline for GTE Changes Due To JPSA Changes

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
1	1	Average Response Time OSS	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
2		Average Response Time-Legacy (GTE and CLEC)	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
3		Average Response Time-CSR	New Rule: "Clock Hours Excludes Non-Business Days"	120 Days
4		Average Response Time-CSR	New Rule: "Elapsed Time For Manual Processes Tracked During Published Business Hours"	Complete
5		Average Response Time-CSR WISE	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
6		Average Response Time-CSR Fully Electronic	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
7		Loop Qualification Transaction Time	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
8		Average Response Time OSS	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
9		Average Response Time-Legacy (GTE and CLEC)	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
10		Average Response Time-CSR	Replace "X Business" with "24 Clock"	120 Days
11		Average Response Time-CSR	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
12		Average Response Time-CSR WISE	Replace "X Business" with "3 System"	120 Days
13		Loop Qualification Transaction Time	Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)	30 Days
14		Average Response Time-Legacy (GTE and CLEC)	Insert "To Legacy System" In Denominator	30 Days
15		Average Response Time OSS	Legacy Result + 5 Seconds	150 Days
16		Average Response Time-CSR	Change to "98% in 24 Hours"	120 Days
17		Average Response Time-CSR WISE	Change to "98% in 3 System Hours"	120 Days
18		Average Response Time OSS	Title should be Pre-Order Query Transaction Time	30 Days
19		Average Response Time-Legacy (GTE and CLEC)	Title should be Legacy System Transaction Time	30 Days
20		Average Response Time-CSR	Replace Title with "Response Time- Manual CSRs"	30 Days
21		Average Response Time-Legacy (GTE and CLEC)	Display Legacy Results Only In GTE Columns (No Information To Be Displayed Under CLEC-Related Columns)	30 Days
22	2	Average FOC Notice Interval	1) Excludes delays caused for customer reasons; 2) Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours; 3) Business day = Monday through Friday, excluding weekends and ILEC published holidays.	150 Days

[7] **"Date of Change" field explanation. Assuming a PUC order on 7/31/2000, 30 Days=Aug. report month, 60 Days = Sept. report month, 90 Days = Oct. report month, 120 Days = Nov. report month, 150 Days = Dec. report month.**

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
23		Average LSC Notice Interval	1) Excludes delays caused for customer reasons; 2) Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours; 3) Business day = Monday through Friday, excluding weekends and ILEC published holidays.	150 Days
24		Average FOC Notice Interval	Change benchmark for Interconnection Trunks from "Average 5 Days" to "Average 5 Business Days"	150 Days
25		Average LSC Notice Interval	Standalone Directory Listings as a separate disaggregation.	120 Days
26	3	Average Reject Notice Interval	New Rules: 1) "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours;" 2) Business day = Monday through Friday, excluding weekends and ILEC published holidays; 3) Excludes delays caused for customer reasons.	150 Days
27		Average Reject Notice Interval	Clarify "Mechanized" denominator calculation from "# of Orders Rejected" to "(Number of Mechanized Orders Rejected in the Reporting Period)"	30 Days
28		Average Reject Notice Interval	Clarify "Manual" denominator from "Number of Faxes Submitted" to "Number of Faxes Rejected"	30 Days
29		Average Reject Notice Interval	Add UNE line sharing (total of conditioned and non-conditioned) and stand alone directory listings.	120 Days
30	4	Percentage of Flow Through Orders Currently Programmed	Add "Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors."	150 Days
31		Percentage of Flow Through Orders	Add "Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors."	150 Days
32		Percentage of Flow Through Orders Currently Programmed	Change numerator from "mechanized orders" to "electronically received orders" and change denominator from "mechanized service request" to "electronically received orders."	30 Days
33		Percentage of Flow Through Orders	Change numerator from "mechanized orders" to "electronically received orders" and change denominator from "mechanized service request" to "electronically received orders."	30 Days
34		Percentage of Flow Through Orders	Remove SGT/SOT requirements; replace with "All electronically received orders."	120 Days
35		Percentage of Flow Through Orders Currently Programmed	Remove SGT/SOT requirements; replace with "All electronically received orders programmed to flow through."	120 Days
36	5	Percentage of Orders Jeopardized	Raw data will include jeopardy codes- LSRs.	Complete
37		Percentage of Orders Jeopardized	Raw data will include jeopardy codes- ASRs.	Complete
38		Percentage of Orders Jeopardized	Remove "By electronic interface" and "By lack of facilities and all other"- LSRs.	120 Days
39		Percentage of Orders Jeopardized	Remove "By electronic interface" and "By lack of facilities and all other"- ASRs.	120 Days
40		Percentage of Orders Jeopardized	Reference SGT Table- LSRs.	150 Days
41		Percentage of Orders Jeopardized	Reference SGT Table- ASRs.	150 Days
42		Percentage of Orders Jeopardized	Change title from "Percentage of Orders (LSRs) Given Jeopardy" to "Percent of Orders Jeopardized"- LSRs.	30 Days
43		Percentage of Orders Jeopardized	Change title from "Percentage of Orders (ASRs) Given Jeopardy" to "Percent of Orders Jeopardized"- ASRs.	30 Days
44	6	Average Jeopardy Notice Interval	Raw data will include jeopardy codes.	30 Days
45		Average Jeopardy Notice Interval	Change denominator from "Order Jeopardized" to "Assignment Jeopardy Notices" for the assignment calculation.	30 Days

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
46		Average Jeopardy Notice Interval	Remove "By electronic interface" and "By lack of facilities and all other." Note: this applies to all three "Methods of Calculation."	150 Days
47		Average Jeopardy Notice Interval	Reference SGT Table; note: SGT applies to all three "Methods of Calculation"	150 Days
48	7	Average Completed Interval	Add 1) GTE will not exclude projects; 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	Complete
49		Average Completed Interval	Reference SGT Table	150 Days
50	8	Percent Completed within Standard Interval	Add 1) GTE will not exclude projects; 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
51		Percent Completed within Standard Interval	Remove Excludes services with flexible due date i.e., B1/R1 Service (GTE).	Complete
52		Percent Completed within Standard Interval	Reference SGT Table	Complete
53	10	PNP Network Provisioning	Change all references from PNP to LNP.	120 Days
54		PNP Network Provisioning	New business rule reads: "Provisioning failure data will be collected as follows: · Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)."	120 Days
55		PNP Network Provisioning	Change from parity to benchmark of 2% failure.	120 Days
56	11	Percent of Due Dates Missed	Add business rules: 1) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review; 2) Excludes records only ILEC official orders.	Complete
57		Percent of Due Dates Missed	Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data" to "ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request."	30 Days
58		Percent of Due Dates Missed	Reference SGT Table	150 Days
59	12	Percent of Due Dates Missed Due to Lack of Facilities	Reference SGT Table	150 Days
60	13	Delay Order Interval to Completion Date (For Lack of Facilities)	Reference SGT Table	150 Days
61	14	Held Order Interval	Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data" to "ILECs will provide disaggregation by Jeopardy Code as diagnostic data upon raw data request."	30 Days
62		Held Order Interval	Reference SGT Table	150 Days
63	15	Provisioning Trouble Reports	New Business rule: Excludes new service installations. Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
64	15A	Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	New Measure. Same business rules (with modifications) on PM 15 apply to PM15A.	120 Days
65		Average Time To Restore Provisioning Troubles (Prior	New Measure (Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared. and verified with the CLEC)/ (Total Number of Provisioning Trouble Reports)	120 Days

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
		To Service Order Completion)		
66		Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	New Measure Reference SGT Table; also by "Affecting Service" and Out of Service."	120 Days
67	16	Percentage Troubles in 30 days for New Orders	Change from 1) "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
68		Percentage Troubles in 30 days for New Orders	Reference SGT Table	150 Days
69		Percentage Troubles in 30 days for New Orders	Change title from "New Orders" to "Designed Service Orders"	30 Days
70	17	Percentage Troubles in 7 Days for New Orders- GTE Only	Change from 1) "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
71		Percentage Troubles in 7 Days for New Orders- GTE Only	Change denominator from "Total new, move and change orders" to "Total new, move and change completed orders"	30 Days
72		Percentage Troubles in 7 Days for New Orders- GTE Only	Reference SGT Table	150 Days
73	18	Average Completion Notice Interval	New rules: Completion Notices on disconnect orders are only on CLEC disconnect orders (not on ILEC retail disconnect orders) For All Other Interfaces.	Complete
74		Average Completion Notice Interval	New rules: 1) System hours will be used for fully electronic sub-measures; 2) Completion Notices on disconnect orders are only on CLEC disconnect orders (not on ILEC retail disconnect orders) for Fully Electronic.	Complete
75		Average Completion Notice Interval	Change from "Sum (# of Completion Notices Returned within “X” Interval) / (# of Orders Completed) x 100 to "(Number of Completion Notices Returned within “X” Interval) / (Number of Orders Returned Using All Other Processes) x 100 For All Other Interfaces	30 Days
76		Average Completion Notice Interval	Change from "Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed) to (Number of Completion Notices Returned within “X” Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 for Fully Electronic	120 Days
77		Average Completion Notice Interval	Change from "Average Completion Notice Interval" to "Completion Notice Interval" for All Other Interfaces.	30 Days
78		Average Completion Notice Interval	Change from "Average Completion Notice Interval" to "Completion Notice Interval" for Fully Electronic.	120 Days
79		Average Completion Notice Interval	Change from "Average Completion Notice Interval (LSC)" to "Completion Notice Interval" for the WISE Web Display.	120 Days
80	19	Customer Trouble Report Rate	New business rules: 1) Excludes provisioning trouble reports; 2) Include Test okay (TOK) and Found Okay (FOK) reports; 3) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 4) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
81		Customer Trouble Report Rate	Reference SGT Table	150 Days
82	20	Percentage of Customer Trouble not Resolved within Estimated Time	New business rules: 1) Include Test okay (TOK) and Found Okay (FOK) reports; 2) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 3) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review; 4) Excludes provisioning trouble reports.	Complete
83		Percentage of Customer Trouble not Resolved within Estimated Time	Reference SGT Table	150 Days
84	21	Average Time to Restore	New business rules: 1) Excludes provisioning trouble reports; 2) Include Test okay (TOK) and Found Okay (FOK) reports; 3) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 4) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
85		Average Time to Restore	Reference SGT Table	150 Days
86	22	POTS Out of Service less than 24 Hours	Business rule change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
87		POTS Out of Service less than 24 Hours	Reference SGT Table	150 Days
88	23	Frequency of Repeat Troubles in 30 day period	Business rule change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
89		Frequency of Repeat Troubles in 30 day period	Reference SGT Table	150 Days
90	24	Percent Blocking on Common Trunks	ILEC will make available detailed information (trunk group identifier, CLLI A, CLLI Z, blocking level) for all trunk groups not meeting 2% blocking level with the monthly report.	120 Days
91	24	Percent Blocking on Common Trunks	Remove "Includes Histogram Distribution Chart" and performance measure 24b.	120 Days
92		Percent Blocking on Common Trunks	Report by Total Trunk Groups.	120 Days
93	25	Percent Blocking on Interconnection Trunks	Add new business rule "Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date."	120 Days
94		Percent Blocking on Interconnection Trunks	Remove: 1) Includes histogram distribution chart and move to Business Rules "2) Applies to those trunks where the ILEC has augmentation control; 3) Does not apply when trunks are provisioned as two-way trunks."	Complete
95		Percent Blocking on Interconnection Trunks	Remove "Includes Histogram Distribution Chart" and performance measure 25b.	120 Days
96		Percent Blocking on Interconnection Trunks	Report by Total trunk groups, ILEC end office to CLEC end office, and ILEC tandem to CLEC end office.	120 Days
97	26	NXX Loaded by LERG Effective Date	Add new business rule: 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.	Complete
98		NXX Loaded by LERG Effective Date	Add business rule: NXX activity includes additions and deletions (being returned to industry for reuse).	Complete
99	27	Network Outage	Delete PM.	30 Days

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
		Notification		
100	30	Wholesale Bill Timeliness	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.	Complete
101		Wholesale Bill Timeliness	Change “X” to "10 calendar."	30 Days
102		Wholesale Bill Timeliness	Clarify benchmark to 99% within 10 calendar days.	Complete
103	31	Usage Completeness	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.	Complete
104	32	Recurring Charge Completeness	Change from "The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill" to "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." New business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	120 Days
105		Recurring Charge Completeness	Clarify calculation to "(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"	30 Days
106	33	Non-Recurring Charge Completeness	Change from "The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill" to "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." New business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	120 Days
107		Non-Recurring Charge Completeness	Clarify calculation to "(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"	120 Days
108	34	Bill Accuracy	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result; new business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	Complete
109	40	Time to Respond to a Collocation Request - Space Availability	If CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within 15-day period, 15-day clock is restarted from revised application receipt date- Open Issue.	30 Days
110		Time to Respond to a Collocation Request - Price and Schedule Quote	Change from (# of Requests Returned in “X” Interval) / (Count of Requests Submitted in Reporting Period) x 100 to (# of Requests Completed in 30 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100	30 Days
111		Time to Respond to a Collocation Request - Space Availability	Change from (# of Requests Returned in “X” Interval) / (Count of Requests Submitted in Reporting Period) x 100 to (# of Requests Completed in 15 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100	30 Days
112		Time to Respond to a Collocation Request - Price and Schedule Quote	Clarify benchmark to 100% in 30 calendar days.	Complete
113		Time to Respond to a Collocation Request - Space Availability	Clarify benchmark to 100% in 15 calendar days.	Complete
114		Time to Respond to a Collocation Request - Price and Schedule Quote	Change title to "Time To Respond To A Collocation Request - Price and Schedule Quote"	30 Days
115		Time to Respond to a Collocation Request – Space	Change title to "Time To Respond To A Collocation Request - Space Availability"	30 Days

Item No.	*Measure*	*Sub-Measure (From 9-7-99 JPSA)*	*Change*	*Date of Change*[7]
		Availability		
116	41	Time to Provide a Collocation Arrangement – New	New business rule: Excludes CLEC requested due dates greater than the standard interval.	120 Days
117		Time to Provide a Collocation Arrangement - Augment	New business rule: Excludes CLEC requested due dates greater than the standard interval.	120 Days
118		Time to Provide a Collocation Arrangement - New	Clarify benchmark to 90% compliance within 90 calendar days.	Complete
119		Time to Provide a Collocation Arrangement - Augment	Clarify benchmark to 100% in 80 calendar days.	Complete
120		Time to Provide a Collocation Arrangement - New	Change to "Time To Provide A Collocation Arrangement - New"	30 Days
121		Time to Provide a Collocation Arrangement - Augment	Change to "Time to Provide a Collocation Arrangement - Augment"	30 Days
122	42	Percent of Time Interface is Available	Clarification: Change from ((Number of Scheduled System Available Hours) - (Number of Unscheduled System Unavailable Hours)) / Scheduled System Available Hours) x 100 to [(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)] / (Scheduled System Available Hours) x 100	30 Days
123		Percent of Time Interface is Available	Clarify: GTE captures data on a nationwide basis and reports national results at a state level.	Complete
124		Percent of Time Interface is Available	Clarify: change from GTE (all systems) Standard – 99.25% to GTE (All Interfaces) Standard - 99.25%	Complete
125		Percent of Time Interface is Available	Add ILEC affiliate.	Complete
126	43	Notification of Interface Outages	Delete PM.	30 Days
127	44	Center Responsiveness	Clarify GTE captures data on a nationwide basis and reports national results at a state level.	Complete
128		Center Responsiveness	Change benchmark from Standard – average 20 seconds to Standard – average 17 seconds for both repair and ordering centers.	30 Days

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.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.
TERM	**DEFINITION**

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

DEFINITION OF TERMS

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

DEFINITION OF TERMS

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

DEFINITION OF TERMS

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

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

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

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

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

MISSED APPOINTMENT CODES – PACIFIC BELL
MAC – COMPANY REASONS

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

COMPANY WORK LOAD

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

EQUIPMENT SUPPLY

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

COMPANY FACILITIES

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

MISSED APPOINTMENT CODES – PACIFIC BELL

MAC – CUSTOMER REASONS

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

CUSTOMER REQUESTS LATER DUE DATES

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

ALL OTHER CUSTOMER REASONS

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

JEOPARDY
MISSED APPOINTMENT CODES -GTE

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

Verizon has adopted standard OBF jeopardy codes, listed above.

DISPOSITION CODES

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