**Section 731.610 Measures and Standards under Subpart F**

a) Firm order confirmations

1) Level 2 Carriers shall provide FOCs or reject notices for wholesale service within the following timeframes, as measured from the time of receipt of an accurate and complete service request to the return of an FOC or reject notice:

A) Unbundled local loops − within 24 hours

B) Interconnection trunks − within 10 business days

C) Resold local service − within 24 hours

D) Collocation − within 10 business days

2) The start time for requests received after the end of the business day will be the beginning of the next business day.

3) There are two types of reject notices that may be issued by a carrier:

A) Syntax, which occurs if required fields are not included in a service request; and

B) Content, which occurs if invalid data is provided in a field.

4) A rejected service request must be corrected and resubmitted before provisioning can begin.

b) Provisioning

1) Level 2 carriers shall provision wholesale service within the following timeframes, as measured from the time of receipt of a complete and accurate service request to completion of the requested service:

A) Unbundled local loops − within five business days

B) Interconnection trunks − within 30 business days

C) Resold local service − within five business days

D) Collocation – within 90 business days after a provisioning carrier's receipt of an affirmative written response from the requesting carrier as to the terms of collocation.

2) The required due date is the later of the last day of the interval set forth in subsection (b)(1) or the provisioning date requested by the wholesale customer.

3) The provisioning intervals in subsection (b)(1) will not apply if the Level 2 carrier demonstrates that the requests are not technically feasible, i.e., physically impossible to undertake, and/or that the requested facilities are not available.

4) Except where otherwise agreed to, in writing, by the carriers, when a loop must be conditioned to remove bridge taps and load coils in order to provide a digitally capable loop or HFPL, the providing carrier must provide the conditioned (digitally capable) loop or HFPL within eight business days after receipt of an accurate and complete service request, rather than within five business days as set forth in subsection (b)(1). However, provisioning intervals do not apply to digitally capable loops and HFPL when conditioning of the loop to meet the request would result in a significant degradation of the voiceband service that the Level 2 carrier is providing over that same loop.

c) Maintenance and repair

1) Level 2 carriers shall clear wholesale out of service trouble reports within the following intervals, as measured from the time of receipt of an accurate and complete trouble report to the time the trouble report is cleared:

A) Unbundled local loops − within 24 hours

B) Interconnection trunks − within eight hours

C) Resold local service − within 24 hours

D) Collocation – within eight hours

2) All non-out of service (i.e., service affecting) trouble reports must be cleared by the end of the next business day after receipt of a non-out of service trouble report.

3) For a trouble report to be considered complete, the wholesale customer must provide the carrier:

A) the end user customer's telephone number;

B) the carrier's circuit identification number; and

C) a detailed description of the trouble conditions and other trouble prescreening information.

d) Loss notifications. Upon receipt of information that a customer has switched carriers, the customer's new Level 2 carrier shall provide loss notification within the following timeframes:

1) UNE-platform − within 24 hours

2) Resale − within 24 hours

e) Customer service record (CSR). Level 2 carriers shall provide CSRs to the carriers requesting the CSR within 24 hours after the receipt of that request.

f) The standards set forth in this Section shall not be considered to be violated for the period of any delay resulting from any of the following:

1) A negligent or willful act on the part of the wholesale customer or the end user retail customer;

2) A malfunction of equipment owned or operated by the wholesale customer or the end user retail customer;

3) A wholesale service emergency situation or a situation extended by a wholesale service emergency situation to the extent that the wholesale service emergency situation extends another type of situation;

4) The wholesale customer missing an appointment, provided that the violation is not further extended by the carrier;

5) A wholesale customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;

6) A carrier's right to refuse service to a wholesale customer as provided in an interconnection agreement, a wholesale service quality plan, or under applicable federal or State law; or

7) A lack of facilities where a wholesale customer requests service at a geographically remote location; a wholesale customer requests service in a geographic area where the carrier is not currently offering service; or there are insufficient facilities to meet the wholesale customer's request for service, subject to the carrier's obligation for reasonable facilities planning and the wholesale customer's obligation for forecasting.

g) Notwithstanding anything to the contrary in this Subpart, in those situations where a standard cannot be satisfied at all as a result of the occurrence of any of the causes identified in subsection (f), the failure to satisfy such standard shall not be deemed to be a violation of the applicable standard set forth in this Section.