**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
DOCKET NO. UT-100820
CENTURYLINK RESPONSES TO
INTEGRA'S FIRST SET OF INFORMATION REQUESTS
NOS. 1 THROUGH 156**

78. Refer to the Direct Testimony of Michael Hunsucker filed in Oregon Docket No. UM1484 on June 22, 2010 at pages 4-10. Answer the following:

a. Provide an organizational chart for CenturyLink's Wholesale Operations Organization, identifying the names and titles of persons in that group.

b. Provide a username and password that allows viewing of CenturyLink's on-line wholesale website and interfaces. A "test" profile is acceptable so long as access allows for viewing all functionalities of the on-line wholesale website (with the exception of third-party proprietary information).

c. Provide all documentation describing EASE, WebRRS, and CSPRS.

d. Provide copies of the service performance reports accessible via CSPRS. For purposes of this response, redacting the names of CLECs to protect their identities is acceptable.

CenturyLink Response:

a. Please see Attachment Integra-78a - Wholesale Functional Org Chart.

b. A login and password is not required to access www.centurylink.com. To access use:

http://www.centurylink.com/Pages/Identification/wholesaleIdentification.jsp

c. Please see Attachment Integra-78c

d. Please see Confidential Attachment Integra-78d

Sponsor: Diane Roth, Director Contract Management; Valerie Wright, Manager Product Management - Wholesale

Attachment Integra-78a

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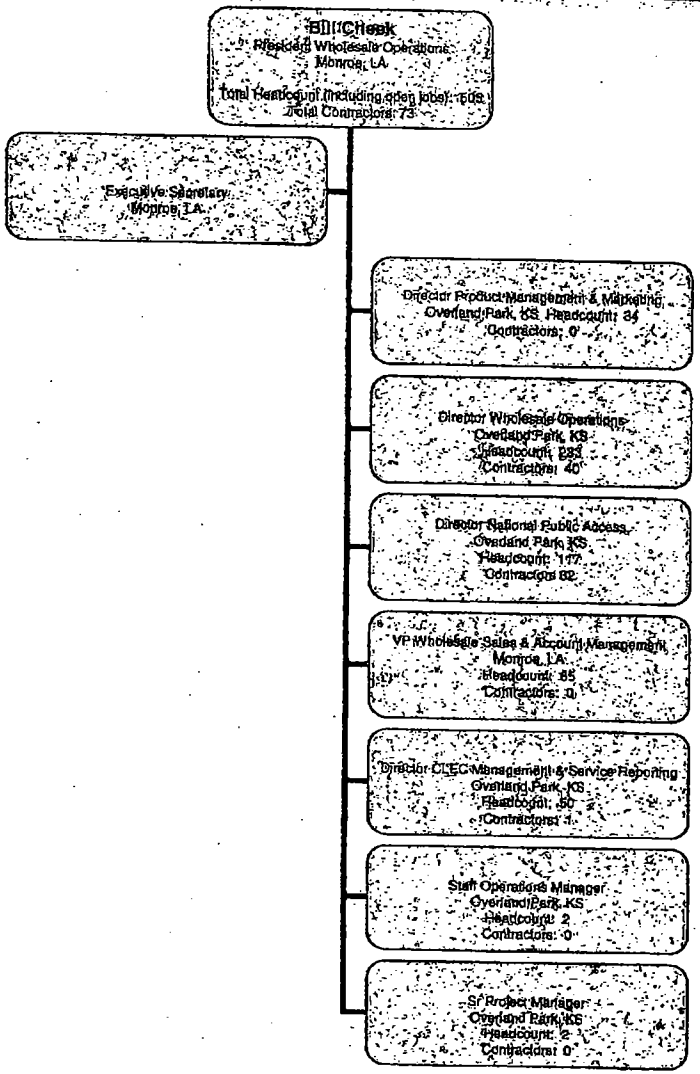
Wholesale Operations Functional Organization Chart

May 26, 2010

CenturyLink Wholesale Operations (as of May 26, 2010)



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Wholesale Product Management & Marketing

Headcount: 34

Contractors: 0

Director - Wholesale Product Management & Marketing
Overland Park, KS

Admin Assistant
OP, KS

Group Manager (6) Product Mgmt Data Services OP, KS

Data Service Prod Mgmt Headcount (6)
Data Services Prod Budget & Reporting Headcount (2)

Data Products: DS1, DS3, SONET, Ethernet, DSL, and Fiber to Cell Sites

- Develop revenue budgets and quarterly forecasts
- Explain monthly operational variances
- Develop ad hoc special access product and customer reporting
- Develop and enhance products to meet customer needs and generate new revenue
- Provide product specific expertise
- Develop & implement Price Flex and Forbearance contracts
- Develop product strategy and policies
- Lead and project manage Fiber Access Initiative (fiber to cell sites)
- Negotiate facility agreements with 3rd party providers for OOT facilities
- Represent CTL on consortium partnership managing their products

Group Manager (6) Product Mgmt Voice Services OP, KS

Prod Mgmt Voice Services Headcount: 6

Voice Products: Switched Access, Reciprocal Compensation, DB Services, 800 Rehome, Payphone, Operator, Dir. Assistance

- Develop revenue budgets and quarterly forecasts
- Explain monthly operational variances
- Ad hoc MOU reporting
- Provide product specific expertise
- Prepare manual billing for ILEC transit
- Investigate potential access arbitrage & prepare manual billing (i.e.VNXX, access over local, double tandem)
- Manage & analyze CNAM revenue share detail reports
- Manage quarterly switched access PIU process
- Analyze submitted carrier PIUs to Agilent data
- Develop inter MTA factor analysis for recip comp
- Manage Dial-Around Compensation System Audit for payphone
- Manage quarterly Dial-Around Compensation process

Marketing Manager (2) Wholesale Services OP, KS

Marketing Headcount: 2

- Manage all aspects of 10 tradeshows per year
- Develop marketing product collateral, articles and advertisements for all Wholesale products
- Develop customer notifications for product, regulatory, or other customer impacting issues
- Manage participation in industry Atlantic ACM Survey/awards
- Develop marketing sales tools (value propositions)
- Develop and maintain Wholesale maps
- Manage Wholesale external and internal websites
- Implement internal request for any Wholesale web updates, adds or deletes

Group Manager (8) Special Access Pricing / Pricing Competitive Analyst Monroe, LA

Pricing Headcount: 8

- Develop special access pricing strategy
- Develop all IXC and CAP pricing, ILEC special access prices; including tariff, individual case basis, special pricing, annual price cap, promotions, special construction, detariffed services and pricing plans
- Obtain all necessary approvals to comply with pricing policy
- Develop profitability reporting for special access products
- Develop pricing plans and ongoing analysis of existing plans
- Develop price benchmarks
- Create and maintain special access competitive database
- Work with external consultants to gain access to competitive info, including fiber maps
- Develop market specific competitive studies and recommend actions
- Develop business cases for new products, product enhancements, pricing changes, and fiber to cell site contracts

Group Manager (7) Product Mgmt/Contract Services OP, KS

Prod. Mgmt Headcount: 6
Data Analyst (1)

Contract Products: Resale, Local Wholesale Services (UNE-P), UNEs, Collocation, Pole, Conduit, Floor & Tower, Billing & Collection

- Develop revenue budgets and quarterly forecasts
- Explain monthly operational variances
- Develop ad hoc access line reporting
- Develop and enhance products to meet customer needs and generate new revenue
- Provide product specific expertise
- Negotiate B & C contracts
- Develop pricing for B & C
- Monitor volume discount threshold for LWS
- Complete LWS product and billing audits
- Work with Sales, Real Estate, Joint Use on collections
- Manage all floor & tower projects
- Perform monthly audits and analysis on third party billing customer's/traffic
- Perform B & C training sessions for Consumer and Business call centers
- Develop Dial Around Compensation reporting
- Prepare Data LEC files to go to IXCs and payphone clearinghouse

Product Manager (1) Revenue Growth & Benchmarking OP, KS

Headcount: 1

- Lead revenue growth project for Mobilizer, mobile marketing product
- Assess Business development opportunities

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Wholesale Operations

Headcount: 215

Contractors: 40

Director
Wholesale Operations
Overland Park, KS

Admin Assistant

Manager Business Analysis
Leesburg, FL
Decatur, IN
Overland Park, KS

HC:
FL - 27
KS - 3
IN - 4

- SPOC for Payphone providers
- Wireless Local Number Portability
- Off-line functions
- Equal Access PIC CARE functions
- Quality Assurance
- Process Improvement
- Contact Center Optimization Tools
- Management Tools
- Workforce Management
- Operations Reporting
- Report Development

Manager Client Support
Overland Park, KS

HC:
KS - 9
IN - 1

- Provides Wholesale systems support for Wholesale Centers and Customers
- Functional Requirements
- Business Rule Administration
- System Access
- Provides Project Management
- Testing
- Systems Help desk
- Standards management support to maintain and enhance system capabilities

Manager Staff Support
Overland Park, KS

HC:
KS – 8
OH - 1

- Development and maintenance of methods and procedures utilized by the Wholesale Centers
- Provides subject matter expertise of operational issues for ordering and billing system development projects
- Responds on day-to-day questions and issues brought forward by the Wholesale Centers
- Provides analysis for revenue assurance projects and supervising any special initiatives triggered by such projects

Manager Order Administration
Nat'l Exchange Access Center
Decatur, IN
Leesburg, FL

HC:
FL – 12
IN - 56

- Single point of contact for all Competitive Local Exchange Carriers (CLEC)
  - Status Checks
  - Escalations
- CLEC end-user order activity
- Resale and UNE types of services
- Directory and Billing Issues.

Manager Order Administration
National Access Service Center
Decatur, IN

HC:
IN - 41
MO – 10
WI - 5

- Single point for provisioning, coordination and billing customer care – Customer specific centers
- Switched, Special access and Interconnection services
- Inter-exchange Carriers (IXC),
- Internet Service Providers (ISP), Competitive Local Exchange Carriers (CLEC), Incumbent Local Exchange Carriers (ILEC) and end-user customers
- Wireless Providers (CMRS) in Decatur
- Dispute Resolution for all Wholesale Centers in the Leesburg Center

Manager Order Administration
Nat'l Access Service Center
Leesburg, FL

HC:
FL – 40
LA – 11

Total HC: 215
FL - 83
KS - 26
IN - 105
OH - 1

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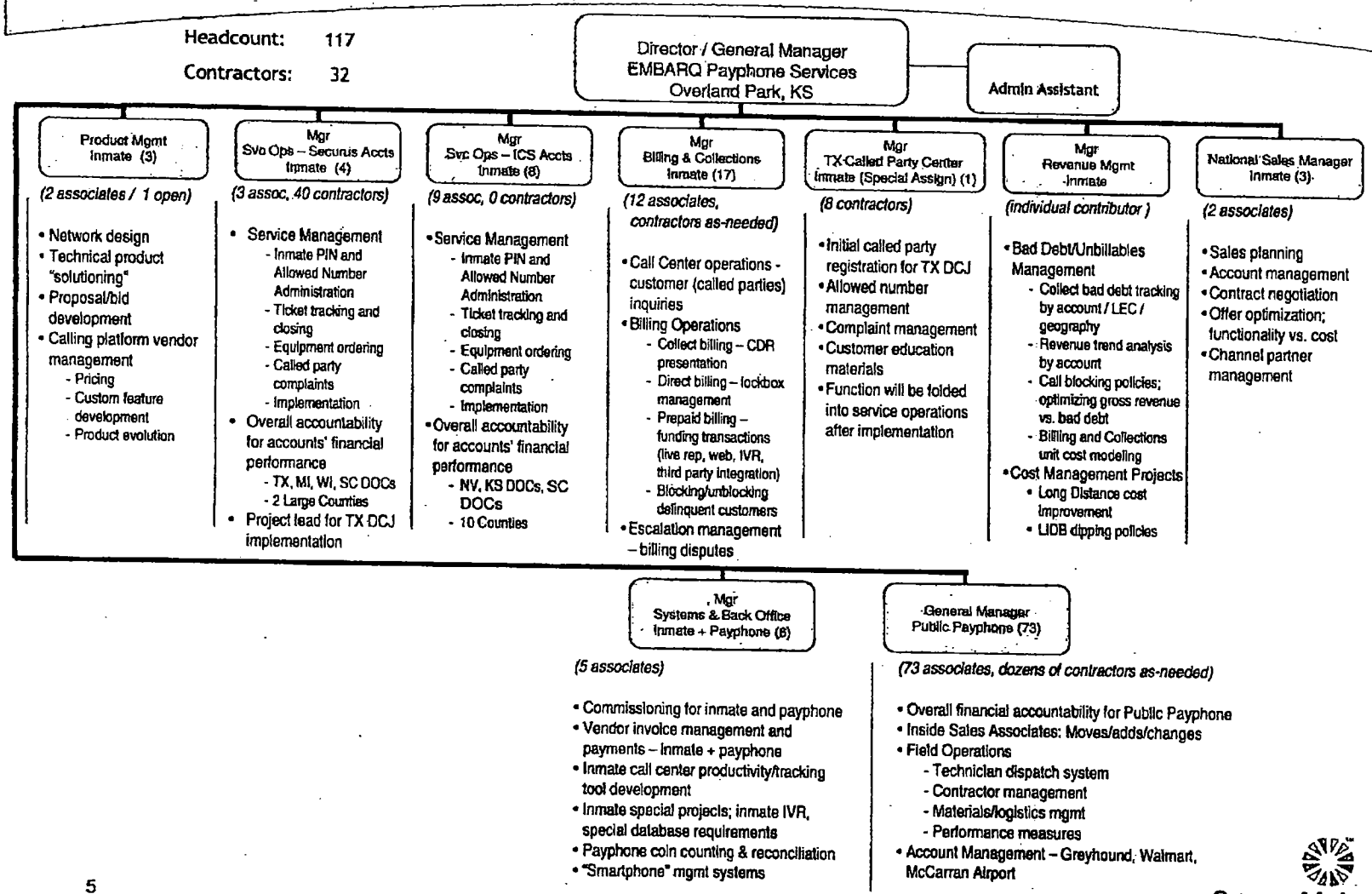
EMBARQ Payphone Services

Headcount: 117

Contractors: 32



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Wholesale Sales and Account Management

Headcount: 65
Contractors: 0

VP Sales and Account Management
Monroe, LA

CT Specialist III
Monroe, LA

VP Sales
Dallas, TX

- Tactical Planning For Revenue Growth
- Pure Deal/Hunter Focus
- Key Driver Of LC Revenue
- Drive New Incremental Revenue.
- RFP Lead
- Revenue Forecasting By Customer.
- Sales Activity Model Execution / Reporting
- Manage RFP's
- Participation on Strategic Account Teams.
- Sales Reports / Variance Explanations

Director Account Management
Overland Park, KS

- Strategic Accounts Team Leader.
- Customer Primary Point Of Contact.
- Tactical Planning For Revenue Mitigation / Growth
- Total Account Management Focus
- Revenue Mitigation/Management(TBR)
- MAC's
- Dispute Management.
- Revenue Forecasting by customer/product
- Sales Activity Model Execution / Reporting
- MSA Negotiation/Maintenance.
- Leads Service Reviews

Manager Sales Engineering
Mansfield, OH

- Customer Facing
- Customer To Core Engineering / Design
- Technical Support
- Coordination Planning/Execution With Core Engineering.
- Sales Quote Response Support
- Pre & Post Sales Support Large Carrier Projects
- ICB Solutions Development & Pricing Coordination
- Network Optimization Impact & Risk Analysis
- Customer Peer to Peer Interaction

Director Field Sales Consultant
Overland Park, KS

- Cross Departmental Relations : Field Operations, Provisioning.
- Service Performance Reporting
- Pre/Post Sale Project Management.
- Administrative Support : proposal/quotes, Customer reporting.
- Sales Reporting
- Competitive Analysis
- ICB / Business Case Modeling
- Funnel Reporting
- Track CAR / Business Case process .
- CRM/SFA Support
- Compensation Reporting

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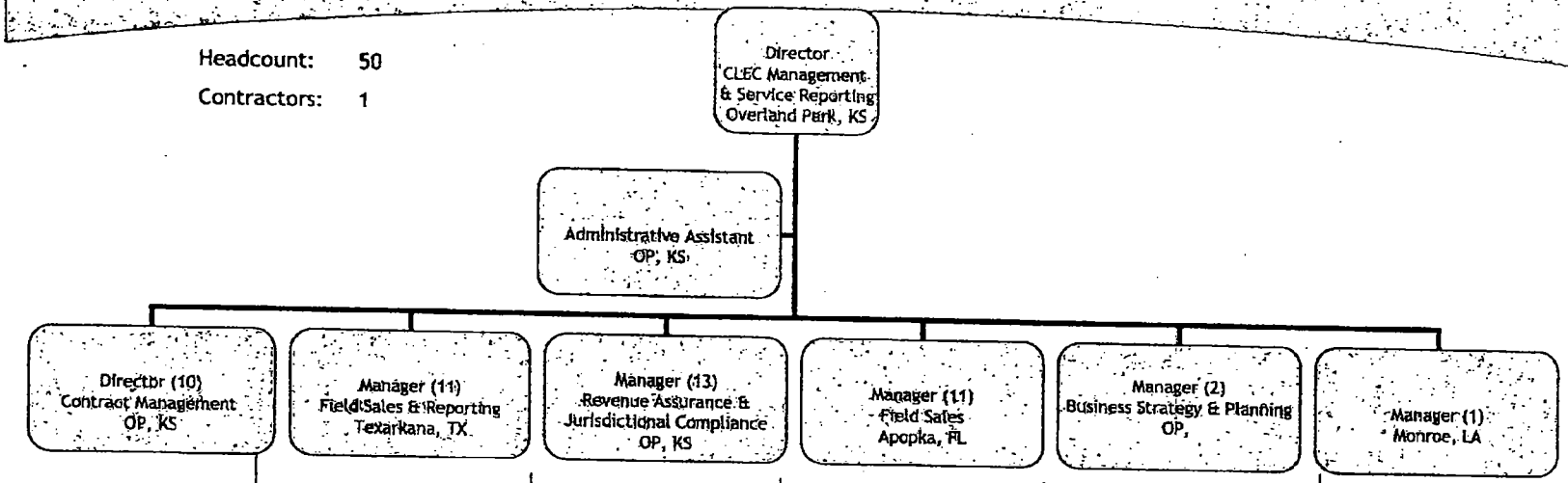
CLEC Management & Service Reporting

Headcount: 50

Contractors: 1



- Manage contract (both interconnection & commercial agreements) negotiations with CLECs and other Wholesale carriers
- Proactively work with Wholesale Product Management to incorporate product plans in contracts
- Ensure contract language compliance with company policies
- Provide support for arbitrations and complaint proceedings

- Perform account management functions with CLEC customers including implementing interconnection agreements, ensuring compliance and resolving customer issues, complaints, etc.
- Proactive sales of products in territory (i.e., special access, HIS, wholesale VOIP) to CLEC customers
- Support wholesale revenue recovery efforts through audits in the areas of collocation, contract rates, facilities, 911 ports, etc.
- Support efforts in the area of expense reductions such as direct end office trunking and bi-directional trunking
- Primary wholesale customer interface

- Manage reciprocal compensation and access expense spend with other carriers
- Manage FCC and state interconnection compliance including PIU, PLU, VOIP, etc.
- Manage state mandated performance management plan and performance incentive plan in Nevada
- Manage IXC, CLEC and CMRS service reporting both internally and externally to customers (i.e., special access & CLEC services)
- Program manage wholesale revenue recovery projects (working with various internal groups, i.e. Wholesale, Finance)
- Wholesale use and support of Agilent SS7 call records

- Perform account management functions with CLEC customers including implementing interconnection agreements, ensuring compliance and resolving customer issues, complaints, etc.
- Proactive sales of product in territory (i.e. special access, HIS, wholesale VOIP) to CLEC customers
- Support wholesale revenue recovery efforts through audits in the areas of collocation, contract rates, facilities, 911 ports, etc.
- Support efforts in the area of expense reductions such as direct end office trunking and bi-directional trunking
- Primary wholesale customer interface

- Provide support for arbitration, mediation or other Commission managed actions including written and oral testimony
- Work with various internal groups on providing support for settling outstanding dispute matters
- Act as the liaison for the CLEC management and service reporting group with the regulatory policy group on identification and advocacy of key regulatory initiatives
- Identify cost savings or revenue opportunities for intercarrier compensation matters and other issues such as VNXX, etc.
- Serve as Wholesale witness in various regulatory proceedings

- Provide support for CTL CLEC operations in various states
- Lead on interconnection agreement (ICA) contract language
- Serve as Wholesale witness in various regulatory proceedings
- Provide support on development on CLEC policies

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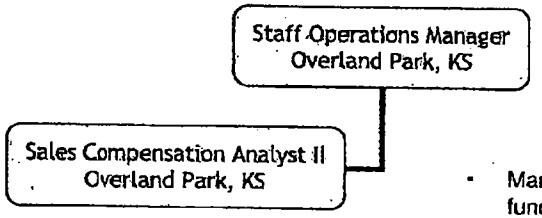
Wholesale Staff Operations

Headcount: 2

Contractors: 0



- Manage the activities of sales operations function: design and execute incentive compensation plans (9 plans) to 30+ sales employees in Public Access / Inmate / Carrier sales teams
- Financial modeling, forecasting, analysis and various revenue reporting
- Act as intermediary between President and other organizations: monthly operation reviews, Wholesale scorecard, Glen Post weekly reports, presentations, Customer Satisfaction surveys, All Hands events, draft communications, internal policies, etc.
- Serve as liaison with key internal or external customers or vendors to resolve operational issues
- Moblitzer Business Development

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Wholesale Financial Planning & Analysis

Headcount: 2
Contractors: 0

Sr. Project Manager
Overland Park, KS

Senior Financial Analyst
Overland Park, KS

Financial Support Areas

- Wholesale Revenue
  - Product Management View
  - Executive Reporting View
  - Regional View
  - Customer View
- Financial Report Consolidation

Functional Responsibility

- Preparation of Monthly Finance Reports - SAP and BPC Reporting
- Preparation of Variance Analysis
  - Actual to Budget
  - Actual to Forecast
  - Quarter Y/Y and Sequential Quarters
- Preparation and Coordination of Quarterly Forecast Reports and Presentations
- Preparation and Coordination of Annual Budget Process and BPC Tool

Financial Analyst II

Financial Support Areas

- Wholesale Employee Expenses
- Paystation Income Statement
- LightCore Income Statement
- Cost of Revenue
- FEV
- Financial Reserves

Functional Responsibility

- Preparation of Monthly Finance Reports - SAP and BPC Reporting
- Preparation of Variance Analysis
  - Actual to Budget
  - Actual to Forecast
  - Quarter Y/Y and Sequential Quarters
- Preparation and Coordination of Quarterly Forecast Reports and Presentations
- Preparation and Coordination of Annual Budget Process and BPC Tool

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Attachment Integra-78c

Embarq Performance Measurement Plan

Embarq Performance Measurement Plan
Public Service Commission

July 26, 2006

Indiana, Kansas, Minnesota, Missouri, Nebraska, New Jersey, Ohio, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington, Wyoming

Attachment Integra-78c

Embarq Performance Measurement Plan

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Embarq Performance Measurement Plan

I. EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves.[1] In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

In mid -1997, the Public Utilities Commission of Nevada (Nevada PUC or Nevada Commission) initiated Docket 97-9022 to address monitoring the performance of Operations Support Systems (OSS). The stated goal of the Commission's proceeding is to investigate procedures and methods necessary to determine whether interconnection, unbundled access and resale services provided by incumbent local exchange carriers are at least equal in quality to that provided by the local exchange carrier to itself or to any subsidiary, affiliate, or any other party.

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. The Nevada Commission initiated a series of workshops to address many of these issues. The participating parties have worked in a collaborative fashion to resolve as many issues as possible. Sprint filed a Performance Measurement Plan revision in 2002 which was approved by order of the Commission in Docket 02-1039. Another revision of the plan was approved by order of the Commission in 2003 in Docket 03-1041. This report is not intended to address statistical tests and incentives.

[1] See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

[2] See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:
"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an

examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."[3] See, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

Notes:
These performance measures are not intended to create, modify, or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, nor is it evidence that the ILEC's obligations to such access are defined elsewhere, including the relevant laws, FCC, and state decisions/regulations, tariffs, and interconnection agreements

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Appointment Scheduling (due date)
Rejected/Failed Queries
Facility Availability
Loop Pre-Qualification

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

Embarq Performance Measurement Plan

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations; the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Database Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information that has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the

installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

ILEC's

By implementing these performance measurements, ILEC's:

- does not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- does not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By implementing these performance measurements, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs reservation of rights.

Attachment Integra-78c

Embarq Performance Measurement Plan

II. Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
06	Average Jeopardy Notice Interval
07	Average Completed Interval
08	Percent Completed Within Standard Interval
09	Coordinated Customer Conversion as a Percentage On-Time
11	Percent of Due Dates Missed
12	Percent Due Dates Missed Due to Lack of Facilities
13	Delay Order Interval to Completion Date (For Lack of Facilities)
14	Held Order Interval
15	Provisioning Trouble Reports Prior to Service Order Completion
17A	Percentage Troubles in 5 Days for New Orders
18	Average Completion Notice Interval
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
22	POTS Out of Service Less Than 24 Hours
23	Frequency of Repeat Troubles in 30-Day Period
Network Performance	
24	Percent Blocking on Common Trunks
25	Percent Blocking on Interconnection Trunks
26	NXX Loaded by LERG Effective Date
Billing	
28	Usage Timeliness
30	Wholesale Bill Timeliness
31	Usage Completeness
32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
Database Updates	
38	Percent Database Accuracy

Attachment Integra-78c

Embarq Performance Measurement Plan

39	E911MS Database Update Interval
Collocation	
40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement
Interface	
42	Percentage of Time Interface is Available
44	Center Responsiveness

Attachment Integra-78c

Embarq Performance Measurement Plan

Pre-Ordering — Measure 1

Title: Average Response Time to Pre-Order Queries

Area	Requirement Description
Description	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. • Address Verification/Dispatch Required • Request for Telephone Number (TN) • Request for Customer Service Record - Simple - Complex • Service Appointment Scheduling (due date) • Rejected/Failed Queries • Facility Availability • Loop Pre-qualification
Method of Calculation	**All Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) **All Manual: Loop Pre-qualification and Facility Availability** Sum [((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)] X 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.
Reported By	By query type and by interface type, including fax
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
All Electronic:			
Address Verification/Dispatch Required	Request for Address Verification		TBD
Request for Telephone Number	Request for Telephone Number		TBD
Request for Customer Service Record - Simple	Request for Simple CSR		TBD
Request for Customer Service Record – Complex	Request for Complex CSR		TBD
Service Appointment Scheduling	Request for Due Date		TBD
Rejected / Failed Queries	Rejected/Failed Queries		TBD
Loop Pre -Qualification	Request for Loop Pre-Qualification		TBD

Attachment Integra-78c

Embarq Performance Measurement Plan

	All Manual:			
	Facility Availability	Request for Facility Availability		TBD
	Loop Pre-Qualification	Request for Loop Pre-Qualification		TBD
Business Rules	• Elapsed time is measured in seconds for electronic pre-order requests. • Results for CLECs with 5 or fewer transactions will be compared with a benchmark of twice the applicable electronic submeasure to determine compliance. • Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. • Exclude transactions that occur during OSS outages.			
Notes	• Embarq defines Simple CSR queries as a query on an account that has 4 or fewer lines. • Implementation of systems to comply with Federal National Portability requirements will prevent the capability to query by NPA/NNX in 2002 to obtain Service Availability information as an independent query. Service Availability information is available in Address Verification/Dispatch Required and Customer Service Record queries. • Submeasure Facility Availability provides switch verification information and Loop Pre-Qualification provides outside plant loop facility information. • The benchmark for Service Appointment Scheduling is To Be Determined (TBD) because Embarq implemented a new process for this disaggregation in 2002. After 12 consecutive months of historical data is collected, Embarq will re-evaluate the benchmark. • There is insufficient historical data to develop a valid benchmark for To Be Determined (TBD) disaggregation levels.			

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Embarq Performance Measurement Plan

Ordering — Measure 2

Title: Average FOC Notice Interval

Area	Requirement Description
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).
Method of Calculation	**All Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free order)) / (Number of FOCs sent.)
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type
Geographic Level	Statewide

Measurable Standards

Disaggregation Level RESALE	CLEC	Retail Comparison Standard Parity	 Benchmark
Blind FOC			
Res POTS All Electronic Electronic/Manual Mix	Res POTS		TBD
Bus POTS All Electronic Electronic/Manual Mix	Bus POTS		TBD
ISDN BRI All Electronic Electronic/Manual Mix	ISDN BRI		TBD
CENTREX All Electronic Electronic/Manual Mix	CENTREX		TBD
PBX All Electronic Electronic/Manual Mix	PBX		TBD
Intelligent FOC			
DDS All Electronic Electronic/Manual Mix	DDS		TBD
DS1/ISDN PRI All Electronic Electronic/Manual Mix	DS1/ISDN PRI		TBD
DS3 All Electronic Electronic/Manual Mix	DS3		TBD
VGPL/DS0 All Electronic Electronic/Manual Mix	VGPL/DS0		TBD
UNBUNDLED NETWORK			

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	ELEMENTS			
	Blind FOC			
	UNE Loops Non-Designed All Electronic Electronic/Manual Mix	UNE Loops Non-Designed		TBD
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	UNE Loops xDSL Provisioned		TBD
	UNE Subloops - Voice Grade All Electronic Electronic/Manual Mix	UNE Subloops – Voice Grade		TBD
	UNE Subloops – Data All Electronic Electronic/Manual Mix	UNE Subloops – Data		TBD
	UNE Ports Non - Designed All Electronic Electronic/Manual Mix	UNE Ports Non-Designed		TBD
	LNP All Electronic Electronic/Manual Mix	LNP		TBD
	Intelligent FOC			
	UNE Loops Designed All Electronic Electronic/Manual Mix	UNE Loops Designed		TBD
	UNE Ports Designed All Electronic Electonic/Manual Mix	UNE Ports Designed		TBD
	EELS- All Electronic Electronic/Manual Mix	EELS		TBD
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix	UNE DS1/ISDN PRI		TBD
	UNE DS3 All Electronic Electronic/Manual Mix	UNE DS3		TBD
	Interconnection Trunks All Electronic Electronic/Manual Mix	Interconnection Trunks		TBD
	PROJECTS:			
	Projects All Electronic Electronic/Manual Mix	Projects		TBD
Business Rules	• Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • 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. • Excludes Loop Pre-Qualification queries that are processed as LSRs.			

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	• Manually received and handled FOCs not included. • Denominator includes all FOCs sent regardless of receipt and response time. • CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.
Notes	• None at this Time

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Embarq Performance Measurement Plan

Ordering — Measure 3

Title: Average Reject Notice Interval

Area	Requirement Description
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation	**All Electronic** Sum((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) **Electronic/Manual Mix** Sum((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (# of Electronic/Manual Orders Rejected).
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based UNE orders

Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
All Electronic	Reject Notice		TBD
Electronic/Manual Mix	Reject Notice		TBD

Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • 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 ordering center • Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.
Notes	• None at this time.

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Embarq Performance Measurement Plan

Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*
Description	Measures the percentage of mechanized service orders processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those orders that are able to get to the Firm Order Confirmation status without manual intervention.
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• Orders that flow through as a percentage of 1) All electronically received orders programmed to flow-through 2) All electronically received orders • By Service Group Types
Geographic Level	Statewide
Measurable Standards	The process to evaluate performance on this measure is under development. Issues, if any, are not yet finally defined. Final resolution depends on completed development of an agreed to Flow-Through Plan.

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
Resale			
Res POTS	Res POTS		TBD
Bus POTS	Bus POTS		TBD
ISDN BRI	ISDN BRI		TBD
CENTREX	CENTREX		TBD
PBX	PBX		TBD
DDS	DDS		TBD
DS1/ISDN PRI	DS1/ISDN PRI		TBD
DS3	DS3		TBD
VGPL/DS0	VGPL/DS0		TBD
UNBUNDLED NETWORK ELEMENTS			TBD
UNE Loops			TBD
UNE Loops Non-Designed	UNE Loops - Non-Designed		TBD
UNE Loops Designed	UNE Loops Designed		TBD
UNE Loops xDSL Provisioned	UNE Loops xDSL Provisioned		TBD
			TBD
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade		TBD
UNE Subloops – Data	UNE Subloops – Data		TBD
			TBD
UNE Ports	UNE Ports		TBD
EELS	EELS		TBD
UNE Dedicated Transport			TBD
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI		TBD
UNE DS3	UNE DS3		TBD
			TBD
LNP	LNP		TBD

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Business Rules	• Excludes Loop Pre-Qualification queries.
Notes	• None at this time.

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Embarq Performance Measurement Plan

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 by the due date committed on the FOC.
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level Resale	CLEC	Retail Comparison Standard Parity	Benchmark
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
UNE Port	UNE Port	DS1/ISDN PRI	
EELS	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	

Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.
Notes	• None at this time.

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Embarq Performance Measurement Plan

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	*Requirement Description*
Description	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation	**Assignment:** Jeopardies identified during assignment Sum((Date and Time of Committed Due Date for the Order) - (Date and Time of Jeopardy Notice) / (Number of Orders Jeopardized)) **Installation:** Jeopardies identified during installation prior to due time Sum ((Date and Time of Committed Due Date for the Order) - (Date and Time of Jeopardy Notice) / (Number of Installation Jeopardy Notices) **Notification of Missed Commitments:** Sum(Due Date and Time of Missed Commit Notice) –(Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• By service group type • By jeopardy type
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
Resale			
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops –	Bus. POTS	

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		Voice Grade	Dispatched	
	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Projects	Projects Diagnostic Only	Projects Diagnostic Only	
Business Rules	• Excludes customers requested due dates beyond interval offered, and orders delayed for customers teasons. • Excludes Loop Pre-Qualification queries.			
Notes	• If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog. • Interval is reported in business days.			

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Provisioning **Measure 7.**

Title: Average Completed Interval

Area	*Requirement Description*			
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.			
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type and field work/no field work where applicable.			
Geographic Level	Statewide			
Measurable Standards	Embarq is required to provide a retail analog for this measurement.			

Disaggregation Level Resale	CLEC	Retail Comparison Standard Parity	Benchmark
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS,VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Projects	Projects Diagnostic Only	Projects Diagnostic Only	

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Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries • The start time of requests received after the end of the business day will be the beginning of the next business day.
Notes	• None at this time.

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Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

Area	*Requirement Description*
Description	Measures orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation	[(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)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type excluding services with flexible due dates.
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
Resale			
Res POTS	Res POTS	Res POTS Diagnostic Only	
Bus POTS	Bus POTS	Bus POTS Diagnostic Only	
ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only	
CENTREX	CENTREX	CENTREX Diagnostic Only	
PBX	PBX	PBX Diagnostic Only	
DDS	DDS	DDS Diagnostic Only	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
DS3	DS3	DS3 Diagnostic Only	
VGPL/DS0	VGPL/DS0	VGPL/DS0 Diagnostic Only	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic Only	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0 Diagnostic Only	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL Diagnostic Only.	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched Diagnostic Only	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL Diagnostic Only	
UNE Ports	UNE Ports	DS1/ISDN PRI Diagnostic Only	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic Only	

	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
	UNE DS3	UNE DS3	DS3 Diagnostic Only	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic Only	
	Projects	Projects Diagnostic Only	Projects Diagnostic Only	
Business Rules	• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. • Excludes services with flexible due dates. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries.			
Notes	• None at this time.			

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Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	*Requirement Description*
Description	Measures the percentage of coordinated cut overs CHC started on time where CLEC has requested timed coordination. * Note: *"On time"* means appointment arrival time plus or minus 1 hour. Orders started before appointment arrival time are considered on time if early arrival includes coordination and sign off with the CLEC.
Method of Calculation	[(Number of coordinated cut overs started on time) / (Count of timed coordinated cut overs completed in reporting period)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By	Residence, Business, and LNP conversions
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level Resale	CLEC	Retail Comparison Standard Parity	Benchmark
Res POTS	Res POTS		TBD
Bus POTS	Bus POTS		TBD
LNP	LNP		TBD

Business Rules	• Excludes CLEC caused misses. • Excludes Loop Pre-Qualification queries. • Applies to CLEC requested coordinated cut overs only.
Notes	• None at this time.

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Provisioning — Measure 11

Title: Percent of Due Dates Missed

Area	*Requirement Description*
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.
Method of Calculation	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders) / (Total Number of New, Move and Change Orders)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type and Field Work/No Field Work as appropriate
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • All available due dates are reported, except those missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from the

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	retail analog. • Excludes Loop Pre-Qualification queries.
Notes	• Embarq will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.

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Provisioning — Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	Requirement Description
Description	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation	[((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders))] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Data	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	• All available due dates are reported, except those missed due to customer reasons. • Excludes customer requested due dates beyond the interval offered,

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	and orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries.
Notes	• None at this time.

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Provisioning **Measure 13**

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

Area	*Requirement Description*
Description	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation	Sum ((Completion Date for orders missed due to lack of ILEC facilities) – (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, and ILEC Affiliates
Reported By	• By service group type • Disaggregated by 1-30 calendar days, 31-90 calendar days and >90 calendar days
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level Resale	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops - Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
Subloops – Data	Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	• Excludes Loop Pre-Qualification queries.

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Notes	• None at this time.

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Provisioning **Measure 14**

Title: Held Order Interval

Area	*Requirement Description*			
Description	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).			
Method of Calculation	Sum((Reporting Period Close Date) – (Committed Order Due Date)) / (Number of Orders Pending and Past the Committed Due Date) Note: For all orders pending and past the committed due date.			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	Embarq is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	• Excludes customer caused misses. • Excludes Loop Pre-Qualification queries. • Interval is measured in business days.			
Notes	• Embarq will provide disaggregation by Missed Appointment			

	Reason codes as diagnostic data upon raw data request. • For UNE Loop services, feature only orders are excluded from the retail analog.

Attachment Integra-78c

Embarq Performance Measurement Plan

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	[(Total 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 completed in reporting period)] x 100.
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	• By Resale, UNE Loop Non-Designed, UNE Subloops – Voice Grade, and LNP • By Affecting Service and Out of Service
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		Parity	Benchmark
ResPOTS, Bus POTS	Res POTS, Bus POTS	Res POTS, Bus POTS	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	B1 Dispatch Non-Designed	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports.
Notes	• None at this time.

Attachment Integra-78c

Embarq Performance Measurement Plan

Provisioning — Measure 17a

Title: Percentage Troubles in 5 Days for New Orders

Area	Requirement Description
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops - Voice Grade	Res and Bus. POTS	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
LNP	LNP	LNP	

Business Rules

- Excludes CPE and IEC/IXC/CLEC caused troubles.
- Excludes troubles associated with inside wire.
- Excludes Trouble Reports Received on the Due Date (which instead are reported in Measurement 15).
- Excludes Subsequent reports.
- Excludes Message Reports (circuit reports for which ILEC has no records).

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Embarq Performance Measurement Plan

	• Excludes ILEC employee generated reports. • Excludes Loop Pre-Qualification queries.
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Attachment Integra-78c

Embarq Performance Measurement Plan

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	**All Electronic:** Sum((Date and Time of Electronic Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed Electronically) **Electronic/Manual Mix:** [(Number of Manual Orders where ((Date and Time of Electronic Completion Notification to CLEC)- (Date and Time of Work Completion < = 24)/ (Number of Orders Completed That Required Manual Intervention)] X 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By	Electronic and Electronic/Manual Mix Interface
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
All Electronic	Completion Notice		TBD
Electronic/Manual Mix	Completion Notice		TBD

Business Rules	• 24-hour clock is used to measure interval for electronic/manual process. • For fully electronic completions that occur after 11pm (Eastern), the interval will start at 8am (Eastern) the next business day. • Excludes weekends and ILEC published holidays • Excludes Loop Pre-Qualification queries
Notes	• Embarq will track fall out rate.

Attachment Integra-78c

Embarq Performance Measurement Plan

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 reporting period)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		Parity	Benchmark
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports.
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

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Embarq Performance Measurement Plan

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, ILEC, and ILEC Affiliates			
Reported By	• By service group type • By dispatch and no dispatch			
Geographic Level	Statewide			
Measurable Standards	Embarq is required to provide a retail analog for this measurement.			
	Disaggregation Level	**CLEC**	**Retail Comparison Standard**	
	Resale		**Parity**	**Benchmark**
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
	UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS	
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL /DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on).			

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Embarq Performance Measurement Plan

	• Excludes ILEC employee generated reports. • Excludes customer caused misses. • Includes LNP NXX Code Opening Troubles.
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Attachment Integra-78c

Embarq Performance Measurement Plan

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, ILEC, and ILEC Affiliates			
Reported By	• By service group type • By dispatch and no dispatch			
Geographic Level	Statewide			
Measurable Standards	Embarq is required to provide a retail analog for this measurement.			
	Disaggregation Level	**CLEC**	**Retail Comparison Standard**	
	Resale		**Parity**	**Benchmark**
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
	UNE Loops - XDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS	
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/ DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	

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Embarq Performance Measurement Plan

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Includes LNP NXX Code Opening troubles. • Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Attachment Integra-78c

Embarq Performance Measurement Plan

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-designed services only
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By POTS Residence and Business (Resale), UNE Loops -Non-Designed, and UNE Subloops – Voice Grade
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		Parity	Benchmark
Res. POTS, Bus POTS	Res POTS, Bus POTS	Res POTS, Bus POTS	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Res andBus. POTS	
UNE Subloops - Voice Grade	UNE Subloops - Voice Grade	Res and Bus. POTS	

Business Rules	• Residential and Business POTS only. • Excludes no access. • Interval for tickets received Saturday, Sunday or ILEC published holiday begins no later than Monday morning. • Excludes CPE and IEC/IXC/CLEC caused troubles • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports. • Excludes out of service tickets when the customer requests a commitment more than 24 hours from the time the trouble is reported.
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance — Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

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Embarq Performance Measurement Plan

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, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		Parity	Benchmark
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTSd	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
UNE DS3	UNE DS3	DS3	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wiring. • Excludes Subsequent reports. • Excludes Message Reports. • Excludes ILEC employee generated reports. • Includes LNP NXX Code Opening troubles.
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Attachment Integra-78c

Embarq Performance Measurement Plan

Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*
Description	Measures the total percentage of blockage across all common and shared transport trunk groups exceeding 1% blockage. Note: Includes list of trunks exceeding 1% benchmark
Method of Calculation	[(Total blocked calls across all common and shared transport trunk groups)/(Total call attempts count across all common and shared transport trunk groups)] x 100
Report Period	Monthly
Report Structure	Reported by common/shared transport trunk group
Reported By	State
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
State	Common Trunk Group		TBD

Business Rules	• Exclude 911 trunks except where ILEC has augmentation control. • Excludes the maintenance window (12am local time to 6am local time. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.) • Measured by: - Total trunk groups - Percent Blocking
Notes	• Common trunk groups provide service to all customers, therefore, there is one result for both CLEC and ILEC.

Attachment Integra-78c

Embarq Performance Measurement Plan

Network Performance — Measure 25

Title: Percent Blocking on Interconnection Trunks

Area	Requirement Description
Description	Measures the total percent of blockage on final dedicated interconnection trunk groups exceeding 1% blockage.
Method of Calculation	[(Total blocked calls across all final dedicated interconnection trunk groups per CLEC)/(Total call attempts count across all final dedicated interconnection trunk groups per CLEC)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By	State
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
State	Interconnection Trunks		No more than 1% blockage

Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. • Threshold exception trunk detail. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). • Excludes the maintenance window (12am local time to 6am local time. • Applies to those trunks where the ILEC has augmentation control • Does not apply when trunks are provisioned as two-way trunks.
Notes	• Measured by: - Total trunk groups - Threshold exceptions - ILEC end office to CLEC end office - ILEC tandem to CLEC end office

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Embarq Performance Measurement Plan

Network Performance — Measure 26

Title: NXX Loaded by LERG Effective Date

Area	Requirement Description
Description	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation	[((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date))] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
CLLI	CLEC NXXs loaded	ILEC NXXs loaded	

Business Rules	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days). • Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.
Notes	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.

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Embarq Performance Measurement Plan

Billing — Measure 28

Title: Usage Timeliness

Area	Requirement Description
Description	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is available for transmission to the CLEC.
Method of Calculation	[(Count of all messages available within 5 days) / (Count of all messages available for transmission in reporting period)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Jointly provided switched access (associated with meet point billing)
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	CLEC End user messages	Embarq End user messages	
UNE – Unbundled Network Element	CLEC billing messages	Embarq End user messages	
Access (Associated with Meet Point Billing Only)	CLEC access billing messages		TBD

Business Rules	• The reporting period used will be calendar month (based upon the message process date). • Only Automated Message Accuracy (AMA) messages recorded by Embarq LTD are included. Alternate Billed Message and Connecting Company messages recorded by other companies are excluded. • Long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.
Notes	• This measurement assumes a daily transmission of usage to the CLECs. If the CLECs do not request daily transmissions, the measurement still applies based upon transmission availability date, however the actual timeliness of the usage received by the CLEC will vary depending upon their requirements for frequency of transmissions (e.g. weekly). This measure only applies for CLECs who receive copies of their messages.

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Embarq Performance Measurement Plan

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	CLEC Invoices		TBD
UNE	CLEC Invoices		TBD
Facilities/Interconnection	CLEC Invoices		TBD

Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes	• None at this time.

Attachment Integra-78c

Embarq Performance Measurement Plan

Billing **Measure 31**

Title: Usage Completeness

Area	*Requirement Description*
Description	Measures the percentage of usage charges appearing on the correct bill. *Correct bill = next available bill
Method of Calculation	[(Count of usage charges on the bill that were recorded within last 30 billing days) / (Total count of usage charges on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	IntraLATA toll messages sent-paid	Embarq IntraLATA toll messages sent-paid	
UNE	Minutes of use		TBD
Facilities/Interconnection	Minutes of use		TBD

Business Rules	• Excludes summarized charges. • Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Resale long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights. • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.
Notes	• None at this time.

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Embarq Performance Measurement Plan

Billing **Measure 32**

Title: Recurring Charge Completeness

Area	*Requirement Description*
Description	Measures the percentage of fractional recurring charges appearing on the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of fractional recurring charges that are on the correct bill*) / (Total count of fractional recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	Number of fractional OCCs	Number of fractional OCCs	
UNE	% charges on correct bill		TBD
Facilities/Interconnection	% charges on correct bill		TBD

Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Excludes late charges resulting from mandated billing changes if Embarq makes its changes on time.
Notes	• None at this time.

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Embarq Performance Measurement Plan

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*
Description	Measures the percentage of non-recurring charges appearing on the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of non-recurring charges that are on the correct bill) / (Total count of non-recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs	
UNE	% of charges on correct bill		TBD
Facilities/Interconnection	% of charges on correct bill		TBD

Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Excludes late charges resulting from mandated billing changes if Embarq makes its changes on time.
Notes	• None at this time.

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Embarq Performance Measurement Plan

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 on a rolling six month average.
Method of Calculation	(Total monies billed without corrections on a rolling six month average) / (Total monies billed on a rolling six month average) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale - Usage - Recurring Charges - Non-Recurring Charges • UNE - Usage - Recurring Charges - Non-Recurring Charges • Facilities/Interconnection - Usage - Recurring Charges - Non-Recurring Charges
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
Resale		Parity	Benchmark
Usage	Total Dollars billed and adjustments for usage	Total Dollars billed and adjustments for usage – Diagnostic Only	
Recurring Charge	Total Dollars billed and adjustments for recurring charges	Total Dollars billed and adjustments for recurring charges – Diagnostic Only	
Non-recurring Charges	Total Dollars billed and adjustments for non-recurring charges	Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only	
UNE			
Usage	Total Dollars billed and adjustments for usage		TBD
Recurring Charge	Total Dollars billed and adjustments for recurring		TBD

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Embarq Performance Measurement Plan

	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring		TBD
	Facilities/Interconnection			TBD
	Usage	Total Dollars billed and adjustments for usage		TBD
	Recurring Charges	Total Dollars billed and adjustments for recurring		TBD
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring		TBD
Business Rules	• Excludes Uncollectable status accounts, restoration charges, non-recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges. • Excludes adjustments issued for reasons not related to bill accuracy.			
Notes	• None at this time.			

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Embarq Performance Measurement Plan

Database Updates **Measure 38**

Title: Percent Database Accuracy

Area	Requirement Description
Description	The percentage of E911 and DA records that were updated by Embarq in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Embarq will verify the records determined to be in error to validate that the records were input by Embarq incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • E911 Databases
Method of Calculation	[(Count of Updates Completed without error) / (Count of Updates Completed)]x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	For E911 Database: • Service Order generated updates • Direct gateway input
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
E911			
Service Order	Number Updates	Number Updates	
Direct Gateway			TBD
Directory Assistance / Directory Listing			
Service Order	Number Updates	Number Updates	

Business Rules	• Excludes CLEC caused errors
Notes	• CLECs reserve the right to request additional databases be included in this measure. • There is insufficient historical data to develop a valid benchmark for To Be Determined (TBD) disaggregation levels.

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Embarq Performance Measurement Plan

Database Updates **Measure 39**

Title: E911 MS Database Update

Area	Requirement Description
Description	Measures the percentage of E911 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
Reported By	Update types
Geographic Level	Statewide
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Service Order Update	911 Updates	911 Updates	
Direct Gateway Update	% Updates within 48 hours		TBD

Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors). • Interval is measured in clock hours.
Notes	• For this measurement, Embarq will provide a retail analog for retail to resale customers and a benchmark for those facility based CLEC carriers who use Embarq to load their ALI records to the PSAPs via file transfer methods.

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Embarq Performance Measurement Plan

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request, within the allotted time.
Method of Calculation	**Space Availability:** [(Count of Complete Requests due and returned within 15 calendar days) / (Count of requests returned for Space Availability)] x 100 **Price and Schedule Quote:** [(Count of Complete Requests due and returned within 15 calendar days) / (Count of requests returned for Price and Schedule Quote)] x 100 **Right Of Way Required:** [(Count of complete Space Availability requests requiring ROW permits returned within 15 calendar days)/(Count of Space Availability requests returned that required ROW permits)] x 100 **ICB (Individual Case Basis) Quote:** [(Count of complete ICB Price and Schedule Quote requests due and returned within 15 calendar days)/(Count of ICB Price and Schedule Quote requests due)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • Space Availability • Price and Schedule Quote • Space Availability Requests Requiring ROW Permits • Price and Schedule Quotes for non-Commission Approved Price List requests with Individual Case Basis (ICB) requirements
Geographic Level	Statewide
Measurable Standards	Benchmark

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Space Availability:			
Physical Caged	Space Availability Requests		TBD
Physical Cageless	Space Availability Requests		TBD
Virtual	Space Availability Requests		TBD
Other	Space Availability Requests		TBD
ROW	Space Availability Requests		TBD

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Embarq Performance Measurement Plan

	Price and Schedule Quote			
	Physical Caged	Price and Schedule Quotes		TBD
	Physical Cageless	Price and Schedule Quotes		TBD
	Virtual	Price and Schedule Quotes		TBD
	Other	Price and Schedule Quotes		TBD
	ICB Requests	ICB Price and Schedule Quotes		TBD
Business Rules	• Excludes orders canceled by CLEC. • Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request. • If an CLEC submits ten or more applications within ten calendar days the initial 15 day response period will increase by 10 days for every additional 10 applications. • Embarq will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW request submitted to the agency, and date ROW received from agency.			
Notes	• A collocation application is complete when both the application and applicable application fee are received by Embarq.			

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Embarq Performance Measurement Plan

Collocation — Measure 41

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to the CLEC approved* collocation request, within the allotted time. *Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.
Method of Calculation	**New Arrangement (Physical Caged, Physical Cageless, Other):** [(Count of Collocation Arrangements due and completed within 90 calendar days) / (Count of Collocation Arrangements Due)] x 100 **New Arrangement (Virtual):** [(Count of Collocation Arrangements due and completed within 60 calendar days) / (Count of Collocation Arrangements Due)] x 100 **Augment Arrangement:** [(Count of Collocation Arrangements due and completed within 45 calendar days) / (Count of Collocation Arrangements Due)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • New • Augment
Geographic Level	Statewide

Measurable Standard

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
New Arrangement			
Physical Caged	Collocation Arrangements		TBD
Physical Cageless	Collocation Arrangements		TBD
Virtual	Collocation Arrangements		TBD
Other	Collocation Arrangements		TBD
Augment Arrangement			TBD
Physical Caged	Collocation Arrangements		TBD
Physical Cageless	Collocation Arrangements		TBD
Virtual	Collocation Arrangements		TBD
Other	Collocation Arrangements		TBD

Business Rules	• Excludes orders canceled by CLEC. • Excludes requests/applications that are incomplete and must be returned to CLEC for completion.

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Notes	• None at this time.

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Embarq Performance Measurement Plan

Interfaces **Measure 42**

Title: Percentage of Time Interface is Available

Area	*Requirement Description*			
Description	Measures percent of time OSS interface is available compared to scheduled availability.			
Method of Calculation	[((Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)) / (Scheduled Interface Available Hours)] x 100			
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	By interface type accessed by CLECs			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Retail Comparison Standard**	
			Parity	**Benchmark**
	Ordering	IRES Availability		TBD

Business Rules	• Outage hours are obtained from outage reports.
	• Any change requests for extended availability during the reporting period are added to the scheduled hours.
	• Scheduled interface availability hours:
	  • 8AM - 8PM Eastern (Monday-Friday).
	  • Excludes non-business days and ILEC published holidays.
	  • CLECs are notified via e-mail in advance of changes to the published availability schedule.			

Notes	• Embarq has one interface for pre-ordering and ordering; therefore, both of these functions are reported under ordering. • Any outage in a source system that inhibits the system from performing pre-ordering or ordering functions is considered an outage.			

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Embarq Performance Measurement Plan

Interfaces — Measure 44

Title: Center Responsiveness

Area	Requirement Description
Description	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation	(Date and Time of Call answer – (Date and Time of Call Receipt)/ (Total calls answered by center))
Report Period	Monthly
Report Structure	CLECs in the aggregate, and by ILEC (if analog applies)
Reported By	• ILEC Ordering Center • ILEC Repair Center
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Ordering Center	ACD Inc Calls		TBD
Repair Center (Designed)	ACD Inc Calls	Parity by design	
Repair Center (Non-Designed)	ACD Inc Calls		TBD

Business Rules	• Does not include abandoned calls. • Measured by individual queue, if applicable, in each ILEC center.
Notes	• None at this time.

REPORTING PROCESS

Performance reports will be provided by the twentieth calendar day of the month succeeding the reporting period, unless otherwise approved by the Commission. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures, even those reported on an exception only basis.

Embarq will publish results for all CLECs who have ordered one or more CLEC products and have one or more CLEC access lines (e.g., Measure 19 denominator is 1 or more). If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

When reporting begins on a new measure or for a new CLEC, Embarq is only required to report results after a full calendar month of data is available. CLEC failure to provide an Operating Company Number (OCN) on orders will result in those orders being excluded from the CLEC Service Performance Measurements. Exclusions based on application of business rules apply to both the numerator and denominator of the Method of Calculation

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, Embarq will perform analysis of the data upon CLEC request. This analysis will detail the underlying causes contributing to the reported performance results. Within 90 days of the web-site publication of monthly results, a report recipient may request an analysis of a measurement that is less than parity or not meeting the benchmark. Embarq will provide the analysis within 45 days of the request.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, and Embarq Retail data. The Public Service Commission will have access to reports for all entities, including Embarq Affiliate data. Embarq Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, upon request Embarq will provide data which comprise the results and which are readily available from the systems that provides the reportable data. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by Embarq (for the CLEC) with its own internal data. Furthermore, data that relates to Embarq's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

If revisions to the reports are required after the reporting due date, Embarq will repost results (if accurate data can be reconstructed) and publish a notification of the repost, along with the reason for reposting on the web site. Embarq will archive the repost notifications and make them available on the reporting web site for 12 calendar months and in archive an additional 12 months.

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, Embarq shall provide to the Commission a report of root cause analysis on a

monthly basis. Embarq's root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

Embarq will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

General Exclusions

Published results will not include the following:
- Queries, orders, or maintenance tickets initiated by Embarq for administrative purposes.
- Data impacted by customer-caused reasons.
- Data impacted by Embarq dependence on a third party (not including Embarq affiliates or agents within Embarq's control).
- Service results for products and services outside of Interconnection and Resale Agreements between Embarq and CLEC's

Embarq dependence on a third party
If Embarq dependence on a third party is not specifically noted in this document, Embarq will contact parties of record from Docket No. 000121B-TP (EMBARQ-NEVADA TRACK) to discuss implementation of the data exclusion. Embarq will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

Embarq will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact Embarq within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, Embarq will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, Embarq will distribute relevant documentation/information to parties.

During the first meeting, Embarq will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, Embarq will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.

If parties cannot reach agreement, and Embarq wishes to pursue the exclusion, Embarq will initiate an expedited hearing process in accordance with the Commission's rules.

At least 30 days prior to implementation of a new exclusion, Embarq will publish a notification on the reporting website.

Embarq Performance Measurement Plan

For this purpose, Embarq will provide the excluded data within 15 days upon request by any affected party and Commission Staff, for the first three reporting dates following implementation of a new exclusion.

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Embarq Performance Measurement Plan

III. SERVICE GROUP TYPES

Service Group Type	Embarq	CLEC
RESALE		
Residential POTS	Residential POTS	Residential POTS
Business POTS	Business POTS	Business POTS
ISDN BRI	ISDN BRI	ISDN BRI
Centrex	Centrex	Centrex
PBX	PBX	PBX
DDS	DDS	DDS
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI
DS3	DS3	DS3
VGPL/DS0	VGPL/DS0	VGPL/DS0
UNBUNDLED NETWORK ELEMENTS		
UNE Loops Designed 5.5 dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable	DDS, VGPL/DS0	UNE Loops Designed
UNE Loops xDSL Provisioned	Retail xDSL	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Provisioning- Bus. POTS Maintenance-Res and Bus. POTS	UNE Loops Non-Designed
UNE Ports	DS1/ISDN PRI	UNE Ports
UNE Sub Loops – Voice Grade	Provisioning- Bus. POTS Maintenance-Res and Bus. POTS	UNE Sub Loops – Voice
UNE Sub Loops – Data	Retail xDSL	UNE Sub Loops – Data
UNE Dedicated Transport		
UNE DS1/ISDN PRI	DS1/ISDN PRI	UNE DS1/ISDN PRI
UNE DS3	DS3	UNE DS3
Line Sharing	Retail xDSL	Line Sharing
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
Projects	Projects as defined below.	Projects as defined below.

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 30, 31, 32, 33, 34.

LNP is considered a facilities based service group type. LNP will be a level of disaggregation for the following measures: 2, 4, 9, 15, 17a, 19, 20, 21, and 23. Service orders with multiple service group types will be categorized according to the service group type of the first access line entered on the order.

PROJECTS are defined as follows:
"Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Embarq and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be

met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type."

SERVICE ORDER TYPES

- **New Service Installations**
- **Service Migrations without Changes**
- **Service Migrations with Changes**
- **Move and Change activities**
- **Feature Changes**
- **Service Disconnects**

IV. AUDITING

The Nevada Public Service Commission (FPSC) ordered at least one annual independent third-party comprehensive audit. Based on the results of the initial independent comprehensive audit and any future reviews outlined in the Review Procedures, FPSC staff shall determine whether the interval for additional comprehensive third-party audits should be modified during the first five years after initial implementation.

The cost for a comprehensive annual audit shall be borne by Embarq within the first five years after implementation of the Nevada Plan. During this time period, Embarq reserves the right to seek a waiver if it deems a comprehensive annual audit unnecessary.

Independent third-party auditors and audit scope shall be jointly selected by Embarq and the CLECs prior to initiating any third-party audit. If the parties cannot agree on the independent auditor, FPSC staff shall have final approval.

In addition to an audit, Embarq and the CLECs agree that the CLECs would have the right to mini-audits of individual performance measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with Embarq about the requested mini-audit. If, 45 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing Embarq with 5 business days advance written notice. Each CLEC would be limited to auditing five single measures during the year. The CLEC would pay for the mini-audit, including Embarq's reasonable associated costs and expenses, unless Embarq is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, Embarq would pay for the mini-audit, including the CLECs' reasonable associated costs and expenses. If, during a mini-audit of individual measures, more than 50% of the measures in a major service category are found to have flawed data or reporting problems, the entire service category will be re-audited at the expense of Embarq. The major service categories for this purpose are:

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

Each mini-audit shall be submitted to the Commission as a proprietary document.

V. REVIEW PROCEDURES

For the first two years after this Nevada Plan is implemented, collaborative reviews between Embarq and the CLECs are scheduled to be conducted every six months by FPSC staff. Based on input from the participants at each review and the need determined therein, FPSC staff will determine whether the interval for the next review should be adjusted.

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Embarq Performance Measurement Plan

VI. DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Identifier (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Identifier databases.
Affiliate	An entity that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with another entity. The Telecommunications Act defines "Own" as owning an equity interest (or equivalent thereof) of more than 10 percent, or as defined by state commissions."
Benchmark Measurable Standards	Benchmark measures have an agreed upon standard to determine compliance due the lack of a meaningful retail analog comparison.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Centralized Data Collection	Centralized Data Collection system collects hourly operational measurement data from switches/trunks groups for the LTD, and provides a direct feed to CIRAS. The information is used for traffic forecasting by trunk capacity planners.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000 or less with number pooling) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service has been deployed.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Hot Cut	Coordinated Customer Conversion of Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the status of the trouble is changed to closed.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.

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Embarq Performance Measurement Plan

TERM	DEFINITION
Delayed Order	An order which has been completed after the scheduled due date and/or time
Diagnostic Measurable Standards	This indicates that the results per the measurement will be reported for analysis purposes only and are not subject to determination of compliance or non-compliance.
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The installation activity required to activate a service request.
Installation Troubles	A trouble, which is identified after service order activity and installation have been completed, on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting in the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.

Embarq Performance Measurement Plan

TERM	DEFINITION
Line Sharing	Unbundling of the local loop to make the high-frequency portion of the local loop available to CLECs, while the physical line and low-frequency voice path continues to be provided by the ILEC. Line Sharing allows customers to receive both services (voice and data) on the same line, eliminating the need for consumers to procure a second line.
Local Exchange Routing Guide (LERG)	A Telcordia master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology that allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IXC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IXC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IXC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Ordering and Billing Forum (OBF)	Industry forum that works to develop national ordering and billing standards.
Other Charges and Credits	Partial month recurring and non-recurring charges, installation, and other charges other than basic monthly charges appearing on a bill.
Parity Measurable Standards	Indicates a retail analog process or system exists and can report the ILEC and ILEC Affiliate results to be compared to the CLEC results.
Parity by Design	Parity by Design occurs where the same process or system is used for both CLEC and ILEC and does not allow the opportunity to discriminate or to recognize differences between CLEC activity and ILEC activity. As such, the results calculated will apply for all CLECs and ILEC measurable standards.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology that allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".

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Embarq Performance Measurement Plan

TERM	DEFINITION
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Embarq and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timeline must meet the overall objectives of the project. The timeline must met the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PSC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premise address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.

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Embarq Performance Measurement Plan

TERM	DEFINITION
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
Transport	A carrier facility medium in which transmission takes place. Transport carries voice and data from point A to point B, usually between two offices. Transport medium includes copper wire, fiber optics, microwave and satellite.
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

VI. GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ALEC	Alternative Local Exchange Carrier (term equivalent to CLEC)
ALI	Automatic Location Identifier (for E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier (term equivalent to ALEC)
CO	Central Office
CPE	Customer Premises Equipment
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DDS	Digital Data Service
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC/IXC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
IRES	Integrated Request Entry System
N, T, C	Service Order Types - N(new), T(to or transfer), and C(change)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability

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Embarq Performance Measurement Plan

ACRONYM	DESCRIPTION
LSMS	Local Service Management System
LSR	Local Service Request
MRC	Missed Appointment Reason Code
NANP	North American Numbering Plan
NDM	Network Data Mover
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
PSC	Public Service Commission (term equivalent to PUC)
PUC	Public Utilities Commission (term equivalent to PSC)
SCP	Service Control Point
SGT	Service Group Type
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

VII. Performance Measurement Plan Attachments

Attachment Integra-78c

Embarq Performance Measurement Plan

A. JEOPARDY CODES
Embarq Due Date - Specials

Jeopardy Code	Description
1	Incorrect or Late Order
2	Related Order Not Issued
3	Related Order Not Completed
4	Pending Cancellation
5	Pending Due Date Change
6	Local Facilities Not Available or Late
7	Local Facilities Incorrectly Assigned
8	Local Facility Records Incorrect
9	Late Local Loop Makeup
10	Defective Local Facility
11	Access Customer Facilities Not Available
12	Connecting Company Facilities Not Available
13	CIRAS Records Incomplete or Inaccurate
14	Intracompany Facilities Not Available
15	Incorrect or Late Engineering
16	Late/Incorrect Info from Connecting Company
17	Translation Late or Unavailable
18	Unable to Meet Design Requirements
19	Central Office Equipment Not Installed
20	Circuit Order Equipment Late or Not Available
21	Defective Equipment
22	Customer Not Ready- LTD Work Complete
23	Customer Order Issues
24	No Access to End User Premise
25	Customer Not Ready – LTD Work Not Complete
26	System Not Available
27	System Edit/Error
28	Lack of Manpower
29	Weather Conditions
30	Work Completed on Time-Reported Late
31	Not Installed as Engineered
32	Connecting Company Not Ready
33	Original Date Met, Field RID Required Changes
34	Natural Disaster
35	Union Issues

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Embarq Performance Measurement Plan

36	Overtime/budget Restriction
37	Order/tech not dispatched
38	Dark Fiber LAM interval
39	Maintenance resource priority
40	Date not signed off by owner
41	No Response to Escalation
42	HDSL Status Not Provided
43	Late Engineering Order Confirmation (EOC)/Estimated Completion Date (ECD)
44	To be Worked by Intergrated Tech on PTD
45	Switched Conversion Delayed
46	CDDD Less than DVA- Short Interval
47	Live CKTS on Higher Level CKT being Disc.

Note: Bolded codes are exclusion reasons outside of Embarq's control, including customer-caused reasons.

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Embarq Performance Measurement Plan

B. MISSED APPOINTMENT REASON CODES
Embarq - Retail

Code	Customer Reasons - Description
AB	This code will indicate working service was found at the time of installation and delayed the original due date installation.
CL	The due date was not met due to inaccurate or incomplete information received from the customer to work the service order.
PO	The port was not activated by the CLEC on the due date
RD	The customer called and requested a different date prior to the appointed due date.
SA	Plant employee attempted to complete order on appointed date but could not gain access to the customer's premise.
SO	The installation was delayed because customer requested an instrument that is not normally offered and it had to be special ordered.
SR	The customer indicated he was not ready for completion of the request on the original due date or provided incomplete or incorrect information which prohibited completion of the request on the original due date (trip was made).

MISSED APPOINTMENT REASON CODES
Embarq - Retail

Code	Company Reasons - Description
PL	Unanticipated plant workload precluded the completion of the order on the original due date.
SE	Request was delayed because there was a temporary lack of standard station equipment.
PF	Lack of plant facilities delayed the completion of the order.
PB	Bad cable pair or cable plant exists.
IW	Inclement weather delayed installation.
CE	Commercial provided incomplete or inaccurate information.
ME	Marketing provided incomplete or inaccurate information.
CO	Any other Company Reason.

C. DISPOSITION CODES
Embarq

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
HSD	High Speed Data
OTH	Other – Embarq LTD Network
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
TRN	Transport – Troubles isolated to an outage caused by a transport issue in the Embarq network. These outages are generally isolated to DS3 or higher service types.
XCC	IXC/CLEC/CLEC
CCO	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.
TT	Translations Trouble
UNK	Unknown
PRV	Provisioning Trouble

Note: Bolded codes are exclusion reasons outside of Embarq's control, including customer-caused reasons.

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CROSS-EXHIBIT26- MRH-JCX

REDACTED

Confidential Attachment 78d – Centurylink Service Performance Reporting System