

## Comparison Current to JPSA Reports

| Metric # | Metric Name *                              | Current Voluntary Reports | JPSA Reports |
|----------|--|---------------------------|--------------|
| PO-1     | Response Time OSS Ordering Interface       | x                         | x            |
| PO-2     | OSS Interface Availability                 | x                         | x            |
| PO-3     | Center Responsiveness                      |                           | x            |
| OR-1     | Order Confirmation Timeliness              | x                         | x            |
| OR-2     | Reject Timeliness                          | x                         | x            |
| OR-4     | Completion Notice Interval                 |                           | x            |
| OR-5     | Percent Flow-Through                       | x                         | x            |
| OR-11    | Percent Mechanized Line Loss Notifications |                           | x            |
| PR-2     | Average Completed Interval                 |                           | x            |
| PR-3     | Completed within Interval                  | x                         | x            |
| PR-4     | Missed Due Dates                           | x                         | x            |
| PR-5     | Facility Missed Orders                     | x                         | x            |
| PR-6     | Installation Quality                       | x                         | x            |
| PR-7     | Jeopardy Reports                           |                           | x            |
| PR-9     | Coordinated Conversions                    | x                         | x            |
| MR-2     | Trouble Report Rate                        | x                         | x            |
| MR-3     | Missed Repair Commitments                  | x                         | x            |
| MR-4     | Trouble Duration Intervals                 | x                         | x            |
| MR-5     | Repeat Trouble Reports                     | x                         | x            |
| NP-1     | Percent Final Trunk Group Blockage         | x                         | x            |
| NP-2     | Collocation Performance                    | x                         | x            |
| NP-6     | NXX Loaded by LERG Effective Date          |                           | x            |
| BI-1     | Usage Timeliness                           |                           | x            |
| BI-2     | Timeliness of Carrier Bill                 | x                         | x            |
| BI-3     | Bill Accuracy                              |                           | x            |
| BI-6     | Usage Completeness                         |                           | x            |
| BI-7     | Recurring Charge Completeness              |                           | x            |
| BI-8     | Non-Recurring Charge Completeness          |                           | x            |
| GE-4     | E911/911 MS Database Update                |                           | x            |

*\* Name of metric and sub-metrics may vary slightly between JPSA & Current reports*