

**NO. 1 CROSSBAR NETWORK SWITCHING
 PERFORMANCE MEASUREMENT PLAN**

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1. GENERAL

1.01 This Plan addresses switching performance measurements for No. 1 Crossbar Systems. It is limited to those offices which perform an end office function (including end offices which are used partially as tandem switchers).

1.02 Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

1.03 The measured components and performance indicators included in this Plan are those for which network maintenance, administrative, and engineering forces are primarily responsible. These components and indicators are sufficiently sensitive to reflect changes in switching performance quality caused by maintenance, administrative, and provisioning conditions.

1.04 Generally, the switching performance of a particular office is related to how well the network maintenance, network administration, and network design/engineering team is managed and how effectively they work together. One would expect that periodic short term situations may occur due to conditions beyond the control of the team (eg, extreme weather conditions, other acts of nature, severe equipment or facility failures external to the particular switching machine) that would adversely affect service. The continuing performance levels are the responsibility of the team.

1.05 The weighting of the components and categories is necessarily judgmental. The following considerations were applied:

- (a) Impact of failure on customer
- (b) Relative magnitude of investment in the portion of switching machine being measured
- (c) Relative magnitude of effort to maintain and administer
- (d) Impact on revenue.

1.06 Since the level of performance of the originating marker group is the result of equipment maintenance, equipment administration, and provisioning, the results under the Plan are to a great extent a consequence of the management effort. The degree of cooperation, joint effort, and acceptance of joint responsibility will be evident in the result obtained.

2. OUTLINE

2.01 This Plan is structured to measure overall end office switching performance as it affects the customer. Therefore, the most pertinent available aspects have been included as measured components. The components are then combined into four categories. The four categories combine to form the switching index.

2.02 The four categories are:

- (a) Machine Access
- (b) Machine Switching
- (c) Billing
- (d) Customer Reports.

The components of (a), (b), and (c) are technical measurements designed to measure different aspects of service within the broad category. Category (d) is an external view of service by the customer.

2.03 In addition to the measured components upon which the index is based, the Plan also calls for recording certain measurement items entitled performance indicators. These performance

indicators are included for one or more of the following four reasons:

- (a) Indicators that assist in analyzing the cause of poor service as shown by a measured component
- (b) Indicators that measure aspects of service failure beyond the scope of the measured components
- (c) Indicators which are not universally available in all entities or in all data gathering systems, but which may in the future with increasing availability become measured components
- (d) Indicators which identify potential service failure.

2.04 The Plan includes two types of results reports; a detailed results report for use as the originating marker group report, and a results summary for upper levels of management. It is not the intent of this Plan to designate at which level of management the detailed results report should stop. One would expect that severity of service problems and styles of management would decide. The detailed report is designed for single office (originating marker group) reporting and should be limited to that use. The management summary is to be used to consolidate two or more single entity reports to any management level desired and for any time period of one to twelve months.

2.05 The summary report employs a results banding technique in which performance levels are grouped into four bands for each component of the Plan and for the overall index.

Band A — 98.0-100	Excellent (or super-excellent) performance attainable only by very good work and/or very favorable conditions. For certain components this may be at or close to uneconomical operating levels.
Band B — 96.0-97.99	Fully satisfactory and economical performance range.
Band C — 90.0-95.99	Fair to mediocre performance.
Band D — Less than 90.0	Ranging from weak to definitely unsatisfactory performance.

The form provides for the entry of trend data for Band D in terms of actual results for a single office, or the number and percent of total offices within the echelon which have experienced Band D performance within each component and/or the overall index.

2.06 The two-page summary report also provides upper management with two additional summaries:

- (a) The number of originating marker groups which are beyond the threshold level in each performance indicator.
- (b) A listing of offices experiencing Band D performance during the period covered by the report. A specific entry is required for each Band D office for each monthly report period. That entry will show the name of the office, the number of times in the previous twelve monthly report periods that this office has experienced Band D performance, and the index level of each Band D component for the report period.

3. LIMITATIONS

3.01 The Plan is fundamental in nature and intended to provide a general measurement of improving or deteriorating service. It is not intended to be and should not be regarded as a

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personnel evaluation plan or a panacea for improving performance in switching environments. Proper application of this Plan will assist management in identifying engineering, administration, and maintenance problems. Correction of these problems can only be accomplished through intelligent management action.

3.02 Although some machine switching and billing functions are included in the component descriptions, there is no intent to provide complete descriptions of No. 1XB system operation. Full description is included in Division D of the Traffic Facilities Practices and the No. 1 Crossbar Circuit Descriptions.

3.03 This Plan calls for the use of measured components and performance indicators. These items have been selected to serve several purposes. Some will be useful to local managers in predicting and/or in analyzing potential and actual areas of service difficulty. Some are indicative of conditions which may be related to service-affecting problems other than in the measured office. Still others will reflect problems affecting revenue. Some of these indicators have direct impact upon the quality of customer service; others are indirectly related. All of the numerous indicators necessary to provide complete and detailed analysis of switching performance quality have not been included. Those selected are considered among the most important. They were carefully selected as those which require constant monitoring and management attention.

3.04 There are many other indicators useful to managers in the detection of adverse service conditions or trends. They should be used in addition to those contained in the Plan in the continuing identification and analysis of potential and actual trouble spots within the office.

3.05 Other indicators which are less representative of service effects, yet are related to the troubles, problems, or conditions affecting service are available and must be used. These other indicators may sometimes prove to be more important than the indicators of this Plan. If these supplemental indicators are neglected, managers may not be aware of impending service deterioration until results worsen. The proper approach is to be sensitive to these other indicators.

3.06 The following is a list of items not directly measured by the Plan. These items are certainly indicative of the service provided by the measured marker group and require constant attention. The list is not all inclusive.

- (a) Controller failures
- (b) Coin supervisory overflows
- (c) Line insulation test failures
- (d) Total trouble indicator displays
- (e) Failure to make second trial attempts after first trial failure
- (f) Incoming reorders and delays
- (g) Major alarms
- (h) Test frame utilization
- (i) Individual component busy hour performance
- (j) Continuity test and ground test failures
- (k) Cleanliness of the office
- (l) Preventive maintenance backlog
- (m) Percent of engineered capacity
- (n) Class of service balance
- (o) Data validation
- (p) AIOD performance
- (q) Proper use of administrative and maintenance methods and procedures
- (r) Single and extra AMA time lines.

3.07 Although the administrative data requirements of this Plan are restricted to busy hour periods, it is strongly recommended that network administrative personnel exercise judgment in obtaining and analyzing other hours and, where warranted, total day periods. Since many measured components and performance indicators relate average monthly performance for the total office or specific equipment items, continued analysis of equipment subgroups to identify trouble hotspots is recommended.

3.08 This Plan will be modified as more precise measurements of switching performance become available and improved data gathering techniques become standard.

4. OBJECTIVE

4.01 This Plan is designed to provide a measurement of the quality of service provided by a No. 1XB originating marker group. It is also designed to reflect the quality of the administrative, maintenance, and design/provisioning efforts which relate to the measured service quality.

4.02 In each of the four major categories—Machine Access, Machine Switching, Billing, and Customer Reports—both measured components and performance indicators have been included. The measurements provide sufficiently sensitive reflections of the quality of service to the using customer. Performance indicators are included to assist administrative, maintenance, and design/engineering personnel charged with the responsibility for that service quality in predicting and/or in analyzing areas of service concern related to switching machine performance, and when required, in developing joint programs for corrective action.

4.03 Generally, the performance of a No. 1XB originating marker group is related to the quality of the administrative, maintenance, and engineering efforts brought jointly to bear on that marker group. This Plan is designed to measure the service quality resulting from those efforts and to indicate the necessity of joint involvement by personnel charged with the different primary functional responsibilities.

5. INTERPRETATION AND USE OF RESULTS

5.01 The measured components of the Plan represent actual failures or delays of the machine to properly complete a call or to provide accurate billing information. The performance indicators represent conditions which may seriously impact upon the machine's ability to perform its switching and billing functions satisfactorily.

5.02 The measured components and performance indicators in this Plan are of several different types. Some measurements are obtained from machine counts of failures caused by equipment malfunction. This type of measurement can represent a lost call which is usually followed by an attempt

by the customer to reinitiate. Since regeneration also affects load-sensitive functions of the switching machine, the items of this type are critically indexed. Another type of measurement addresses blockage and delay experienced on equipment items which are engineered on a probability basis. With this type, it is expected and economic that a certain level of machine counts will be observed. The index levels and observation periods are designed to reflect this expected level of event occurrence. The customer trouble report category reflects central office, line equipment, and facility conditions that caused the customer to report a service failure.

5.03 Switching performance, as measured by this Plan, is strongly dependent on the control of equipment failure rates, the availability of equipment for service, the administration of the available equipment, and the quality of work. There are few inherent reasons why the performance of an individual office, especially over long periods, should be appreciably different from the average performance of large groups of offices.

5.04 Index levels obtained through the use of this Plan are not comparable to index levels in other types of switching machines under other measurement plans. The index tables used in this Plan are based on a scientific sample of No. 1XB offices throughout the System. Therefore, the service provided by a given No. 1XB office can only be compared to other No. 1XB offices.

5.05 Performance indicator threshold levels have been established at a point considered to be generally valid on a broad basis throughout the System. There may be instances where this level is inappropriate for a particular marker group. In those instances, more stringent thresholds may be established for local management purposes. However, for System reporting of results, the threshold levels contained in the Plan should be used.

5.06 Management should pay particular attention to the trend of office results in the various components and performance indicators of the Plan. Improvement in the performance of any one item should be directly related to the corrective action taken. This point is significant not only in evaluating the performance of an office but also in evaluating a particular course of action as being worth the required effort and cost in view of the results improvement. Worsening results indicate the need

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for a stepped-up pace or different tack in pursuing corrective action.

5.07 Objectives should be established in such a manner that they are meaningful to and attainable by the managers involved in accomplishing the goals. For this reason, managers responsible for the maintenance, administration, and provisioning should be involved in the setting of objectives. An understanding of the interrelationship of the various functions is essential to attain overall satisfactory service levels. The Plan is designed to foster this understanding.

5.08 While it may be argued that responsibility for the measured components of this Plan should be assigned to functional groups who can exclusively control their performance, examination of the causes of any component failure reveals that such sterile isolation is impossible. It is the intent of this Plan that the interdependency of service on functional group contribution be recognized. In other words, the network maintenance, network administration, and network design/provisioning functional groups are equally responsible and should be held equally accountable for analysis and for concerted corrective action.

5.09 The use of this measurement Plan is not an adequate substitute for intelligent management. Continuous diagnostic analysis must be employed to assure problem correction prior to service deterioration.

6. GENERAL INSTRUCTIONS

6.01 The service month to be used for this Plan will be from the 23rd of the month preceding the report month through the 22nd of the report month (eg, the February report month begins January 23rd and ends February 22nd).

6.02 Most of the data required for this Plan are obtained from administrative and maintenance registers. Actual peg counts or mechanized data printouts shall be used. Expanded figures calculated from sample peg count data are not permitted. The expected error in using an expanded sample is more than is considered allowable for this Plan.

6.03 All register readings needed for this Plan shall be taken in as short a time as possible. Interruptions in the job of reading registers shall be avoided. This requirement is intended to

minimize distortion of results due to mismatch of data which are related in performance ratios to one another.

6.04 It is important that readings of both maintenance and administrative registers be taken as near as possible to the beginning of the report month. Where these are read by different forces, a coordinated effort is required.

6.05 If the day of the report month falls on a day when a person qualified to read and record the registers is not scheduled to work in the office, these readings shall be taken at the time calculated to most closely approximate the report month. In no case shall the deviation be greater than plus or minus three calendar days from midnight of the first day of the report month. Thus, a period of six days is available within which register readings may be obtained.

6.06 Total month register readings taken at the beginning of one month shall be used for the end of the previous report month. There shall be no break in the register data between consecutive reporting periods.

6.07 Registers used in this Plan shall not be prevented from operating normally, and readings of such registers shall not be adjusted or changed either electrically or mechanically. When a register or its associated circuit used in the Plan fails to operate properly, the condition shall be repaired promptly and an entry shall be made in the remarks space of Form E-6423A for that report period, such as "MTR register replaced."

6.08 Performance for those components and indicators which measure trouble conditions and customer reaction will be measured 24 hours a day for every day of the year. For those components and indicators which are design related and load sensitive, individually determined busy hour data will be reported in accordance with the material included in Part 7, Description of Components.

6.09 Procedures for determining and changing busy hour periods shall be in accord with instructions in the TSOP, Division F, Sections 2B and 2C. The determination of busy hour periods shall be the responsibility of the network administration group.

6.10 Although it is possible to score plant registers while conducting maintenance operations, the **register scores resulting from test calls shall not be discounted** except as indicated below. The effort that would be required to validate test deductions is substantial. While it is recognized that register scores due to test calls may affect the results of a small marker group, it does not justify test deductions for the majority of central offices involved in the Plan since routine test call failures were included in the statistics used for measurement table and threshold development. An explanatory note in the remarks space of Form E-6423A (Fig. 1) shall be made for those marker groups where test calls may have adversely influenced the results. The register scores resulting from test calls shall not be discounted except as outlined in this section.

6.11 Deductions may be made when testing register circuits for audit purposes. Details of the register audit must be signed by the auditor and attached to Form E-6423A.

6.12 An exception to the above no-discounts rule may be applied to AMA transverter second trial failures (DNKs) associated with left-in party lines. When a party station is disconnected and the other party remains working, it is necessary to leave the line working in the central office. However, to prevent unbillable toll calls from being made, the AMA translator cross-connection is removed when the service order is completed. Subsequently, if a toll call is attempted from the left-in station, transverter second trial failures result and the fraudulent call attempt is routed to reorder. Since this is not service affecting, deduction of these failures may be made if the transverter second trial failure trouble indication record DNK failures are associated with disconnected left-in party stations. The outward service order number, recorded on the trouble indicator record, must be retained in the office files for three months for audit purposes. The discounting of these failures shall be optional at the discretion of the Operating Company.

6.13 Another exception to the no-discounts rule is applicable to failures on tests made in connection with the installation, modification, or rearrangement of central office equipment by

installation forces (Western Electric Company or equivalent) when the following conditions are met:

- (a) The testing is in connection with work being performed as covered by a specific authorization (eg, MOP, routine order or estimate, etc).
- (b) The failures registered as a result of the testing are not service affecting.
- (c) The validity of the test is documented by having written certification attested to by the Central Office Supervisor, the Dial Administrator, and the Western Electric Company Supervisor. Form E-6429 (Fig. 3) will be submitted with the associated Form E-6423A.

6.14 Rules for the inclusion (or exclusion) of administrative data, for the treatment of holiday data, and for the documentation of out-of-order conditions are as stated in the TSOP, Division F, Sections 2B and 2C. Generally stated, these rules provide for the inclusion of all valid data for five business days each week during the report period regardless of the local conditions (eg, storms, civil disturbances, impaired switching facilities, installation, or rearrangement activity). The only periods that may be excluded are those during which data are proven to be unavailable or inaccurate. Written documentation of these conditions, jointly signed by administrative and maintenance personnel, is a requirement of this Plan.

6.15 The components and indicators for which data are obtained for "busy hour" measurements require a minimum of 15 days' valid busy hour data for each report month.

6.16 The following data requirements will apply for the components and indicators which are measured 24 hours per day.

- (a) If a failure count or base data count is lost or invalid (eg, transverter second trial failures did not score for two days), the base data or failure count used to calculate that component or indicator must be excluded for the same time period.
- (b) Lost or invalid data normally obtained from mechanical peg count registers may not exceed eight calendar days during the report period for any component or indicator. A day's data (normally 24 hours) will be considered valid

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if all peg counts between the hours of 0800 and 2400 are obtained.

(c) Data obtained from data gathering systems must contain valid data for 85 percent of the 1/2 hour data blocks during the measured month for any component or indicator.

6.17 If due to malfunction or error, results data for a measured component or a performance indicator are not available as defined in 6.15 and 6.16, NA shall be entered in the performance column of Form E-6423A. NA is considered Band D or soft spot performance and will be reported as such on the marker group report (E-6423A) and Form E-6423B (Fig. 2).

6.18 The notations NE (not equipped) or NP (not provided) shall be entered in the (1) performance and (2) soft spot or band columns of Form E-6423A.

NE—Feature or option not installed

NP—Data not furnished by non-network department.

NE or NP is *not* considered Band D or soft spot performance.

6.19 All register readings taken by maintenance personnel shall be recorded on Form E-4744, Register Readings, or equivalent. Forms for recording of administrative register readings shall be developed and prepared as locally required. Forms to be used for the compilation of register reading data and for the computation of applicable percentages and component indices shall also be developed and prepared locally except as prescribed in the detailed instructions.

6.20 Offices having more than one busy hour in which a measured component or performance indicator is to be calculated must compute the performance separately for each busy hour. The

results reported on Form E-6423A must be the lowest of the calculated index values or poorest performance.

Example: The percent originating overflow component is measured during the dial tone speed busy hour. If the office has two dial tone speed busy hours, percent originating overflow must be measured during each busy hour separately. The data for the hour with the lowest index value must be reported on Form E-6423A.

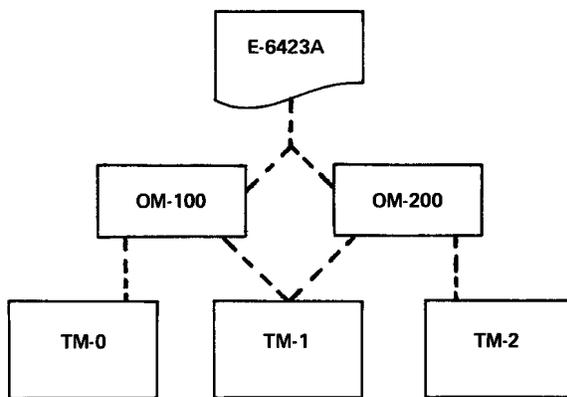
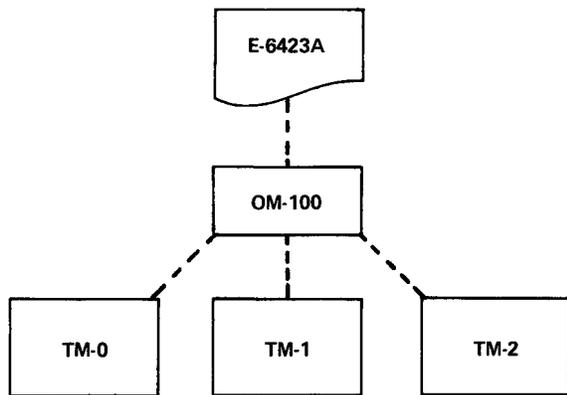
6.21 In offices sharing ANI equipment, the ANI results will be reported on Form E-6423A by each No. 1 Crossbar marker group in the building.

6.22 Because of the importance of both measured components and performance indicators to the evaluation of the service rendered by the measured office, the District Manager must assume responsibility for the validity and integrity of the data reported.

6.23 All forms, both standard and locally developed, used in the preparation of results data reported on Forms E-6423A and E-6423B shall be retained for at least one year unless otherwise instructed in this section. It is recommended that a retention system similar to that described in Section 216-001-010, No. 1XB Switching Systems Controlled Maintenance Plan, be used. All forms, records, trouble tickets, and administrative data sheets should be filed in the appropriate month's folder and retained until the results report for the same month of the following year replaces them.

6.24 Each originating/terminating marker group will prepare one report, Form E-6423A, monthly. Complex originating/terminating marker group arrangements will be reported by originating marker group(s).

Example:



6.25 Each Company will prepare a monthly, quarterly, and annual summary report, Form E-6423B.

6.26 One copy of the Company summary report, Form E-6423B, shall be forwarded to the following address to arrive no later than the last day of the month following the report month (eg, the 4th quarter, annual, and December reports are due January 31).

Results Compilation
 American Telephone and Telegraph Company
 295 N. Maple Avenue
 Room 1202 M3
 Basking Ridge, New Jersey 07920

6.27 Procedures for the summarization and forwarding of intracompany reports shall be locally prescribed.

6.28 Ordering information for Forms E-6423A, E-6423B, and E-6429 is as follows:

Forms must be ordered on a regular requisition from your local Western Electric Service

Center. Forms should be ordered individually (on an "each" basis) in quantities that are multiples of the standard package as shown below.

ORDER WORDING	STANDARD PACKAGING
(Qty) E-6423A	25/Pad; 2 Pad/Pk.
(Qty) E-6423B	25/Pad; 2 Pad/Pk.
(Qty) E-6429	25/Pad; 2 Pad/Pk.

7. DESCRIPTION OF COMPONENTS

7.01 This part of the Plan describes the performance indicators and measured components to be reported on Form E-6423A. Included are brief descriptions of the components, the sources of the data to be gathered, the computation methods to be employed in preparing data for reporting at the originating marker group level, and the applicable time periods for which data are to be gathered and summarized. Sections will also include references to report forms and to detailed reference material which may serve to further describe data sources.

PERFORMANCE INDICATORS

MACHINE ACCESS

Line Controller Traffic Delays

7.02 Line controller traffic delays are recorded on the line controller traffic delay register whenever dial tone is not received in 1-1/2 to 2 seconds after the line link controller has been seized by the calling line. The number of registrations does not signify the number of customers delayed because the register will operate every 1-1/2 to 2 seconds during the delay in waiting for a sender. Registrations indicate delays in the association of a subscriber sender with the calling line after a line link controller has been seized. These delays may be caused by a shortage of line links, district junctors, sender links, or senders.

7.03 The monthly results are computed as follows:

- (a) Enter the total month's line controller traffic delay scorings in column A of Form E-6423A.
- (b) Enter the total month's originating marker peg count, in terms of 10,000, in column D.

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- (c) Divide column A by column D and enter the result in column E ($A/D = E$).

MACHINE SWITCHING

Originating Marker Trouble Release (First Trial)

7.04 This indicator is a count of the number of times an originating marker encounters first trial trouble and releases. The marker will signal the sender to initiate a second trial, then keep itself busy for a short time to cause another marker to be used for the second attempt. **Offices not equipped with OM2F registers enter NE as instructed in 6.18.**

7.05 The monthly results are computed as follows:

- (a) Enter the total month's originating marker trouble release first trial failures (DTR) in column A of Form E-6423A.
- (b) Enter the total month's TB-5 registrations (if included in the DTR count) plus deductions authorized by Form E-6429 in column B.
- (c) Subtract column B from column A and enter the result in column C.
- (d) Enter the total month's originating marker peg count (OMPC) minus TB-5 registrations, in terms of 10,000, in column D.
- (e) Divide column C by column D and enter the result in column E [$(A-B)/D = E$].

Terminating Marker Trouble Release (First Trial)

7.06 This indicator is a count of the number of times a terminating marker encounters first trial trouble and releases. The marker will signal the sender to initiate a second trial, then keep itself busy for a short time to cause another marker to be used for the second attempt. **Offices not equipped with TM2F registers enter NE as instructed in 6.18.**

Note: A nonmeasurement hour from 0800 to 0900 may be established for continuity test, ground test, and PBX test activation at the option of the Operating Company. When activated, **the failures must be recorded and referred to the Plant Service Center.** The total month's nonmeasured

hour first trial failures (MTR) and nonmeasured hour marker peg count must be deducted from the respective totals before the monthly results are computed. Adequate records for audit purposes must be maintained.

7.07 The monthly results are computed as follows:

- (a) Enter the total month's terminating marker trouble releases (MTR) in column A of Form E-6423A.
- (b) Enter the number of Continuity, Ground, and PBX test failures **which were recorded and referred** to the Plant Service Center outside of the optional nonmeasured hour, **plus** deductions authorized by Form E-6429 in column B.
- (c) Subtract column B from column A and enter the result in column C.
- (d) Enter the total month's terminating marker peg count (TMPC), in terms of 10,000, in column D.
- (e) Divide column C by column D and enter the result in column E [$(A-B)/D = E$].

Transverter First Trial Failure

7.08 Transverter first trial failures are included as a performance indicator to provide maintenance personnel with a means of detecting and predicting ineffective attempts due to transverter second trial failures. LAMA and CAMA transverter TTR registrations are included in this indicator.

Note: Automatic Number Announcement Circuit (ANAC) caused transverter failures as recorded on the ANA-DNK register are deductible.

7.09 The monthly results are computed as follows:

- (a) Enter the total month's transverter first trial failures (TTR) in column A of Form E-6423A.
- (b) Enter ANAC failures plus authorized deductions from Form E-6429 in column B.
- (c) Subtract column B from column A and enter the net failures in column C.

- (d) Enter the total month's transverter peg count (TVPC), in terms of 10,000, in column D.
- (e) Divide column C by column D and enter the result in column E [(A-B)/D=E].

Permanent Signal Holding Trunk Overflow (TB-5)

7.10 This indicator which is scored by the originating marker is a count of the number of marker attempts routed to permanent signal holding trunks which overflowed due to no trunk being available.

7.11 The monthly results are computed as follows:

- (a) Enter the total month's TB-5 registrations in column A of Form E-6423A.
- (b) Enter deductions authorized by Form E-6429 in column B.
- (c) Subtract column B from column A and enter the result in column C.
- (d) Enter the total month's originating marker peg count (OMPC), in terms of 10,000, in column D.
- (e) Divide column C by column D and enter the result in column E [(A-B)/D=E].

Final Trunk Groups Over 3 Percent NC

7.12 One principal System method for evaluating the adequacy of the trunk provisioning process is the Monthly Trunk Service Report as described in GL 72-06-185. As one contributor to the office overflow, final trunk group overflows must be carefully monitored by network administrative, maintenance, and provisioning personnel. The Monthly Trunk Service Report shows, by trunk group category, Intertoll, Toll Access—Operator, Toll Access—Machine, Toll Completing, Interlocal and Auxiliary, the percentages of trunk groups blocking at 3.1 percent or more. For purposes of this Plan, the total final trunk groups over 3 percent NC will be reported as a performance indicator. This indicator, used in conjunction with trunk outage, will provide network personnel with an aid in analyzing office performance as recorded in office overflow. All efforts to obtain the current month's data should be employed. If current month's data

are not obtainable, submit the most current available data.

7.13 Enter the number of controlled measured trunk groups (for which valid measurements have been obtained during the report period) which are in the 3.1 percent or greater NC band in column E of Form E-6423A. Definitions of "measured groups," "valid measurements," and of the "3.1 percent or greater NC band" are included in GL 72-06-185.

Trunk Outage

7.14 Trunk outage can be the cause of increased marker holding time and a prime source of overflows. Trunk outage is included as a performance indicator to provide some information concerning the availability of trunks. Tracking of trunk outage information can be useful as an analysis tool in determining the possible source of overflows. Trunk outage is expressed as the average normal business day outage hours per trunk per month and includes those trunks for which the office is designated control or assigned office as covered in the Trunk Service Results Plan, Section 660-400-010.

7.15 Enter the trunk service index for the report month as reflected on Form E-3994, Trunk Service Results Summary, in column E of Form E-6423A.

Overflow Percent RO/NC

7.16 This indicator is based on service observations. Because service observations are made on an end-to-end basis and may, therefore, include failures occurring at locations other than the measured office, this item has been included as an indicator rather than as a measured component. As such, it is included to assist administrative, design, and maintenance personnel in evaluating overall network service to customers served by the measured No. 1XB office. Where observed results in this indicator show performance to be distinctly different than that apparent elsewhere in the Plan, detailed analysis will be required. Detailed description of this item is included in TSOP, Division B, Section 1C.

7.17 The monthly results are computed as follows:

- (a) Enter the total number of local dial line service observed overflows charged to the

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measured marker group during the continuous three-month period ending coincident with the end of the report period in column A of Form E-6423A.

(b) Enter the total number of local dial line service observations made on the measured marker group during the continuous three-month period ending coincident with the end of the report period in column D.

(c) Divide the number of charges in column A by the number of observations in column D. Enter the result, expressed as a percent, in column E ($A/D \times 100 = E$).

Originating Matching Loss

7.18 An originating matching loss, also known as all channels busy, occurs when an originating marker is unable to establish a channel between a district link frame and an office link frame.

7.19 The monthly results are computed as follows:

(a) Each average business day, compute the percent OML for the dial tone speed busy hour by dividing the OML peg count by originating marker peg count minus office link frame overflow, then multiplying by 100.

Note: See 6.20 for treatment of multicomponent busy hours.

(b) At the end of the report month, compute the month's **average percent** OML by adding the daily percents and dividing the total by the number of daily percents.

(c) Enter the month's **average percent** OML in column E of Form E-6423A.

Load Balance

7.20 The loading of customer lines into a No. 1XB marker group can have a distinct impact upon the quality of service rendered. The total traffic load carried by line link frame horizontal groups and the balanced application of that load bear upon the quality of dial tone speed, originating and incoming service provided. The Load Balance Index plan will be the measurement provided to indicate trends, identify superior performance and point up opportunities for improvement in load

balance administration of dial central office line equipment. Division A of the Dial Facilities Management Practice contains instructions regarding load balance indexing, and Division H outlines load balance procedures.

7.21 Enter the monthly load balance index as reflected on Form E-6402, Load Balance Index (traffic unit report) in column E of Form E-6423A. Report the lowest load balance index for multiple terminating marker group arrangements.

Equipment Outage

7.22 Switching equipment is provided to carry an estimated number of calls in the busy hours of the busy season at objective levels of service. When equipment is removed from service, the capacity available to handle traffic is reduced. As the call load reaches and exceeds the capacity of the reduced amount of equipment, calls are blocked or delayed.

7.23 Blocked calls are service failures which require the customer or operator to dial again. This causes an increase in attempts per call and aggravates the condition of overload. Calls which are delayed due to equipment outage may increase the usage of other items of switching equipment or trunks. This further decreases the call-carrying capacity of this other equipment. The result is more blocked calls.

7.24 While it is true that a certain busy hour may be said to be the busy hour for given items of equipment, the call load on that equipment during other hours may be almost as great. This is especially true in the hours just preceding and following the designated busy hour.

7.25 Because of this variation in the load which is carried by the various items of equipment, it is generally not possible for maintenance forces to be certain that removing equipment from service during the normal business day will not affect service. Therefore, it should be assumed that equipment outage during the normal business day will affect service even though this may not be true for a given outage. Accordingly, equipment outage is included as a performance indicator.

7.26 For the purpose of determining outage time of equipment, the instructions contained in Section 201-114-001, Record of Equipment Out of

Service, will be used and only outages occurring during the hours of the normal business day (NBD) shall be counted. The normal business day is defined as follows:

- (a) Regular NBD includes the period from 0900 to 2200 local time on weekdays (excluding Saturdays and Sundays).
- (b) Abbreviated NBD includes the period from 0900 to 1800 local time on weekdays (excluding Saturdays and Sundays).

Outages occurring on weekdays which are also Telephone Company recognized holidays are excluded from measurement under the outage plan.

7.27 The outage control form (E-4256) described in Section 201-114-001 will be used for keeping accurate records of equipment removed from service so the amount and duration of equipment outage are held to a minimum. This form shows the duration, the specific item of plant affected, and the serial number of the trouble ticket which should show the details of the outage.

7.28 Only outage of major components of common equipment will be included in the equipment outage performance indicator. This includes *all* markers, senders, transverters, recorders, translators, ANI outpulsers, ANI identifiers, district junctor circuits, and coin supervisory circuits.

7.29 The monthly results are computed as follows:

- (a) Enter the total month's measured equipment NBD outage hours (see 7.28) from Form E-4256 (NBD outage hours—Plant) in column A of Form E-6423A.
- (b) Enter the total number of markers, senders, transverters, recorders, translators, ANI outpulsers, ANI identifiers, district junctor *frames*, district junctor auxiliary *frames*, and coin supervisory circuits in column D.
- (c) Divide column A by column D and enter the outage hours per equipment component in column E.

BILLING

Bulk Billed Free

7.30 In the event of an AMA transverter second trial failure, the customer is given a reorder signal if the call requires detailed billing. If the call which failed on a second trial is bulk billed, the customer is given the call free. In this case a second register, bulk billed free (BBF), is also scored by the transverter. A significant loss of revenue may occur if a high volume of calls are allowed to complete on this basis. For this reason bulk billed free registrations are included as a performance indicator and should be monitored to detect problems.

7.31 The monthly results are computed as follows:

- (a) Enter the total month's bulk billed free registrations in column A of Form E-6423A.
- (b) Enter deductions authorized by Form E-6429 in column B.
- (c) Subtract column B from column A and enter the net failures in column C.
- (d) Enter the total month's transverter peg count, in terms of 10,000, in column D.
- (e) Divide column C by column D and enter the result in column E [(A-B)/D = E].

ANI Identifier First Trials

7.32 When an ANI identifier is unable to identify a customer's line for any reason, it will initiate a retest. If this retest also fails, an identifier first trial register (1TF) is scored. In offices provided with more than one identifier, a second trial is attempted.

Note: Automatic Number Announcement Circuit (ANAC) caused Identifier 2TF's are deductible. The 2TF trouble tickets identified by the ANAC trunk number must be retained for 3 months for audit purposes.

7.33 The monthly results are computed as follows:

- (a) Enter the total month's ANI identifier first trial failures in column A of Form E-6423A.
- (b) Enter ANAC failures plus deductions authorized by Form E-6429 in column B.

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- (c) Subtract column B from column A and enter the result in column C.
- (d) Enter the total month's ANI outputser peg count, in terms of 10,000, in column D.
- (e) Divide column C by column D and enter the result in column E [(A-B)/D = E].

CUSTOMER REPORTS

Customer Trouble Reports, Code 7

7.34 Code 7 reports (Test OKs) are included in this Plan as a performance indicator. Because these reports reflect trouble conditions in the entire network from end-to-end, they may be reflective of conditions other than those directly relatable to the measured office. In addition, because they may reflect conditions due to excessive temporary load, they can serve administrative, maintenance, and provisioning personnel with broad indications of service from the customers' viewpoint. The monitoring of trends and the use of analytical information derived from these reports will assist in developing joint programs of corrective action.

7.35 The monthly results are computed as follows:

- (a) Enter the total month's Code 7 Customer Reports for the marker group in column A of Form E-6423A.
- (b) Enter the total count of working main stations, plus equivalent main stations, as of the first day of the report month, in terms of 100, in column D. Average main stations must be used if a change of more than 500 main stations occurs during the report month.
- (c) Divide column A by column D and enter the result in column E.

MEASURED COMPONENTS

MACHINE ACCESS

Dial Tone Speed

7.36 Automatic dial tone speed measuring equipment is used to determine the incidents of dial tone delays over three seconds. The primary purpose of the dial tone speed equipment is to provide overall dial tone speed data for the marker

group. These data are used to evaluate customer service and are directly related to the design, provisioning, and loading of No. 1XB common control equipment in the dial tone switching path.

7.37 Detailed descriptions of automatic dial tone speed equipment for use in No. 1XB offices are included in TSOP, Division F, Section 2B, Item 2, and Section 951-901-100. Procedures for the assignment of test lines to automatic dial tone speed equipment are contained in TSOP, Division F, Section 2B, Item 3.

7.38 Dial tone speed results will be compiled on Form E-4372 (and E-5575 where summarization is mechanized) as instructed in TSOP, Division F, Section 2B.

7.39 Enter the month's total adjusted index points earned (item 27) from Form E-4372 in column M of Form E-6423A.

MACHINE SWITCHING

Stuck Senders

7.40 No. 1XB offices are equipped with senders which are used to transmit call-steering or billing information, as required. Several different types of sender circuits are provided according to the needs of the particular central offices to which the No. 1XB office connects.

7.41 When a sender is unable to successfully transmit the call-steering information within the period its timing circuit allows, the sender times out causing a condition referred to as a stuck sender. The calling customer receives a reorder signal and is required to make the call again.

7.42 There are two types of No. 1XB sender circuits measured in this component. They are subscriber senders and keypulse senders used by operators.

7.43 Revertive pulse terminating and multifrequency terminating senders are not included in this measurement. Auxiliary senders are included since stuck auxiliary senders cause stuck subscriber senders.

7.44 The monthly results are computed as follows:

- (a) Enter the total month's stuck subscriber sender plus stuck keypulse sender registrations in column H of Form E-6423A.
- (b) Enter deductions authorized by Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's originating marker peg count, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

Originating Marker Failures

7.45 Originating markers control connections within the office on originating calls. When the marker encounters trouble and cannot complete its function, it attempts to connect to a trouble indicator to display a record of the failure, operates a decoder trouble register (DTR), signals the sender handling the call to try again, and then disconnects. The sender immediately offers a second demand for a marker. The marker registering the initial failure will keep itself busy for a short time to cause another marker to be used for the second attempt. On the second attempt the marker is told by the sender that the call is a second trial. The marker handling a second-trial call will change the preference for trunk and channel selection, which improves the chances of the second attempt being successful. If this second trial also fails, the marker will attempt to connect to the trouble indicator to make a record of the failure, operate a second trial failure plant register (OM2F), if equipped, and instruct the sender to place a third attempt. The third attempt is always directed to a reorder signal. The customer or operator must originate the call again. Markers not equipped with second trial failure registers will operate the decoder trouble release register (DTR) on first and second trial failures.

7.46 The monthly results are computed as follows in offices equipped with OM2F registers.

- (a) Enter the total month's marker second trial failures (OM2F) in column H of Form E-6423A.

- (b) Enter deductions authorized on Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's originating marker peg count minus TB-5 registrations, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

7.47 Offices *not* equipped with second trial failure registers (OM2F) will compute the month's results as follows:

- (a) Enter the total month's decoder trouble release failures (DTR) in column H of Form E-6423A. **Circle DTR in the line heading.**
- (b) Enter the total month's TB-5 registrations (if included in the DTR count) plus deductions authorized on Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's originating marker peg count minus TB-5 registrations, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

Terminating Marker Failure

7.48 Terminating markers control connections within the office on terminating calls. If the terminating marker encounters trouble, it attempts to seize the trouble indicator to record a display of the failure, operates its marker trouble release plant register (MTR), signals the terminating sender to try again, and then disconnects. The marker registering the failure will make itself busy for a short time to allow a different marker to be selected for the second attempt. The marker used for the second trial will be told by the connector that the call is a second trial. This instructs the marker to prefer different selections in setting up the connection, thus increasing the chances of success on the second trial. If the marker handling the second trial also encounters trouble, it attempts to connect to the trouble indicator to display a

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record of the failure, operates the second trial failure plant register (TM2F), if equipped, and causes a reorder signal to be sent to the originating customer. Markers not equipped with second trial failure registers will operate the marker trouble release register (MTR) on first and second trial failures.

7.49 The monthly results are computed as follows in offices equipped with TM2F registers:

- (a) Enter the total month's terminating marker second trial failures (TM2F) in column H of Form E-6423A.
- (b) Enter deductions authorized on Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's terminating marker peg count, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

7.50 Offices *not* equipped with second trial failure registers (TM2F) will compute the month's results as follows:

Note: A nonmeasurement hour from 0800 to 0900 may be established for continuity test, ground test, and PBX test activation at the option of the Operating Company. When activated, ***the failures must be recorded and referred to the Plant Service Center.*** The total month's nonmeasured hour marker failures (MTR) and marker peg count must be deducted from the respective totals before the monthly results are computed. Adequate records for audit purposes must be maintained.

- (a) Enter the total month's terminating marker trouble release failures (MTR) in column H of Form E-6423A. ***Circle MTR in the line heading.***
- (b) Enter the number of Continuity, Ground, and PBX test failures ***which were recorded and referred*** to the Plant Service Center outside of the optional nonmeasured hour, ***plus***

deductions authorized by Form E-6429 in column J.

- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's terminating marker peg count, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

Transverter Second Trial Failure

7.51 When a No. 1XB customer dials a call requiring machine billing, the necessary information is passed from the No. 1XB switching equipment to a transverter which is part of the automatic message accounting (AMA) system. The transverter controls the recording of billing information on paper tape. Up to three separate entries are put on the tape for completed calls. The first, called the initial entry, consists of several lines which, on detail billed calls, identify the calling customer, called telephone, the billing index, and other required information. When the called telephone answers, an entry is put on the tape which identifies the call and records the time conversation started. When the call is completed, another entry is put on the tape which identifies the call and records the time the call ended. The transverter uses a translator, a call identity indexer, and an AMA recorder to perform the machine billing functions in the office.

7.52 If the transverter fails on a call, it attempts to make a trouble indicator display, scores a first-trial failure plant register (TTR), and disconnects from the equipment serving the call. The serving equipment immediately resubmits the demand to the group of transverters as a second attempt. A different transverter is preferred on the second attempt. If this attempt fails, the transverter attempts to connect to the trouble indicator to display a record of the failures and scores the second-trial failure plant register (TST). If the call is to a toll point, the customer is given a reorder signal. If the call which failed in the second trial is to a nontoll point, the customer is given the call free. In this case, a second register called bulk billed free (BBF) is also scored by the transverter. Transverter second trial failures result

either in a loss of revenue or in the customer getting reorder.

Note: Automatic Number Announcement Circuit (ANAC) caused transverter failures as recorded on the ANA-DNK register are deductible.

7.53 The monthly results are computed as follows:

- (a) Enter the total month's transverter second trial failures (TST), in column H of Form E-6423A.
- (b) Enter ANAC failures plus deductions authorized by Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's transverter peg count (TVPC), in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

Percent Originating Overflow

7.54 Overflow trunk group registers are scored by the originating marker when an originating call is routed to an overflow trunk from which 120 IPM or overflow announcement is returned to the calling subscriber. Also, 120 IPM or an announcement is returned when the sender requests an overflow routing due to reduced intersender timing. Intersender time-out registrations are included in this component.

Note: If the originating marker group is equipped with CCSA trunk groups or equivalent (ie, trunk group size is dictated by customer purchase of trunks) or choke network (mass calling restriction) trunk groups, the overflows on these groups should be deducted from the total overflow trunk group scorings and total originating marker peg count before computing the percent originating overflow component.

7.55 The monthly results are computed as follows:

- (a) Enter the total month's overflow (reorder) and overflow announcement trunk group peg count plus intersender time-out overflow and

announcement peg count for the dial tone speed busy hour in column H of Form E-6423A.

Note: See 6.20 for treatment of multicomponent busy hours.

- (b) Enter the total month's originating marker peg count for the same hour in column L.
- (c) Divide column H by column L and enter the result, expressed as a percent, in column M $(H/L \times 100 = M)$.

Incoming Matching Loss

7.56 Incoming matching loss is a measured component reflecting the number of incoming calls which are not completed because of the inability of the terminating marker to find a channel between an incoming trunk and an idle called line. Calls encountering an incoming matching loss are ineffective and the calling customer receives an overflow. In No. 1XB, incoming matching loss is a failure on the first attempt except on calls to PBX lines in offices arranged for marker recycle. Each terminating marker group in the entity must be measured separately for both peg count and incoming matching loss. Report only the terminating marker group providing the poorer service.

7.57 The monthly results are computed as follows or taken directly from Form E-5267, Busy Hour Matching Loss:

- (a) Each average business day, compute the percent IML for the IML busy hour $(IML/\text{incoming link frame peg count} \times 100)$.
- (b) At the end of the report month, compute the month's **average percent** IML by adding the daily percents and dividing the total by the number of daily percents.
- (c) Enter the month's **average percent** for the terminating marker group with the highest percent IML in column M of Form E-6423A.

Equipment Irregularities

7.58 Equipment irregularities are included in this Plan because they encompass lost call conditions not reflected elsewhere in the Plan. The four categories of observed equipment failures which result in an ineffective customer attempt, but do

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not result in a failure peg count registration are included in this component. They are no ring, wrong number—equipment, misdirected, and other. Detailed descriptions of the observing procedures related to equipment irregularities are included in TSOP, Division B, Section 1C.

7.59 Since service observed attempts are on an end-to-end basis, observed equipment irregularities may include equipment failures which occurred at intermediate or terminating offices other than the office measured by this Plan. Although this poses analytical problems for the network personnel concerned, the provision of acceptable service to the customers served by the measured office requires continuing joint investigation and, when required, corrective action.

7.60 The monthly results are computed as follows:

- (a) In column H of Form E-6423A, enter the total number of local dial line service observed equipment irregularities charged to the measured office during the continuous three-month period ending coincident with the end of the report period.
- (b) In column L, enter the total number of local dial line service observations made on the measured office during the continuous three-month period ending coincident with the end of the report period.
- (c) Divide column H by column L and enter the result, expressed as a percent, in column M ($H/L \times 100 = M$).

BILLING

AMA Recorder Failures

7.61 AMA recorders produce the punched paper tape or magnetic tape record of calls for which customers are to be billed. An initial entry failure causes a transverter second trial. When an AMA recorder fails to record the subsequent transactions properly on the AMA tape, it scores the AMA recorder trouble record register (RTR) and connects to the trouble indicator to produce a display record of the equipment used and information associated with the call in progress. When AMA recorders fail, there is no second trial and the call is completed. Billing information incorrectly punched on the tape may or may not be in such condition

as to be billed properly. Recorder failures may cause stoppages to occur in the accounting center billing process or may be the cause of lost revenue.

7.62 The monthly results are computed as follows:

- (a) Enter the total month's AMA recorder failures in column H of Form E-6423A.
- (b) Enter deductions as authorized by Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's AMA recorder peg count, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M [$(H-J)/L = M$].

ANI Identifier Second Trials

7.63 ANI identifiers function with other equipment in No. 1XB offices to provide automatic number identification (ANI). This is accomplished by using a 5800-Hertz signal on the sleeve of the outgoing trunk, which is connected through the originating office switches, to the sleeve of the customer line. Each customer's line has cross-connections on a number network frame. The 5800-Hertz signal through this number network enables the identifier to record the calling customer's number. If the identifier encounters trouble in identifying one or more digits of the calling number, it will make a retest. Should the identifier be unable to make an identification in two tries, a trouble record is made by the ANI trouble ticketer and an identifier first trial failure plant register (1TF) is scored. In offices provided with more than one identifier, a second trial is attempted. If the second trial should fail in two attempts, the call will go to the CAMA operator for verbal identification and the identifier second trial failure register (2TF) is scored.

Note: Automatic Number Announcement Circuit (ANAC) caused Identifier 2TF's are deductible. The 2TF trouble tickets identified by the ANAC trunk number must be retained for 3 months for audit purposes.

7.64 Compute the monthly results as follows:

- (a) Enter the total month's ANI identifier second trial failures in column H of Form E-6423A.
- (b) Enter ANAC failures plus deductions authorized by Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's ANI outpulser peg count, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

ANI Outpulser Failures

7.65 ANI outpulsers receive the calling customer's number from the identifier and convert this to multifrequency pulses which it sends over the ANI trunk to the CAMA office. This furnishes the necessary information for the initial entry on the AMA tape at the CAMA office. When an outpulser encounters a failure other than a failure by the identifier, the trouble is recorded by the trouble ticketer and the outpulser failure register (OPF) is scored. The call will be handled by the CAMA operator for verbal identification.

7.66 Compute the monthly results as follows:

- (a) Enter the total month's ANI outpulser failures in column H of Form E-6423A.
- (b) Enter deductions as authorized by Form E-6429 in column J.
- (c) Subtract column J from column H and enter the net failures in column K.
- (d) Enter the total month's ANI outpulser peg count, in terms of 10,000, in column L.
- (e) Divide column K by column L and enter the result in column M $[(H-J)/L = M]$.

CUSTOMER REPORTS

Customer Trouble Reports, Codes 5 and 8 Equipment

7.67 Customer reported troubles which are tested or referred into the central office and are

subsequently found and cleared, and those which are tested or referred to the central office and not found are included as a measured component of this Plan. These specific trouble disposition codes are described in detail in Section 660-100-013. The trouble conditions measured in this component exclude distributing frame and No. 101 ESS caused trouble.

7.68 When a code 5 or 8 is assigned as a disposition code to a service not having a directory number, which cannot be associated with a particular switching entity in the office where the trouble was found or referred (ie, local private line or FX line), the code 5 shall be charged arbitrarily to the oldest entity on the main distributing frame. The repair service center should be advised on how to charge these troubles. Separate records by switching entity are required for service measurement.

7.69 Some No. 1XB offices have a No. 101 ESS control unit associated with it in the same building. The unit is generally located there to provide a central point from which to serve several PBX customers with the same control equipment. For the purpose of computing the customer trouble component index, any code 5 reports attributable to the ESS equipment will be excluded. The point of division between the No. 101 ESS equipment and the No. 1XB equipment shall be at the terminal strip which provides central office access for the PBX trunks. The cross-connections from this terminal strip toward the No. 1XB line relay shall be considered No. 1XB equipment. The equipment from this terminal strip back to the No. 101 ESS, including MDF cross-connections for the data links and trunks to the switch units, shall be considered No. 101 ESS equipment.

7.70 Trouble reports generated by the No. 101 ESS equipment and properly chargeable to disposition code 5 will be counted on the Form E-2700 as such. A central office trouble ticket (E-5472) will be completed for each such No. 101 ESS trouble. The information on the ticket will include the number of customer trouble reports chargeable to this trouble. The sum of these code 5s will constitute the number of customer trouble reports excluded for measurement purposes from the code 5 component index.

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7.71 The monthly results are computed as follows:

- (a) Obtain from the Plant Service Center or Test Bureau the total number of disposition codes 5 and 8 customer reports attributable to the measured marker group. Since the Plant Service Center does not differentiate the code 5 troubles as equipment, frame, or No. 101 ESS, it will be necessary to determine the number of each from the No. 1XB trouble tickets, Form E-5472. Enter the total month's equipment codes 5 plus 8 in column H of Form E-6423A.
- (b) Enter the total working main stations plus equivalent main stations as the first day of the report month, in terms of 100, in column L. Average main stations must be used if a change of more than 500 main stations occurs during the report month.
- (c) Divide column H by column L and enter the result in column M.

Customer Trouble Reports, Code 5 Frame

7.72 This component includes only those customer reported troubles which are subsequently found and cleared on a distributing frame as outlined in Section 660-100-013.

7.73 A code 5 frame shall include all troubles cleared on the various frames used for cross-connecting purposes such as main distributing frame, block relay frame, etc, involving broken wires, loose connections, missing jumpers, defective heat coils, and any other troubles that are cleared on a cross-connect frame.

7.74 The monthly results are computed as follows:

- (a) Enter the total month's code 5 frame customer trouble reports in column H of Form E-6423A.
- (b) Enter the total working main station plus equivalent main stations as of the first day of the report month, in terms of 100, in column L. Average main stations must be used if a change of more than 500 main stations occurs during the report month.
- (c) Divide column H by column L and enter the result in column M.

8. PREPARATION OF FORM E-6423A

8.01 This Plan includes results data prepared by both administrative and maintenance personnel. Therefore, it is recommended that Form E-6423A be prepared jointly and that all developed input data be retained in one location as described in Part 6. Organizational structures or geographic locations may dictate alternative methods of report preparation. If so, Form E-6423A should be used to transmit the maintenance or administrative data to a locally arranged report preparation point.

8.02 All decimal figures recorded in the performance columns of Form E-6423A shall be rounded to two places after the decimal point.

8.03 The following subparagraphs define the column headings for the performance indicators section of Form E-6423A. (See Attachment 1.)

(a) **Column A—Failures:** Entries in this column will include register scorings of the number of times an event or failure occurred within the defined time frame during the report period, the number of reports, and the amount of outage experienced during the period.

(b) **Column B—Deductions:** Entries in this column will include only those nonservice affecting deductions permitted in the instructions included in Parts 6 and 7 of this Plan.

(c) **Column C—Net Failures:** Entries in this column are the result of subtracting the deductions in column B from the failures recorded in column A.

(d) **Column D—Base Data:** Entries in this column are individually prescribed in the instructions in Part 7 of this Plan. Certain entries are made in terms of 10,000 or 100. This is computed by dividing the appropriate total count by the term (10,000 or 100) prescribed.

(e) **Column E—Performance:** Entries in this column will be the ratio, percentage, index, or number as prescribed in Part 7 of this Plan. NA, NE, or NP will be entered when applicable according to the instructions in Part 6 of this Plan.

(f) **Column F—Threshold Level:** Entries in this column will be obtained from the threshold level table included in Part 10.

(g) **Column G—Soft Spot:** A check mark (✓) will be entered in this column when the indicator performance is worse than the threshold level, or the data are NA for the report period. NE will be entered when the office is not equipped; NP will be entered when the indicator was not provided.

8.04 The following subparagraphs define the column headings for the measured component section of Form E-6423A.

(a) **Column H—Failures:** Entries in this column will include register scorings of the number of times an event or failure occurred within the defined time frame during the report period, the number of observed failures, and the number of reports.

(b) **Column J—Deductions:** Entries in this column will include only those nonservice affecting deductions permitted in the instructions included in Parts 6 and 7 of this Plan.

(c) **Column K—Net Failures:** Entries in this column are the net result of subtracting the deductions in column J from the failures recorded in column H.

(d) **Column L—Base Data:** Entries in this column are individually prescribed in the instructions in Part 7 of this Plan. Certain entries will be in terms of 10,000 or 100. This is computed by dividing the appropriate total count by the term (10,000 or 100) prescribed.

(e) **Column M—Performance:** Entries in this column will be the points, ratio, or percentage prescribed in Part 7 of this Plan. NA, NE, or NP will be entered when applicable

according to the instructions in Part 6 of this Plan.

(f) **Column N—Component Index:** Entries in this column will be obtained from the appropriate index table for the measured item in Part 10.

(g) **Column P—Index Points:** Entries in this column will be obtained from the appropriate index table in Part 10.

(h) **Column R—Band:** Entries in this column will be the appropriate Band (A, B, C, or D) for each component index.

Band A—98.0-100

Band B—96.0-97.99

Band C—90.0-95.99

Band D—less than 90 or NA.

8.05 All lines on Form E-6423A are defined in the description of components section or are self-explanatory except the following:

(a) **Line 15:** Enter the total number of performance indicators applicable to the measured marker group (including NAs) in column E. Enter the total number of soft spots (✓) in column G.

(b) **Line 29—Total Points:** Enter the total points in column P.

(c) **Line 30—Maximum Available Points:** Enter the total maximum points of all components for which results are measured. Exclude NE, NP, and NA components.

(d) **Line 31—Total Index:** Divide line 29 by line 30 and enter the result expressed as a percent ($L29/L30 \times 100 = L31$).

**NO. 1XB
NETWORK SWITCHING PERFORMANCE
MEASUREMENT PLAN**

E-6423A

Performance Indicators

Indicator	A	B	C	D		E	F	G
	Failures	Deductions	Net Failures	Base		Performance	Threshold Level	Soft Spot
				Item	Data			
Machine Access								
1 Line Controller Traf Del	5120			OMPC/10K	623.9023	8.21	25.00	
Machine Switching								
2 Orig Mkr Trl	10609	0	10609	OMPC/10K	623.9023	17.00	37.00	
3 Term Mkr Trl	9859	911	8948	TMPC/10K	459.0072	19.49	22.00	
4 Transverter 1TF				TVPC/10K		NE	31.00	NE
5 P SHT Ovfl TB-5	48335	0	48335	OMPC/10K	623.9023	77.47	175.00	
6 Final Gp >3% NC						2	0	✓
7 Trunk Outage						97.50	95.00	
8 % RQ/NC				# OF		NA	.80	✓
9 O M L				OMPC/10K		1.02	.90	✓
10 Load Balance				DTS-BH		88.00	94.00	✓
11 Equipment Outage	2059			EQ	499	4.13	18.00	
Billing								
12 Bulk Billed Free				TVPC/10K		NE	4.00	NE
13 ANI Ident 1TF	1366	36	1330	OP-PC/10K	62.1897	21.39	100.00	
Customer Reports								
14 Code 7	348			100 MS	199.71	1.74	2.20	
15				Total No. of Indicators		12	Total No. Soft Spot	4

Measured Components

Component	Max. Points	H	J	K	L		M	N	P	R
		Failures	Deductions	Net Failures	Base		Performance	Component Index	Index Points	Band
					Item	Data				
Machine Access										
16 Dial Tone Speed	15						34.80	99.50	14.92	A
Machine Switching										
17 Stuck Sender	10	4571	0	4571	OMPC/10K	623.9023	7.33	94.00	9.40	C
18 OM 2TF/DTR	10	1932	0	1932	OMPC/10K	623.9023	3.10	95.00	9.50	C
19 TM 2TF/MTR	10	3491	0	3491	TMPC/10K	459.0072	7.61	85.00	8.50	D
20 Transv 2TF	5				TVPC/10K		NE			NE
21 % Orig Ovfl	10	5791			OMPC/10K	394762	1.47	95.00	9.50	C
22 IML	10				ILF-PC-BH		2.44	94.50	9.45	C
23 Equip Irregs	5				# OF		NA			D
Billing										
24 AMA Recorder	10				REC-PC/10K		NE			NE
25 ANI Ident 2TF	10	526	36	490	OP-PC/10K	62.1897	7.88	97.50	9.75	B
26 ANI OPF	5	368	0	368	OP-PC/10K	62.1897	5.92	98.50	4.92	A
Customer Reports										
27 Equip Code 5+8	10	47			100 MS	199.71	.24	91.00	9.10	C
28 Frame Code 5	5	48			100 MS	199.71	.24	95.00	4.75	C

Remarks

MTR 2 register replaced 9/20
Service Observing Circuit out of service 10 days

Total Pts.	89.79
Max. Avail. Pts.	95.00
Total Index	94.52

	S	T	U	V
32 Prepared by	JJS	Office/MG	607-244	Division
33 Checked by	TEB	District	NORTH	Area
				METRO
				STATE
				Company
				SOMECO
				Period
				SEPT. 1976

9. PREPARATION OF FORM E-6423B

9.01 Form E-6423B is a two-page summary report.

It will provide all management echelons with a summary of the switching performance of the No. 1XB offices within their area of responsibility.

9.02 The form provides four summaries of results information:

- (a) The number and percent of offices by index band in each measured component
- (b) The number of office months beyond threshold in each performance indicator
- (c) The trend of Band D offices in each measured component
- (d) Actual results of offices in each measured component with Band D results.

9.03 All data recorded on Form E-6423B (except percentage calculations) are taken directly from the represented E-6423A reports.

9.04 A dash (-) or no entry should be made in the Band D Trends section of Form E-6423B if all offices exceeded Band D performance during the applicable preceding report period.

9.05 The form serves three purposes. Attachments are provided as examples to follow when preparing Form E-6423B for each of the purposes:

- (a) Multioffice, single month—Attachment 2
- (b) Multimonth, single office—Attachment 3
- (c) Multioffice, multimonth—Attachment 4.

9.06 The following subparagraphs define the column headings of Form E-6423B and provide the source data locations on Form E-6423A:

- (a) **Column C:** Enter the number of marker groups measured in each component.
- (b) **Column D:** Enter the number of office month reports (see attachments).

(c) **Columns E Through H:** Enter the number and percent of marker groups in the appropriate band column for each component from columns R on Forms E-6423A.

(d) **Column AH:** Enter the number and percent of marker groups which experienced Band D performance in any of the twelve preceding report periods. These data are obtained from the previous E-6423B report.

(e) **Column AJ:** Enter the office name of those marker groups which experienced Band D performance in any measured component. If the report is a multimonth report, enter the appropriate months.

(f) **Column AK:** Enter the number of times in the twelve previous periods in which the listed office experienced any component Band D performance. If the report is a multimonth report, make no entries.

(g) **Columns AL Through AZ:** Enter the Band D component index levels for each office listed. If the report is a multioffice-multimonth report, enter the number of Band D offices in each component.

(h) **Column BA:** Enter the number of soft spot performance indicators for each listed office from line 15G of Form E-6423A.

(i) **Column BB:** Enter the number of measured performance indicators for each listed office from line 15E of Form E-6423A.

(j) **Line 29, No. of Office Months:** Enter the number of office report months for each of the performance indicators from columns E of Forms E-6423A.

(k) **Line 30, No. Soft Spot:** Enter the number of office months in which soft spot performance was experienced from Forms E-6423A, columns G.

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN

		A	B	C	D	E	F	G	H
Measured Component		WEIGHT	Total No. of Offices	Tot. No. of Ofc. Month Reports	Number and % of Office Month Reports by Index Band				
					A 98-100	B 96-97.9	C 90-95.9	D < 90	
1	MACH	Dial Tone		6	6	1	3	2	
2	ACC	Speed	15	% of Total		16.7	50.0	33.3	
3	SWITCHING	Stuck	10	6	6		2	4	
4		Sender	10	% of Total			33.3	66.7	
5		Orig Marker	10	6	6		3	2	1
6		Failure	10	% of Total			50.0	33.3	16.7
7		Term Marker	10	6	6	1	3	2	
8		Failure	10	% of Total		16.7	50.0	33.3	
9		Transverter	5	1	1		1		
10		2nd T F	5	% of Total			100.0		
11		% Originating	10	6	6	3	2	1	
12		Overflow	10	% of Total		50.0	33.3	16.7	
13		Incoming	10	6	6	4	1		1
14		Matching Loss	10	% of Total		66.7	16.7		16.7
15	Equipment	5	6	6	1	4	1		
16	Irregularities	5	% of Total		16.7	66.7	16.7		
17	BILLING	AMA Recorder	10	1	1	1			
18		Failure	10	% of Total		100.0			
19		ANI Identifier	10	5	5	1	2	1	1
20		2nd T F	10	% of Total		20.0	40.0	20.0	20.0
21	ANI Outputser	5	5	5	1	1	1	2	
22	Failure	5	% of Total		20.0	20.0	20.0	40.0	
23	CRIPT	Code 5 & 8	10	6	6		1	5	
24		Equipment	10	% of Total			16.7	83.3	
25		Code 5	5	6	6		2	2	2
26	Frame	5	% of Total			33.3	33.3	33.3	
27	Total		6	6		3	2	1	
28	Index		% of Total			50.0	33.3	16.7	

PERFORMANCE INDICATORS

		J	K	L	M	N	P	Q	R	S	T	U	V	W	X	Y
	Mech Acc	Machine Switching										Billing		Cust Rpt		
	Line Cont Del	Orig Mkr TRL	Term Mkr TRL	Trans 1TF	PSHT Ovfl	FG >3% NC	Trk Outage	% RO NC	OML	Load Bal	Equip Outage	BBF	ANI ID ITF	Code 7		
29	No. of Office Months	4	6	6	1	6	6	6	6	4	NP	6	NE	5	6	
30	No. Soft Spot	0	2	3	0	4	0	0	2	0	-	3	-	2	3	

REMARKS

Z	AA	AB	AC	AD	AE
31	Office	District	Division	Area	Company SOMECO
					Report Period SEPT 1976
					31

E-6423B (2)

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN
BAND D TRENDS

		AF		AG		AH													
		Measured Component		Preceding Periods															
				Aug	Jul	Jun	May	Apr	3rd	2nd	1st	Jan	Dec	Nov	Oct	Sept			
				1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th				
34	MACH	Dial Tone	Number	1			1		1	2	1					1			
35	ACC	Speed	%	16.7			16.7		16.7	33.3	16.7					16.7			
36	S W I T C H I N G	Stuck	Number				1			1	2				1	1			
37		Sender	%				16.7			16.7	33.3				16.7	16.7			
38		Orig Marker	Number	1	2	2	1				1	1			2	1			
39		Failure	%	16.7	33.3	33.3	16.7				16.7	16.7			33.3	16.7			
40		Term Marker	Number		1	1		1	1					2	1				
41		Failure	%		16.7	16.7		16.7	16.7					33.3	16.7				
42		Transvrter	Number								1								
43		2nd TF	%								100								
44		% Originating	Number	1	2		1					1	1		2				
45		Overflow	%	16.7	33.3		16.7					16.7	16.7		33.3				
46		Incoming	Number		1					2			1						
47		Matching Loss	%	16.7	16.7					33.3			16.7						
48	Equipment	Number		1	1		2			1				1					
49	Irregularities	%		16.7	16.7		33.3			16.7				16.7					
50	B I L L I N G	AMA Recorder	Number				1												
51		Failure	%				100												
52		ANI Identifier	Number	2	1	1	3	1			1			1	2	2			
53		2nd TF	%	40.0	20.0	20.0	60.0	20.0			20.0			20.0	40.0	40.0			
54	ANI Outpulser	Number	3	1		1													
55	Failure	%	60.0	20.0		20.0													
56	C U P T	Code 5 & 8	Number			1	2	1		1	1	1			2	2			
57		Equipment	%			16.7	33.3	16.7		16.7	16.7	16.7		33.3	33.3				
58		Code 5	Number	1	1	1	2	2	1	1	1	2	1	3	3				
59	Frame	%	16.7	16.7	16.7	33.3	33.3	16.7	16.7	16.7	33.3	16.7	50.0	50.0					
60	Total	Number	1			2		2				1			1				
61	Index	%	16.7			33.3		33.3				16.7			16.7				

BAND D OFFICES

(This Period)

		Measured Component Index												Performance Indicators				
Office (or Month)		No. of Times in 12 Prev. Pds	Machine Switching							Billing			Cust Rpt		Total No. Soft Spot	Total No. of Ind.		
			DTS	SS	Orig Mk	Term Mkr	TV 2TF	% Orig Ovfl	IML	E I	AMA Rec	ANI ID 2TF	ANI OPF	5 & 8 Equip	5 Frame			
62	215-578													80.0		87.0	2	12
63	607-244				85.0								85.0	82.5			3	12
64	215-423								NA								3	12
65	607-374														78.0	0	11	
66																		
67																		
68																		
69																		
70																		
71																		
72																		
31	Office	District	Division			Area			Company			Report Period						
									SOMECO			SEPT 1976						

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN

		A	B	C	D	E	F	G	H
Measured Component	WEIGHT	Total No. of Offices	Tot. No. of Ofc. Month Reports	Number and % of Office Month Reports by Index Band					
				A 98-100	B 96-97.9	C 90-95.9	D < 90		
1 MACH ACC	Dial Tone Speed	15	1	3	2	1			
2			% of Total		66.7	33.3			
3	Stuck Sender	10	1	3	1	1	1		
4			% of Total		33.3	33.3	33.3		
5	Orig Marker Failure	10	1	3	1	2			
6			% of Total		33.3	66.7			
7	Term Marker Failure	10	1	3		1	2		
8			% of Total			33.3	66.7		
9	Transverter 2nd TF	5	-	-					
10			% of Total						
11	% Originating Overflow	10	1	3	1	1		1	
12			% of Total		33.3	33.3		33.3	
13	Incoming Matching Loss	10	1	3	3				
14			% of Total		100.0				
15	Equipment Irregularities	5	1	3		3			
16			% of Total			100.0			
17	AMA Recorder Failure	10	-	-					
18			% of Total						
19	ANI Identifier 2nd TF	10	1	3	1	2			
20			% of Total		33.3	66.7			
21	ANI Outpulser Failure	5	1	3		1	2		
22			% of Total			33.3	66.7		
23	Code 5 & 8 Equipment	10	1	3			2	1	
24			% of Total				66.7	33.3	
25	Code 5 Frame	5	1	3			1	2	
26			% of Total				33.3	66.7	
27	Total		1	3	1	1	1		
28	Index		% of Total		33.3	33.3	33.3		

PERFORMANCE INDICATORS

		J	K	L	M	N	P	Q	R	S	T	U	V	W	X	Y
Mach Acc	Line Cont Del	Machine Switching										Billing		Cust Rpt		
		Orig Mkr TRL	Term Mkr TRL	Trans 1TF	PSHT Ovfl	FG >3% NC	Trk Outage	% RO NC	OML	Load Bal	Equip Outage	BBF	ANI ID ITF	Code 7		
29	No. of Office Months	3	3	3	NE	3	3	3	3	3	3	NP	3	NE	3	3
30	No. Soft Spot	1	0	1		2	0	0	1	0	-	0	-	1	1	

REMARKS

Z	AA	AB	AC	AD	AE
31 Office 215-578	District SOUTH	Division METRO	Area STATE	Company SOMECO	Report Period 3Q 1976

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN
BAND D TRENDS

		AF		AG		AH		Preceding Periods														
Measured Component				2Q	1Q	4Q	3Q	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th			
34	MACH ACC	Dial Tone	Number																		34	
35		Speed	%																			35
36	S W I T C H I N G	Stuck	Number				1														36	
37		Sender	%				33.3															37
38		Orig Marker	Number				1															38
39		Failure	%				33.3															39
40		Term Marker	Number																			40
41		Failure	%																			41
42		Transverter	Number																			42
43		2nd T F	%																			43
44		% Originating	Number																			44
45		Overflow	%																			45
46	Incoming	Number																			46	
47	Matching Loss	%																			47	
48	Equipment	Number																			48	
49	Irregularities	%																			49	
50	B I L L I N G	AMA Recorder	Number																		50	
51		Failure	%																			51
52		ANI Identifier	Number																			52
53		2nd T F	%																			53
54		ANI Outputser	Number																			54
55	Failure	%																			55	
56	C R P T	Code 5 & 8	Number		1																56	
57		Equipment	%		33.3																57	
58		Code 5	Number		1		1														58	
59		Frame	%		33.3		33.3														59	
60	Total	Number																			60	
61	Index	%																			61	

BAND D OFFICES
(This Period)

		Measured Component Index															Performance Indicators			
Office (or Month)	No. of Times in 12 Prev. Pds	Mach Acc		Machine Switching						Billing			Cust Rpt		Total No. of Soft Spot	Total No. of Ind.				
		DTS	SS	Orig Mkr	Term Mkr	TV 2TF	% Orig Ovfl	IML	E I	AMA Rec	ANI ID 2TF	ANI OPF	5 & 8 Equip	5 Frame						
62	July																88.5	12	62	
63	August																89.0	79.0	12	63
64	September							85.0											12	64
65																				65
66																				66
67																				67
68																				68
69																				69
70																				70
71																				71
72																				72

Z	AA	AB	AC	AD	AE		
31	Office 215-578	District SOUTH	Division METRO	Area STATE	Company SOMECO	Report Period 3Q 1976	31

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN

		A	B	C	D	E	F	G	H
Measured Component	WEIGHT	Total No. of Offices	Tot. No. of Ofc. Month Reports	Number and % of Office Month Reports by Index Band					
				A 98-100	B 96-97.9	C 90-95.9	D < 90		
1 MACH ACC	Dial Tone Speed	15	6	72	30	25	15	2	1
2			% of Total		41.7	34.7	20.8	2.8	2
3	Stuck Sender	10	6	72	28	32	8	4	3
4			% of Total		38.9	44.4	11.1	5.6	4
5	Orig Marker Failure	10	6	72	32	35	3	2	5
6			% of Total		44.4	48.6	4.2	2.8	6
7	Term Marker Failure	10	6	72	27	29	13	3	7
8			% of Total		37.5	40.3	18.1	4.2	8
9	Transverter 2nd T F	5	1	12	3	5	2	2	9
10			% of Total		25.0	41.7	16.7	16.7	10
11	% Originating Overflow	10	6	72	50	14	6	2	11
12			% of Total		69.4	19.4	8.3	2.8	12
13	Incoming Matching Loss	10	6	72	47	18	6	1	13
14			% of Total		65.3	25.0	8.3	1.4	14
15	Equipment Irregularities	5	6	72	31	35	5	1	15
16			% of Total		43.1	48.6	6.9	1.4	16
17	AMA Recorder Failure	10	1	12	6	5	1		17
18			% of Total		50.0	41.7	8.3		18
19	ANI Identifier 2nd T F	10	5	60	30	20	6	4	19
20			% of Total		50.0	33.3	10.0	6.7	20
21	ANI Outpulser Failure	5	5	60	23	24	8	5	21
22			% of Total		38.3	40.0	13.3	8.3	22
23	Code 5 & 8 Equipment	10	6	72	21	32	11	8	23
24			% of Total		29.2	44.4	15.3	11.1	24
25	Code 5 Frame	5	6	72	14	12	31	15	25
26			% of Total		19.4	16.7	43.1	20.8	26
27	Total Index		6	72	38	10	22	2	27
28			% of Total		52.8	13.9	30.6	2.8	28

PERFORMANCE INDICATORS

		J	K	L	M	N	P	Q	R	S	T	U	V	W	X	Y
Mach Acc	Line Cont Del	Machine Switching										Billing		Cust Rpt		
		Orig Mkr TRL	Term Mkr TRL	Trans 1TF	PSHT Ovfl	FG >3% NC	Trk Outage	% RO NC	OML	Lead Bal	Equip Outage	BBF	ANI ID ITF	Code 7		
29	No. of Office Months	72	72	72	12	72	64	72	69	70	NP	72	NE	60	72	29
30	No. Soft Spot	8	11	7	2	10	3	9	4	6	-	8	-	14	10	30

REMARKS

Z	AA	AB	AC	AD	AE
31	Office	District	Division	Area	Company
				SOMECO	Report Period
					Year 1976

E-6423B (2)

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN
BAND D TRENDS

		Measured Component		1975 Preceding Periods												
				1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
34	MACH ACC	Dial Tone	Number	2												34
35		Speed	%	2.8												35
36	S M W A C H I N G	Stuck	Number	3												36
37		Sender	%	4.2												37
38		Orig Marker	Number	1												38
39		Failure	%	1.4												39
40		Term Marker	Number	2												40
41		Failure	%	2.8												41
42		Transverter	Number	1												42
43		2nd TF	%	1.4												43
44		% Originating	Number	1												44
45		Overflow	%	1.4												45
46		Incoming	Number	0												46
47		Matching Loss	%	0												47
48		Equipment	Number	2												48
49		Irregularities	%	2.8												49
50	B I L L I N G	AMA Recorder	Number	1												50
51		Failure	%	1.4												51
52		ANI Identifier	Number	1												52
53		2nd TF	%	1.4												53
54		ANI Outpulser	Number	0												54
55	Failure	%	0												55	
56	C R U P T	Code 5 & 8	Number	2												56
57		Equipment	%	2.8												57
58		Code 5	Number	3												58
59		Frame	%	4.2												59
60	Total	Number	2												60	
61	Index	%	2.8												61	

BAND D OFFICES

(This Period)

		Measured Component Index														Performance Indicators		
Office (or Month)		No. of Times in 12 Prev. Pds	Mach Acc		Machine Switching						Billing			Cust Rpt		Total No. Soft Spot	Total No. of Ind.	
			DTS	SS	Orig Mkr	Term Mkr	TV 2TF	% Orig Ovfl	IML	E I	AMA Rec	ANI ID 2TF	ANI OFF	5 & 8 Equip	5 Frame			
62	807-527		2		1										1			62
63	807-924			1		1		1	1									63
64	807-567				1	1		1							1	2		64
65																		65
66																		66
67																		67
68																		68
69																		69
70																		70
71																		71
72																		72

Z	AA	AB	AC	AD	AE		
31	Office	District	Division	Area	Company	Report Period	31
					SOMECO	Year 1976	

SECTION 4b

10. INDEX TABLES

10.01 This part of the Plan contains performance indicator threshold levels and measured component index tables to be used to complete the monthly E-6423A form.

10.02 Standard threshold levels and index tables are based on a scientific sample of all No. 1XB marker groups in the System.

THRESHOLD LEVELS

PERFORMANCE INDICATOR	THRESHOLD
Line Controller Traffic Delay	25.00
Originating Marker TRL	37.00
Terminating Marker TRL	22.00

PERFORMANCE INDICATOR	THRESHOLD
Transverter First Trial Failure	31.00
PSHT Overflow TB-5	175.00
Final Trunk Groups Over 3% NC	0
Trunk Outage	95.00
Overflow Percent RO/NC	.80
Originating Matching Loss	.90
Load Balance	94.00
Equipment Outage	18.00
Bulk Billed Free	4.00
ANI Identifier 1TF	100.00
Code 7 TOK	2.20

DIAL TONE SPEED

PERFORMANCE		COMP. INDEX	INDEX POINTS	PERFORMANCE		COMP. INDEX	INDEX POINTS
FROM	TO			FROM	TO		
35.00	- 34.98	100.00	15.00	29.33	- 29.27	72.00	10.80
34.97	- 34.79	99.50	14.92	29.26	- 29.19	71.00	10.65
34.78	- 34.61	99.00	14.85	29.18	- 29.12	70.00	10.50
34.60	- 34.42	98.50	14.77	29.11	- 29.05	69.00	10.35
34.41	- 34.24	98.00	14.70	29.04	- 28.98	68.00	10.20
34.23	- 34.06	97.50	14.62	28.97	- 28.92	67.00	10.05
34.05	- 33.88	97.00	14.55	28.91	- 28.85	66.00	9.90
33.87	- 33.70	96.50	14.47	28.84	- 28.79	65.00	9.75
33.69	- 33.52	96.00	14.40	28.78	- 28.72	64.00	9.60
33.51	- 33.35	95.50	14.32	28.71	- 28.66	63.00	9.45
33.34	- 33.17	95.00	14.25	28.65	- 28.60	62.00	9.30
33.16	- 32.99	94.50	14.17	28.59	- 28.54	61.00	9.15
32.98	- 32.82	94.00	14.10	28.53	- 28.48	60.00	9.00
32.81	- 32.65	93.50	14.02	28.47	- 28.42	59.00	8.85
32.64	- 32.47	93.00	13.95	28.41	- 28.37	58.00	8.70
32.46	- 32.30	92.50	13.87	28.36	- 28.31	57.00	8.55
32.29	- 32.13	92.00	13.80	28.30	- 28.26	56.00	8.40
32.12	- 31.96	91.50	13.72	28.25	- 28.20	55.00	8.25
31.95	- 31.79	91.00	13.65	28.19	- 28.15	54.00	8.10
31.78	- 31.63	90.50	13.57	28.14	- 28.10	53.00	7.95
31.62	- 31.46	90.00	13.50	28.09	- 28.04	52.00	7.80
31.45	- 31.31	89.50	13.42	28.03	- 27.99	51.00	7.65
31.30	- 31.19	89.00	13.35	27.98	- 27.94	50.00	7.50
31.18	- 31.08	88.50	13.27	27.93	- 27.84	48.00	7.20
31.07	- 30.98	88.00	13.20	27.83	- 27.73	46.00	6.90
30.97	- 30.89	87.50	13.12	27.72	- 27.62	44.00	6.60
30.88	- 30.80	87.00	13.05	27.61	- 27.51	42.00	6.30
30.79	- 30.72	86.50	12.97	27.50	- 27.40	40.00	6.00
30.71	- 30.65	86.00	12.90	27.39	- 27.28	38.00	5.70
30.64	- 30.58	85.50	12.82	27.27	- 27.16	36.00	5.40
30.57	- 30.51	85.00	12.75	27.15	- 27.03	34.00	5.10
30.50	- 30.44	84.50	12.67	27.02	- 26.90	32.00	4.80
30.43	- 30.38	84.00	12.60	26.89	- 26.76	30.00	4.50
30.37	- 30.32	83.50	12.52	26.75	- 26.61	28.00	4.20
30.31	- 30.26	83.00	12.45	26.60	- 26.46	26.00	3.90
30.25	- 30.21	82.50	12.37	26.45	- 26.30	24.00	3.60
30.20	- 30.15	82.00	12.30	26.29	- 26.12	22.00	3.30
30.14	- 30.10	81.50	12.22	26.11	- 25.93	20.00	3.00
30.09	- 30.05	81.00	12.15	25.92	- 25.73	18.00	2.70
30.04	- 29.99	80.50	12.07	25.72	- 25.50	16.00	2.40
29.98	- 29.95	80.00	12.00	25.49	- 25.23	14.00	2.10
29.94	- 29.85	79.00	11.85	25.22	- 24.90	12.00	1.80
29.84	- 29.76	78.00	11.70	24.89	- 24.42	10.00	1.50
29.75	- 29.67	77.00	11.55	24.41	- 23.75	8.00	1.20
29.66	- 29.58	76.00	11.40	23.74	- 23.06	6.00	0.90
29.57	- 29.50	75.00	11.25	23.05	- 22.36	4.00	0.60
29.49	- 29.42	74.00	11.10	22.35	- 21.64	2.00	0.30
29.41	- 29.34	73.00	10.95	BELOW	21.64	0.0	0.0

Measured Component Index Table

SECTION 4b

STUCK SENDERS

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 0.70	100.00	10.00	17.02	- 17.24	72.00	7.20
0.71	- 1.50	99.50	9.95	17.25	- 17.46	71.00	7.10
1.51	- 2.24	99.00	9.90	17.47	- 17.68	70.00	7.00
2.25	- 2.93	98.50	9.85	17.69	- 17.89	69.00	6.90
2.94	- 3.57	98.00	9.80	17.90	- 18.10	68.00	6.80
3.58	- 4.17	97.50	9.75	18.11	- 18.31	67.00	6.70
4.18	- 4.75	97.00	9.70	18.32	- 18.51	66.00	6.60
4.76	- 5.30	96.50	9.65	18.52	- 18.70	65.00	6.50
5.31	- 5.83	96.00	9.60	18.71	- 18.90	64.00	6.40
5.84	- 6.33	95.50	9.55	18.91	- 19.09	63.00	6.30
6.34	- 6.82	95.00	9.50	19.10	- 19.27	62.00	6.20
6.83	- 7.29	94.50	9.45	19.28	- 19.46	61.00	6.10
7.30	- 7.75	94.00	9.40	19.47	- 19.64	60.00	6.00
7.76	- 8.19	93.50	9.35	19.65	- 19.81	59.00	5.90
8.20	- 8.62	93.00	9.30	19.82	- 19.99	58.00	5.80
8.63	- 9.04	92.50	9.25	20.00	- 20.16	57.00	5.70
9.05	- 9.45	92.00	9.20	20.17	- 20.33	56.00	5.60
9.46	- 9.85	91.50	9.15	20.34	- 20.50	55.00	5.50
9.86	- 10.24	91.00	9.10	20.51	- 20.66	54.00	5.40
10.25	- 10.63	90.50	9.05	20.67	- 20.82	53.00	5.30
10.64	- 11.00	90.00	9.00	20.83	- 20.98	52.00	5.20
11.01	- 11.35	89.50	8.95	20.99	- 21.14	51.00	5.10
11.36	- 11.66	89.00	8.90	21.15	- 21.30	50.00	5.00
11.67	- 11.95	88.50	8.85	21.31	- 21.62	48.00	4.80
11.96	- 12.21	88.00	8.80	21.63	- 21.94	46.00	4.60
12.22	- 12.46	87.50	8.75	21.95	- 22.27	44.00	4.40
12.47	- 12.70	87.00	8.70	22.28	- 22.61	42.00	4.20
12.71	- 12.92	86.50	8.65	22.62	- 22.96	40.00	4.00
12.93	- 13.13	86.00	8.60	22.97	- 23.33	38.00	3.80
13.14	- 13.34	85.50	8.55	23.34	- 23.70	36.00	3.60
13.35	- 13.53	85.00	8.50	23.71	- 24.09	34.00	3.40
13.54	- 13.72	84.50	8.45	24.10	- 24.50	32.00	3.20
13.73	- 13.91	84.00	8.40	24.51	- 24.92	30.00	3.00
13.92	- 14.08	83.50	8.35	24.93	- 25.36	28.00	2.80
14.09	- 14.25	83.00	8.30	25.37	- 25.82	26.00	2.60
14.26	- 14.42	82.50	8.25	25.83	- 26.32	24.00	2.40
14.43	- 14.58	82.00	8.20	26.33	- 26.84	22.00	2.20
14.59	- 14.74	81.50	8.15	26.85	- 27.40	20.00	2.00
14.75	- 14.90	81.00	8.10	27.41	- 28.02	18.00	1.80
14.91	- 15.05	80.50	8.05	28.03	- 28.69	16.00	1.60
15.06	- 15.20	80.00	8.00	28.70	- 29.47	14.00	1.40
15.21	- 15.48	79.00	7.90	29.48	- 30.39	12.00	1.20
15.49	- 15.76	78.00	7.80	30.40	- 31.60	10.00	1.00
15.77	- 16.03	77.00	7.70	31.61	- 33.15	8.00	0.80
16.04	- 16.28	76.00	7.60	33.16	- 34.85	6.00	0.60
16.29	- 16.53	75.00	7.50	34.86	- 36.77	4.00	0.40
16.54	- 16.78	74.00	7.40	36.78	- 39.03	2.00	0.20
16.79	- 17.01	73.00	7.30	ABOVE	39.03	0.0	0.0

Measured Component Index Table

ORIGINATING MARKER 2TF

PERFORMANCE		COMP. INDEX	INDEX POINTS	PERFORMANCE		COMP. INDEX	INDEX POINTS
FROM	TO			FROM	TO		
0.0	- 0.20	100.00	10.00	10.31	- 10.44	72.00	7.20
0.21	- 0.52	99.50	9.95	10.45	- 10.57	71.00	7.10
0.53	- 0.83	99.00	9.90	10.58	- 10.70	70.00	7.00
0.84	- 1.15	98.50	9.85	10.71	- 10.82	69.00	6.90
1.16	- 1.47	98.00	9.80	10.83	- 10.94	68.00	6.80
1.48	- 1.78	97.50	9.75	10.95	- 11.06	67.00	6.70
1.79	- 2.10	97.00	9.70	11.07	- 11.18	66.00	6.60
2.11	- 2.42	96.50	9.65	11.19	- 11.29	65.00	6.50
2.43	- 2.73	96.00	9.60	11.30	- 11.41	64.00	6.40
2.74	- 3.05	95.50	9.55	11.42	- 11.52	63.00	6.30
3.06	- 3.36	95.00	9.50	11.53	- 11.63	62.00	6.20
3.37	- 3.68	94.50	9.45	11.64	- 11.73	61.00	6.10
3.69	- 3.99	94.00	9.40	11.74	- 11.84	60.00	6.00
4.00	- 4.31	93.50	9.35	11.85	- 11.94	59.00	5.90
4.32	- 4.62	93.00	9.30	11.95	- 12.04	58.00	5.80
4.63	- 4.93	92.50	9.25	12.05	- 12.14	57.00	5.70
4.94	- 5.25	92.00	9.20	12.15	- 12.24	56.00	5.60
5.26	- 5.56	91.50	9.15	12.25	- 12.33	55.00	5.50
5.57	- 5.87	91.00	9.10	12.34	- 12.43	54.00	5.40
5.88	- 6.19	90.50	9.05	12.44	- 12.52	53.00	5.30
6.20	- 6.50	90.00	9.00	12.53	- 12.62	52.00	5.20
6.51	- 6.78	89.50	8.95	12.63	- 12.71	51.00	5.10
6.79	- 7.01	89.00	8.90	12.72	- 12.80	50.00	5.00
7.02	- 7.20	88.50	8.85	12.81	- 12.98	48.00	4.80
7.21	- 7.38	88.00	8.80	12.99	- 13.17	46.00	4.60
7.39	- 7.55	87.50	8.75	13.18	- 13.36	44.00	4.40
7.56	- 7.70	87.00	8.70	13.37	- 13.56	42.00	4.20
7.71	- 7.84	86.50	8.65	13.57	- 13.76	40.00	4.00
7.85	- 7.98	86.00	8.60	13.77	- 13.97	38.00	3.80
7.99	- 8.10	85.50	8.55	13.98	- 14.19	36.00	3.60
8.11	- 8.22	85.00	8.50	14.20	- 14.42	34.00	3.40
8.23	- 8.34	84.50	8.45	14.43	- 14.66	32.00	3.20
8.35	- 8.45	84.00	8.40	14.67	- 14.90	30.00	3.00
8.46	- 8.56	83.50	8.35	14.91	- 15.16	28.00	2.80
8.57	- 8.67	83.00	8.30	15.17	- 15.43	26.00	2.60
8.68	- 8.77	82.50	8.25	15.44	- 15.72	24.00	2.40
8.78	- 8.87	82.00	8.20	15.73	- 16.03	22.00	2.20
8.88	- 8.96	81.50	8.15	16.04	- 16.37	20.00	2.00
8.97	- 9.05	81.00	8.10	16.38	- 16.73	18.00	1.80
9.06	- 9.14	80.50	8.05	16.74	- 17.15	16.00	1.60
9.15	- 9.23	80.00	8.00	17.16	- 17.62	14.00	1.40
9.24	- 9.40	79.00	7.90	17.63	- 18.22	12.00	1.20
9.41	- 9.57	78.00	7.80	18.23	- 19.10	10.00	1.00
9.58	- 9.73	77.00	7.70	19.11	- 20.35	8.00	0.80
9.74	- 9.88	76.00	7.60	20.36	- 21.61	6.00	0.60
9.89	- 10.02	75.00	7.50	21.62	- 22.87	4.00	0.40
10.03	- 10.17	74.00	7.40	22.88	- 24.13	2.00	0.20
10.18	- 10.30	73.00	7.30	ABOVE	24.13	0.0	0.0

Measured Component Index Table

SECTION 4b

TERMINATING MARKER 2TF

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 0.25	100.00	10.00	9.62	- 9.74	72.00	7.20
0.26	- 0.56	99.50	9.95	9.75	- 9.86	71.00	7.10
0.57	- 0.88	99.00	9.90	9.87	- 9.98	70.00	7.00
0.89	- 1.19	98.50	9.85	9.99	- 10.10	69.00	6.90
1.20	- 1.49	98.00	9.80	10.11	- 10.21	68.00	6.80
1.50	- 1.80	97.50	9.75	10.22	- 10.32	67.00	6.70
1.81	- 2.10	97.00	9.70	10.33	- 10.43	66.00	6.60
2.11	- 2.40	96.50	9.65	10.44	- 10.54	65.00	6.50
2.41	- 2.70	96.00	9.60	10.55	- 10.64	64.00	6.40
2.71	- 2.99	95.50	9.55	10.65	- 10.75	63.00	6.30
3.00	- 3.28	95.00	9.50	10.76	- 10.85	62.00	6.20
3.29	- 3.58	94.50	9.45	10.86	- 10.95	61.00	6.10
3.59	- 3.86	94.00	9.40	10.96	- 11.05	60.00	6.00
3.87	- 4.15	93.50	9.35	11.06	- 11.14	59.00	5.90
4.16	- 4.43	93.00	9.30	11.15	- 11.24	58.00	5.80
4.44	- 4.72	92.50	9.25	11.25	- 11.33	57.00	5.70
4.73	- 5.00	92.00	9.20	11.34	- 11.42	56.00	5.60
5.01	- 5.28	91.50	9.15	11.43	- 11.51	55.00	5.50
5.29	- 5.55	91.00	9.10	11.52	- 11.60	54.00	5.40
5.56	- 5.83	90.50	9.05	11.61	- 11.69	53.00	5.30
5.84	- 6.10	90.00	9.00	11.70	- 11.78	52.00	5.20
6.11	- 6.34	89.50	8.95	11.79	- 11.86	51.00	5.10
6.35	- 6.55	89.00	8.90	11.87	- 11.95	50.00	5.00
6.56	- 6.73	88.50	8.85	11.96	- 12.12	48.00	4.80
6.74	- 6.89	88.00	8.80	12.13	- 12.30	46.00	4.60
6.90	- 7.05	87.50	8.75	12.31	- 12.48	44.00	4.40
7.06	- 7.18	87.00	8.70	12.49	- 12.66	42.00	4.20
7.19	- 7.32	86.50	8.65	12.67	- 12.85	40.00	4.00
7.33	- 7.44	86.00	8.60	12.86	- 13.05	38.00	3.80
7.45	- 7.56	85.50	8.55	13.06	- 13.26	36.00	3.60
7.57	- 7.67	85.00	8.50	13.27	- 13.47	34.00	3.40
7.68	- 7.78	84.50	8.45	13.48	- 13.69	32.00	3.20
7.79	- 7.88	84.00	8.40	13.70	- 13.92	30.00	3.00
7.89	- 7.98	83.50	8.35	13.93	- 14.16	28.00	2.80
7.99	- 8.08	83.00	8.30	14.17	- 14.42	26.00	2.60
8.09	- 8.18	82.50	8.25	14.43	- 14.69	24.00	2.40
8.19	- 8.27	82.00	8.20	14.70	- 14.98	22.00	2.20
8.28	- 8.36	81.50	8.15	14.99	- 15.29	20.00	2.00
8.37	- 8.44	81.00	8.10	15.30	- 15.63	18.00	1.80
8.45	- 8.53	80.50	8.05	15.64	- 16.02	16.00	1.60
8.54	- 8.61	80.00	8.00	16.03	- 16.46	14.00	1.40
8.62	- 8.77	79.00	7.90	16.47	- 17.01	12.00	1.20
8.78	- 8.92	78.00	7.80	17.02	- 17.80	10.00	1.00
8.93	- 9.07	77.00	7.70	17.81	- 18.90	8.00	0.80
9.08	- 9.21	76.00	7.60	18.91	- 20.04	6.00	0.60
9.22	- 9.35	75.00	7.50	20.05	- 21.20	4.00	0.40
9.36	- 9.48	74.00	7.40	21.21	- 22.41	2.00	0.20
9.49	- 9.61	73.00	7.30	ABOVE	22.41	0.0	0.0

Measured Component Index Table

TRANSVERTER 2TF

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TC	INDEX	POINTS
0.0	- 0.10	100.00	5.00	25.60	- 25.93	72.00	3.60
0.11	- 0.90	99.50	4.97	25.94	- 26.26	71.00	3.55
0.91	- 1.69	99.00	4.95	26.27	- 26.58	70.00	3.50
1.70	- 2.49	98.50	4.92	26.59	- 26.90	69.00	3.45
2.50	- 3.28	98.00	4.90	26.91	- 27.20	68.00	3.40
3.29	- 4.08	97.50	4.87	27.21	- 27.50	67.00	3.35
4.09	- 4.87	97.00	4.85	27.51	- 27.80	66.00	3.30
4.88	- 5.66	96.50	4.82	27.81	- 28.09	65.00	3.25
5.67	- 6.46	96.00	4.80	28.10	- 28.37	64.00	3.20
6.47	- 7.25	95.50	4.77	28.38	- 28.65	63.00	3.15
7.26	- 8.05	95.00	4.75	28.66	- 28.92	62.00	3.10
8.06	- 8.84	94.50	4.72	28.93	- 29.19	61.00	3.05
8.85	- 9.64	94.00	4.70	29.20	- 29.45	60.00	3.00
9.65	- 10.43	93.50	4.67	29.46	- 29.71	59.00	2.95
10.44	- 11.23	93.00	4.65	29.72	- 29.96	58.00	2.90
11.24	- 12.02	92.50	4.62	29.97	- 30.22	57.00	2.85
12.03	- 12.81	92.00	4.60	30.23	- 30.46	56.00	2.80
12.82	- 13.61	91.50	4.57	30.47	- 30.71	55.00	2.75
13.62	- 14.40	91.00	4.55	30.72	- 30.95	54.00	2.70
14.41	- 15.20	90.50	4.52	30.96	- 31.19	53.00	2.65
15.21	- 15.99	90.00	4.50	31.20	- 31.42	52.00	2.60
16.00	- 16.69	89.50	4.47	31.43	- 31.65	51.00	2.55
16.70	- 17.27	89.00	4.45	31.66	- 31.88	50.00	2.50
17.28	- 17.77	88.50	4.42	31.89	- 32.34	48.00	2.40
17.78	- 18.22	88.00	4.40	32.35	- 32.81	46.00	2.30
18.23	- 18.64	87.50	4.37	32.82	- 33.30	44.00	2.20
18.65	- 19.02	87.00	4.35	33.31	- 33.80	42.00	2.10
19.03	- 19.38	86.50	4.32	33.81	- 34.31	40.00	2.00
19.39	- 19.72	86.00	4.30	34.32	- 34.84	38.00	1.90
19.73	- 20.04	85.50	4.27	34.85	- 35.39	36.00	1.80
20.05	- 20.35	85.00	4.25	35.40	- 35.96	34.00	1.70
20.36	- 20.64	84.50	4.22	35.97	- 36.56	32.00	1.60
20.65	- 20.92	84.00	4.20	36.57	- 37.18	30.00	1.50
20.93	- 21.20	83.50	4.17	37.19	- 37.83	28.00	1.40
21.21	- 21.46	83.00	4.15	37.84	- 38.52	26.00	1.30
21.47	- 21.72	82.50	4.12	38.53	- 39.25	24.00	1.20
21.73	- 21.96	82.00	4.10	39.26	- 40.03	22.00	1.10
21.97	- 22.20	81.50	4.07	40.04	- 40.87	20.00	1.00
22.21	- 22.44	81.00	4.05	40.88	- 41.80	18.00	0.90
22.45	- 22.67	80.50	4.02	41.81	- 42.84	16.00	0.80
22.68	- 22.89	80.00	4.00	42.85	- 44.04	14.00	0.70
22.90	- 23.32	79.00	3.95	44.05	- 45.54	12.00	0.60
23.33	- 23.73	78.00	3.90	45.55	- 47.77	10.00	0.50
23.74	- 24.13	77.00	3.85	47.78	- 50.95	8.00	0.40
24.14	- 24.51	76.00	3.80	50.96	- 54.12	6.00	0.30
24.52	- 24.88	75.00	3.75	54.13	- 57.30	4.00	0.20
24.89	- 25.24	74.00	3.70	57.31	- 60.48	2.00	0.10
25.25	- 25.59	73.00	3.65	ABOVE	60.48	0.0	0.0

Measured Component Index Table

SECTION 4b

ORIGINATING OVERFLOW

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 0.05	100.00	10.00	4.78	- 4.83	72.00	7.20
0.06	- 0.21	99.50	9.95	4.84	- 4.89	71.00	7.10
0.22	- 0.37	99.00	9.90	4.90	- 4.95	70.00	7.00
0.38	- 0.53	98.50	9.85	4.96	- 5.01	69.00	6.90
0.54	- 0.69	98.00	9.80	5.02	- 5.07	68.00	6.80
0.70	- 0.85	97.50	9.75	5.08	- 5.13	67.00	6.70
0.86	- 1.00	97.00	9.70	5.14	- 5.18	66.00	6.60
1.01	- 1.15	96.50	9.65	5.19	- 5.24	65.00	6.50
1.16	- 1.30	96.00	9.60	5.25	- 5.29	64.00	6.40
1.31	- 1.45	95.50	9.55	5.30	- 5.34	63.00	6.30
1.46	- 1.60	95.00	9.50	5.35	- 5.39	62.00	6.20
1.61	- 1.75	94.50	9.45	5.40	- 5.44	61.00	6.10
1.76	- 1.89	94.00	9.40	5.45	- 5.49	60.00	6.00
1.90	- 2.03	93.50	9.35	5.50	- 5.54	59.00	5.90
2.04	- 2.17	93.00	9.30	5.55	- 5.59	58.00	5.80
2.18	- 2.32	92.50	9.25	5.60	- 5.64	57.00	5.70
2.33	- 2.45	92.00	9.20	5.65	- 5.68	56.00	5.60
2.46	- 2.59	91.50	9.15	5.69	- 5.73	55.00	5.50
2.60	- 2.73	91.00	9.10	5.74	- 5.77	54.00	5.40
2.74	- 2.87	90.50	9.05	5.78	- 5.82	53.00	5.30
2.88	- 3.00	90.00	9.00	5.83	- 5.86	52.00	5.20
3.01	- 3.12	89.50	8.95	5.87	- 5.91	51.00	5.10
3.13	- 3.22	89.00	8.90	5.92	- 5.95	50.00	5.00
3.23	- 3.31	88.50	8.85	5.96	- 6.04	48.00	4.80
3.32	- 3.40	88.00	8.80	6.05	- 6.13	46.00	4.60
3.41	- 3.47	87.50	8.75	6.14	- 6.22	44.00	4.40
3.48	- 3.54	87.00	8.70	6.23	- 6.31	42.00	4.20
3.55	- 3.61	86.50	8.65	6.32	- 6.41	40.00	4.00
3.62	- 3.67	86.00	8.60	6.42	- 6.51	38.00	3.80
3.68	- 3.73	85.50	8.55	6.52	- 6.61	36.00	3.60
3.74	- 3.79	85.00	8.50	6.62	- 6.72	34.00	3.40
3.80	- 3.84	84.50	8.45	6.73	- 6.83	32.00	3.20
3.85	- 3.89	84.00	8.40	6.84	- 6.95	30.00	3.00
3.90	- 3.94	83.50	8.35	6.96	- 7.07	28.00	2.80
3.95	- 3.99	83.00	8.30	7.08	- 7.20	26.00	2.60
4.00	- 4.04	82.50	8.25	7.21	- 7.33	24.00	2.40
4.05	- 4.09	82.00	8.20	7.34	- 7.48	22.00	2.20
4.10	- 4.13	81.50	8.15	7.49	- 7.64	20.00	2.00
4.14	- 4.18	81.00	8.10	7.65	- 7.81	18.00	1.80
4.19	- 4.22	80.50	8.05	7.82	- 8.01	16.00	1.60
4.23	- 4.26	80.00	8.00	8.02	- 8.23	14.00	1.40
4.27	- 4.34	79.00	7.90	8.24	- 8.50	12.00	1.20
4.35	- 4.42	78.00	7.80	8.51	- 8.90	10.00	1.00
4.43	- 4.49	77.00	7.70	8.91	- 9.45	8.00	0.80
4.50	- 4.57	76.00	7.60	9.46	- 10.01	6.00	0.60
4.58	- 4.63	75.00	7.50	10.02	- 10.60	4.00	0.40
4.64	- 4.70	74.00	7.40	10.61	- 11.21	2.00	0.20
4.71	- 4.77	73.00	7.30	ABOVE	11.21	0.0	0.0

Measured Component Index Table

INCOMING MATCHING LOSS

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 1.70	100.00	10.00	3.44	- 3.45	72.00	7.20
1.71	- 1.82	99.50	9.95	3.46	- 3.48	71.00	7.10
1.83	- 1.92	99.00	9.90	3.49	- 3.50	70.00	7.00
1.93	- 2.00	98.50	9.85	3.51	- 3.52	69.00	6.90
2.01	- 2.07	98.00	9.80	3.53	- 3.55	68.00	6.80
2.08	- 2.14	97.50	9.75	3.56	- 3.57	67.00	6.70
2.15	- 2.20	97.00	9.70	3.58	- 3.59	66.00	6.60
2.21	- 2.26	96.50	9.65	3.60	- 3.61	65.00	6.50
2.27	- 2.31	96.00	9.60	3.62	- 3.63	64.00	6.40
2.32	- 2.36	95.50	9.55	3.64	- 3.66	63.00	6.30
2.37	- 2.41	95.00	9.50	3.67	- 3.68	62.00	5.20
2.42	- 2.45	94.50	9.45	3.69	- 3.70	61.00	6.10
2.46	- 2.50	94.00	9.40	3.71	- 3.72	60.00	6.00
2.51	- 2.54	93.50	9.35	3.73	- 3.74	59.00	5.90
2.55	- 2.58	93.00	9.30	3.75	- 3.75	58.00	5.80
2.59	- 2.62	92.50	9.25	3.76	- 3.77	57.00	5.70
2.63	- 2.66	92.00	9.20	3.78	- 3.79	56.00	5.60
2.67	- 2.69	91.50	9.15	3.80	- 3.81	55.00	5.50
2.70	- 2.73	91.00	9.10	3.82	- 3.83	54.00	5.40
2.74	- 2.77	90.50	9.05	3.84	- 3.85	53.00	5.30
2.78	- 2.80	90.00	9.00	3.86	- 3.87	52.00	5.20
2.81	- 2.83	89.50	8.95	3.88	- 3.88	51.00	5.10
2.84	- 2.86	89.00	8.90	3.89	- 3.90	50.00	5.00
2.87	- 2.89	88.50	8.85	3.91	- 3.93	48.00	4.80
2.90	- 2.92	88.00	8.80	3.94	- 3.97	46.00	4.60
2.93	- 2.94	87.50	8.75	3.98	- 4.01	44.00	4.40
2.95	- 2.97	87.00	8.70	4.02	- 4.05	42.00	4.20
2.98	- 2.99	86.50	8.65	4.06	- 4.08	40.00	4.00
3.00	- 3.01	86.00	8.60	4.09	- 4.12	38.00	3.80
3.02	- 3.03	85.50	8.55	4.13	- 4.17	36.00	3.60
3.04	- 3.05	85.00	8.50	4.18	- 4.21	34.00	3.40
3.06	- 3.07	84.50	8.45	4.22	- 4.25	32.00	3.20
3.08	- 3.09	84.00	8.40	4.26	- 4.30	30.00	3.00
3.10	- 3.11	83.50	8.35	4.31	- 4.35	28.00	2.80
3.12	- 3.13	83.00	8.30	4.36	- 4.40	26.00	2.60
3.14	- 3.15	82.50	8.25	4.41	- 4.45	24.00	2.40
3.16	- 3.16	82.00	8.20	4.46	- 4.51	22.00	2.20
3.17	- 3.18	81.50	8.15	4.52	- 4.57	20.00	2.00
3.19	- 3.20	81.00	8.10	4.58	- 4.64	18.00	1.80
3.21	- 3.21	80.50	8.05	4.65	- 4.71	16.00	1.60
3.22	- 3.23	80.00	8.00	4.72	- 4.79	14.00	1.40
3.24	- 3.26	79.00	7.90	4.80	- 4.88	12.00	1.20
3.27	- 3.29	78.00	7.80	4.89	- 5.00	10.00	1.00
3.30	- 3.32	77.00	7.70	5.01	- 5.14	8.00	0.80
3.33	- 3.35	76.00	7.60	5.15	- 5.30	6.00	0.60
3.36	- 3.38	75.00	7.50	5.31	- 5.49	4.00	0.40
3.39	- 3.40	74.00	7.40	5.50	- 5.73	2.00	0.20
3.41	- 3.43	73.00	7.30	ABOVE	5.73	0.0	0.0

Measured Component Index Table

SECTION 4b

EQUIPMENT IRREGULARITIES

PERFORMANCE		COMP. INDEX	INDEX POINTS	PERFORMANCE		COMP. INDEX	INDEX POINTS
FROM	TO			FROM	TO		
0.0	- 0.0	100.00	5.00	1.45	- 1.46	72.00	3.60
0.01	- 0.05	99.50	4.97	1.47	- 1.48	71.00	3.55
0.06	- 0.10	99.00	4.95	1.49	- 1.49	70.00	3.50
0.11	- 0.15	98.50	4.92	1.50	- 1.51	69.00	3.45
0.16	- 0.20	98.00	4.90	1.52	- 1.53	68.00	3.40
0.21	- 0.25	97.50	4.87	1.54	- 1.55	67.00	3.35
0.26	- 0.30	97.00	4.85	1.56	- 1.56	66.00	3.30
0.31	- 0.35	96.50	4.82	1.57	- 1.58	65.00	3.25
0.36	- 0.39	96.00	4.80	1.59	- 1.60	64.00	3.20
0.40	- 0.44	95.50	4.77	1.61	- 1.61	63.00	3.15
0.45	- 0.48	95.00	4.75	1.62	- 1.63	62.00	3.10
0.49	- 0.53	94.50	4.72	1.64	- 1.64	61.00	3.05
0.54	- 0.57	94.00	4.70	1.65	- 1.66	60.00	3.00
0.58	- 0.61	93.50	4.67	1.67	- 1.67	59.00	2.95
0.62	- 0.66	93.00	4.65	1.68	- 1.69	58.00	2.90
0.67	- 0.70	92.50	4.62	1.70	- 1.70	57.00	2.85
0.71	- 0.74	92.00	4.60	1.71	- 1.72	56.00	2.80
0.75	- 0.78	91.50	4.57	1.73	- 1.73	55.00	2.75
0.79	- 0.82	91.00	4.55	1.74	- 1.75	54.00	2.70
0.83	- 0.86	90.50	4.52	1.76	- 1.76	53.00	2.65
0.87	- 0.90	90.00	4.50	1.77	- 1.77	52.00	2.60
0.91	- 0.94	89.50	4.47	1.78	- 1.79	51.00	2.55
0.95	- 0.97	89.00	4.45	1.80	- 1.80	50.00	2.50
0.98	- 0.99	88.50	4.42	1.81	- 1.83	48.00	2.40
1.00	- 1.02	88.00	4.40	1.84	- 1.85	46.00	2.30
1.03	- 1.04	87.50	4.37	1.86	- 1.88	44.00	2.20
1.05	- 1.06	87.00	4.35	1.89	- 1.91	42.00	2.10
1.07	- 1.08	86.50	4.32	1.92	- 1.94	40.00	2.00
1.09	- 1.10	86.00	4.30	1.95	- 1.97	38.00	1.90
1.11	- 1.12	85.50	4.27	1.98	- 2.00	36.00	1.80
1.13	- 1.14	85.00	4.25	2.01	- 2.04	34.00	1.70
1.15	- 1.15	84.50	4.22	2.05	- 2.07	32.00	1.60
1.16	- 1.17	84.00	4.20	2.08	- 2.11	30.00	1.50
1.18	- 1.19	83.50	4.17	2.12	- 2.14	28.00	1.40
1.20	- 1.20	83.00	4.15	2.15	- 2.18	26.00	1.30
1.21	- 1.21	82.50	4.12	2.19	- 2.23	24.00	1.20
1.22	- 1.23	82.00	4.10	2.24	- 2.27	22.00	1.10
1.24	- 1.24	81.50	4.07	2.28	- 2.32	20.00	1.00
1.25	- 1.26	81.00	4.05	2.33	- 2.37	18.00	0.90
1.27	- 1.27	80.50	4.02	2.38	- 2.43	16.00	0.80
1.28	- 1.28	80.00	4.00	2.44	- 2.50	14.00	0.70
1.29	- 1.31	79.00	3.95	2.51	- 2.58	12.00	0.60
1.32	- 1.33	78.00	3.90	2.59	- 2.70	10.00	0.50
1.34	- 1.35	77.00	3.85	2.71	- 2.86	8.00	0.40
1.36	- 1.37	76.00	3.80	2.87	- 3.03	6.00	0.30
1.38	- 1.40	75.00	3.75	3.04	- 3.21	4.00	0.20
1.41	- 1.42	74.00	3.70	3.22	- 3.40	2.00	0.10
1.43	- 1.44	73.00	3.65	ABOVE	3.40	0.0	0.0

Measured Component Index Table

AMA RECORDER FAILURES

PERFORMANCE FROM	TO	COMP. INDEX	INDEX POINTS	PERFORMANCE FROM	TO	COMP. INDEX	INDEX POINTS
0.0	- 0.10	100.00	10.00	7.81	- 7.90	72.00	7.20
0.11	- 0.34	99.50	9.95	7.91	- 8.00	71.00	7.10
0.35	- 0.58	99.00	9.90	8.01	- 8.10	70.00	7.00
0.59	- 0.82	98.50	9.85	8.11	- 8.19	69.00	6.90
0.83	- 1.06	98.00	9.80	8.20	- 8.29	68.00	6.80
1.07	- 1.30	97.50	9.75	8.30	- 8.38	67.00	6.70
1.31	- 1.54	97.00	9.70	8.39	- 8.47	66.00	6.60
1.55	- 1.78	96.50	9.65	8.48	- 8.55	65.00	6.50
1.79	- 2.02	96.00	9.60	8.56	- 8.64	64.00	6.40
2.03	- 2.26	95.50	9.55	8.65	- 8.72	63.00	6.30
2.27	- 2.50	95.00	9.50	8.73	- 8.81	62.00	6.20
2.51	- 2.74	94.50	9.45	8.82	- 8.89	61.00	6.10
2.75	- 2.98	94.00	9.40	8.90	- 8.97	60.00	6.00
2.99	- 3.22	93.50	9.35	8.98	- 9.04	59.00	5.90
3.23	- 3.46	93.00	9.30	9.05	- 9.12	58.00	5.80
3.47	- 3.70	92.50	9.25	9.13	- 9.20	57.00	5.70
3.71	- 3.94	92.00	9.20	9.21	- 9.27	56.00	5.60
3.95	- 4.18	91.50	9.15	9.28	- 9.35	55.00	5.50
4.19	- 4.42	91.00	9.10	9.36	- 9.42	54.00	5.40
4.43	- 4.66	90.50	9.05	9.43	- 9.49	53.00	5.30
4.67	- 4.90	90.00	9.00	9.50	- 9.56	52.00	5.20
4.91	- 5.11	89.50	8.95	9.57	- 9.63	51.00	5.10
5.12	- 5.29	89.00	8.90	9.64	- 9.70	50.00	5.00
5.30	- 5.44	88.50	8.85	9.71	- 9.84	48.00	4.80
5.45	- 5.58	88.00	8.80	9.85	- 9.98	46.00	4.60
5.59	- 5.70	87.50	8.75	9.99	- 10.13	44.00	4.40
5.71	- 5.82	87.00	8.70	10.14	- 10.28	42.00	4.20
5.83	- 5.92	86.50	8.65	10.29	- 10.43	40.00	4.00
5.93	- 6.03	86.00	8.60	10.44	- 10.59	38.00	3.80
6.04	- 6.12	85.50	8.55	10.60	- 10.76	36.00	3.60
6.13	- 6.22	85.00	8.50	10.77	- 10.93	34.00	3.40
6.23	- 6.31	84.50	8.45	10.94	- 11.11	32.00	3.20
6.32	- 6.39	84.00	8.40	11.12	- 11.30	30.00	3.00
6.40	- 6.47	83.50	8.35	11.31	- 11.50	28.00	2.80
6.48	- 6.55	83.00	8.30	11.51	- 11.70	26.00	2.60
6.56	- 6.63	82.50	8.25	11.71	- 11.92	24.00	2.40
6.64	- 6.70	82.00	8.20	11.93	- 12.16	22.00	2.20
6.71	- 6.78	81.50	8.15	12.17	- 12.42	20.00	2.00
6.79	- 6.85	81.00	8.10	12.43	- 12.70	18.00	1.80
6.86	- 6.92	80.50	8.05	12.71	- 13.01	16.00	1.60
6.93	- 6.98	80.00	8.00	13.02	- 13.37	14.00	1.40
6.99	- 7.11	79.00	7.90	13.38	- 13.82	12.00	1.20
7.12	- 7.24	78.00	7.80	13.83	- 14.50	10.00	1.00
7.25	- 7.36	77.00	7.70	14.51	- 15.46	8.00	0.80
7.37	- 7.48	76.00	7.60	15.47	- 16.42	6.00	0.60
7.49	- 7.59	75.00	7.50	16.43	- 17.38	4.00	0.40
7.60	- 7.70	74.00	7.40	17.39	- 18.34	2.00	0.20
7.71	- 7.80	73.00	7.30	ABOVE	18.34	0.0	0.0

Measured Component Index Table

SECTION 4b

ANI IDENTIFIER 2TF

PERFORMANCE FROM	TO	COMP. INDEX	INDEX POINTS	PERFORMANCE FROM	TO	COMP. INDEX	INDEX POINTS
0.0	- 0.70	100.00	10.00	54.06	- 54.76	72.00	7.20
0.71	- 2.44	99.50	9.95	54.77	- 55.46	71.00	7.10
2.45	- 4.17	99.00	9.90	55.47	- 56.14	70.00	7.00
4.18	- 5.89	98.50	9.85	56.15	- 56.80	69.00	6.90
5.90	- 7.60	98.00	9.80	56.81	- 57.44	68.00	6.80
7.61	- 9.30	97.50	9.75	57.45	- 58.08	67.00	6.70
9.31	- 11.00	97.00	9.70	58.09	- 58.70	66.00	6.60
11.01	- 12.69	96.50	9.65	58.71	- 59.30	65.00	6.50
12.70	- 14.37	96.00	9.60	59.31	- 59.90	64.00	6.40
14.38	- 16.05	95.50	9.55	59.91	- 60.48	63.00	6.30
16.06	- 17.71	95.00	9.50	60.49	- 61.06	62.00	6.20
17.72	- 19.37	94.50	9.45	61.07	- 61.62	61.00	6.10
19.38	- 21.03	94.00	9.40	61.63	- 62.18	60.00	6.00
21.04	- 22.67	93.50	9.35	62.19	- 62.72	59.00	5.90
22.68	- 24.31	93.00	9.30	62.73	- 63.26	58.00	5.80
24.32	- 25.94	92.50	9.25	63.27	- 63.79	57.00	5.70
25.95	- 27.57	92.00	9.20	63.80	- 64.31	56.00	5.60
27.58	- 29.18	91.50	9.15	64.32	- 64.83	55.00	5.50
29.19	- 30.80	91.00	9.10	64.84	- 65.34	54.00	5.40
30.81	- 32.40	90.50	9.05	65.35	- 65.84	53.00	5.30
32.41	- 34.00	90.00	9.00	65.85	- 66.33	52.00	5.20
34.01	- 35.42	89.50	8.95	66.34	- 66.82	51.00	5.10
35.43	- 36.61	89.00	8.90	66.83	- 67.30	50.00	5.00
36.62	- 37.65	88.50	8.85	67.31	- 68.27	48.00	4.80
37.66	- 38.59	88.00	8.80	68.28	- 69.26	46.00	4.60
38.60	- 39.45	87.50	8.75	69.27	- 70.29	44.00	4.40
39.46	- 40.25	87.00	8.70	70.30	- 71.34	42.00	4.20
40.26	- 41.00	86.50	8.65	71.35	- 72.42	40.00	4.00
41.01	- 41.71	86.00	8.60	72.43	- 73.54	38.00	3.80
41.72	- 42.38	85.50	8.55	73.55	- 74.70	36.00	3.60
42.39	- 43.03	85.00	8.50	74.71	- 75.90	34.00	3.40
43.04	- 43.64	84.50	8.45	75.91	- 77.16	32.00	3.20
43.65	- 44.23	84.00	8.40	77.17	- 78.46	30.00	3.00
44.24	- 44.81	83.50	8.35	78.47	- 79.84	28.00	2.80
44.82	- 45.36	83.00	8.30	79.85	- 81.28	26.00	2.60
45.37	- 45.90	82.50	8.25	81.29	- 82.82	24.00	2.40
45.90	- 46.41	82.00	8.20	82.83	- 84.46	22.00	2.20
46.42	- 46.92	81.50	8.15	84.47	- 86.24	20.00	2.00
46.93	- 47.41	81.00	8.10	86.25	- 88.18	18.00	1.80
47.42	- 47.89	80.50	8.05	88.19	- 90.37	16.00	1.60
47.90	- 48.36	80.00	8.00	90.38	- 92.89	14.00	1.40
48.37	- 49.27	79.00	7.90	92.90	- 96.01	12.00	1.20
49.28	- 50.14	78.00	7.80	96.02	-100.60	10.00	1.00
50.15	- 50.97	77.00	7.70	100.61	-107.03	8.00	0.80
50.98	- 51.78	76.00	7.60	107.04	-113.57	6.00	0.60
51.79	- 52.56	75.00	7.50	113.58	-120.23	4.00	0.40
52.57	- 53.32	74.00	7.40	120.24	-127.00	2.00	0.20
53.33	- 54.05	73.00	7.30		ABOVE127.00	0.0	0.0

Measured Component Index Table

ANI OUTPULSER FAILURES

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 0.50	100.00	5.00	63.01	- 63.83	72.00	3.60
0.51	- 2.52	99.50	4.97	63.84	- 64.64	71.00	3.55
2.53	- 4.53	99.00	4.95	64.65	- 65.44	70.00	3.50
4.54	- 6.53	98.50	4.92	65.45	- 66.21	69.00	3.45
6.54	- 8.53	98.00	4.90	66.22	- 66.97	68.00	3.40
8.54	- 10.52	97.50	4.87	66.98	- 67.71	67.00	3.35
10.53	- 12.50	97.00	4.85	67.72	- 68.43	66.00	3.30
12.51	- 14.47	96.50	4.82	68.44	- 69.14	65.00	3.25
14.48	- 16.44	96.00	4.80	69.15	- 69.84	64.00	3.20
16.45	- 18.40	95.50	4.77	69.85	- 70.53	63.00	3.15
18.41	- 20.35	95.00	4.75	70.54	- 71.20	62.00	3.10
20.36	- 22.30	94.50	4.72	71.21	- 71.86	61.00	3.05
22.31	- 24.24	94.00	4.70	71.87	- 72.51	60.00	3.00
24.25	- 26.17	93.50	4.67	72.52	- 73.15	59.00	2.95
26.18	- 28.09	93.00	4.65	73.16	- 73.78	58.00	2.90
28.10	- 30.01	92.50	4.62	73.79	- 74.40	57.00	2.85
30.02	- 31.92	92.00	4.60	74.41	- 75.01	56.00	2.80
31.93	- 33.83	91.50	4.57	75.02	- 75.61	55.00	2.75
33.84	- 35.72	91.00	4.55	75.62	- 76.20	54.00	2.70
35.73	- 37.61	90.50	4.52	76.21	- 76.79	53.00	2.65
37.62	- 39.50	90.00	4.50	76.80	- 77.37	52.00	2.60
39.51	- 41.18	89.50	4.47	77.38	- 77.94	51.00	2.55
41.19	- 42.57	89.00	4.45	77.95	- 78.50	50.00	2.50
42.58	- 43.79	88.50	4.42	78.51	- 79.63	48.00	2.40
43.80	- 44.89	88.00	4.40	79.64	- 80.80	46.00	2.30
44.90	- 45.90	87.50	4.37	80.81	- 81.99	44.00	2.20
45.91	- 46.84	87.00	4.35	82.00	- 83.22	42.00	2.10
46.85	- 47.72	86.50	4.32	83.23	- 84.49	40.00	2.00
47.73	- 48.55	86.00	4.30	84.50	- 85.80	38.00	1.90
48.56	- 49.34	85.50	4.27	85.81	- 87.16	36.00	1.80
49.35	- 50.09	85.00	4.25	87.17	- 88.57	34.00	1.70
50.10	- 50.81	84.50	4.22	88.58	- 90.03	32.00	1.60
50.82	- 51.51	84.00	4.20	90.04	- 91.56	30.00	1.50
51.52	- 52.18	83.50	4.17	91.57	- 93.17	28.00	1.40
52.19	- 52.83	83.00	4.15	93.18	- 94.86	26.00	1.30
52.84	- 53.45	82.50	4.12	94.87	- 96.66	24.00	1.20
53.46	- 54.06	82.00	4.10	96.67	- 98.58	22.00	1.10
54.07	- 54.65	81.50	4.07	98.59	-100.66	20.00	1.00
54.66	- 55.23	81.00	4.05	100.67	-102.94	18.00	0.90
55.24	- 55.79	80.50	4.02	102.95	-105.49	16.00	0.80
55.80	- 56.34	80.00	4.00	105.50	-108.45	14.00	0.70
56.35	- 57.40	79.00	3.95	108.46	-112.11	12.00	0.60
57.41	- 58.42	78.00	3.90	112.12	-117.50	10.00	0.50
58.43	- 59.40	77.00	3.85	117.51	-125.08	8.00	0.40
59.41	- 60.34	76.00	3.80	125.09	-132.76	6.00	0.30
60.35	- 61.25	75.00	3.75	132.77	-140.56	4.00	0.20
61.26	- 62.14	74.00	3.70	140.57	-148.47	2.00	0.10
62.15	- 63.00	73.00	3.65	ABOVE	148.47	0.0	0.0

Measured Component Index Table

SECTION 4b

CODES 5 & 8 EQUIPMENT				FRAME CODE 5			
PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 0.01	100.00	10.00	0.0	- 0.0	100.00	5.00
0.02	- 0.02	99.50	9.95	0.01	- 0.03	99.50	4.97
0.03	- 0.04	99.00	9.90	0.04	- 0.05	99.00	4.95
0.05	- 0.05	98.50	9.85	0.06	- 0.08	98.50	4.92
0.06	- 0.06	98.00	9.80	0.09	- 0.10	98.00	4.90
0.07	- 0.08	97.50	9.75	0.11	- 0.13	97.50	4.87
0.09	- 0.09	97.00	9.70	0.14	- 0.15	97.00	4.85
0.10	- 0.10	96.50	9.65	0.16	- 0.17	96.50	4.82
0.11	- 0.12	96.00	9.60	0.18	- 0.19	96.00	4.80
0.13	- 0.13	95.50	9.55	0.20	- 0.22	95.50	4.77
0.14	- 0.14	95.00	9.50	0.23	- 0.24	95.00	4.75
0.15	- 0.16	94.50	9.45	0.25	- 0.26	94.50	4.72
0.17	- 0.17	94.00	9.40	0.27	- 0.28	94.00	4.70
0.18	- 0.18	93.50	9.35	0.29	- 0.29	93.50	4.67
0.19	- 0.19	93.00	9.30	0.30	- 0.31	93.00	4.65
0.20	- 0.21	92.50	9.25	0.32	- 0.33	92.50	4.62
0.22	- 0.22	92.00	9.20	0.34	- 0.35	92.00	4.60
0.23	- 0.23	91.50	9.15	0.36	- 0.37	91.50	4.57
0.24	- 0.24	91.00	9.10	0.38	- 0.39	91.00	4.55
0.25	- 0.26	90.50	9.05	0.40	- 0.40	90.50	4.52
0.27	- 0.27	90.00	9.00	0.41	- 0.42	90.00	4.50
0.28	- 0.29	89.00	8.90	0.43	- 0.45	89.00	4.45
0.30	- 0.31	88.00	8.80	0.46	- 0.47	88.00	4.40
0.32	- 0.32	87.00	8.70	0.48	- 0.49	87.00	4.35
0.33	- 0.33	86.00	8.60	0.50	- 0.51	86.00	4.30
0.34	- 0.35	84.00	8.40	0.52	- 0.54	84.00	4.20
0.36	- 0.37	82.00	8.20	0.55	- 0.57	82.00	4.10
0.38	- 0.38	80.00	8.00	0.58	- 0.60	80.00	4.00
0.39	- 0.40	78.00	7.80	0.61	- 0.62	78.00	3.90
0.41	- 0.41	76.00	7.60	0.63	- 0.64	76.00	3.80
0.42	- 0.43	72.00	7.20	0.65	- 0.68	72.00	3.60
0.44	- 0.45	68.00	6.80	0.69	- 0.71	68.00	3.40
0.46	- 0.47	64.00	6.40	0.72	- 0.74	64.00	3.20
0.48	- 0.49	60.00	6.00	0.75	- 0.77	60.00	3.00
0.50	- 0.51	56.00	5.60	0.78	- 0.80	56.00	2.80
0.52	- 0.52	52.00	5.20	0.81	- 0.83	52.00	2.60
0.53	- 0.54	48.00	4.80	0.84	- 0.85	48.00	2.40
0.55	- 0.55	44.00	4.40	0.86	- 0.88	44.00	2.20
0.56	- 0.57	40.00	4.00	0.89	- 0.91	40.00	2.00
0.58	- 0.59	36.00	3.60	0.92	- 0.94	36.00	1.80
0.60	- 0.61	32.00	3.20	0.95	- 0.97	32.00	1.60
0.62	- 0.63	28.00	2.80	0.98	- 1.00	28.00	1.40
0.64	- 0.65	24.00	2.40	1.01	- 1.04	24.00	1.20
0.66	- 0.68	20.00	2.00	1.05	- 1.08	20.00	1.00
0.69	- 0.71	16.00	1.60	1.09	- 1.14	16.00	0.80
0.72	- 0.75	12.00	1.20	1.15	- 1.21	12.00	0.60
0.76	- 0.84	8.00	0.80	1.22	- 1.33	8.00	0.40
0.85	- 0.94	4.00	0.40	1.34	- 1.49	4.00	0.20
ABOVE	0.94	0.0	0.0	ABOVE	1.49	0.0	0.0

Measured Component Index Table

ORIGINATING MARKER DTR

PERFORMANCE		COMP.	INDEX	PERFORMANCE		COMP.	INDEX
FROM	TO	INDEX	POINTS	FROM	TO	INDEX	POINTS
0.0	- 1.50	100.00	10.00	106.51	-107.90	72.00	7.20
1.51	- 4.86	99.50	9.95	107.91	-109.26	71.00	7.10
4.87	- 8.20	99.00	9.90	109.27	-110.59	70.00	7.00
8.21	- 11.54	98.50	9.85	110.60	-111.89	69.00	6.90
11.55	- 14.87	98.00	9.80	111.90	-113.16	68.00	6.80
14.88	- 18.19	97.50	9.75	113.17	-114.40	67.00	6.70
18.20	- 21.50	97.00	9.70	114.41	-115.62	66.00	6.60
21.51	- 24.80	96.50	9.65	115.63	-116.81	65.00	6.50
24.81	- 28.10	96.00	9.60	116.82	-117.98	64.00	6.40
28.11	- 31.38	95.50	9.55	117.99	-119.13	63.00	6.30
31.39	- 34.66	95.00	9.50	119.14	-120.25	62.00	6.20
34.67	- 37.93	94.50	9.45	120.26	-121.36	61.00	6.10
37.94	- 41.19	94.00	9.40	121.37	-122.45	60.00	6.00
41.20	- 44.45	93.50	9.35	122.46	-123.52	59.00	5.90
44.46	- 47.69	93.00	9.30	123.53	-124.58	58.00	5.80
47.70	- 50.93	92.50	9.25	124.59	-125.62	57.00	5.70
50.94	- 54.16	92.00	9.20	125.63	-126.64	56.00	5.60
54.17	- 57.38	91.50	9.15	126.65	-127.65	55.00	5.50
57.39	- 60.60	91.00	9.10	127.66	-128.65	54.00	5.40
60.61	- 63.80	90.50	9.05	128.66	-129.63	53.00	5.30
63.81	- 67.00	90.00	9.00	129.64	-130.60	52.00	5.20
67.01	- 69.84	89.50	8.95	130.61	-131.56	51.00	5.10
69.85	- 72.19	89.00	8.90	131.57	-132.50	50.00	5.00
72.20	- 74.25	88.50	8.85	132.51	-134.40	48.00	4.80
74.26	- 76.10	88.00	8.80	134.41	-136.35	46.00	4.60
76.11	- 77.80	87.50	8.75	136.36	-138.36	44.00	4.40
77.81	- 79.38	87.00	8.70	138.37	-140.42	42.00	4.20
79.39	- 80.86	86.50	8.65	140.43	-142.55	40.00	4.00
80.87	- 82.25	86.00	8.60	142.56	-144.75	38.00	3.80
82.26	- 83.58	85.50	8.55	144.76	-147.02	36.00	3.60
83.59	- 84.84	85.00	8.50	147.03	-149.38	34.00	3.40
84.85	- 86.05	84.50	8.45	149.39	-151.84	32.00	3.20
86.06	- 87.22	84.00	8.40	151.85	-154.41	30.00	3.00
87.23	- 88.35	83.50	8.35	154.42	-157.10	28.00	2.80
88.36	- 89.43	83.00	8.30	157.11	-159.94	26.00	2.60
89.44	- 90.48	82.50	8.25	159.95	-162.96	24.00	2.40
90.49	- 91.51	82.00	8.20	162.97	-166.18	22.00	2.20
91.52	- 92.50	81.50	8.15	166.19	-169.67	20.00	2.00
92.51	- 93.47	81.00	8.10	169.68	-173.49	18.00	1.80
93.48	- 94.41	80.50	8.05	173.50	-177.78	16.00	1.60
94.42	- 95.33	80.00	8.00	177.79	-182.75	14.00	1.40
95.34	- 97.11	79.00	7.90	182.76	-188.90	12.00	1.20
97.12	- 98.82	78.00	7.80	188.90	-198.00	10.00	1.00
98.83	-100.46	77.00	7.70	198.01	-210.84	8.00	0.80
100.47	-102.04	76.00	7.60	210.85	-223.81	6.00	0.60
102.05	-103.57	75.00	7.50	223.82	-236.90	4.00	0.40
103.58	-105.06	74.00	7.40	236.91	-250.13	2.00	0.20
105.07	-106.50	73.00	7.30		ABOVE250.13	0.0	0.0

Measured Component Index Table

SECTION 4b

TERMINATING MARKER MTR

PERFORMANCE		COMP. INDEX	INDEX POINTS	PERFORMANCE		COMP. INDEX	INDEX POINTS
FROM	TO			FROM	TO		
0.0	- 1.60	100.00	10.00	31.11	- 31.49	72.00	7.20
1.61	- 2.54	99.50	9.95	31.50	- 31.88	71.00	7.10
2.55	- 3.47	99.00	9.90	31.89	- 32.25	70.00	7.00
3.48	- 4.41	98.50	9.85	32.26	- 32.61	69.00	6.90
4.42	- 5.34	98.00	9.80	32.62	- 32.97	68.00	6.80
5.35	- 6.27	97.50	9.75	32.98	- 33.32	67.00	6.70
6.28	- 7.20	97.00	9.70	33.33	- 33.66	66.00	6.60
7.21	- 8.13	96.50	9.65	33.67	- 34.00	65.00	6.50
8.14	- 9.05	96.00	9.60	34.01	- 34.32	64.00	6.40
9.06	- 9.97	95.50	9.55	34.33	- 34.65	63.00	6.30
9.98	- 10.89	95.00	9.50	34.66	- 34.96	62.00	6.20
10.90	- 11.81	94.50	9.45	34.97	- 35.27	61.00	6.10
11.82	- 12.73	94.00	9.40	35.28	- 35.58	60.00	6.00
12.74	- 13.65	93.50	9.35	35.59	- 35.88	59.00	5.90
13.66	- 14.56	93.00	9.30	35.89	- 36.18	58.00	5.80
14.57	- 15.47	92.50	9.25	36.19	- 36.47	57.00	5.70
15.48	- 16.38	92.00	9.20	36.48	- 36.76	56.00	5.60
16.39	- 17.29	91.50	9.15	36.77	- 37.04	55.00	5.50
17.30	- 18.19	91.00	9.10	37.05	- 37.32	54.00	5.40
18.20	- 19.10	90.50	9.05	37.33	- 37.59	53.00	5.30
19.11	- 20.00	90.00	9.00	37.60	- 37.87	52.00	5.20
20.01	- 20.80	89.50	8.95	37.88	- 38.13	51.00	5.10
20.81	- 21.46	89.00	8.90	38.14	- 38.40	50.00	5.00
21.47	- 22.04	88.50	8.85	38.41	- 38.93	48.00	4.80
22.05	- 22.56	88.00	8.80	38.94	- 39.48	46.00	4.60
22.57	- 23.04	87.50	8.75	39.49	- 40.04	44.00	4.40
23.05	- 23.48	87.00	8.70	40.05	- 40.62	42.00	4.20
23.49	- 23.90	86.50	8.65	40.63	- 41.22	40.00	4.00
23.91	- 24.29	86.00	8.60	41.23	- 41.84	38.00	3.80
24.30	- 24.66	85.50	8.55	41.85	- 42.48	36.00	3.60
24.67	- 25.02	85.00	8.50	42.49	- 43.14	34.00	3.40
25.03	- 25.36	84.50	8.45	43.15	- 43.83	32.00	3.20
25.37	- 25.69	84.00	8.40	43.84	- 44.55	30.00	3.00
25.70	- 26.00	83.50	8.35	44.56	- 45.31	28.00	2.80
26.01	- 26.31	83.00	8.30	45.32	- 46.10	26.00	2.60
26.32	- 26.60	82.50	8.25	46.11	- 46.95	24.00	2.40
26.61	- 26.89	82.00	8.20	46.96	- 47.86	22.00	2.20
26.90	- 27.17	81.50	8.15	47.87	- 48.84	20.00	2.00
27.18	- 27.44	81.00	8.10	48.85	- 49.91	18.00	1.80
27.45	- 27.71	80.50	8.05	49.92	- 51.11	16.00	1.60
27.72	- 27.96	80.00	8.00	51.12	- 52.51	14.00	1.40
27.97	- 28.46	79.00	7.90	52.52	- 54.24	12.00	1.20
28.47	- 28.94	78.00	7.80	54.25	- 56.80	10.00	1.00
28.95	- 29.40	77.00	7.70	56.81	- 60.42	8.00	0.80
29.41	- 29.85	76.00	7.60	60.43	- 64.07	6.00	0.60
29.86	- 30.28	75.00	7.50	64.08	- 67.75	4.00	0.40
30.29	- 30.70	74.00	7.40	67.76	- 71.46	2.00	0.20
30.71	- 31.10	73.00	7.30	ABOVE	71.46	0.0	0.0

Measured Component Index Table

**NO. 1XB
NETWORK SWITCHING PERFORMANCE
MEASUREMENT PLAN**

E-6423A

Performance Indicators

Indicator	A Failures	B Deductions	C Net Failures	D Base		E Performance	F Threshold Level	G Soft Spot	
				Item	Data				
				Machine Access					
1				OMPC/10K					
Machine Switching									
2				OMPC/10K					
3				TMPC/10K					
4				TVPC/10K					
5				OMPC/10K					
6									
7									
8				# OF					
9				OMPC DTS-BH					
10									
11				LOT EQ					
Billing									
12				TVPC/10K					
13				OP-PC/10K					
Customer Reports									
14				100 MS					
15						Total No. of Indicators	Total No. Soft Spot		

Measured Components

Component	Max. Points	H Failures	J Deductions	K Net Failures	L Base		M Performance	N Component Index	P Index Points	R Band
					Item	Data				
					Machine Access					
16	15									
Machine Switching										
17	10				OMPC/10K					
18	10				OMPC/10K					
19	10				TMPC/10K					
20	5				TVPC/10K					
21	10				OMPC DTS-BH					
22	10				IML-PC					
23	5				# OF S O					
Billing										
24	10				REC PC/10K					
25	10				OP-PC/10K					
26	5				OP-PC/10K					
Customer Reports										
27	10				100 MS					
28	5				100 MS					

Remarks								Total Pts.	
								Max. Avail. Pts.	
								Total Index	

32	Prepared by	Office/MG	Division	Company
33	Checked by	District	Area	Period

Fig. 1—Form E-6423A

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN

		A	B	C	D	E	F	G	H	
Measured Component	W E I G H T	Total No. of Offices	Tot. No. of Ofc. Month Reports	Number and % of Office Month Reports by Index Band						
				A 98-100	B 96-97.9	C 90-95.9	D < 90			
1 MACH	Dial Tone									
2 ACC	Speed	15	% of Total							
3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	S W I T C H I N G	Stuck Sender	10	% of Total						
		Orig Marker Failure	10	% of Total						
		Term Marker Failure	10	% of Total						
		Transverter								
		2nd T F	5	% of Total						
		% Originating Overflow	10	% of Total						
		Incoming Matching Loss	10	% of Total						
		Equipment Irregularities	5	% of Total						
		B I L L I N G	AMA Recorder Failure	10	% of Total					
			ANI Identifier							
2nd T F	10		% of Total							
C R U P S T	ANI Outpuser Failure	5	% of Total							
	Code 5 & 8 Equipment	10	% of Total							
	Code 5 Frame	5	% of Total							
	Total									
	Index		% of Total							

PERFORMANCE INDICATORS

		J	K	L	M	N	P	Q	R	S	T	U	V	W	X	Y
	Mach Acc	Machine Switching										Billing		Cust Rpt		
		Line Cont Del	Orig Mkr TRL	Term Mkr TRL	Trans 1TF	P S H T Ovfl	FG >3% NC	Trk Outage	% RO NC	OML	Load Bal	Equip Outage	BBF	ANI ID ITF	Code 7	
29	No. of Office Months															
30	No. Soft Spot															

REMARKS

Z	AA	AB	AC	AD	AE
31 Office	District	Division	Area	Company	Report Period

Fig. 2—Form E-6423B (Sheet 1 of 2)

E-6423B (2)

NO. 1XB NETWORK SWITCHING PERFORMANCE MEASUREMENT PLAN
BAND D TRENDS

			Preceding Periods												
Measured Component			1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
34	MACH ACC	Dial Tone	Number												
35		Speed	%												
36	S W I T C H I N G	Stuck	Number												
37		Sender	%												
38		Orig Marker	Number												
39		Failure	%												
40		Term Marker	Number												
41		Failure	%												
42		Transverter	Number												
43		2nd T F	%												
44		% Originating	Number												
45		Overflow	%												
46		Incoming	Number												
47		Matching Loss	%												
48	Equipment	Number													
49	Irregularities	%													
50	B I L L I N G	AMA Recorder	Number												
51		Failure	%												
52		ANI Identifier	Number												
53		2nd T F	%												
54		ANI Outpaiser	Number												
55	Failure	%													
56	C R U P T	Code 5 & 8	Number												
57		Equipment	%												
58		Code 5	Number												
59	Frame	%													
60	Total	Number													
61	Index	%													

BAND D OFFICES

(This Period)

Measured Component Index																	
Office (or Month)	No. of Times in 12 Prev. Pds	Mach Acc	Machine Switching							Billing			Cust Rpt		Performance Indicators		
			DTS	SS	Orig Mkr	Term Mkr	TV 2TF	% Orig Ovfl	IML	E I	AMA Rec	ANI ID 2TF	ANI OPF	5 & 8 Equip	5 Frame	Total No. Spot	Total No. of Ind.
			62														
63																	
64																	
65																	
66																	
67																	
68																	
69																	
70																	
71																	
72																	
31	Office	District	Division	Area	Company	Report Period											

Fig. 2—Form E-6423B (Sheet 2 of 2)

