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BEFORE THE ARIZONA CORPORATION COMMISSION

CARL J. KUNASEK
CHAIRMAN
JIM IRVIN
COMMISSIONER
WILLIAM A. MUNDELL
COMMISSIONER

OCT 19 4:26

ARIZONA CORPORATION COMMISSION
FILING CENTER

IN THE MATTER OF US WEST
COMMUNICATIONS, INC.'S
COMPLIANCE WITH § 271 OF THE
TELECOMMUNICATIONS ACT OF 1996

Docket No. T-00000A-97-238

**COX ARIZONA TELCOM'S SUPPLEMENTAL
FILING RE ADDITIONAL PERFORMANCE MEASUREMENTS**

Cox Arizona Telcom, L.L.C. ("Cox") submits these additional measurements concerning the delivery of telephone directories. Cox experiences numerous problems in telephone directory deliveries to its customers by US WEST. Cox customers repeatedly do not receive delivery of telephone directories, even though directory listings and telephone directories are being requested prior to directory publication and US WEST scheduled delivery dates.

ADDITIONAL PROPOSED MEASUREMENTS

1. DIRECTORY LISTING MEASUREMENT

Measurement

Allotted Time to Proof Listing Updates

Function

Time allotted to proof listings update before publication.

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OCT 19 1999

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Calculation Methodology

Mean time allotted to proof listing before book close date = $\sum[(\text{Date \& Time of Directory Publication Deadline} - \text{Date and Time Updates Available for Proofing}) / (\text{Total Number of Updates Provided for Proofing During Reporting Period})]$. This measurement should be calculated and reported separately for first and second proofs.

Business Rules

Time Allotted to proof listing updates encompasses the amount of review time afforded to CLEC's for the purposes of validating directory listings prior to directory publication. If electronic access permits a CLEC to view, on demand, its customers' listings as they will be published, then this measure is not necessary; however, an interface availability measurement should be included within the reporting dimensions for the "General" OSS systems measurements. The directory proofing interval information should be captured and final listing of customer-related information that will be contained within the ILEC's next directory publication to the final date and time for submission of changes to the listings provided. The second book close proof is required to ensure that corrections indicated in the first proof have been made.

Levels of Disaggregation and Data Retention Requirements

Disaggregation

CLEC
Directory Listings by Directory

Raw Data Retained Relating to CLEC Experience

Month
Type of measurement (Directory Listing)
Center Identifier
Directory ID
Directory Close Date
List Availability Date

Raw Data Retained Relating to ILEC Experience

Month
Type of measurement (Directory Listing)
Center Identifier
Directory ID
Directory Close Date
List Availability Date

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Performance Standard

First Proof: 60 calendar days prior to Directory Close Date
Second Proof: 14 calendar days prior to Directory Close Date

2. DIRECTORY DELIVERY MEASUREMENT

Measurement

Average Directory Delivery Completed Interval

Function

Time allotted to deliver directory.

Calculation Methodology

Average time allotted to delivery directory = **Current Directory**
 $\Sigma[(\text{Total Business Days from receipt of directory delivery requests from the listings database} - \text{completion date of directory delivery} / \text{Total directory delivery requests received from listings database during reported period})]$.
Annual Directory $\Sigma[(\text{Date \& Time of Directory Publication Printed} - \text{Date and Time Directory Available for Delivery}) / (\text{Total annual directory delivery requests received from listings database during reported period})]$.

Business Rules

The directory delivery report information should be captured and a final report of directories not delivered should be included as part of raw data for the reporting period

Levels of Disaggregation and Data Retention Requirements

Disaggregation

CLEC

Number of Directories Delivered by Directory

Raw Data Retained Relating to CLEC Experience

Current Directory

Month

Type of measurement (Current Directory Delivery)

Center Identifier

Directory ID

Number of Directory Delivery Requests

Completion Date of Directory Delivery

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Annual Directory

Month
Type of Measurement (Annual Directory Delivery)
Center Identifier
Directory ID
Date Directory Publication Printed
Date Directory Available for Delivery
Number of Directory Delivery Requests
Completion Date of Directory Delivery

Raw Data Retained Relating to ILEC Experience

Current Directory

Month
Type of measurement (Current Directory Delivery)
Center Identifier
Directory ID
Number of Directory Delivery Requests
Completion Date of Directory Delivery

Annual Directory

Month
Type of Measurement (Annual Directory Delivery)
Center Identifier
Directory ID
Date Directory Publication Printed
Date Directory Available for Delivery
Number of Directory Delivery Requests
Completion Date of Directory Delivery

Performance Standard

100%

Dated: October 19, 1999.

Respectfully submitted,

COX ARIZONA TELCOM. L.L.C.

By 

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