

Decision 00-04-035 April 6, 2000

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)

(See Appendix A for List of Appearances.)

INTERIM OPINION

Summary

This decision adopts interim line sharing performance measurements and standards for Pacific Bell (Pacific) and GTE California Incorporated (GTEC), California's two largest incumbent local exchange carriers (ILECs), so that when this service is made available to competitors in the near future, the Commission and competitors can immediately begin to assess the service quality and timeliness of this new service relative to Pacific's and GTEC's retail provisioning of digital subscriber line technology (xDSL). Pacific and GTEC are the only carriers in their service territories now able to offer customers transmission of high speed data over the same copper line currently providing voice service. The introduction of line sharing service will allow competitors to offer customers services such as high speed internet access using the high frequency portion of exiting phone lines.

The Federal Communications Commission (FCC), in its recent Line Sharing Order,¹ found that line sharing service is an unbundled network element (UNE) and incumbent local exchange carriers (ILECs) should provide nondiscriminatory access to competitors for this service by June 6, 2000.

¹ On December 9, 1999, the FCC issued its Third Report and Order Regarding Deployment of Wireline Services Offering Advanced Telecommunications Capability, CC Docket No. 98-147 (Line Sharing Order). AB 991, which is titled the "California High Speed Internet Access Act of 1999" and codified in California Public Utilities Code Section 709.7, requires the Commission to "comply with, and implement, in a manner that the Public Utilities Commission determines to be appropriate", the FCC's order within 90 days from its publication in the Federal Register, which was January 10, 2000.

Pursuant to the FCC's Line Sharing Order and California Public Utilities Code Section 709.7, we adopt interim Operations Support System (OSS) performance measures that will provide the Commission the information necessary to evaluate Pacific and GTEC's service under the requirements of the Telecommunications Act of 1996. In adopting these measures, we recognize that line sharing is a new process and that the entire industry is learning together. Pacific and GTEC are scheduled to conduct with a group of volunteer competitors a line sharing trial of 30 – 60 days to evaluate and reach agreement on the network architecture and supporting provisioning, repair, and maintenance procedures.² All parties acknowledge that the repair and maintenance processes surrounding line sharing are still in the development stages. After the trials are completed, we will revisit, review, refine, and expand the interim measurements we adopt today.

In this decision, we adopt 25 interim performance measures that focus on the critical areas of OSS ordering and provisioning. These measures include (1) a requirement description; (2) a method of calculation; (3) a reporting structure and period; (4) a geographic level of applicability; (5) a measurable standard or standards; (6) business rules; and (7) applicable notes. Fourteen of the measures track and report line sharing service as a separate service, not aggregated with other UNEs. We also require Pacific and GTEC to collect specific data on maintenance measures throughout their trials and within 30 days of the completion of the trials to file a detailed report proposing applicable maintenance measurements and standards for adoption. The interim

² Pacific's scheduled trial is from the end of February to the end of April 2000. GTEC's trial is scheduled from March 15 to April 15, 2000.

measurements, standards, and tracking systems we adopt for Pacific and GTEC are attached at Appendix B.

Procedural Background

On January 31, 2000, the Chief Administrative Law Judge (Chief ALJ) issued a ruling setting forth the procedural process the Commission would follow to implement the requirements of AB 991 and the FCC's Line Sharing Order³ to ensure CLECs are provided unbundled access to the high frequency portion of the local telephone loop of incumbent ILECs on rates, terms, and conditions that are just, reasonable, and nondiscriminatory. In this ruling, the Chief ALJ stated that performance measurements and standards for the line sharing service would be addressed in the Commission's existing proceeding on Monitoring Performance of Operations Support Systems (OSS OII), R.97-10-016/I.97-10-017.⁴ An Assigned Commissioner and ALJ ruling issued on February 25, 2000 in the Line Sharing Phase of the OANAD proceeding adopted a procedural process and schedule to address all other aspects of line sharing.

On October 9, 1997, the Commission initiated the OSS OII proceeding as a procedural vehicle to accomplish three goals: (1) to determine reasonable standards of performance for Pacific and GTEC in their OSS; (2) to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS; and (3) to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown.

³ This ruling was issued in Rulemaking (R.) 93-04-003/Investigation (I.) 93-04-002, the Open Access and Network Architecture Development (OANAD) proceeding.

⁴ This ruling confirmed an ALJ ruling dated January 26, 2000 in this docket.

In Decision (D.) 99-08-020, the Commission adopted a comprehensive framework of OSS performance measurements, standards, and related procedures. These items provide the Commission with the critical framework necessary to evaluate whether the OSS that Pacific and GTEC offer to their competitors are sufficient: (1) to meet the Section 251(c)(2) requirements of the Telecommunications Act of 1996 (TA96); and (2) for the Commission to evaluate and advise the FCC on Pacific's application for long distance telecommunications authority under Section 271 of the TA96.⁵ In this decision, we also set a procedural process for a formal review of our adopted measurements in February 2000 and scheduled a prehearing conference (PHC) for February 16, 2000.

At the February 16 PHC, assigned Commissioner Bilas stated that as Pacific and GTEC begin to test and deploy line sharing services, interim performance measurements need to be in place to measure and monitor OSS systems. Therefore, the Commission would adopt interim measurements as soon as possible, recognizing that these measurements must be revisited after Pacific and GTEC began their trials.

In order for the Commission to adopt interim line sharing OSS performance measurements at its April 6, 2000 meeting, Commissioner Bilas directed Pacific and GTEC, no later than February 22, 2000, to provide all interested parties with a proposal, together with an opportunity for CLECs to

⁵ The 44 measures adopted are contained in Appendix B of D.99-08-020. In accordance with Ordering Paragraph 2 of that decision, parties filed by joint motion a proposed conformed Appendix B on September 7, 1999. For purposes of this decision, the performance measurements we reference and use are those contained in the proposed conformed Appendix B.

meet and discuss this proposal in detail. On February 28, 2000, Commissioner Bilas provided all interested parties an opportunity to file comments on the proposed interim performance measurements for line sharing service. At the February 16 PHC, a procedural process was also set for parties to hold collaborative workshops to discuss refinements to Pacific's and GTEC's adopted performance measurements for all other services, with another PHC scheduled for March 29, 2000.

Positions of Parties

On February 28, 2000, comments and proposed interim line sharing performance measurements were filed by Pacific and GTEC, and joint comments by AT&T Communications of California, Inc., Covad Communications Company, Nextlink California, Inc., NorthPoint Communications, Inc., Sprint Communications Company L.P., Rhythms Links, Inc., and ICG Telecom Group, Inc. (collectively, "CLECs").

Pacific recommends the Commission adopt 23 of the 44 measures we adopted in D.99-08-020 for line sharing, with 10 of these measures to be tracked and reported for line sharing service as a unique Service Group Type, and the other 13 measures to be tracked and reported in more aggregated categories. Pacific's proposal is listed under the nine measurement categories of pre-ordering, ordering, provisioning, maintenance, network performance, billing, database update, collocation and interface. The proposal is numbered in a corresponding manner to those adopted in D.99-08-020, and consists of the following items:

1. Line Sharing tracked as a unique Service Group Type

- A. Ordering Measurements: Measures 2 and 4
- B. Provisioning Measurements: Measures 5, 6, 7, 8, 11, 12, 13, and 14

2. Line Sharing reported as part of more aggregated data sets

- A. Pre-ordering Measurements: Measure 1
- B. Ordering Measurements: Measure 3
- C. Provisioning Measurements: Measures 9, 15, and 18
- D. Billing Measurements: Measures 30, 32, 33, 34, and 36
- E. Database Update Measurements: Measures 37, 38, and 39

Pacific makes no proposal at this time with respect to line sharing maintenance measures because it believes that the processes for maintenance activities are not well enough defined to assign appropriate measurement criteria. It states that line sharing presents a specific challenge for evaluating maintenance service levels as it creates the situation where two services, supported by two different companies, occupy the same facility. It recommends that maintenance measures be developed once the maintenance processes have been defined sufficiently. Pacific expects that these processes will be better defined at the conclusion of the line sharing trial.

In its proposal, GTEC recommends 22 measures, with 10 measures to be tracked, calculated, and reported with line sharing as a unique Service Group Type and 12 measures to be measured and reported as part of aggregated categories. While Pacific uses existing measurements and standards adopted in D.99-08-020, GTEC changes the adopted standard for each measure that it proposes as a unique Service Group Type and for many of the measures it proposes be calculated on an aggregated basis. It proposes for these measures one of three standards: (1) no initial standard be set, stating standards are to be developed (TBD) during and after the trial; (2) the standard be defined as "parity with GTE's Retail Dispatched Designed Services;" or (3) specific adopted standards be significantly weakened. The measures GTEC proposes we adopt for line sharing are:

1. Line Sharing reported as a unique Service Group Type

- A. Provisioning Measurements - Measures 5, 6, 7, 11, 14, and 16
- B. Maintenance Measurements - Measures 19, 20, 21, and 23

2. Line Sharing reported as part of more aggregated data sets

- A. Pre-ordering Measurement - Measure 1
- B. Ordering Measurements - Measures 2, and 3
- C. Billing Measurements - Measures 30, 32, 33, 34, 35, and 36
- D. Interface Measurements - Measures 42, 43, and 44

GTEC requests that it be allowed 90 days following the end of its trial in mid-March to implement the measures it has proposed, and that it be permitted to seek any necessary additional time if the Commission ultimately requires materially different measures.

The CLECs state that Pacific's proposal is a good start but it is missing several important measures. GTEC's proposal falls far short of where it needs to be. In particular, the CLECs find both Pacific's and GTEC's proposals to be defective because they do not take into account the creation of each incumbent's advanced services affiliate resulting from the Ameritech merger for Pacific and the Bell Atlantic proposed merger for GTEC. The CLECs state that full parity for Pacific and GTEC should be required with the advanced services affiliate of each company.

The CLECs recommend the same measures be adopted for both Pacific and GTEC, with the standard of comparison being the same as that adopted by the Commission in D.99-08-020. The specific measures they recommend that we adopt are:

1. Line Sharing reported as a unique Service Group Type

- A. Ordering Measurements - Measures 2, 3, and 4
- B. Provisioning Measurements - Measures 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, and 18

2. Line Sharing reported as part of more aggregated data sets

- A. Pre-Ordering Measurement - Measure 1
- B. Network Performance Measurements - Measures 24, 25, 26, and 27
- C. Billing Measurements - Measures 28, 29, 30, 31, 32, 33, 34, 35, and 36
- D. Database Updates Measurements - Measures 37, 38, and 39
- E. Collocation Measurements - Measures 40 and 41
- F. Interface Measurements - Measures 42, 43, and 44

The CLECs also propose the Commission adopt a new measure under the provisioning category, a Defective Line Sharing Loops measure. They describe the measure as follows: the total number of lines cut where the CLEC identifies a problem on the line and notifies the ILEC before the order is completed divided by the total number of line sharing loops completed in the month; and the lines on orders canceled by the CLEC during or after a Defective Cut. The specific proposed calculation for this measure, proposed report period, and measurable standard is attached to the CLECs' February 28 filing as Exhibit A.

For maintenance measures, the CLECs recommend that data be collected and reported under Measures 19 through 23 throughout the line sharing trials for tracking purposes. Because the repair and maintenance processes surrounding line sharing are still in the developmental stages, it recommends the data collected be reviewed after the trials, or after six months if no trials take place, and that additional comments then be filed.

In conclusion, the CLECs state they realize that line sharing is a new process the entire industry is learning together. They urge coordination of this docket's proceedings with the new Line Sharing Phase of OANAD and state they remain willing to discuss their proposed measures with all parties in a collaborative process.

Discussion

In its Line Sharing Order, the FCC adopts a requirement that ILECs unbundle the high frequency portion of the loop to permit CLECs to provide xDSL-based services by sharing lines with the incumbent's voiceband services. The FCC finds that unbundling this network element is technically feasible, presents no substantial operational issues, is legally justified, and serves the public interest. Finally, the FCC concludes that to ensure that residential and small business consumers receive the benefits of competition and innovation promised by the Telecommunications Act of 1996, ILECs should begin providing line sharing service by June 6, 2000.⁶

To meet the requirements of the FCC's Line Sharing Order, as well the requirements of Public Utilities Code Section 709.7, we must adopt interim line sharing OSS performance measurements that will allow the Commission to evaluate whether Pacific and GTEC are providing nondiscriminatory access to line sharing services.

While recognizing that line sharing service is a new process and that the entire industry is learning together, we need to adopt as soon as possible an interim comprehensive set of measures that specifically track line sharing service during the trials and when service is operational. These interim measures will also be available for parties to incorporate into amended interconnection agreements now being negotiated in the Line Sharing Phase of OANAD. Therefore, we should adopt today a set of interim measures that focus on the most critical performance aspects of service quality and timeliness, and adopt a

⁶ FCC's December 9, 1999 Line Sharing Order, paragraph 13.

procedural process and schedule to quickly review, refine, and expand these measures.

Based on the comments filed, we find that the critical performance areas are ordering, provisioning, and maintenance, and that adopted measures in these categories should track, calculate and report line sharing as a unique Service Group Type. We also find that because maintenance activities will be developed and defined as part of the trials, it is premature to adopt specific maintenance measures and standards. However, we agree with the CLECs that data should be collected and reported for maintenance measures during the trial and then reviewed to determine the final applicability of these measures. Therefore, we will require Pacific and GTEC to collect data and diagnostically report existing maintenance measures to the Commission and CLECs during the trials and when service begins under an interconnection agreement. Also, shortly after the end of their trials, Pacific and GTEC should file a post-trial report that assesses maintenance activities and proposes applicable measures and standards.

We agree with the CLECs that the same measures should be adopted for Pacific and GTEC. In D.99-08-020, we adopted measures that recognize the differences between Pacific's and GTEC's systems and, where appropriate, set different standards and reporting. Our adopted measures also recognize manual, as well as fully electronic ordering and provisioning processes, and set separate standards appropriate to each; therefore, Pacific and GTEC should begin measuring and reporting immediately. In the event that Pacific and GTEC cannot implement the adopted measures before the end of their line-sharing tests, they should still collect the data from their trials – tracking and reporting it manually if necessary – then populate the measures and submeasures with data from their respective trials as soon as such data are available; all measures should be fully implemented no later than June 1, 2000.

We also find that for purposes of measuring parity, Pacific and GTEC should for now use their own retail provisioning of asymmetric digital subscriber line (ADSL) service. When their advanced services affiliates are operational, parity should be measured using the affiliates' performance. Pacific and GTEC should allow CLECs to review the raw data for line-sharing service provided to affiliates in order for CLECs to know the volume and time of orders processed by each central office in calculating the average interval periods; CLECs should not have direct access to actual service orders that identify the specific customer. If an affiliate rather than Pacific and/or GTEC are providing the OSS, Pacific and GTEC are not required to provide the data.

We find reasonable, with some important additions, the measures proposed by Pacific. The additions we find necessary to report as a unique Service Group Type are Measures 3, 15, 16, and 17 and to diagnostically report the 5 maintenance measures. Measure 3 provides critical information on the average time intervals for reject notices while Measures 15, 16, and 17 provide critical information on the type, timing, and percentage of trouble reports on new orders. Measure 18 provides important information on completion notices but the CLECs are willing to have this reported on an aggregated basis due to the significant amount of work that would be involved to break out data by line sharing service group type. Due to the concerns expressed by Pacific and GTEC in their comments on the draft decision, the CLECs withdrew their proposed Defective Line Sharing Loops measure and stated they would be willing to reevaluate the continuing need for reporting Measure 3 by unique Service Group Type after six months of reliable data has been collected; we find both proposals reasonable.

Therefore, based on the above discussion, we should adopt the following interim OSS performance measures for Pacific and GTEC:

1. **Line Sharing reported as a unique Service Group Type**
 - A. Ordering Measurements: Measures 2, 3, and 4
 - B. Provisioning Measurements: Measures 5, 6, 7, 8, 11, 12, 13, 14, 15, 16, and 17
2. **Line Sharing reported as part of more aggregated data sets**
 - A. Pre-ordering Measurement: Measure 1
 - B. Provisioning Measurements: Measure 9 and 18
 - C. Billing Measurements: Measures 30, 32, 33, 34, and 36
 - D. Database Update Measurements: Measures 37, 38, and 39
3. **Line Sharing tracked and diagnostically reported as unique Service Group Type**
 - A. Provisioning Measurements: proposed Defective Line Sharing Loops Measure
 - B. Maintenance Measurements: Measures 19, 20, 21, 22, and 23

Pacific and GTEC should immediately implement these interim measures. Further, within 30 days following the conclusion of their trials, each should file a report that: (1) calculates its performance under each measure; (2) discusses the reported results; (3) recommends any proposed refinements to the adopted line sharing OSS performance measures; (4) recommends specific maintenance measures for adoption based on the trials; and (5) discusses its position on moving Measure 9 to a unique Service Group Type category and adopting each of the remaining fourteen performance measures recommended by the CLECs: Measures 10, 24, 25, 26, 27, 28, 29, 31, 35, 40, 41, 42, 43, and 44.

All interested parties may file comments on the reports within 15 days. The Commission will then schedule a PHC to discuss a procedural process and schedule to review and refine the interim line sharing measures.

Comments on Draft Decision

The draft decision of the Administrative Law Judge in this matter was mailed to the parties in accordance with Public Utilities Code Section 311(g) and

Rule 77.1 of the Rules of Practice and Procedure. Pacific, GTEC, and the CLECs filed comments March 27 and reply comments April 3, 2000.

Based on these comments, we do not require Measure 18 to be reported as a unique Service Group Type, we do not include the CLECs' proposed Defective Line Sharing Loops measure on a diagnostically reported basis, we allow manual tracking and reporting during the trial period if necessary and extend the trial report deadline, and we clarify the data that CLECs can review for affiliate parity.

Findings of Fact

1. California's two major incumbent ILECs are Pacific and GTEC.
2. On October 9, 1997, the Commission initiated this proceeding into monitoring the performance of Pacific's and GTEC's OSS as a procedural vehicle to accomplish three goals: (1) to determine reasonable standards of performance for Pacific and GTEC in their OSS; (2) to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS; and (3) to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown.
3. The OSS performance measurements, standards, and related procedures as set forth in Appendix B of D.99-08-020 provide the Commission with the critical framework necessary to evaluate whether the OSS that Pacific and GTEC offer to CLECs are sufficient: (1) to meet the Section 251(c)(2) requirements of the Telecommunications Act of 1996 (TA96); and (2) for the Commission to evaluate and advise the FCC on Pacific's application for long distance telecommunications authority under Section 271 of TA96.
4. D.99-08-020 did not address the level or method of assessing penalties for failure of performance.

5. The FCC in its Line Sharing Order adopts a requirement that the ILECs unbundle the high frequency portion of the loop to permit CLECs to provide xDSL services by sharing lines with the ILEC's voiceband services.

6. The FCC's Line Sharing Order finds that the ILECs should begin providing nondiscriminatory access to line sharing services by June 6, 2000.

7. The California Legislature in AB 991 (Stats. 1999, Ch.714) requires the Commission to "comply with, and implement, in a manner that the Public Utilities Commission determines to be appropriate" the FCC's line sharing order within 90 days from its publication in the Federal Register, which was January 10, 2000.

8. In an ALJ ruling dated January 26, 2000, parties were notified that the Commission would set an expedited schedule to adopt interim line sharing OSS performance measures and were invited to propose in written PHC statements a procedural schedule and process.

9. An expedited schedule was adopted at the February 16, 2000 PHC, which required all parties to file comments on the proposed interim line sharing performance measures on February 28, 2000.

10. The critical performance areas for line sharing service are ordering, provisioning, and maintenance.

11. Measuring and reporting line sharing OSS performance on a unique Service Group Type basis, rather than on a more aggregated basis, allows the Commission and parties to better evaluate the service quality and timeliness of line sharing service.

12. Maintenance activities should initially be tracked and diagnostically reported rather than evaluated under adopted measurement standards because all parties acknowledge that the repair and maintenance processes surrounding line sharing are still in the development stages.

13. It is reasonable to adopt the same measures for Pacific and GTEC.

14. For purposes of measuring parity, Pacific and GTEC should use their own retail provisioning of ADSL service and, when their advanced services affiliates are operational, parity should be measured using the affiliates' performance.

15. The Commission should revisit the interim line sharing OSS performance measurements after the trials of Pacific and GTEC are completed.

Conclusions of Law

1. In order to meet the requirements of the FCC's Line Sharing Order and AB 991, we should adopt, and make immediately effective for Pacific and GTEC, the following interim line sharing OSS performance measures:

1. Line Sharing reported as a unique Service Group Type

A. Ordering Measurements: Measures 2, 3, and 4

B. Provisioning Measurements: Measures 5, 6, 7, 8, 11, 12, 13, 14, 15, 16, and 17

2. Line Sharing reported as part of more aggregated data sets

A. Pre-ordering Measurement: Measure 1

B. Provisioning Measurements: Measure 9 and 18

C. Billing Measurements: Measures 30, 32, 33, 34, and 36

D. Database Update Measurements: Measures 37, 38, and 39

3. Line Sharing tracked and diagnostically reported as unique Service Group Type

A. Maintenance Measurements: Measures 19, 20, 21, 22, and 23

2. Within 30 days following the conclusion of their trials, Pacific and GTEC should each file a report that:

- (1) calculates its performance under each measure;
- (2) discusses the reported results;
- (3) recommends any proposed refinements to the adopted line sharing OSS performance measures;
- (4) recommends specific maintenance measures for adoption based on the trials; and

- (5) discusses its position on moving Measure 9 to a unique Service Group Type category and adopting each of the remaining fourteen performance measures recommended by the CLECs: Measures 10, 24, 25, 26, 27, 28, 29, 31, 35, 40, 41, 42, 43, and 44.
3. Because of the time limits set forth in AB 991, this decision should be effective immediately.

INTERIM ORDER

IT IS ORDERED that:

1. We adopt the interim line sharing Operations Support System (OSS) performance measures at Appendix B for Pacific Bell (Pacific) and GTE California Incorporated (GTEC).
2. Within 30 days following the conclusion of their line sharing trials, Pacific and GTEC shall file by motion a report that:
 - (1) calculates its performance under each measure;
 - (2) discusses the reported results;
 - (3) recommends any proposed refinements to the adopted line sharing OSS performance measures;
 - (4) recommends specific maintenance measures for adoption based on the trials; and
 - (5) discusses its position on moving Measure 9 to a unique Service Group Type category and adopting each of the remaining fourteen performance measures recommended by the CLECs: Measures 10, 24, 25, 26, 27, 28, 29, 31, 35, 40, 41, 42, 43, and 44.
3. Pacific and GTEC shall also file and serve the report required by Ordering Paragraph 2 in the Line Sharing Phase of Rulemaking 93-04-003/Investigation 93-04-002.

4. All interested parties shall file comments on Pacific's and GTEC's reports within 15 days of their service, following which a prehearing conference shall be scheduled to discuss a procedural process and schedule to review, refine, and expand the adopted interim line sharing OSS performance measures.

This order is effective today.

Dated April 6, 2000, at San Francisco, California.

LORETTA M. LYNCH
President

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APPENDIX A

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APPENDIX B

**ADOPTED CALIFORNIA OSS OII
INTERIM LINE SHARING PERFORMANCE MEASURES
FOR PACIFIC BELL AND GTE CALIFORNIA, INC.
(R.97-10-016/I.97-10-017)**

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R.97-10-016, I.97-10-017 ALJ/CMW/epg

**LINE SHARING REPORTED AS A
UNIQUE SERVICE GROUP TYPE**

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 service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).		
Method of Calculation:	<p>Mechanized: $\text{Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period)}$</p> <p>Manual: $\text{Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period)}$</p> <p>Held and Denied Interconnection Trunk Requests: $\text{Sum (Date Request is Released) - (Date Request is Originally Received) / (Number of Requests Held and Released)}$</p>		
Report Period:	Monthly		
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.		
Reported By:	<ul style="list-style-type: none"> • Electronically received/electronically handled • Electronically received and manually handled • Manually received and manually handled • By service group type • Pacific Bell will report Interconnection trunks by New and Augment 		
Geographic Level:	Statewide		
Measurable Standard:	<p>Fully Electronic/Flow Through: Standard - average of 20 minutes</p> <p>Electronically Received/Manually Handled Standard - average of 6 hours Manually received/Manually Handled Standard - average of 12 hours</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Pacific Bell: Interconnection Trunks Standard - Average 7 days (New) Average 4 days (Augment)</p> </td><td style="width: 50%; vertical-align: top;"> <p>GTE: Interconnection Trunks Standard - Average 5 days</p> </td></tr> </table> <p>Interconnection Trunk Requests: Held and Denied – Average Interval (reported as diagnostic result)</p>	<p>Pacific Bell: Interconnection Trunks Standard - Average 7 days (New) Average 4 days (Augment)</p>	<p>GTE: Interconnection Trunks Standard - Average 5 days</p>
<p>Pacific Bell: Interconnection Trunks Standard - Average 7 days (New) Average 4 days (Augment)</p>	<p>GTE: Interconnection Trunks Standard - Average 5 days</p>		

<i>Business Rules:</i>	<ul style="list-style-type: none"> • 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 (PB) • Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE). • Excludes non-business days.
<i>Notes:</i>	<ul style="list-style-type: none"> • Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines". • GTE will report Average Interval for Interconnection Trunk Requests – Held and Denied, no later than November 1999. • GTE shall develop and implement a fully-electronic order processing procedure as soon as possible but no later than February 1, 2000 to meet the above benchmark for electronically-transmitted/electronically processed service requests. • All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000. • Pacific Bell and GTE shall report the average time to release held and denied interconnection trunk requests as a diagnostic measure beginning in November 1999 and submit proposed permanent standards by February 1, 2000.

OSS OII Performance Measurements Report Requirements

Ordering

Measure 3

Title: Average Reject Notice Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	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.
<i>Method of Calculation:</i>	Mechanized $\text{Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (\# of Orders Rejected)}$ Manual $\text{Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of valid fax service request)) / (Number of Faxes Submitted in reporting Period)}$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • Electronically received, electronically handled <ul style="list-style-type: none"> • All interfaces • Syntax(edit engine) and content errors (other edits) • Resale orders and Facility based/UNE orders • Electronically received, manually handled <ul style="list-style-type: none"> • All interfaces • Syntax (edit engine) and content errors (other edits) • Resale orders and Facility based/UNE orders • Manually received and handled (fax) <ul style="list-style-type: none"> • Resale orders and Facility based/UNE orders
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Pacific Bell and GTE: 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

<i>Business Rules:</i>	<ul style="list-style-type: none"> • 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 (PB). • Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE) • Excludes non-business days
<i>Notes:</i>	<ul style="list-style-type: none"> • All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000. • GTE shall develop and implement a fully electronic order processing procedure as soon as possible but no later than February 1, 2000 to meet the benchmarks set forth in this measure.

OSS OII Performance Measurements Report Requirements

Ordering

Measure 4

Title: Percentage of Flow-Through Orders

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of mechanized service requests processed on a flow through basis.
<i>Method of Calculation:</i>	$\left[\frac{\text{Number of valid mechanized orders that flow-through without manual intervention}}{\text{Total valid mechanized service requests}} \right] \times 100$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • All electronic interfaces • SGT/SOT (including PNP) limited to those currently programmed to flow-through • SGT/SOT aggregate data includes all service group/service order combinations received electronically.
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Issue of how to evaluate performance will be reconsidered in February 2000.
<i>Business Rules:</i>	
<i>Notes:</i>	

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:	<ul style="list-style-type: none">• By electronic interface• By service group type• By lack of facilities and all other																																															
Geographic Level:	Statewide																																															
Measurable Standard:	<table><tr><td>Parity for Resale is Retail for Pacific Bell and GTE</td><td>Pacific Bell Retail</td><td>GTE Retail</td></tr><tr><td>Parity for UNE measured for the following UNEs:</td><td></td><td></td></tr><tr><td>2/4w (8db) analog loop (incl. Coin/analog PBX)</td><td>POTS - Business (fielded)</td><td>BI Dispatch Non-Designed</td></tr><tr><td>2/4w (5.5 db) assured analog loop</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop(ISDN capable)</td><td>ISDN(BRI)</td><td>Dispatch Designed Services.</td></tr><tr><td>2w digital loop(xDSL capable)</td><td>ADSL</td><td>Dispatch Designed Services</td></tr><tr><td>4w digital loop (1.544Mbps capable/HDSL)</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>UNE Port-Basic Analog/Coin</td><td>POTS - Business (fielded)</td><td>CentraNet-Simple</td></tr><tr><td>UNE Port-CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-ISDN (BRI)</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-DS1/ISDN-PRI (incl. DS1 line port)</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-PBX DID</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>UNE Dedicated Transport (incl.DS1 and DS3)</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>UNE Platform (PB only)</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>Interconnection Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr></table>			Parity for Resale is Retail for Pacific Bell and GTE	Pacific Bell Retail	GTE Retail	Parity for UNE measured for the following UNEs:			2/4w (8db) analog loop (incl. Coin/analog PBX)	POTS - Business (fielded)	BI Dispatch Non-Designed	2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services.	2w digital loop(xDSL capable)	ADSL	Dispatch Designed Services	4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services	UNE Port-Basic Analog/Coin	POTS - Business (fielded)	CentraNet-Simple	UNE Port-CENTREX	CENTREX	CentraNet -Complex	UNE Port-ISDN (BRI)	CENTREX	CentraNet -Complex	UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex	UNE Port-PBX DID	PBX DID	CentraNet -Complex	UNE Dedicated Transport (incl.DS1 and DS3)	HICAP	HICAP Designed	UNE Platform (PB only)	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
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UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex																																														
UNE Port-PBX DID	PBX DID	CentraNet -Complex																																														
UNE Dedicated Transport (incl.DS1 and DS3)	HICAP	HICAP Designed																																														
UNE Platform (PB only)	Analogous Retail Service	N/A																																														
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																																														
Business Rules:	<ul style="list-style-type: none">• Excludes delays for customer reasons.																																															
Notes:	<ul style="list-style-type: none">• CLECs/ILECs agree to postpone implementation of this measure until process is mechanized.• For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.																																															

OSS OII Performance Measurements Report Requirements

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:	<p><u>Assignment:</u> <i>Jeopardies identified during assignment</i></p> <p>Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Order Jeopardized)</p> <p><u>Installation:</u> <i>Jeopardies identified during installation prior to due time</i></p> <p>Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices)</p> <p><i>Notification of Missed Commitments</i></p> <p>Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)</p>
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • By electronic interface • By service group type • By lack of facilities and all other
Geographic Level:	Statewide
Measurable Standard:	<ul style="list-style-type: none"> • Pacific Bell shall, beginning September 1999, work together with the CLECs to develop benchmarks proposal within a four month period and jointly recommend benchmark standards to the Commission by February 1, 2000. If recommended benchmark standards cannot be agreed to and submitted by that date, a benchmark proposal for comment should be filed by Pacific Bell during the February 1, 2000 proceedings. • GTE shall begin reporting the measurement and commence the collection of data at the end of the six month programming period to develop a proposed benchmark standard and file the proposed benchmark with the Commission within four months of beginning to report the measure.
Business Rules:	<ul style="list-style-type: none"> • Excludes delays for customer reasons.

Notes:

- If the ILECs' policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.
- Pacific Bell shall begin issuing jeopardy notices by August 1, 1999.
- Pacific Bell shall begin reporting according to the terms of this measurement by September 1, 1999.
- GTE shall begin the programming changes necessary to issue the three categories of notices discussed in this measure.
- GTE shall begin issuing jeopardy notices by May 3, 2000. If fourth quarter Y2K concerns interfere with this requirement, work shall continue as soon as internal operational programming is resumed.

OSS OII Performance Measurements Report Requirements

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:	<table><tr><td>Parity for Resale is Retail for Pacific Bell and GTE.</td><td></td><td></td></tr><tr><td>Parity for UNE measured for the following UNEs:</td><td>Pacific Bell Retail</td><td>GTE Retail</td></tr><tr><td>2/4w (8db) analog loop (incl. Coin/analog PBX)</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>2/4w (5.5 db) assured analog loop</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop(ISDN capable)</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop(xDSL capable)</td><td>ADSL</td><td>Dispatch Designed Services</td></tr><tr><td>4w digital loop (1.544Mbps capable/HDSL)</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>UNE Port-Basic Analog/Coin</td><td>POTS - Business (fielded)</td><td>CentraNet-Simple</td></tr><tr><td>UNE Port-CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-ISDN (BRI)</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-DS1/ISDN-PRI (incl. DS1 line port)</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-PBX DID</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>UNE Dedicated Transport (incl.DS1 and DS3)</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>UNE Platform (PB only)</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>Interconnection Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr></table>			Parity for Resale is Retail for Pacific Bell and GTE.			Parity for UNE measured for the following UNEs:	Pacific Bell Retail	GTE Retail	2/4w (8db) analog loop (incl. Coin/analog PBX)	POTS - Business (fielded)	B1 Dispatch Non-Designed	2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services	2w digital loop(xDSL capable)	ADSL	Dispatch Designed Services	4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services	UNE Port-Basic Analog/Coin	POTS - Business (fielded)	CentraNet-Simple	UNE Port-CENTREX	CENTREX	CentraNet -Complex	UNE Port-ISDN (BRI)	CENTREX	CentraNet -Complex	UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex	UNE Port-PBX DID	PBX DID	CentraNet -Complex	UNE Dedicated Transport (incl.DS1 and DS3)	HICAP	HICAP Designed	UNE Platform (PB only)	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
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Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																																														
Business Rules:	<ul style="list-style-type: none">Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.																																															
Notes:	<ul style="list-style-type: none">Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines".For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.Currently, Pacific can not differentiate between residential and business 2-wire (8db) Therefore, the Measurable Standard for such loops is POTS-Business.																																															

OSS OII Performance Measurements Report Requirements

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:	<table><tr><td>Parity for Resale is Retail for Pacific Bell and GTE.</td><td>Pacific Bell Retail</td><td>GTE Retail</td></tr><tr><td>Parity for UNE measured for the following UNEs:</td><td></td><td></td></tr><tr><td>2/4w (5.5 db) assured analog loop</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop(ISDN capable)</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop(xDSL capable)</td><td>ADSL</td><td>Dispatch Designed Services</td></tr><tr><td>4w digital loop (1.544Mbps capable/HDSL)</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>UNE Port-Basic Analog/Coin</td><td>POTS - Business (fielded)</td><td>CentraNet -Simple</td></tr><tr><td>UNE Port-CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-ISDN (BRI)</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-DS1/ISDN-PRI (incl. DS1 line port)</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port-PBX DID</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>UNE Dedicated Transport (incl. DS1 and DS3)</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>UNE Platform (PB only)</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>Interconnection Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr></table>			Parity for Resale is Retail for Pacific Bell and GTE.	Pacific Bell Retail	GTE Retail	Parity for UNE measured for the following UNEs:			2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services	2w digital loop(xDSL capable)	ADSL	Dispatch Designed Services	4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services	UNE Port-Basic Analog/Coin	POTS - Business (fielded)	CentraNet -Simple	UNE Port-CENTREX	CENTREX	CentraNet -Complex	UNE Port-ISDN (BRI)	CENTREX	CentraNet -Complex	UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex	UNE Port-PBX DID	PBX DID	CentraNet -Complex	UNE Dedicated Transport (incl. DS1 and DS3)	HICAP	HICAP Designed	UNE Platform (PB only)	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
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Business Rules:	<ul style="list-style-type: none">Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons.Excludes services with flexible due date i.e., Basic Exchange services/POTS (PB), and B1/R1 Service (GTE)																																												
Notes:	<ul style="list-style-type: none">Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for “up to 50 lines”.For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.																																												

OSS OII Performance Measurements Report Requirements

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																																															
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Business Rules:	<ul style="list-style-type: none">Excludes customer missesDue date is defined as either original due date or final due date if the original due date was missed due to customer reasons.																																															
Notes:	<ul style="list-style-type: none">When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data.For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.																																															

OSS OII Performance Measurements Report Requirements

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																													
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Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																												
Business Rules:	<ul style="list-style-type: none">Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.																													
Notes:	<ul style="list-style-type: none">For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.																													

OSS OII Performance Measurements Report Requirements

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:	<ul style="list-style-type: none">By service group typeDisaggregated by 1-30 days, 31-90 days and >90 days																																
Geographic Level:	Statewide																																
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Business Rules:																																	
Notes:	<ul style="list-style-type: none">For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.																																

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) <i>Note: For all orders pending and past the committed due date.</i>																																												
Report Period:	Monthly																																												
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates																																												
Reported By:	By service group type																																												
Geographic Level:	Statewide																																												
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Business Rules:	<ul style="list-style-type: none">Excludes customer caused misses.																																												
Notes:	<ul style="list-style-type: none">When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data.For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.																																												

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:	(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)										
Report Period:	Monthly										
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates										
Reported By:	<ul style="list-style-type: none"> • By Resale, UNE Loop, UNE Port and PNP • By Affecting Service and Out of Service 										
Geographic Level:	Statewide										
Measurable Standard:	<p>Parity for Pacific Bell:</p> <table> <tr> <td>Resale</td><td>Pacific Bell Retail</td></tr> <tr> <td>UNE Loop</td><td>Retail services</td></tr> <tr> <td>UNE Port</td><td>Retail services (outside plant disposition codes)</td></tr> <tr> <td>PNP - Port Out</td><td>Retail services (central office disposition codes)</td></tr> <tr> <td></td><td>(Issue still to be resolved)</td></tr> </table>	Resale	Pacific Bell Retail	UNE Loop	Retail services	UNE Port	Retail services (outside plant disposition codes)	PNP - Port Out	Retail services (central office disposition codes)		(Issue still to be resolved)
Resale	Pacific Bell Retail										
UNE Loop	Retail services										
UNE Port	Retail services (outside plant disposition codes)										
PNP - Port Out	Retail services (central office disposition codes)										
	(Issue still to be resolved)										
Business Rules:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • GTE shall immediately begin the programming changes necessary to collect customer migration data at the same level of detail provided by Pacific Bell. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work shall continue as soon as internal operational programming is resumed. • GTE shall provide a status report by February 1, 2000, including a proposal for either: (a) parity reporting; or (b) a benchmark comparable to that agreed to by Pacific Bell. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999. 										

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for New Orders

Area	Requirement Description																																																		
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion. <i>Note: This measure is for all PB services and designed GTE services.</i>																																																		
Method of Calculation:	Pacific Bell: (Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100 GTE: (Total Number of designed Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total 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 (including PNP)																																																		
Geographic Level:	Region (PB), Statewide (GTE)																																																		
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<i>Business Rules:</i>	<ul style="list-style-type: none"> • 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
<i>Notes:</i>	<ul style="list-style-type: none"> • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

Report Requirements

Provisioning

Measure 17

Title: Percentage Troubles in 7 Days for New Orders - GTE only

Area	Requirement Description										
Description:	Measures the percent of network customer trouble reports received within 7 calendar days of service order completion. <i>Note: This measure is for non-designed services only</i>										
Method of Calculation:	(Total Number of non-designed Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total 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 (including PNP) and Field Work/No Field Work as appropriate										
Geographic Level:	Statewide										
Measurable Standard:	<p>Parity for Resale is Retail for GTE (non-designed services only)</p> <table border="0"> <tr> <td>Parity for UNE measured for the following UNEs:</td> <td>GTE Retail</td> </tr> <tr> <td>2/4w (8db) loop</td> <td>B1 Dispatch Non-Designed</td> </tr> <tr> <td>(incl. Coin/analog PBX)</td> <td></td> </tr> <tr> <td>UNE Port – Basic analog/Coin</td> <td>CentraNet - Simple</td> </tr> <tr> <td>PNP (Port Out)</td> <td>(Issue still to be resolved)</td> </tr> </table>	Parity for UNE measured for the following UNEs:	GTE Retail	2/4w (8db) loop	B1 Dispatch Non-Designed	(incl. Coin/analog PBX)		UNE Port – Basic analog/Coin	CentraNet - Simple	PNP (Port Out)	(Issue still to be resolved)
Parity for UNE measured for the following UNEs:	GTE Retail										
2/4w (8db) loop	B1 Dispatch Non-Designed										
(incl. Coin/analog PBX)											
UNE Port – Basic analog/Coin	CentraNet - Simple										
PNP (Port Out)	(Issue still to be resolved)										
Business Rules:	<ul style="list-style-type: none"> • 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. 										
Notes:	<ul style="list-style-type: none"> • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999. 										

OSS OII Performance Measurements

R.97-10-016, I.97-10-017 ALJ/CMW/epg

**LINE SHARING REPORTED AS A PART OF MORE
AGGREGATED DATA SETS**

OSS OII Performance Measurements Report Requirements

Pre-Ordering

Measure 1

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

Area	Requirement Description
Description:	<p>The response interval for each pre-ordering query 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.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Record • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquiries • Facility Availability
Method of Calculation:	<p>Mechanized: <u>OSS Interface Transaction Time (GTE only)</u> $\frac{\text{Sum ((Query Response Date and Time) - (Query Submission Date and Time))}}{\text{(Number of Queries Submitted in Reporting Period)}}$ <u>OSS Interface Transaction Time (Pacific Bell Only)</u> $\frac{\text{Sum ((Query Submission Date and Time to Legacy System Access) - (Query Submission Date and Time to OSS Interface) + (Query Response Date and Time to CLEC) - (Query Response Date and Time from Legacy System Access))}}{\text{(Number of Queries Submitted in Reporting Period)}}$ <u>Legacy System Transaction Time (Pacific Bell and GTE)</u> $\frac{\text{Sum ((Query Response Date and Time from Legacy System) - (Query Submission Date and Time to Legacy System))}}{\text{(Number of Queries Submitted in Reporting Period)}}$ Manual: (Pacific Bell and GTE - CSRs only) $\frac{\text{(# of CSR's Returned within "X" Business Hours)}}{\text{(# of CSRs Returned)}} \times 100$ (Pacific Bell and GTE - Facilities Availability only) Define parameters of those processes and measurements necessary to Provide CLECs with prompt responses to inquiries into facility Availability and loop characteristics (Pacific Bell - Facilities Availability only) Measure K1023 process </p>
Report Period:	Monthly
Report Structure:	Individual CLECs, 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:	<p>Mechanized:</p> <p>Pacific Bell:</p> <ul style="list-style-type: none"> • Interface transaction time: File proposed interface transaction time benchmark with the Commission by October 1, 1999 • Legacy System Time: Parity <p>GTE:</p> <ul style="list-style-type: none"> • Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000 <p>Manual CSRs:</p> <p>Pacific Bell:</p> <ul style="list-style-type: none"> • Standard - 95% in 4 hours <p>GTE:</p> <ul style="list-style-type: none"> • Electronically Received: Standard - 95% in 4 hours • Fully Manual: Standard - 95% in 24 hours <p>Pacific Bell and GTE:</p> <p>Facilities Availability Inquiries:</p> <ul style="list-style-type: none"> • Standard - Parity <p>K1023 Process (Pacific Bell only)</p> <ul style="list-style-type: none"> • Standard - Parity
Business Rules:	

Notes:

- GTE does not have the ability to report by query type until EDI/CORBA is implemented (planned for 3rd Quarter 1999).
- Pacific Bell, GTE and the CLECs shall submit information in a joint recommendation to the Commission by February 1, 2000 fully defining all processes employed to determine facility availability and basic loop characteristics, proposed measurements and timeline for implementation.
- GTE shall develop and implement processes to electronically respond to all pre-order queries except facilities availability inquiries. Those processes should be consistent with change management rules and be completed by October 4, 1999. Procedures for responding to facilities availability requests should be developed and a complete description of the proposed changes and a timeline for implementation submitted by February 1, 2000.
- GTE shall obtain and complete a third-party audit by November 3, 1999 to determine the availability of processes outside of the ordering process that make information on facility availability or basic loop characteristics available to its retail operations. For processes available for ascertaining any facility availability information using GTE's Local Service Request service order inquiry process, an initial audit should verify whether this process provides facility availability information in a manner that is "parity by design".
- GTE shall obtain and complete a third-party audit of its system by November 3, 1999 to verify that CLEC pre-ordering queries are processed as quickly as GTE's internal retail pre-ordering queries.

OSS OII Performance Measurements Report Requirements

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	Requirement Description															
Description:	Measures the percentage of coordinated orders (TBCC/CHC) completed on time* for all orders where CLEC has requested coordination (including PNP). * Note: "On time" means within one hour of committed order due time															
Method of Calculation:	((Number of coordinated orders completed by 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, including PNP															
Geographic Level:	Statewide															
Measurable Standard:	<table><tr><th colspan="3">Parity for Pacific Bell and GTE:</th></tr><tr><th></th><th>Pacific Bell Retail</th><th>GTE Retail</th></tr><tr><td>Coor. Conversions (Res.)</td><td>Coor. Conv. -Res</td><td>Coor. Conv. -Res</td></tr><tr><td>Coor. Conversions (Bus.)</td><td>Coor. Conv. -Bus</td><td>Coor. Conv. -Bus</td></tr><tr><td>Coor. Conversions (PNP-Port Out)</td><td>Coor. Conv. - (PNP-Port In/Back)</td><td>Coor. Conv. -(PNP-Port In/Back)</td></tr></table>	Parity for Pacific Bell and GTE:				Pacific Bell Retail	GTE Retail	Coor. Conversions (Res.)	Coor. Conv. -Res	Coor. Conv. -Res	Coor. Conversions (Bus.)	Coor. Conv. -Bus	Coor. Conv. -Bus	Coor. Conversions (PNP-Port Out)	Coor. Conv. - (PNP-Port In/Back)	Coor. Conv. -(PNP-Port In/Back)
Parity for Pacific Bell and GTE:																
	Pacific Bell Retail	GTE Retail														
Coor. Conversions (Res.)	Coor. Conv. -Res	Coor. Conv. -Res														
Coor. Conversions (Bus.)	Coor. Conv. -Bus	Coor. Conv. -Bus														
Coor. Conversions (PNP-Port Out)	Coor. Conv. - (PNP-Port In/Back)	Coor. Conv. -(PNP-Port In/Back)														
Business Rules:	<ul style="list-style-type: none">Excludes CLEC caused missesApplies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).															
Notes:																

Report Requirements

Provisioning

Measure 18

Title: Average Completion Notice Interval

Area	Requirement Description
Description:	Measures the average time per order to issue notification to CLEC of a completed order.
Method of Calculation:	<p>Fully Electronic: $\text{Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed)}$</p> <p>All Other Interfaces: $\text{Sum (\# of Completion Notices Returned within "X" Interval) / (\# of Orders Completed) x 100}$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Fully electronic(LEX, EDI) - Standard -average of 20 minutes All other interfaces <ul style="list-style-type: none"> Standard- 90% within 24 hours </p> <p>GTE: Fully Electronic (EDI) Standard - average of 20 minutes All other interfaces <ul style="list-style-type: none"> Standard - 90% within 24 hours </p>
Business Rules:	<ul style="list-style-type: none"> 24 hour clock is used to measure interval Excludes weekends and ILEC published holidays
Notes:	<ul style="list-style-type: none"> All benchmarks are interim until February 2000 GTE shall, by November 3, 1999, complete the programming changes necessary to enable it to provide fully electronic completion notices for electronically submitted CLEC orders. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work should continue as soon as internal operational programming resumes. GTE shall report same upon implementation of the system upgrades. In the interim, a benchmark of 90% of completion notices returned within 24 hours shall apply to GTE.

OSS OII Performance Measurements Report Requirements

Billing

Measure 30

Title: Wholesale Bill Timeliness

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>This measure reports the percentage of wholesale bills that the ILEC transmits to the CLEC within 10 days of the scheduled Bill Cycle Close. Disaggregated by:</p> <ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Method of Calculation:	<p>(Count of Invoices transmitted by ILEC in 10 days or less from the scheduled Bill Cycle Close/Total count of Invoices transmitted in reporting period)x100</p> <p>*Bill Cycle Close = Bill Date</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for Pacific Bell and GTE:</p> <p>Standard – 99% within 10 days</p>
Business Rules:	<ul style="list-style-type: none"> • Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	

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:	<p>(Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p><i>Note: Pacific Bell will provide by count of charges. GTE will provide by dollar charges.</i></p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard – 90%</p> <p>GTE: Interim Benchmark for Resale and UNE: Standard – 80% (until February 2000) Parity will be standard beginning in February 2000 Benchmark for Facilities/Interconnection: Standard – 90%</p>
Business Rules:	<ul style="list-style-type: none"> • 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.
Notes:	<ul style="list-style-type: none"> • GTE will compare CLEC results to a statistically valid sample of GTE results.

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:	<p>(Count of non-recurring charges that are on the correct bill / total count of non-recurring charges that are on the bill) x 100</p> <p>*Correct bill = next available bill</p> <p><i>Note: Pacific Bell will provide by count of charges. GTE will provide by dollar charges.</i></p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard - 90%</p> <p>GTE: Interim Benchmark for Resale and UNE: Standard – 80% (until February 2000)</p> <p>Parity will be standard beginning in February 2000</p> <p>Benchmark for Facilities/Interconnection: Standard – 90%</p>
Business Rules:	<ul style="list-style-type: none"> • The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.
Notes:	

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:	$(\text{Total monies billed without corrections} / \text{total monies billed}) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Resale <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • UNE (IntraLATA and InterLATA, etc.) <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges • Facilities/Interconnection <ul style="list-style-type: none"> • Usage • Recurring Charges • Non-Recurring Charges
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard - 95%</p> <p>GTE: Benchmark for Resale and UNE: Standard - 97% Benchmark for Facilities/Interconnection: Standard - 95%</p>
Business Rules:	
Notes:	

Report Requirements

Billing

Measure 36

Title: Accuracy of Mechanized Bill Feed

Area	Requirement Description
Description:	<p>Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period.</p> <p><i>Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.</i></p>
Method of Calculation:	(Total # of files that passed / Total # of files sent in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	<p>Benchmark for Pacific Bell and GTE</p> <p><i>There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties. Recommendation will be submitted to CPUC by September 7, 1999.</i></p>
Business Rules:	
Notes:	

OSS OII Performance Measurements

Report Requirements

Database Updates

Measure 37

Title: Average Database Update Interval - Pacific Bell

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average time to update databases. <ul style="list-style-type: none"> • <i>QA/Listings Database</i>
Method of Calculation:	((Completion Date & Time) – (Update Submission Date & Time)) / Count of Updates Completed in Reporting Period
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	Pacific Bell: Parity for service order generated updates Benchmark for direct gateway input updates Standard - 95% in 8 Days
Business Rules:	
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure. • GTE shall present certification by an independent auditor to the Commission by February 1, 2000 that GTE's system offers parity by design. If GTE fails to provide the certification required under this measure, GTE shall commence reporting the average database update interval on an interim basis under the terms agreed to by Pacific Bell.

OSS OII Performance Measurements Report Requirements

Database Updates

Measure 38

Title: Percent Database Accuracy - Pacific Bell

Area	Requirement Description
Description:	Measures the percentage of database updates completed without error. <ul style="list-style-type: none"> • 911 Databases • DA/Listings Database
Method of Calculation:	$\frac{((\text{Count of Updates Completed without error}) / (\text{Count of Updates Completed})) \times 100}{100}$
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	For DA/Listings: <ul style="list-style-type: none"> • Service Order generated updates • Direct gateway input For E911 Database: <ul style="list-style-type: none"> • Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	Pacific Bell: Parity for service order generated updates Direct Gateway Input
Business Rules:	<ul style="list-style-type: none"> • Excludes CLEC caused errors
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure. • GTE shall complete an independent audit of its E911 and Directory Assistance/Directory Listings systems within sixty days of the effective date of this order. If parity by design is not established under the audit, GTE shall demonstrate, in its February 1, 2000 filing, its capability to comply with the benchmark established for Pacific Bell. • 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 E911/911 database updates completed within 48 hours.
Method of Calculation:	(Number of records updated within 48 hours / Total number of records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	Service order generated updates and direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	Pacific Bell and GTE: Parity for service order generated updates Direct gateway input Standard - 48 hours
Business Rules:	
Notes:	

**LINE SHARING TRACKED AND DIAGNOSTICALLY
REPORTED AS UNIQUE SERVICE GROUP TYPE**

OSS OII Performance Measurements Report Requirements

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 circuits/UNEs.																																																		
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of access lines/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 PNP) & NXX Code Opening Troubles																																																		
Geographic Level:	Statewide																																																		
Measurable Standard:	<table><tr><td>Parity for Resale is Retail for Pacific Bell and GTE</td><td></td><td></td></tr><tr><td>Parity for UNE measured for the following UNEs:</td><td>Pacific Bell Retail</td><td>GTE Retail</td></tr><tr><td>2/4w (8db) analog loop</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>2/4w (5.5 db) assured analog loop</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop (ISDN)</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop (xDSL)</td><td>ADSL</td><td>Dispatch Designed Services</td></tr><tr><td>4w digital loop (ISDN PRI)</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>UNE Port – Basic Analog</td><td>POTS - Business (fielded)</td><td>CentraNet-Simple</td></tr><tr><td>UNE Port – CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port – PBX DID</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port – ISDN (BRI)</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port – DS1/ISDN (PRI)</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr><tr><td>UNE Dedicated Transport</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>UNE Platform (PB only)</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>Interconnection Trunks</td><td>ILEC Dedicated Trunks (Issue still to be resolved)</td><td>ILEC Dedicated Trunks (Issue still to be resolved)</td></tr><tr><td>PNP - Port Out</td><td></td><td></td></tr></table>			Parity for Resale is Retail for Pacific Bell and GTE			Parity for UNE measured for the following UNEs:	Pacific Bell Retail	GTE Retail	2/4w (8db) analog loop	POTS - Business (fielded)	B1 Dispatch Non-Designed	2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop (ISDN)	ISDN(BRI)	Dispatch Designed Services	2w digital loop (xDSL)	ADSL	Dispatch Designed Services	4w digital loop (ISDN PRI)	ISDN(PRI)/DS1	Dispatch Designed Services	UNE Port – Basic Analog	POTS - Business (fielded)	CentraNet-Simple	UNE Port – CENTREX	CENTREX	CentraNet -Complex	UNE Port – PBX DID	PBX DID	CentraNet -Complex	UNE Port – ISDN (BRI)	CENTREX	CentraNet -Complex	UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)	CentraNet -Complex	UNE Dedicated Transport	HICAP	HICAP Designed	UNE Platform (PB only)	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks (Issue still to be resolved)	ILEC Dedicated Trunks (Issue still to be resolved)	PNP - Port Out		
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Business Rules:	<ul style="list-style-type: none">Excludes CPE and IEC/CLEC caused troublesExcludes Subsequent reportsExcludes Message Reports (circuit reports for which ILEC has no records)Access line/circuit count taken from previous monthExcludes ILEC employee generated reports																																																		
Notes:	<ul style="list-style-type: none">When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data.For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.																																																		

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:	<ul style="list-style-type: none">By service group type (including PNP) & NXX Code Opening TroublesBy dispatch and no dispatch																																																		
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OSS OII Performance Measurements Report Requirements

Maintenance

Measure 21

Title: Average Time to Restore

Area	Requirement Description																																																		
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.																																																		
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)																																																		
Report Period:	Monthly																																																		
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates																																																		
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2w digital loop (xDSL)	ADSL	Dispatch Designed Services																																																	
4w digital loop (ISDN PRI)	ISDN(PRI)/DS1	Dispatch Designed Services																																																	
UNE Port - Basic Analog	POTS - Business (fielded)	CentraNet -Simple																																																	
UNE Port - CENTREX	CENTREX	CentraNet -Complex																																																	
UNE Port - PBX DID	PBX DID	CentraNet -Complex																																																	
UNE Port - ISDN (BRI)	CENTREX	CentraNet -Complex																																																	
UNE Port - DS1/ISDN (PRI)	DS1/ISDN(PRI)	CentraNet -Complex																																																	
UNE Dedicated Transport	HICAP	HICAP Designed																																																	
UNE Platform (PB only)	Analogous Retail Service	N/A																																																	
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																																																	
PNP - Port Out	(Issue still to be resolved)	(Issue still to be resolved)																																																	
Business Rules:	<ul style="list-style-type: none">Excludes CPE and IEC/CLEC caused troublesExcludes Subsequent reportsExcludes Message Reports (circuit reports which ILEC has no records on)Excludes ILEC employee generated reports																																																		
Notes:	<ul style="list-style-type: none">When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data.For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.																																																		

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 and GTE <table><tr><td>Parity for UNEs (Basic)</td><td>Pacific Bell Retail</td><td>GTE Retail</td></tr><tr><td>2/4w (8db) analog loop</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>UNE Port – Basic Analog</td><td>POTS - Business (fielded)</td><td>CentraNet - Simple</td></tr><tr><td>UNE Platform – POTS</td><td>Analogous Retail Service</td><td>N/A</td></tr></table>	Parity for UNEs (Basic)	Pacific Bell Retail	GTE Retail	2/4w (8db) analog loop	POTS - Business (fielded)	B1 Dispatch Non-Designed	UNE Port – Basic Analog	POTS - Business (fielded)	CentraNet - Simple	UNE Platform – POTS	Analogous Retail Service	N/A
Parity for UNEs (Basic)	Pacific Bell Retail	GTE Retail											
2/4w (8db) analog loop	POTS - Business (fielded)	B1 Dispatch Non-Designed											
UNE Port – Basic Analog	POTS - Business (fielded)	CentraNet - Simple											
UNE Platform – POTS	Analogous Retail Service	N/A											
Business Rules:	<ul style="list-style-type: none">• 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												
Notes:	<ul style="list-style-type: none">• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data.												

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 PNP) & NXX Code Opening Troubles																																																		
Geographic Level	Statewide																																																		
Measurable Standard:	<table><tr><td>Parity for Resale is Retail for Pacific Bell and GTE</td><td></td><td></td></tr><tr><td>Parity for UNE measured for the following UNEs:</td><td>Pacific Bell Retail</td><td>GTE Retail</td></tr><tr><td>2/4w (8db) analog loop</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>2/4w (5.5 db) assured analog loop</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop (ISDN)</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>2w digital loop (xDSL)</td><td>ADSL</td><td>Dispatch Designed Services</td></tr><tr><td>4w digital loop (ISDN PRI)</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>UNE Port – Basic Analog</td><td>POTS - Business (fielded)</td><td>CentraNet -Simple</td></tr><tr><td>UNE Port – CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port – PBX DID</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port – ISDN (BRI)</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>UNE Port – DS1/ISDN (PRI)</td><td>DS1/ISDN(PRI)</td><td>CentraNet-Complex</td></tr><tr><td>UNE Dedicated Transport</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>UNE Platform (PB only)</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>Interconnection Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr><tr><td>PNP - Port Out</td><td>(Issue still to be resolved)</td><td>(Issue still to be resolved)</td></tr></table>			Parity for Resale is Retail for Pacific Bell and GTE			Parity for UNE measured for the following UNEs:	Pacific Bell Retail	GTE Retail	2/4w (8db) analog loop	POTS - Business (fielded)	B1 Dispatch Non-Designed	2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop (ISDN)	ISDN(BRI)	Dispatch Designed Services	2w digital loop (xDSL)	ADSL	Dispatch Designed Services	4w digital loop (ISDN PRI)	ISDN(PRI)/DS1	Dispatch Designed Services	UNE Port – Basic Analog	POTS - Business (fielded)	CentraNet -Simple	UNE Port – CENTREX	CENTREX	CentraNet -Complex	UNE Port – PBX DID	PBX DID	CentraNet -Complex	UNE Port – ISDN (BRI)	CENTREX	CentraNet -Complex	UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)	CentraNet-Complex	UNE Dedicated Transport	HICAP	HICAP Designed	UNE Platform (PB only)	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks	PNP - Port Out	(Issue still to be resolved)	(Issue still to be resolved)
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PNP - Port Out	(Issue still to be resolved)	(Issue still to be resolved)																																																	
Business Rules:	<ul style="list-style-type: none">Excludes CPE and IEC/CLEC caused troublesExcludes troubles associated with inside wiringExcludes Subsequent reportsExcludes Message ReportsExcludes ILEC employee generated reports																																																		
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