

1. Performance Measure 70 - Measurement of percentage of Trunk Blockage (Call Blockage).

Definition:

Percentage of calls blocked on outgoing traffic from the Company end office to telecommunications carrier end office and from the Company tandem to telecommunications carriers end office.

Performance Measure 70.1- Measurement of Trunk Blockage Exclusions.

Definition:

Number of calls blocked on outgoing traffic from Company end office to telecommunications carrier end offices and from Company tandem to telecommunications carrier end offices that are excluded from the trunk blockage data reported under PM 70.

Results:

There has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Performance Measure 70.2 - Measurement of percentage of Trunk Blockage (Trunk Groups).

Definition:

Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from Company end office to telecommunications carrier end office, and from Company tandem office to telecommunications carrier end office. This measure is evaluated using a three-month rolling average of trunk group blockage. (This measure is only valid if a telecommunications carrier has 20 or more trunk groups.)

Results:

From the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measurement.

2. Performance Measure 71 – Measurement of Common Transport Trunk Group Blockage.

Definition:

Percentage of local common transport trunk groups exceeding 2% blockage. Common transport trunk groups are trunk groups that are available to all LECs and CLECs within a serving central office.

Results:

From the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.

3. Performance Measure 73 – Measurement of Percentage Missed Due Dates – Interconnection Trunks.

Definition:

Percentage of trunk order due dates for interconnection trunks met within customer requested due date when that due date is later than or equal to the standard interval or, if equal to the standard interval or, if expedited, (accepted or not accepted) the date agreed to by the Company. There are five sub measures associated with Performance Measure 74; 911, Operator Service/Directory Assistance, Signaling System 7(SS7), and Interconnection Trunks (non-projects – subject to standard interval) and Interconnection Trunks (Projects – subject to negotiated interval).

Results:

From the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measurement.

Sub measure 1 – 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 2 – OS/DA; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 3 – SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 4 – Interconnection trunk installation (non-projects – subject to standard interval); from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.

Sub measure 5 – Interconnection trunk installation (projects – subject to negotiated interval); from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.

4. Performance Measure 74 – Measurement of Average Delay Days for Missed Due Dates – Interconnection Trunks.

Definition:

Average calendar days from due date to completion date on Company missed interconnection trunk orders. There are four sub measures associated with Performance Measure 74; 911, Operator Service/Directory Assistance, Signaling System 7(SS7), and Interconnection Trunks.

Results:

Sub measure 1 – 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 2 – OS/DA; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 3 – SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 4 – Interconnection trunk installation; from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.

5. Performance Measure 75 – Measurement of Percentage Company Caused Missed Due Dates > 30 Days – Interconnection Trunks.

Definition:

Percentage of interconnection Trunk Circuits, where installation was completed greater than 30 days following the due date. There are four sub measures associated with Performance Measure 75; 911, Operator Service/Directory Assistance, Signaling System 7(SS7), and Interconnection Trunks.

Results:

Sub measure 1 – 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 2 – OS/DA; from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measurement.

Sub measure 3 – SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 4 – Interconnection trunk installation; from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.

6. Performance Measure 76 – Measurement of Average Trunk Restoration Interval- Interconnection Trunks.

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days. There are four sub measures associated with Performance Measure 75; 911, Operator Service/Directory Assistance, Signaling System 7(SS7), and Interconnection Trunks.

Results:

Sub measure 1 – 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 2 – OS/DA; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement

Sub measure 3 – SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 4 – Interconnection trunk installation; from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.

7. Performance Measure 77 – Measurement of Average Trunk Restoration Interval for Service Affecting Trunk Groups.

Definition:

The average time to restore service affecting trunk groups. There are eight sub measures associated with Performance Measure 77; Tandem 911,

Tandem OS/DA, Tandem SS7, Tandem Interconnection, Non-Tandem 911, Non-Tandem OS/DA, Non-Tandem SS7, and Non-Tandem Interconnection.

Results:

Sub measure 1 – Tandem 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 2 – Tandem OS/DA; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement

Sub measure 3 – Tandem SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 4 – Non-Tandem Interconnection trunk installation; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 5 – Non- Tandem 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 6 – Non-Tandem OS/DA; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 7 – Non-Tandem SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 8 – Non-Tandem Interconnection trunk installation; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

8. Performance Measure 78 – Measurement of Average Interconnection Trunk Installation Interval.

Definition:

The average time from receipt of a complete and accurate ASR until the completion of the trunk order. There are four sub measures associated with

Performance Measure 78; 911, Operator Service/Directory Assistance,
Signaling System 7(SS7), and Interconnection Trunks

Results:

Sub measure 1 – 911; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 2 – OS/DA; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement

Sub measure 3 – SS7; there has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this Performance Measurement.

Sub measure 4 – Interconnection trunk installation; from the data reported by SBC over the three-month period, it appears that the company has passed this Performance Measure.