

**SBC/Ameritech PERFORMANCE MEASUREMENTS
(EXCEPT CALIFORNIA AND NEVADA)**

OSS

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OSS

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Interconnection

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**SBC/Ameritech PERFORMANCE MEASUREMENT BUSINESS RULES
(EXCEPT CALIFORNIA AND NEVADA)**

OSS

1. Measurement
Percent Firm Order Confirmations (FOCs) Returned on time for LSR requests.
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC
Exclusions:
<ul style="list-style-type: none"> • Rejected (manual and electronic) LSRs • SBC/Ameritech only Disconnect orders • Services ordered out of the Access Tariff • Interconnection Orders • Unbundled Dedicated Transport Orders
Business Rules:
<p>FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include M-F, 7:00 AM to 5:00 PM, excluding, holiday and weekends. If the start/time is outside of normal business hours then the start date/time is set to 7:00 AM on the next business day. Example: If the request is received Monday through Friday between 7:00 AM to 5:00 PM; the valid start time will be Monday through Friday between 7:00 AM to 5:00 PM. If the actual request is received Monday through Thursday after 5:00 PM and before 7:00 AM next day; the valid start time will be the next business day at 7:00 AM. If the actual request is received Friday after 5:00 PM and before 7:00 AM Monday; the valid start time will be at 7:00 AM Monday. If the request is received on a Holiday (anytime); the valid start time will be the next business day at 7:00 AM. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation (i.e., actual OSS processing time outside of LSC hours will not be excluded in calculating the interval). The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders, the FOC is sent back at the time the C order is distributed All UNE P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized. All times are Central Standard Time.</p> <p>If the CLEC accesses SBC/Ameritech systems using a Service Bureau Provider, the measurement of SBC/Ameritech's performance does not include Service Bureau Provider processing, availability or response time.</p>

LEX /EDI

For LEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically recorded by the interface (EDI or LEX) with the system date / time. The end date and time is recorded by the interface (LEX and EDI) and reflect the actual date and time the FOC is available to the CLEC.

MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by, fax, or other manual methods (i.e. courier). The FAX receipt date and time is recorded and input on each service order in the service order system for each FOC opportunity. The end time is the actual date and time that a successful attempt to send a paper fax, is made back to the CLEC. In these instances, the order distribution time is used as the FOC end date and time.

Levels of Disaggregation:	
<u>Electronic/Electronic</u>	
<ul style="list-style-type: none"> • Resale (residential and simple business combined) • UNE-P (POTS loop/port combinations) • UNE loop (excluding DSL loops), with or without LNP • DSL capable loops (including standalone loops, line sharing and line splitting) • LNP only • Broadband DSL capable Loops (including standalone loops, line sharing and line splitting) • All other 	
<u>Manual Intervention</u>	
<ul style="list-style-type: none"> • Resale (residential and simple business combined) • UNE-P (POTS loop/port combinations) • UNE loop (excluding DSL loops), with or without LNP • DSL capable loops (including standalone loops, line sharing and line splitting) • LNP only • Broadband xDSL capable loop • All Other (Includes order types that require manual submission) 	
Calculation:	Report Structure:
(# FOCs returned within “x” hours ÷ total FOCs sent) * 100	Reported by CLEC , all CLECs and SBC/Ameritech affiliate where applicable (or SBC/Ameritech acting on behalf of its’ affiliate.). This includes mechanized from EDI and LEXand manual (FAX or orders)
Benchmark:	
Electronic – Electronic 95% within 60 minutes.	
Manual Intervention - 95% within the benchmark defined below:	
Within 5 Hours for the following service types:	
<ul style="list-style-type: none"> • Mechanized Simple Res/Bus/Mechanized UNE Loop (1-49)/Mechanized Switch Ports/ Mechanized LNP with Loop (1-19)/Mechanized Simple Res & Bus LNP Only (1-19)/Mechanized Simple Res & Bus LNP Only (20+) 	
Within 6 Hours for the following service types:	
<ul style="list-style-type: none"> • Mechanized UNE xDSL Capable Loop (1-19)/Mechanized Line Sharing (1-49) • Mechanized Broadband xDSL Capable Loop (1-19)/Mechanized Broadband line sharing (1-49) 	
Within 14 Hours for the following service types:	
<ul style="list-style-type: none"> • Mechanized UNE xDSL Capable Loop (>20)/Mechanized Line Sharing (>49) • Mechanized Broadband xDSL Capable Loop (>19)/Mechanized Broadband line 	

sharing (>49)

Within 24 Hours for the following service types:

- Manual and Mechanized Complex Bus (1-200)/ Manual and Mechanized LNP Complex Business (1-19)/Manual Simple Res./Bus, Manual Simple Res./Bus. LNP Only (1-19)/Manual UNE Loop(1-49)/Manual Switch Ports/ Manual LNP with Loop (1-19)/ Manual LNP Complex Business (1-19)/Manual UNE xDSL Capable Loop (1-49)/Manual Line Sharing (1-49)
- Manual Broadband xDSL Capable Loop (1-49)/Manual Broadband Line Sharing (1-49)

Within 48 Hours for the following service types:

- Manual and Mechanized Complex Bus (>200)/Manual and Mechanized UNE Loop (>50)/ Manual and Mechanized LNP Complex Business (20-50 Lines)/ Manual and Mechanized LNP with Loop (>20)/Manual UNE xDSL Capable Loop (> 49)/ Manual Line Sharing (>49)/Manual Simple Res & Bus LNP Only (20+)
- Manual Broadband xDSL Capable Loop (>49)/Manual Broadband Line Sharing (>49)

Within 60 minutes for the following service types:

- Electronic/Electronic Broadband DSL capable loops (including standalone loops, line sharing and line splitting)

Within the Negotiated interval for the following service types:

- Manually and Mechanized LNP Complex Business (>50)
The critical-z does not apply to this measure.

2. Measurement	
Average Response Time For OSS Pre-Order Interfaces	
Definition:	
The average response time in seconds from the SBC/Ameritech side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate, /EDI(LSOG1/LSOG4)/CORBA) by function.	
Exclusions:	
None.	
Business Rules:	
The clock starts on the date/time when the request is received by SBC/Ameritech and the clock stops on the date/time when the SBC/Ameritech has completed the transmission of the response to the CLEC. Timestamps are taken at the and Verigate servers and do not include transmission time through the RAF. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by SBC/Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (SBC/Ameritech will not schedule system maintenance during normal business hours (8 AM to 5:30 PM Central Time Monday through Friday). If the CLEC accesses SBC/Ameritech systems using a Service Bureau Provider, the measurement of SBC/Ameritech's performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Address Verification • Request For Telephone Number • Request For Summary Customer Service Record (CSR) <= 30 WTNs (Also broken down for Lines as required for DIDs). (EDI LSOG1-Only) • Request For Summary Customer Service Record (CSR) > 30 WTNs (Also broken down for Lines as required for DIDs). (EDI LSOG1-Only) • Request For Detailed Customer Service Record (CSR) < 30 WTNs (EDI LSOG4, Verigate & CORBA) • Service Availability • Service Appointment Scheduling (Due Date) • Dispatch Required • PIC • DSL Loop Qualification • DSL Loop Qualification-Archived Actuals 	
Calculation:	Report Structure:
$\frac{\sum[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{\text{Number of Queries Submitted in}}$	Reported on a CLEC , all CLECs, and SBC/Ameritech affiliate where applicable (or SBC/Ameritech acting

Reporting Period)	on behalf of its' affiliate) for EDI(LSOG1/LSOG4)/CORBA and VERIGATE	
Benchmark:		
Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until all parties agree that sufficient data is available to set final benchmarks Critical z-value does not apply		
	EDI(LSOG1)	Verigate, CORBA &: EDI (LSOG4)
Request for:		
Address Validation	4.7sec.	4.7 sec.
Telephone number TN	4.5 sec.	4.5 sec.
Request for CSR	6.6 sec.	6.6 sec.
Service Availability	6.6 sec.	6.6 sec.
Service Appointment Scheduling Due Date	1.0 sec.	Reported in Dispatch Required
Dispatch Required	12.6 sec	12.6 sec.
PIC	28.0 sec.	19.1 sec.
DSL Loop Qualification	Diagnostic To be determined At six mth review	Diagnostic To be determined At six mth review
DSL Loop Qualification- Archived Actuals	Does Not Apply	Diagnostic to be determined At six mth review

3. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders from entry to distribution that progress through SBC/Ameritech ordering systems without manual intervention.	
Exclusions:	
<ul style="list-style-type: none"> Excludes rejected orders <p>For new versions of the ordering systems which provide additional flow through capabilities, orders that have the potential to flow through in the new version, but for which CLEC utilized the older version, should be excluded from this measurement in both the numerator and denominator.</p>	
Business Rules:	
The number of orders that flow through SBC/Ameritech's ordering systems and are distributed in service order system without manual intervention, divided by the total number of eligible orders and orders that would flow through within the reporting period. Orders that fall out for manual handling, that are worked by SBC/Ameritech and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> LEX EDI <p>The data reported by interface, as specified above, will be used to determine the amount of any voluntary payments under this measurement. In addition, for the LEX and EDI interface, SBC/Ameritech will report its performance separately by order type (Resale POTS, UNE combinations POTS, specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other). Voluntary payments will not apply to the reports that are disaggregated by order type.</p>	
Calculation:	Report Structure:
(# of orders that flow through ÷ total eligible orders and orders that flow through) * 100	Reported by individual CLEC, CLECs and SBC/Ameritech and SBC/Ameritech affiliate.
Benchmark:	
Parity	

A. Provisioning

4a. Measurement	
Percent SBC/Ameritech Caused Missed Due Dates - POTS	
Definition:	
Percent of N, T, C orders where installation was not completed by the due date as a result of a SBC/Ameritech Caused Missed Due Date.	
Exclusions:	
Excludes orders that are not N, T, or C	
Business Rules:	
The Due Date is the negotiated date by the customer and the SBC/Ameritech representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SBC/Ameritech personnel complete the UNE Combinations, are reported at order level. This measure includes in both the numerator and denominator the number of orders cancelled after a SBC/Ameritech – caused missed due date.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE-P <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of N, T, C orders not completed by the due date or cancelled after the due date as a result of a SBC/Ameritech caused missed due date ÷ total number of orders plus total cancels as a result of SBC/Ameritech caused missed due dates) * 100	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Resale POTS parity between Field Work compared to SBC/Ameritech Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types). UNE-P Parity between Field Work compared to SBC/Ameritech Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work. (N, T, C order types)	

4b. Measurement	
Percent SBC/Ameritech Caused Missed Due Dates – Design	
Definition:	
Percent of N, T, C orders by circuit where installations were not completed by the due date or were cancelled after the due date that were caused by SBC/Ameritech.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes customer caused misses. 	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by SBC/Ameritech for service activation. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. This measure includes in both the numerator and denominator the number of orders cancelled after a SBC/Ameritech – caused missed due date. The source is WFA (Work Force Administration) and data is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN-BRI, ISDN-PRI, DSL, and any other services available for resale. • UNE Loop and Port - ISDN and other combinations. 	
Calculation:	Report Structure:
(Count of circuits with missed due dates or were canceled after the due date that were caused by SBC/Ameritech excluding customer caused misses ÷ total number of circuits and those that were canceled after the due date that were caused by SBC/Ameritech)* 100	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Parity with SBC/Ameritech Retail	

4c. Measurement**Percent SBC/Ameritech Caused Missed Due Dates - UNE****Definition:**

Percent of UNEs (8db loops are measured at an item level) where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE-Ps captured in the POTS or Specials measurements
- Exclude orders that are not N, T, or C
- Excludes customer caused misses

Business Rules:

The Due Date starts the clock. The Completion Date is the day that SWBTSBC/Ameritech personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an item level to facilitate comparison with POTS retail. This measure includes in both the numerator and denominator the number of orders canceled after a SBC/Ameritech-caused missed due date. UNE cancels are measured at the item level.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and / or agreed to by the parties
- 8.0 dB Loop (without Test Access)
 - Field Work (FW)
 - No Field Work (NFW)
- DSL loops
 - with line sharing
 - with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.)

Calculation:

Count (# of UNEs with missed due dates and the number of UNEs cancelled after the due date as a result of an SBC/Ameritech cause ÷ total items installed and total items cancelled as a result of a SBC/Ameritech cause) *100

Report Structure:

Reported by CLEC and all CLECs, SBC/Ameritech or affiliates.

Benchmark:

	Parity:	Retail Comparison
1.	8.0 dB Loop without Test Access (FW)	POTS (Res/Bus FW) (excluding POTS ISDN)
2.	8.0 dB Loop without Test Access (NFW)	POTS (Res/Bus NFW)
3.	BRI Loop without Test Access	ISDN/BRI (including POTS and Designed ISDN)
4.	ISDN BRI Port	ISDN/BRI (including POTS and Designed ISDN)
5.	DS1 Loop with Test Access	DS1 & ISDN PRI
6.	DS1 Dedicated Transport	DS1
7.	Subtending Channel (23B)	DDS
8.	Subtending Channel (1D)	DDS
9.	Analog Trunk Port	VGPL
10.	Subtending Digital Direct Combination Trunks	VGPL
11.	DS3 Dedicated Transport	DS3
12.	Dark Fiber	DS3
13.	DSL Loops – Line Sharing	Parity with ASI (or SBC/Ameritech Retail) – Benchmark
14.	DSL Loops – Non-Line Sharing	5% (No Critical z-value applies)
15.	Analog Line Port	VGPL
16.	Broadband DSL Loops – Line Sharing	Parity with ASI (or SBC/Ameritech Retail) – Benchmark
17.	Broadband DSL Loops – Non-Line Sharing	5% (No Critical z-value applies)

4d. Measurement	
Percent Mechanized Completion Notifications Returned Within one Day Of Work Completion	
Definition:	
Percent mechanized completion notifications returned within one day	
Exclusions:	
<ul style="list-style-type: none"> Exclude non-system hours of operation 	
Business Rules:	
Days are calculated by subtracting the date the completion notification was returned to the CLEC minus the work order completion date. If the CLEC accesses SBC/Ameritech systems using a Service Bureau Provider, the measurement of SBC/Ameritech's performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# mechanized completion notifications returned to the CLEC within 1 day of work completion ÷ total mechanized completion notifications) * 100	Reported by CLEC and all CLECs and SBC/Ameritech Affiliate
Benchmark:	
97% - The critical z-value does not apply.	

5a. Measurement	
Percent POTS/UNE-P Trouble Report Within 10 Days (I-10) of Installation - POTS	
Definition:	
Percent of N, T, C orders that receive an electronic or manual trouble report on or within 10 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Excludes disposition code “11,12 and 13” reports (excludable reports) • Excludes reports caused by customer provided equipment (CPE) or wiring • Excludes trouble report received on the due date before service order completion 	
Business Rules:	
Includes reports received the day after SBC/Ameritech personnel complete the service order through 10 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 10 days of service order completion. These will be reported the month that they are closed. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • N ,T and C Orders <ul style="list-style-type: none"> • POTS <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service • UNE-P <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SBC/Ameritech
Benchmark:	
Resale POTS parity between Field Work compared to SBC/Ameritech Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types). UNE-P Parity between Field Work compared to SBC/Ameritech Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, C order types).	

5b. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - Design	
Definition:	
Percent of N, T, C orders by item that receive a customer trouble report within 30 calendar days of service order completion	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes trouble report received on the due date before service order completion • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 days of service order completion and closed within the reporting month.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • See Measurement 4b. 	
Calculation:	Report Structure:
(Count of circuits that receive a customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)) * 100	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Parity with SBC/Ameritech Retail	

5c. Measurement
Percent Installation Reports (Trouble Reports) Within “X” calendar days, where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs (I-10/30) of Installation- UNE
Definition:
Percentage of UNEs that receive a customer trouble report within X” calendar days, where “x” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, of service order completion.
Exclusions:
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE-Ps captured in the POTS or Specials measurements • Excludes trouble report received on the due date before service order completion • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes orders that are not N, T, or C • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes PTRs (Provisioning Trouble Reports-Trouble reports on completed orders on the day of completion or before 12:00 on the next business day. • Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC. • Excludes trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between CLEC and SBC/Ameritech due to CLEC reasons on the due date.
Business Rules:
A trouble report is counted if it is received within “X” calendar days, where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within “X” calendar days where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of service order completion that were closed during the reporting month.
Levels of Disaggregation:

<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and / or agreed to by the parties • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
(Count of UNEs that receive a customer trouble report within “X” calendar days where “X” is 10 calendar days for 8db and 30 calendar days for all other UNEs, of service order completion ÷ total UNEs) * 100	Reported for CLEC and all CLECs, SBC/Ameritech or its affiliate.
Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW) (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN-BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN-BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	DS1
6. Subtending Channel (23B)	DDS
7. Subtending Channel (1D)	DDS
8. Analog Trunk Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport	DS3
11. Dark Fiber	DS3
12. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Ameritech Retail)
13. DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)

6a. Measurement	
Mean Installation Interval – POTS	
Definition:	
Average business days from application date to completion date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00 PM; and the due date requested is not same day; and if order applied for after 3:00 PM; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays • Excludes expedites for which the CLEC pays 	
Business Rules:	
<p>The clock starts on the Application Date, which is the day that SBC/Ameritech receives a correct Service Order / LSR (LEXEDI) except in the case of a manually-submitted order (facsimile, US Mail, or other hard-copy delivery service), when the clock starts at FOC date/time. The clock stops on the Completion Date that is the day that SBC/Ameritech personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 PM and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 PM and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE-Ps, are reported at order level.</p> <p>If an order is completed on a Saturday, Sunday or Holiday, SBC/Ameritech will include that day in the calculation of interval.</p>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE-P <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:

$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Resale POTS parity between Field Work compared to SBC/Ameritech Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail Field Work (N, T, C order types). UNE-P Parity between Field Work compared to SBC/Ameritech Field Work (N, T, C order types) and No Field Work compared to SBC/Ameritech Retail Field Work. (N, T, C order types)	

6b. Measurement	
Average Installation Interval - Design	
Definition:	
Average business days from application date to completion date for N, T, C orders by item or circuit.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes circuits that have a customer requested Due Date greater than 20 business days • Excludes Weekends and Holidays • Excludes Customer Caused Misses • Excludes expedites for which the customer paid 	
Business Rules:	
<p>The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and this measure is reported at circuit level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • See Measurement 4b. 	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of circuits completed})$	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Parity with SBC/Ameritech Retail	

6c. Measurement	
Percent (UNEs) Installations Completed Within The Customer Requested Due Date	
Definition:	
Measure of UNEs completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE –P captured in the POTS or Specials measurements • Exclude orders that are not N, T, or C • Excludes customer caused misses • Excludes Weekends and Holidays • Excludes orders captured in PM 6c.1 (LNP With Loop) 	
Business Rules:	
<p>The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by SBC/Ameritech. This measure is reported at a circuit level.</p> <p>If an item is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and / or agreed to by the parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
Count of UNEs installed within the customer requested due date ÷ total UNEs) * 100	Reported for CLEC and all CLECs, and SBC/Ameritech for parity measures affiliate as appropriate.
Benchmark:	

95% within the customer requested due date. The following standard offered intervals apply in Texas (Note – the standard offered intervals below pertain to SWBT and were the appropriate benchmarks for this measure under the version 1.7 business rules. This measure has been changed from Percent Installations Completed within “X” Days in the version 1.7 business rules to Percent (UNEs) Installations Completed Within the Customer Requested Due Date in the version 2.0 business rules):

- 2 Wire Analog and Digital (1-10) – 3 Days
- 2 Wire Analog and Digital (11-20) – 7 Days
- 2 Wire Analog and Digital (20+) – 10 Days
- BRI Loops (1-10) – 4 Days
- BRI Loops (11-20) – 10 Days
- BRI Loops (20+) – Negotiate
- DS1 loop(includes PRI) (1-10) – 3 Days
- DS1 loop(includes PRI) (11-20) – 7 Days
- DS1 loop(includes PRI) (20+) – 10 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) - 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
- DSL with no Line Sharing – Non Conditioned – 5 Days
- DSL with no Line Sharing – Conditioned – 10 Days
- Broadband DSL with no Line Sharing – Non Conditioned – 5 Days
- Broadband DSL with no Line Sharing – Conditioned – 10 Days

Parity with ASI (or SBC/Ameritech Retail)

- DSL with Line Sharing
- Broadband DSL with Line Sharing

6c. 1 Measurement
Percent Installations Completed within the Customer Requested Due Date for LNP With Loop
Definition:
Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech
Exclusions:
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE-Ps captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses. • NPAC caused delays unless caused by SBC/Ameritech.
Business Rules:
<p>The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.</p> <p>For partial LNP conversions that require restructuring of customer account:</p> <ul style="list-style-type: none"> • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated. <p>If an item is completed on a Saturday, Sunday, or Holiday, SBC/Ameritech will include that day in the calculation of interval.</p>
Levels of Disaggregation:

<ul style="list-style-type: none"> • Aggregate <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) • CHC – Diagnostic <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) • FDT – Diagnostic <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) 	
Calculation:	Report Structure:
Count of NUNEs installed within customer requested due date ÷ total UNEs excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.
Benchmark:	
95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.	

7a. Measurement	
Average Delay Days For SBC/Ameritech Caused Missed Due Dates - POTS	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C. 	
Business Rules:	
<p>The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech which is the due date reflected on the FOC. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity.</p> <p>UNE-Ps are reported by the order that completes the service activity.</p>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) Business class of service Residence class of service UNE-P <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) \div$ (total # of completed orders with a SBC/Ameritech caused missed due date)	Reported for CLEC, all CLECs and SBC/Ameritech.
Benchmark:	
Resale POTS parity between Field Work compared to SBC/Ameritech Field Work (N, T, and C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, and C order types). UNE-P Parity between Field Work compared to SBC/Ameritech Field Work (N, T, and C order types) and No Field Work compared to SBC/Ameritech Retail No Field Work (N, T, and C order types).	

7b. Measurement	
Average Delay Days For SBC/Ameritech Caused Missed Due Dates - Design	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Customer Caused Misses 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • See Measurement 4b. 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\# \text{ of posted} - \text{circuits with a SBC/Ameritech caused missed due date})$	Reported by CLEC, all CLECs and SBC/Ameritech Retail Specials.
Benchmark:	
Parity with SBC/Ameritech Retail.	

7c. Measurement	
Average Delay Days For SBC/Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SBC/Ameritech which is the due date reflected on the FOC, to completion date on company missed UNEs .	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE-Ps captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. • Excludes any incremental days attributable to the CLEC after the initial SBC/Ameritech caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SBC/Ameritech. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by SBC/Ameritech, which is the due date reflected on the FOC. The data is reported at a circuit level UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
<p>UNEs contained in the UNE price schedule, and/or agreed to by parties.</p> <ul style="list-style-type: none"> • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future 	
Calculation:	Report Structure:
$\sum(\text{Completion date} - \text{committed UNE}) \div (\# \text{ of posted UNEs with SBC/Ameritech caused missed due dates})$	Reported for CLEC and all CLECs, SBC/Ameritech or affiliates.
Benchmark:	

Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW) (excluding POTS ISDN)
2. 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW) (excluding POTS ISDN)
3. BRI Loop without Test Access	ISDN/BRI (including POTS and Designed ISDN)
4. ISDN BRI Port	ISDN/BRI (including POTS and Designed ISDN)
5. DS1 Loop with Test Access	DS1 & ISDN-PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Ameritech Retail)
14. DSL Loops – No Line Sharing	6.5 Days No Critical z value applies
15. Broadband DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Ameritech Retail)
16. Broadband DSL Loops – No Line Sharing	6.5 Days No Critical z value applies

8. Measurement
Average Installation Interval - DSL
Definition:
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval. This measurement is reported at the circuit level.
Exclusions:
<ul style="list-style-type: none"> • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays. • Excludes expedites (less than 3 days). • Excludes Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR • Excludes any incremental days attributable to the CLEC after the initial SBC/Ameritech caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SBC/Ameritech.

Business Rules:

The Application Date is the day that the customer authorizes SBC/Ameritech to provision the DSL based on the loop qualification. . If the CLEC uses the “one-step” process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC’s specifications, SBC/Ameritech will initiate the service order when the loop qualification is returned from SBC/Ameritech engineering and this date will be the application date. If the loop in its current condition does not meet the CLEC’s specifications, SBC/Ameritech will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SBC/Ameritech of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SBC/Ameritech will issue the order and the application date will be the date that SBC/Ameritech receives the supplement. If the CLEC uses the “two-step” process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as “green,” will issue the order upon receipt of a valid LSR and the Application Date will be the date that receives the valid LSR. The Completion Date is the day that SBC/Ameritech personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This is reported at a circuit level.

NOTE: For all of the above scenarios, the CLEC’s specifications for the loop will be considered met under the following circumstances:

If the CLEC has specified “AS IS” on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by Digital Loop Carrier (“DLC”).

If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by DLC. Any load coils, repeaters and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code. If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop.

Levels of Disaggregation:

- Loops requiring no conditioning with Line Sharing
- Loops requiring conditioning with Line Sharing
- Loops requiring no conditioning with no Line-Sharing
- Loops requiring conditioning with no Line-Sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:

$$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of UNEs completed})$$

Report Structure:

Reported for CLEC and all CLECs, SBC/Ameritech or Affiliate.

Benchmark:

- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
- Loops with line sharing – Parity with ASI or SBC/Ameritech Retail

9. Measurement	
Average Response Time for Manual Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for XDSL capable loops measured in business days.	
Exclusions:	
Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.	
Business Rules:	
<p>For a /EDI/CORBA or Verigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the /EDI/CORBA or Verigate request is when the loop makeup information has either been e-mailed back to the CLEC or, if the CLEC does not want email, is available in the Loop Qual System.</p> <p>For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System.</p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\sum(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) / \text{Total number of loop qualifications}$	CLEC, All CLECs and SBC/Ameritech or its' affiliates (or SBC/Ameritech acting on behalf of its' affiliates).
Benchmark:	
3 business days. Critical z-value applies.	

Maintenance

10a. Measurement	
Percent Missed Repair Commitments - POTS	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
<ul style="list-style-type: none"> Excludes all disposition code “11”, “12” and “13” reports (excludable reports) 	
Business Rules:	
<p>The commitment date and time is established when the repair report is received. The cleared time is the date and time that SBC/Ameritech personnel clear the repair activity and complete the trouble report. If this is after the Commitment time, the report is flagged as a ‘Missed Commitment’.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch <p>UNE-P</p> <ul style="list-style-type: none"> Dispatch No Dispatch 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
<p>POTS – Parity with SBC/Ameritech Retail. UNE-P – Parity with SBC/Ameritech Business and Residence combined.</p>	

10b. Measurement	
Percent Missed Repair Commitments - UNE	
Definition:	
Percent of trouble reports not cleared by the commitment time for SBC/Ameritech reasons.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combinations • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
The commitment time is defined as 24 hours for both 8.0dB loops and DSL line sharing. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. (If at such time, the contractual commitment for DSL line sharing changes, this measurement will be changed to reflect the appropriate interval.)	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • “POTS type” loops (2-Wire Analog 8dB Loop) with test access • DSL Line Sharing 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SBC/Ameritech and SBC/Ameritech affiliate.
Benchmark:	
<ul style="list-style-type: none"> • Parity with SBC/Ameritech POTS Business (excluding POTS ISDN) • Parity with ASI (or SBC/Ameritech Retail) for DSL line sharing 	

11a. Measurement	
Percent Repeat Reports - POTS	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open • Excludes disposition code “11”, “12” and “13” reports (excludable reports) • Excludes reports caused by customer provided equipment (CPE) or wiring 	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
POTS	
<ul style="list-style-type: none"> • Business class of service • Residence class of service 	
UNE-P	
Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SBC/Ameritech
Benchmark:	
POTS – Parity with SBC/Ameritech Retail.	
UNE-P – Parity with SBC/Ameritech Business and Residence combined.	

11b. Measurement	
Percent Repeat Reports - Design	
Definition:	
Percent of customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, The second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • See Measurement 4b. 	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported by CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Parity with SBC/Ameritech Retail	

11c. Measurement	
Percent Repeat Reports - UNE	
Definition:	
Percent of customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE-Ps captured in the POTS or Specials measurements. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and / or agreed to by the parties. • DSL loops with line sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future) 	
Calculation:	Report Structure:
Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total customer trouble reports) * 100	Reported for CLEC, all CLECs and SBC/Ameritech and affiliates where appropriate
Benchmark:	
See following:	

Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW) (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN-BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN-BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	DS1
6. Subtending Channel (23B)	DDS
7. Subtending Channel (1D)	DDS
8. Analog Trunk Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport	DS3
11. Dark Fiber	DS3
12. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Ameritech Retail)
13. DSL Loops with no Line Sharing	12.0% Critical z-value does not apply
14. Broadband DSL – Line Sharing	DSL Loops with line sharing (ASI or SBC/Ameritech Retail)
15. Broadband DSL with no Line Sharing	12.0% Critical z-value does not apply

12a. Measurement	
Mean Time to Restore - POTS	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Excludes disposition code “11”, “12” and “13” reports (excludable reports) • Excludes reports caused by customer provided equipment (CPE) or wiring. 	
Business Rules:	
The clock starts on the date and time SBC/Ameritech receives a trouble report. The clock stops on the date and time that SBC/Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service • Dispatch • No Dispatch • Affecting Service • Out of Service UNE-P <ul style="list-style-type: none"> • Dispatch • No Dispatch • Affecting Service • Out of Service 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time SBC/Ameritech clears ticket with the CLEC}) - (\text{Date and time ticket received})] \div \text{Total customer trouble reports}$	Reported for POTS Resale trouble reports by CLEC, all CLECs and SBC/Ameritech
Benchmark:	
POTS – Parity with SBC/Ameritech Retail. UNE-P – Parity with SBC/Ameritech Business and Residence combined.	

12b. Measurement	
Mean Time To Restore - Design	
Definition:	
Average duration in calendar days of customer trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk • No Access time • Delayed Maintenance time • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN-BRI, ISDN-PRI and any other services available for resale • UNE Loop and Port ISDN and other combinations • Dispatch • No Dispatch 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Parity with SBC/Ameritech Retail	

12c. Measurement	
Mean Time To Restore - UNE	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE-P captured in the POTS or Specials measurements. • Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. 	
Business Rules:	
The start time is when the report is received. The stop time is the stop time is when the report is cleared in the appropriate system (WFA for all UNEs except DSL line sharing which is captured in LMOS)..	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. • UNEs contained in the UNE price schedule, and / or agreed to by the parties. • Also disaggregated by Dispatch/No Dispatch. 	
Calculation:	Report Structure:
$\frac{\sum[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}}$	Reported for CLEC, all CLECs and SBC/Ameritech and SBC/Ameritech Affiliate
Benchmark:	
<ul style="list-style-type: none"> • See following: 	

Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW) (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN-BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN-BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	DS1
6. Subtending Channel (23B)	DDS
7. Subtending Channel (1D)	DDS
8. Analog Trunk Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport	DS3
11. Dark Fiber	DS3
12. DSL Loops – Line Sharing	Parity with ASI or SBC/Ameritech Retail
13. DSL Loops – No Line Sharing	9.0 hours-No Critical z-value does not apply
14. Broadband DSL – Line Sharing	Parity with ASI or SBC/Ameritech Retail
15. Broadband DSL – No Line Sharing	9.0 hours - No Critical z-value does not apply

13a. Measurement	
Trouble Report Rate - POTS	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes reports caused by customer provided equipment (CPE) or wiring • Excludes all disposition “11”, “12” and “13” reports (excludable reports) 	
Business Rules:	
CLEC and SBC/Ameritech repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service • UNE-P 	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SBC/Ameritech
Benchmark:	
POTS – Parity with SBC/Ameritech Retail. UNE-P – Parity with SBC/Ameritech Business and Residence combined.	

13b. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
CLEC and SBC/Ameritech repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • See Measurement 4b. 	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total Resold circuits ÷ 100)]	Reported by CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Parity with SBC/Ameritech Retail	

13c. Measurement	
Trouble Report Rate - UNE	
Definition:	
The number of customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE-P captured in the POTS or Specials measurements • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. 	
Business Rules:	
Repair reports are entered into and tracked via WFA by trouble ticket. Reports are counted in the month they post.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and / or agreed to by the parties. • DSL loops with line sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future) 	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SBC/Ameritech and SBC/Ameritech affiliates
Benchmark:	

Parity:	Retail Comparison
1. 8db loops	Parity with SBC/Ameritech POTS Business (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN/BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN/BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	DS1
6. Subtending Channel (23B)	DDS
7. Subtending Channel (1D)	DDS
8. Analog Trunk Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport	DS3
11. Dark Fiber	DS3
12. DSL Loops – Line Sharing	Parity with ASI or SBC/Ameritech Retail
13. DSL Loops – Non-Line Sharing	3% - No Critical z-value applies
14. Broadband DSL– Line Sharing	Parity with ASI or SBC/Ameritech Retail
15. Broadband DSL Loops – Non-Line Sharing	3% - No Critical z-value applies

Interconnection

14. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore service affecting trunk groups (measured tickets only).	
Exclusions:	
<ul style="list-style-type: none"> • Customer Caused Outages • Non-measured tickets (CPE, Interexchange, or Informational) • No Access/Delayed Maintenance 	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SBC/Ameritech.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Tandem trunk groups. • Non-Tandem trunk groups. • By Market Region • 911 • OS/DA • SS7 • Interconnection Trunks 	
Calculation:	Report Structure:
Total trunk group outage time / total trunk group trouble reports	Reported by CLEC, all CLECs
Benchmark:	
Tandem trunk groups – 1 hour; Non-Tandem trunk groups – 2 hours.	

15. Measurement
Percent Trunk Blockage
Definition:
Percent of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from SBC/Ameritech end office to CLEC end office and from SBC/Ameritech tandem to CLEC end office
Exclusions:
<ul style="list-style-type: none"> • Excludes Weekend and Holidays • CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • SBC/Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. , e.g. not ready to accept traffic from SBC/Ameritech on the due date or CLEC has no facilities or equipment at CLEC end. • CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR when a Call Blocking situation is identified by SBC/Ameritech or in the timeframe specified in the InterConnection Agreement (ICA). • If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by SBC/Ameritech or in the time frame specified in the ICA. • If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement. • For trunks extending from the SBC/Ameritech tandem to the CLEC end office designated as final trunks, if CLEC's actual trunk usage for a market region, as shown by SBC/Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast for the market region, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement as long as the forecasts are received as described in the accessible letter are received. • For trunks extending from the SBC/Ameritech end office to the CLEC end office, if CLEC's actual trunk usage for a wirecenter or end office, as shown by SBC/Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast for the wirecenter or end office, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement as long as the forecasts are received as described in the accessible letter are received. • The exclusions do not apply if SBC/Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:	
Twenty days of data consisting of blocked calls and total calls are collected and aggregated each month.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • The SBC/Ameritech end office to CLEC end office and SBC/Ameritech tandem to CLEC end office trunk blockage will be reported separately • By Market Region 	
Calculation:	Report Structure:
((Count of blocked calls – excluded blocked calls) ÷ total calls offered – excluded blocked calls) * 100	Reported for CLEC, all CLECs and SBC/Ameritech
Benchmark:	
Blocked calls on Dedicated Trunk Groups not to exceed blocking standard of B.01 {B.01 standard is 1% }.	

Local Number Portability

16 Measurement (Complete Revision of PM 16 below)	
CHC/FDT LNP with Loop Provisioning Interval.	
Definition:	
The % of CHC/FDT LNP with Loop Lines completed by SBC/Ameritech within the established provisioning intervals of 60 minutes (1 – 10 lines) and 120 minutes (11 – 24 lines).	
Exclusions:	
<ul style="list-style-type: none"> • CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date). • CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SWBT the opportunity to complete CHC/FDT LNP with Loop within the designated interval. 	
Business Rules:	
<p>The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC) and on the frame due time for frame due time (FDT). For CHC orders, the clock starts when the CLEC calls the SBC/Ameritech LOC to start the conversion, and ends when the SBC/Ameritech technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the SBC/Ameritech technician completes the cross connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and Frame Due Time with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.</p>	
Levels of Disaggregation:	
<p>CHC</p> <p>LNP with loop</p> <ul style="list-style-type: none"> • 1- 10 lines • 11-24 lines <p>FDT</p> <p>LNP with loop</p> <ul style="list-style-type: none"> • 1-10 lines • 11-24 lines 	
Calculation:	Report Structure:
Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines.	Reported by CLEC and all CLECs.

Benchmark:

95%. Payments will only be paid on the combined performance for CHC and FDT.

B. Collocation

17. Measurement	
Percent Missed Collocation Due Dates	
Definition:	
The percent of SBC/Ameritech caused missed due dates for Collocation projects.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when SBC/Ameritech receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies SBC/Ameritech of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for SBC/Ameritech to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by SBC/Ameritech and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none"> • CLEC return to SBC/Ameritech corrected and complete floor plan drawings • CLEC placement of required component(s) • If the business rules and tariff are inconsistent, the terms of the tariff will apply. 	
Levels of Disaggregation:	
Physical <ul style="list-style-type: none"> • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation • Virtual • Augments to Virtual. 	
Calculation:	Report Structure:

<p>(count of number of SBC/Ameritech caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100</p>	<p>Reported for individual CLEC and all CLECs and SBC/Ameritech affiliate.</p>
<p>Benchmark:</p>	
<p>95% within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.</p>	

Billing

18. Measurement	
Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill)	
Definition:	
Mechanized Electronic Billing Timeliness measures the length of time from the billing date to the time it is sent or transmitted (made available) to the CLECs.	
Exclusions:	
Excludes Weekends and Holidays Excludes test transmissions	
Business Rules:	
The transmission date is used to gather the data for the reporting period. The measurement counts the number of workdays between the bill day and transmission date for each bill.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • EDI • BDT <p>To the extent SBC/Ameritech sends bills to CLECs using other application to application processes other than EDI or BDT, SBC/Ameritech will include those bills in this measure, separately disaggregated or not, as appropriate, with notice to CLECs of the change.</p>	
Calculation:	Report Structure:
(Count of mechanized electronic bills transmitted on time ÷ total number of bills released) * 100	Reported for CLEC and all CLECs and ASI where applicable
Benchmark:	
95% within 6 th workday. Critical z-value does not apply for EDI. Critical z-value applies for BDT.	

OSS

19. Measurement
OSS Interface Availability
Definition:
Percent of time OSS interface is available compared to scheduled availability.
Exclusions:
None
Business Rules:
<p>The total “number of hours functionality to be available” is the cumulative number of hours (by date and time on a 24 hour clock) over which SBC/Ameritech plans to offer and support CLEC access to SBC/Ameritech’s operational support systems (OSS) functionality during the reporting period. “Hours Functionality is Available” is the actual number of hours, during scheduled available time, that the SBC/Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the “percent system availability” measure. SBC/Ameritech will not schedule normal maintenance during business hours (8 am. to 5:30 PM. Monday through Friday). When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC/Ameritech’s Availability Team on a case by case basis. SBC/Ameritech’s availability team shall provide to CLECs the information supporting the use of any availability factor multiplier used in reporting this measurement. SBC/Ameritech shall calculate the availability time rounded to the nearest minute.</p>
Levels of Disaggregation:

- TCNET
- AEMS
- EDI
- EBTA
- EBTA GUI
- ARIS
- BOP-GUI (as it is implemented in the Ameritech region)
 - Web LEX
 - EDI LSOG 4
 - EDI Protocols
 - EDI VAN,
 - EDI SSL3
 - NDM
 - AEMS LSOG 4
 - Web Verigate
 - Web Toolbar
 - ARAF
 - EDI Pre-order
 - CORBA Pre-order

Calculation:	Report Structure:
((Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)) * 100	Reported on an aggregate CLEC basis by interface e.g., , VERIGATE, LEX, EDI and TOOLBAR. The RAF will be reported on an individual CLECs basis
Benchmark:	
99.5%. The critical z allowance does not apply on this measurement. No damages are applicable for BOP-GUI. This will be reviewed in 6 months.	

Interconnection

20. Measurement	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2% blockage.	
Exclusions:	
No data is collected on weekends or holidays.	
Business Rules:	
Common transport trunk groups that reflect blocking in excess of 2% and 1% (if a separate common transport trunk group is established to carry CLEC traffic only) Blocked calls and total calls are gathered during the official 20 day study for the intraLATA traffic month.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC. • By Market Region 	
Calculation:	Report Structure:
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.
Benchmark:	
3% of trunk groups not to exceed 2% blocking. SBC/Ameritech shall compare common trunk groups exceeding 1% blockage, reported for switch based CLECs, be compared to SBC/Ameritech's dedicated trunk groups designed for B.01 standard for parity compliance (if a separate common transport trunk group is established to carry CLEC traffic only).	