**Section 731.305 General Plan Requirements**

Each wholesale service quality plan shall include, at a minimum, the following components:

a) A comprehensive set of wholesale measures and standards covering all necessary parts of a carrier's interaction with its wholesale customers. These measures and standards should include, but not be limited to, the following activities: pre-ordering, ordering, provisioning, maintenance and repair, billing, and change of management. (See Section 731.310.)

b) Fully defined business rules on a per measure basis that are sufficient to describe what is being reported by the measure. Business rules shall include an applicable title, detailed definition, any exclusions, applicable standards or benchmarks, levels of disaggregation, and the specific calculation methodology used by the carrier. (See Section 731.315.)

c) Self-executing remedy provisions deemed sufficient to modify a Level 1 carrier's actions in the event of noncompliance with the standards contained in the plan. (See Section 731.320.)

d) Established benchmarks and standards on a per measure basis that set forth the minimum performance level the carrier intends to provide. (See Section 731.315.)

e) Reporting policies and procedures so that all parties understand exactly when and how the Level 1 carrier will report data. (See Section 731.325.) These policies and procedures shall also cover data and remedy restatements in addition to the regular monthly reporting of carrier performance.

f) A review process scheduled at regular intervals (i.e., month) by which parties may propose changes to the performance measures contained in the wholesale service quality plans as changes occur in the industry.

g) Audits scheduled at regular intervals (i.e., annually, biannually) to ensure that the data reported by the carrier is valid, reliable and adheres to the published business rules. (See Section 731.330.) The carrier must retain for three years, for purposes of regular audits, the original source data used to calculate the performance measurement results in its original, raw, or unmodified form. Regular audits shall validate both the measure data being reported as well as the remedy calculations.