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19 July 2000

Mr. William Irby, Director
Division of Communications
Virginia State Corporation Commission
1300 East Main Street
Richmond, VA 23219

RE: Collaborative Committee PUC000026

Dear Mr. Irby:

As requested by your letter of June 28, 2000, enclosed are the proposed carrier performance measurements and standards of Bell Atlantic-Virginia, Inc. (soon to be Verizon Virginia Inc.) and Verizon South Inc. for use in the Virginia collaboratives.

The Bell Atlantic Guidelines are based on the Commission Staff's draft KPMG Test Metrics of April 27, 2000, with modifications (a) to conform the Test Metrics more closely to the recently adopted New Jersey Guidelines, (b) to meet issues raised by the KPMG Test in Pennsylvania, and (c) to incorporate changes for which consensus has recently been reached in the New York Carrier-to-Carrier performance measurements collaborative. The Verizon South Inc. proposal is also based on it's work in other jurisdictions.

Because these drafts are intended to be a vehicle for discussion and will be subject to comments from other parties (as well as continuing internal review), the companies reserve the right to propose changes to the draft plans during the Virginia collaborative process.

The companies will submit proposed financial incentive plans to the Commission Staff by August 2, 2000 as outlined in my letter of 13 July 2000.

Sincerely,

Attachments

Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

DRAFT

July 19, 2000

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
F	Repair Disposition Codes
G	Flow-Through Ordering Scenarios
H	Trunk Forecasting Guide
I	Collocation Forecasting Guide
J	Statistical Methodology
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log
N	Test Deck

Exhibits	
1	Additional Provisions

INTRODUCTION

These "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" provide the measurements and performance standards that will be applicable to Bell Atlantic—Virginia, Inc. ("Bell Atlantic" or "BA"). A statement of the measurements and standards, the measurement methodologies, and geographic reporting areas, is included. Also included are a glossary and appendices that provide explanatory material related to the measurements and standards. The appendices contain a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of BA retail services and the delivery of BA wholesale services.

BA will prepare monthly performance reports setting forth the measured results for each metric. BA will furnish to the Virginia State Corporation Commission ("Commission") the following reports: the report for BA Retail performance; the report for CLEC Aggregate performance; the report for BA Affiliate Aggregate performance; and, the report for BA Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier ("CLEC"), BA will furnish to the CLEC the following reports: the report for BA Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for BA Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with BA and the agreement between BA and the CLEC has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

BA will initially provide the reports to the Commission and CLECs on computer disk(s). However, BA may elect to provide the reports by placing them on an Internet site.

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

Response Time – The time, rounded to the nearest 1/100th of a second, for a response to a pre-ordering query.

Average Response Time – The sum of the response times for pre-ordering queries in the report period divided by the number of pre-ordering queries in the report period. Average response time is calculated separately for each of Metrics PO-1-01 through 07 and Metric PO-1-09.

Rejected Queries – A "Rejected Query" is a query that cannot be processed due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender. Rejected Queries are measured in Metric PO-1-07. Rejected Queries are excluded from the calculation of Metrics PO-1-01 through 06 and Metric PO-1-09.

Time-out – A time-out is a query for which the requested information or an error message is not provided within 59.99 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete. Time-outs are excluded from the calculation of average response time for both EnView measurements (BA Retail and CLEC) and actual response time measurements (CLEC). BA will provide data showing the percentage of attempted transactions that time-out.

Response times will be measured and reported separately for each of the following: EDI, Web GUI and CORBA.[1]

Methodology:

BA Retail—Metrics PO-1-01 through 07 and Metric PO-1-09; CLECs—Metric PO-1-07:

For measuring BA Retail performance for Metrics PO-1-01 through 07 and Metric PO-1-09 and CLEC performance for Metric PO-1-07, measurements for EDI, Web GUI and CORBA will be performed by use of EnView. EnView is a performance evaluation software tool that measures and records the response time of transactions through emulation by logging into applications and executing individual transactions. EnView emulates the transactions of a Bell Atlantic service representative using the OSS; and emulates a CLEC representative generating OSS transactions through the EDI, Web GUI or CORBA access platform. By replicating the keystrokes of a representative, EnView measures transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of ten transactions per hour per transaction type is taken from Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

EnView Successful Transactions – A pre-order response time transaction is considered "successful" by the EnView robot when a predefined response is received in a specific field and screen. The robot is coded to wait until the successful response is received. If it is not received within a predetermined amount of time, then a "time-out" is created. The time-out transaction is removed from the average response time queue for that transaction type and listed as a "time-out."

For EDI, Web GUI and CORBA transactions, a request is sent to the interface. Each request has a unique name based on time and date. The robot monitors for a matching response, and identifies successful responses by the file extension name. The file extension varies according to whether the transaction is successful or experiences an error condition. (For instance, a successful response for an Address Validation request is identified by a file extension of ".adr.") The file is read to ensure that it starts and ends with the appropriate indicators for a successful transaction.

CLECs—Metrics P0-1-01 through 06 and Metric PO-1-09:

[1] Some types of transactions may not be available through all access platforms (e.g., Parsed CSR is not at present available through Web GUI).

For Metrics PO-1-01 through 06 and Metric PO-1-09, BA will measure the actual response times for CLEC pre-ordering query transactions. BA will measure the interval from when a pre-ordering query is received at BA's interface until when a response is sent by BA. Measurements will be performed Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

Exclusions:

- Sunday, and Holidays, as well as hours outside of the normal Monday through Saturday reporting period (10 PM to 6 AM, Monday through Saturday).
- Response time aberrations occurring due to failures of the EnView robot or the network between EnView and EDI, Web GUI or CORBA, or between EnView and the BA OSS. (If response time aberrations occur due to failures of the EnView robot or the network between EnView and EDI, Web GUI or CORBA, or between EnView and the BA OSS, BA will note such failure times and report the failure times in a footnote on the report.

Performance Standard:

Metrics P0-1-01, 02, 03, 05, 06 and 07:

- EDI: Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)
- Web GUI:
  - Prior to April 1, 2001, Parity with BA Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.)
  - Commencing April 1, 2001, Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)
- CORBA: Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)

Metric PO-1-04: No standard. (BA Retail transaction is not comparable to CLEC transaction.)

Metric PO-1-09: Parity with BA Retail plus not more than 10 seconds. (10-Second difference allows for variations in functionality and additional security requirements of interface.)

Report Dimensions:	
Company: • BA Retail • CLEC Aggregate	Geography: • State

Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date Availability.	Number of Due Date Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product & Service Availability.	Number of Product & Service Availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
PO-1-06	**Average Response Time – Facility Availability (ADSL Loop Qualification)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions.

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of simulated rejected query transactions.
PO-1-09	**Parsed CSR**[2]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions	Number of Parsed CSR transactions

[2] Because there is no Parsed CSR transaction for BA Retail, basic BA Retail CSR response time (Metric PO-1-01) will be reported for BA Retail performance for Metric PO-1-09.

Function:
PO-2 OSS Interface Availability
Definition:
"OSS Interface Availability" measures the time (measured in hours and minutes {as a percentage of an hour}) during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface. Scheduled Availability[3] Pre-Ordering Interface • Prime Time: 6:00 AM to 10:00 PM ET – Monday through Saturday, excluding Holidays • Non-Prime Time: 10:00 PM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays Maintenance Interface • Prime Time: 6:00 AM to 12:01 AM ET – Monday through Saturday, excluding Holidays • Non-Prime Time: 12:01 AM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays Note: the number of hours of downtime will be noted in the reports under "observations". Measurements will be reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding.

[3] Scheduled Availability does not include any scheduled interface outage for a major system release, replacement, upgrade or maintenance, if CLECs were provided advance notice of the outage in accordance with the BA Change Management Guidelines.

Methodology:

EDI, Web GUI and CORBA.

BA will measure availability of the EDI, Web GUI and CORBA interfaces based on: (a) EnView measurement; and, (b) out of service troubles reported by CLECs.

EnView: EnView measurement of availability of the EDI, Web GUI and CORBA interfaces will be as follows:

The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed separately for each of EDI, Web GUI, CORBA and OSS. The hours of the day are divided into 6 minute measurement periods.

If an interface in a 6 minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6 minute measurement period is counted as "unavailable."

If it is determined that no transactions were issued, then the 6 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem. BA will include in its reports, as a footnote, the number of 6 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 6 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 6 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 4800 6 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 6 minute measurement periods lack successful transactions, then availability equals [1-(12/4800)] x 100 = 99.75% Prime Time Availability.

CLEC Trouble Reporting: Out of service troubles must be reported by CLECs to BA's designated trouble reporting point in accordance with Appendix L.

Electronic Bonding

BA will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, BA will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by BA, but not reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point in accordance with Appendix L.

Trouble Logs

Upon request by a CLEC in accordance with Appendix M, BA will make available for inspection by the CLEC BA's logs of CLEC reports that an interface is not available.

Exclusions: PO-2 OSS Interface Availability

- Any scheduled interface outage for a major system release, replacement, upgrade or maintenance, if CLECs were provided advance notice of the outage in accordance with the BA Change Management Guidelines.
- Troubles reported but not found.
- Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.

Performance Standard:

Metrics PO-2-01 and 03: No standard.

Metric PO-2-02: 99.5%.

Report Dimensions:

Each OSS Interface serving Virginia (EDI, Web GUI, CORBA, and Maintenance Electronic Bonding)
(Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other states.)

Sub-Metrics:

PO-2-01	**OSS Interface Availability – Total**	
Products	Pre-Ordering CORBA Maintenance Web GUI Maintenance Electronic Bonding	
Calculation	**Numerator**	**Denominator**
	(Number of hours of scheduled availability in month) - (Number of hours of scheduled availability in month Interface is not available).	Number of hours of scheduled availability in month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Products	Pre-Ordering EDI Pre-Ordering Web GUI Pre-Ordering CORBA Maintenance Web GUI Maintenance Electronic Bonding	
Calculation	**Numerator**	**Denominator**
	(Number of hours of Prime Time scheduled availability in month) - (Number of hours of Prime Time scheduled availability in month Interface is not available).	Number of hours of Prime Time scheduled availability in month.
PO-2-03	**OSS Interface Availability – Non-Prime Time**	
Products	Pre-Ordering CORBA Maintenance Web GUI Maintenance Electronic Bonding	
Calculation	Numerator	Denominator
	(Number of hours of Non-Prime Time scheduled availability in month) - (Number of hours of Non-Prime Time scheduled availability in month Interface is not available).	Number of hours of Non-Prime Time scheduled availability in month.

Function:

PO-3 Contact Center Availability

Definition:

Contact Center Availability – Hours of operation of BA Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center ["TISOC"]), and maintenance (Regional CLEC Maintenance Center ["RCMC"]). Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.

Speed of Answer.

TISOC

For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a BA call center's general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a BA representative assigned to handling CLEC calls, until the CLEC call is answered by a BA representative; and, (2) for a call initially placed by a CLEC representative to a BA call center representative assigned to that CLEC at the BA representative's direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available BA representative or to voice mail, until the call is answered by a BA representative or by voice mail.

RCMC

For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC's call management system until the CLEC call is answered by a BA representative.

Exclusions:

Speed of Answer

- Calls directed to and answered by BA representatives assigned to the calling CLEC.
- Calls directed to voice mail when the voice mail system is not operating.

Performance Standard:

Metrics PO-3-01 and 03: No standard.

Metrics PO-3-02 and 04: 85% within 20 Seconds.

Center Hours of Operation: Not measured.

TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
RCMC: 24 hours per day, seven days per week.

Report Dimensions:

- Each call center serving Virginia (each TISOC serving Virginia and each RCMC serving Virginia) (Note, a BA call center may handle CLEC calls not only for Virginia but also for other states. BA may combine measurement data for multiple states handled by a call center.)

Sub-Metrics		
PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-02	**% Answered within 20 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.
PO-3-03	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-04	**% Answered within 20 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.

Function:

PO-4 Timeliness of Change Management Notice

Definition:

The percentage of change management notices (i.e., notices scheduling interface affecting changes) and change management confirmations sent within the applicable time-frames stated in the Performance Standard. Change confirmation documentation will not be considered available until all material changes in such documentation have been made.

Exclusions:

Change management notices and change management confirmations as to which BA and the CLECs agreed to an interval shorter than the interval stated in the Performance Standard.

Performance Standard:

Metric PO-4-01: 95% complying with applicable minimum interval stated below.
Metric PO-4-02: No standard.
Metric PO-4-03: 0 (No change management notices or change management confirmations sent 8 or more days late.)

Timeliness Standards:

Change type	Change Management Notice: Interval between notification and implementation	Change Management Confirmation: Final Documentation Availability before implementation
Type 5 – CLEC originated	73 days for business rules; 66 days for technical specifications	45 days
Type 4 – Bell Atlantic originated	73 days for business rules; 66 days for technical specifications	45 days
Type 3 – Industry Standard	73 days for business rules; 66 days for technical specifications	45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period, unless a shorter time period is needed in order to comply with the Order.	Time periods established in Regulatory Order. If no time periods set, default to above time period, unless a shorter time period is needed in order to comply with the Order.
Type 1 – Emergency Maintenance	Notification before implementation	Not Applicable[4]

Products	Change Management Notice:	Change Management Confirmation:
	• Type 1 – Emergency Maintenance • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – CLEC originated	• Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – CLEC originated

[4] Type 1: Change Confirmation is not applicable

Sub-Metrics		
PO-4-01	**% Change Management Notices and Change Management Confirmations Sent on Time – Total (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)**	
Calculation	**Numerator**	**Denominator**
	Number of change management notices and change management confirmations complying with minimum notice intervals.	Total number of change management notices and change management confirmations.
PO-4-02	**Change Management Notices and Change Management Confirmations – Delay 1 to 7 days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices and confirmations sent 1 to 7 days late.	
PO-4-03	**Change Management Notices and Change Management Confirmations – Delay 8 or more days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices and confirmations sent 8 or more days late.	

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
The average amount of time that elapses between BA identification of an interface outage and BA notification to CLECs that an outage exists. Notice will be provided by electronic mail.		
Exclusions:		
• None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Notification of interface outages for OSS interfaces serving Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Combined data.) (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other states.)	
Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by BA	Total number of interface outages for which notice was given

Function:

PO-6 Software Validation

Definition:

BA maintains a test deck of transactions that will be used to validate the functionality of a non-emergency software release. Each transaction in the test deck will be assigned a weight factor. Weight factors will be allocated among transaction types (i.e., Pre-Order, Order-Resale, Order-UNE, Order-Platform) and then distributed across specific transactions within a transaction type. The initial array of weights for the transactions is displayed in Appendix N. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then re-distributed across specific transactions within a transaction type.

The test deck will be executed by BA as follows. Within 1 business day following a non-emergency software release to production as communicated through Change Management, BA will begin to execute the test deck in production using training mode. Upon completion of the test, BA will report the test deck transactions that failed. A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

Metric PO-6-01 is defined as the ratio for non-emergency software releases of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

Exclusions:

Emergency software releases.

Performance Standard:

Metric PO-6-01: Not more than 5%.

Sub-Metrics

PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:

PO-7 Software Problem Resolution Timeliness

Definition:

This metric measures BA's resolution of "Production Referrals." "Production Referrals" are failed pre-order and order transactions reported by CLECs to the Help Desk or identified by BA by execution of the test deck, that were caused by BA code or documentation errors or omissions in non-emergency software releases and that result in Type 1 changes (as defined in BA's Change Management Notice Plan). A transaction is defined as "failed" if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. A Production Referral will be deemed "resolved" when a change is implemented that corrects the BA code or documentation error or omission that is the basis for the Production Referral. Measured Production Referrals include only those Production Referrals reported by a CLEC to the Help Desk or identified by BA by execution of the test deck, within the 30 calendar days following implementation of the non-emergency software release that contained the code or documentation error or omission that is the basis for the Production Referral.

Metric PO-7-01 is defined as the ratio of Production Referrals resolved within target response intervals to the total number of Production Referrals.

Exclusions:

- Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by BA by execution of the test deck, between 6:00 PM on Friday and 9:00 AM on Monday will be treated as received at 9:00 AM Monday.
- Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by BA by execution of the test deck, between 6:00 PM of the business day preceding a holiday and 9:00 AM of the first business day following the holiday will be treated as received at 9:00 AM on the first business day following the holiday.

Performance Standard:

Metric PO-7-01: 95% on-time according to schedule below.

Metrics PO-7-02 through 04: No standard.

Problem Resolution Timeliness Standard: Measured from time reported by CLEC to the Help Desk or identified by BA by execution of the test deck:

Change type	Timeliness standard:
• Pre-Order/Order Transactions failed, with no workaround	48 hours
• Pre-Order/Order Transactions failed, with workaround	10 calendar days

Sub-Metrics

PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	Number of Production Referrals resolved within timeliness standard.	Total number Production Referrals.
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for identified software resolution changes associated with pre-order/order failures with no workaround.	
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Data Value**	
	Number of cumulative delay days (i.e., beyond the 10-calendar day standard) for identified software resolution changes associated with pre-order/order failures with a workaround.	

PO-7-04	Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround
Calculation	**Data Value**
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with pre-order/order failures with no workaround for Test Deck Transactions

Function:		
PO-8 Manual Loop Qualification		
Definition:		
Measures the response time for the provision of loop qualification information when such information is not available through an electronic data base.		
Exclusions:		
Weekend and Holiday Hours – Weekend Hours are from 5:00 pm Friday to 8:00 am Monday. Holiday Hours are from 5:00 pm of the business day preceding the holiday to 8:00 am of the first business day following the holiday. These hours are excluded from the elapsed time.		
Performance Standard:		
Metric PO-8-01: 95% within 72 Hours. **Metric PO-8-02:** 95% within 72 Hours.		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Sub-Metrics		
PO-8-01	**% On-Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Count of manual loop qualification requests where the time from receipt of request for manual loop qualification to distribution of loop-qualification information is less than or equal to 72 hours.	Number of Manual Loop Qualification transactions.
PO-8-02	**% On-Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Count of Engineering Record Requests where the time from receipt of Engineering Record Request to distribution of Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Note:

This metric is intended to measure the timeliness of provision of manual loop qualification information and Engineering Records where such information and records are provided on a stand-alone basis separate from the LSR process. This metric will be implemented when BA-VA, after completion of the applicable change management notice processes, begins to provide manual loop qualification information and Engineering Records on a stand-alone basis separate from the LSR process.

Ordering (OR)

Function:

OR-1 LSR/ASR Confirmation Timeliness

Definition:

Resale & UNE:

LSR/ASR Confirmation Response Time: The amount of elapsed time (in hours and minutes {as a percentage of an hour}) (a) between receipt of a valid Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp) and distribution of a Local Service Request Confirmation ("LSRC"), or, (b) between receipt of a valid Access Service Request ("ASR") and distribution of an Access Service Request Confirmation ("ASRC").

A migration of less than 6 lines, where the lines are part of an account that includes 6 or more lines that must be rearranged, will be treated as an LSR/ASR for 6 or more lines.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of LSRs/ASRs Confirmed On Time: The percentage of LSRs/ASRs confirmed within the time frames specified in the Performance Standards.

Note: Edit Rejects – LSRs/ASRs failing "Basic front-end edits"[5] are not placed on Completed PON Master File.

Interconnection Trunks:

ASR Confirmation Response Time: The amount of elapsed time (in business days) between receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) and distribution of an Access Service Request Confirmation ("ASRC"). Measures ASRs completed between the measured dates.

Average Confirmation Response Time: The mean of all confirmation response times.

Percent of ASRs Confirmed On Time: The percentage of ASRs confirmed within the time frames specified in the Performance Standards.

Inbound (BA to CLEC) Augment Trunks: For CLECs e-mailing a Trunk Group Service Request ("TGSR"), BA will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. For TGSRs for Inbound (BA to CLEC) Augment Trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 Trunks category.

[5] Basic front-end edits – see Glossary.

Exclusions:

Resale & UNE:

- BA Test Orders (LSRs/ASRs)[6]
- Resent confirmations that are resent for reasons other than BA error. (Errors do not include, inter alia, changes in due date and customer availability.)
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- Also excluded for Sub-Metrics OR-1-01 and 02, Service Order Processor ("SOP") scheduled down-time: SOACs—12 Midnight to 6 AM, Monday through Friday, and 12 Midnight to 7 AM, Saturday and Sunday; ExpressTRAK—11 PM to 6 AM, Monday through Friday, and 11 PM to 7 AM, Saturday and Sunday.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

[6] BA Test Orders – see Glossary.

Performance Standard: OR-1 LSR/ASR Confirmation Timeliness		
Metrics OR-1-02, 04, 06, 08, 10, 12, 13 and 19: 95% On Time according to schedule below. **Metrics OR-1-01, 03, 05, 07, 09 and 11:** No standard.		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted LSRs/ASRs: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services)*[7] *(requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs < 6 Lines: 48 Hours • LSRs/ASRs ≥ 6 Lines: 72 Hours[8] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted LSRs/ASRs:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs with < 6 Lines: 48 Hours • LSRs/ASRs with ≥ 6 Lines: 72 Hours[9] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted ASRs:** CLEC to BA Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days Design Layout Record (CLEC to BA Interconnection Trunks): • ≤ 192 Forecasted Trunks: 11 Business Days **Faxed/Mailed ASRs**: Add 24 Hours to intervals above Inbound (BA to CLEC) Augment Trunks: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process

[7] Because 2 Wire xDSL Services have only been recently introduced and are rapidly changing, revisions to the 2 Wire xDSL Services measurements contained in these Guidelines may be needed at a relatively early date. At such time as any party believes that such revisions are necessary, that party may submit them to the Commission for its consideration.

[8] Also includes orders requiring facility verification as specified in BA Product Interval Guide, and all DS0, DS1 and DS3.

[9] Also includes orders requiring facility verification as specified in BA Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics		
OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through)**[10]	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less LSR submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-03	**Average LSRC/ASRC Time < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with less than 6 lines electronically submitted, by product group.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.

[10] BA will add the following types of orders if they flow-through: 2 Wire Digital Services requiring loop qualification, 2 Wire xDSL Services requiring loop qualification, and Special Services. However, manual intervention is currently required for these services for loop qualification or design.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-04	**% On Time LSRC/ASRC < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.
OR-1-05	**Average LSRC/ASRC Time [3] 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with 6 or more lines electronically submitted, by product group.	Total number of electronic LSRs/ASRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC/ASRC [3] 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines confirmed for specified product.
OR-1-07	**Average LSRC/ASRC Time < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with less than 6 lines submitted by fax, by product group.	Total number of faxed LSRs/ASRs for less than 6 lines confirmed for specified product.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-08	**% On Time LSRC/ASRC < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs/ASRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed LSRs/ASRs for less than 6 lines confirmed for specified product.
OR-1-09	**Average LSRC/ASRC Time [3] 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with 6 or more lines submitted by fax, by product group.	Total number of faxed LSRs/ASRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-10	**% On Time LSRC/ASRC [3] 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product	Total number of faxed LSRs/ASRs for 6 or more lines confirmed for specified product.
OR-1-11	**Average Access Service Request Confirmation (ASRC) Time**	
Products	Trunks: • CLEC to BA Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of ASR confirmation date and time less submission date and time for trunk ASRs.	Count of ASRs confirmed with 192 or less trunks that are not designated projects.[11]
OR-1-12	**% On Time ASRC**	
Products	Trunks: • CLEC to BA Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of ASRs confirmed within 10 Business days.	Count of ASRs confirmed with 192 or less trunks that are not designated projects.

[11] Projects—see Glossary.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC to BA Trunks	
Calculation	**Numerator**	**Denominator**
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed
OR-1-14-18	**Omitted. Not applicable to Virginia.**	
OR-1-19	**% On Time Response – Request for Inbound (BA to CLEC) Augment Trunks**	
Products	• BA to CLEC Trunks (≤ 192 Trunks) • BA to CLEC Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of requests for Inbound (BA to CLEC) Augment Trunks submitted via e-mail TGSR where response is provided within standard.	Count of requests for Inbound (BA to CLEC) Augment Trunks submitted via e-mail TGSR.

Function:

OR-2 Reject Timeliness

Definition:

Resale and UNE

Reject Response Time:
The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp) or Access Service Request ("ASR") and distribution of a reject or query (a "Reject").

Average Reject Response Time:
The mean of all reject response times associated with a product group.

Percent of LSRs/ASRs Rejected On Time:
The percentage of LSRs/ASRs rejected within the time frames specified in the Performance Standards.

Note: Edit Rejects – LSRs/ASRs failing "Basic front-end edits" are not placed on Completed PON Master File.

Interconnection Trunks:

Reject Response Time: The amount of elapsed time (in business days) between receipt of an Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a reject or query (a "Reject").

Average Reject Response Time: The mean of all reject response times.

Percent of ASRs Rejected On Time: The percentage of ASRs rejected within the time frames specified in the Performance Standards.

Exclusions:

- BA Test Orders (LSRs/ASRs)
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- Also excluded for Sub-Metrics OR-2-01 and 02, Service Order Processor ("SOP") scheduled down-time: SOACs—12 Midnight to 6 AM, Monday through Friday, and 12 Midnight to 7 AM, Saturday and Sunday; ExpressTRAK—11 PM to 6 AM, Monday through Friday, and 11 PM to 7 AM, Saturday and Sunday.

Performance Standard:

Metrics OR-2-02, 04, 06, 08, 10 and 12: 95% On Time according to schedule below.

Metrics OR-2-01, 03, 05, 07, 09 and 11: No standard.

Resale:	UNE:	Interconnection Trunks (CLEC to BA):
Electronically Submitted LSRs/ASRs: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs with < 6 Lines: 48 Hours • LSRs/ASRs with ≥ 6 Lines: 72 Hours[12] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted LSRs/ASRs:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs with < 6 Lines: 48 Hours • LSRs/ASRs with ≥ 6 Lines: 72 Hours[13] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted ASRs:** CLEC to BA Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days **Faxed/Mailed ASRs**: Add 24 Hours to intervals above

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

[12] Also includes orders requiring facility verification as specified in BA Product Interval Guide, and all DS0, DS1 and DS3.

[13] Also includes orders requiring facility verification as specified in BA Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Average Local Service Request (LSR) Reject - Time (Flow-Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less LSR submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-03	**Average LSR/ASR Reject Time < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs for less than 6 lines that are electronically submitted for specified product.	Total number of electronically submitted LSRs/ASRs for less than 6 lines rejected for specified product.
OR-2-04	**% On Time LSR/ASR Reject < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator

	Number of electronic rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with less than 6 lines for specified product.	Total number of electronically submitted LSRs/ASRs for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-05	**Average LSR/ASR Reject Time [3] 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs for 6 or more lines that are electronically submitted for specified product.	Total number of electronically submitted LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-06	**% On Time LSR/ASR Reject [3] 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with 6 or more lines for specified product.	Total number of electronically submitted LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-07	**Average LSR/ASR Reject Time < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator

	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs for less than 6 lines that are submitted by fax for specified product.	Total number of faxed LSRs/ASRs for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-08	**% On Time LSR/ASR Reject < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with less than 6 lines for specified product.	Total number of faxed LSRs/ASRs for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-09	**Average LSR/ASR Reject Time [3] 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs for 6 or more lines that are submitted by fax for specified product.	Total number of faxed LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-10	**% On Time LSR/ASR Reject – Facilities Check (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with 6 or more lines for specified product.	Total number of faxed LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-11	**Average Trunk ASR Reject Time**	
Products	Trunks: • CLEC to BA Trunks	
Calculation	Numerator	Denominator
	Sum of reject date less submission date for rejected Access Service Requests for trunk ASRs with 192 or less forecasted trunks.	Count of rejected trunk ASRs for 192 or less forecasted trunks.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC to BA Trunks	
Calculation	Numerator	Denominator
	Count of rejected trunk ASRs that meet reject trunk standard (10 Business days).	Count of rejected trunk ASRs for 192 or less forecasted trunks.

Function:

OR-3 Percent Rejects

Definition:

Metric OR-3-01—Percent Rejects: The percentage of orders received (including supplements and re-submissions) by Bell Atlantic that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission of or error in required order information.

The percent reject measure is reported against all order transactions processed in EDI and Web GUI, not just those with associated bill completions.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Metric OR-3-02—Percent Resubmission Rejection: The percentage of PONs resubmitted at BA's request that are not rejected by BA's systems as duplicative of PONs already in BA's systems.

Exclusions:

- BA Test Orders

Performance Standard:

Metric OR-3-01: No standard.

Metric OR-3-02: 95%.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics

OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR[14] transactions (records with REJECT-DATE1 of ORDERING-MASTER-REC > 0 for specified product).	Total number of LSR/ASR[15] records with unique PONs (STATE-CD + CLEC-ID + PON) for specified product.
OR-3-02	**% Resubmission Rejection**	
Calculation	Numerator	Denominator
	Total PONs resubmitted at BA's request that are not rejected by BA's systems as duplicative of PONs already in BA's systems.	Total PONs resubmitted at BA's request.

[14] Local Service Request/Access Service Request
[15] Local Service Request/Access Service Request

Function:

OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE:

Completion Notification Response Time:
For Metrics OR-4-01 and 02, the elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. For Metrics OR-4-04 and 05, the elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Under BA's current process, for UNE (except Hot Cut loop) and Resale orders received via EDI or Web GUI, completion notifications are delivered electronically via the same interface. For UNE Hot Cut loop orders, the measurement is taken from completion of the physical cutover work to when a telephone call is placed by BA to the CLEC notifying the CLEC of completion of the physical cutover work.

Average Completion Notification Response Time For Resale and UNE (Metrics OR-4-01 and 04):
The mean of all completion notification response times associated with a product group.

Percent On Time (Metrics OR-4-02 and 05):
The percentage of completion notifications sent within the time frames specified in the Performance Standards.

Metrics OR-4-09, 10 and 11: Applies to orders submitted via EDI. A completion notice will be deemed to have been sent by BA through EDI when the completion notice is time-stamped in BA's NetLINK system as having been sent (following translation and encryption of the completion notice).

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Exclusions:

- BA Test Orders
- When the order completion time cannot be determined, the order is excluded from the measurements.
- Also excluded for Metrics OR-4-09, 10 and 11:
    - Orders submitted through Web GUI Interface.
    - Orders not submitted electronically.

Performance Standard:

Metric OR-4-01, 04 and 08: No standard.

Metric OR-4-02: 97% by next business day at noon.[16]

Metric OR-4-05: 95% by next business day at noon.[17]

Metrics OR-4-06 and 07: Parity with BA Retail.

Metric OR-4-09: 95% within 3 business days of SOP completion.

Metric OR-4-10: 95% within 2 business days of SOP completion.

Metric OR-04-11: Not more than 5%.

[16] As used in this sentence, "business day" includes Saturday, unless Saturday is a holiday.
[17] As used in this sentence, "business day" includes Saturday, unless Saturday is a holiday.

Report Dimensions	
Company: • BA Retail (Metrics OR-4-06, 07 and 08) • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State

Sub-Metrics		
OR-4-01	**Completion Notice – Average Response Time**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of notification date and time less bill completion date and time. (NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.)	Total number of completion notices for specified product.

Sub-Metrics (continued) Timeliness of Completion Notification			
OR-4-02	**Completion Notice – % On Time**		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Number of completion notices where notice occurs on or before noon the business day after bill completion (records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y').		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-04	**Work Completion Notice – Average Response Time**		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Sum of notification date and time less SOP completion date and time for specified product.		Total number of SOP completion notices for specified product.
OR-4-05	**Work Completion Notice – % On Time**		
Products	Resale		UNE
Calculation	Numerator		Denominator
	Number of SOP completion notices where notice occurs on or before noon the business day after SOP completion for specified product.		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-06	**Average Duration – Work Completion (SOP) to Bill Completion**		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Sum of date and time for Bill completion less date and time for SOP completion.		Number of orders with SOP and Bill Completions.
OR-4-07	**% SOP to Bill Completion [3] 5 Business Days**		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Count of Orders where date and time for Bill completion less date and time for SOP completion is greater than or equal to five business days.		Number of orders with SOP and Bill Completion.

Sub-Metrics (continued) Timeliness of Completion Notification			
OR-4-08	**% SOP to Bill Completion > 1 Business Day**		
Products	Retail	Resale	UNE
Calculation	Numerator	Denominator	
	Count of Orders where date and time for Bill completion less date and time for SOP completion is greater than one business day.	Number of orders with SOP and Bill Completion.	
OR-4-09	**% SOP to Bill Completion Within 3 Business Days**		
Products	Resale	UNE	
Calculation	**Numerator**	**Denominator**	
	Total number of orders in the Denominator for which billing completion notices are sent within 3 business days of SOP completion.	Number of SOP Completed Orders during the reporting period.	
OR-4-10	**% SOP to Provisioning Completion Within 2 Business Days**		
Products	Resale	UNE	
Calculation	**Numerator**	**Denominator**	
	Total number of orders in the Denominator for which provisioning completion notices are sent within 2 business days of SOP completion.	Number of SOP Completed Orders during the reporting period.	
OR-4-11	**% Orders Completed in SOP Without a BCN and PCN Within 3 Business Days**		
Products	Resale	UNE	
Calculation	**Numerator**	**Denominator**	
	Total number of orders in the Denominator for which both no billing completion notice was sent within 3 business days of SOP completion and no provisioning completion notice was sent within 3 business days of SOP completion.	Number of SOP Completed Orders during the reporting period.	

Note:

BA will review the feasibility of adopting a shorter time interval for the standard for Metric OR-4-05. No later than May 1, 2001, BA will report to the Commission whether a shorter time interval for the standard for Metric OR-4-05 is feasible. If BA believes that a shorter time interval for the standard for Metric OR-4-05 is feasible, it will propose for consideration by the Commission a revised time interval.

Function:

OR-5 Percent Flow-Through

Definition:

Total Flow-Through: The percentage of valid orders received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a BA service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.

Simple Flow Through: The percentage of valid orders for Basic POTS Services (excludes Centrex) received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention.

% Flow Through Achieved: The percentage of valid orders received through the electronic ordering interface (EDI, Web GUI) that are designed to flow through that actually do flow through, but excluding those orders that do not flow through due to CLEC errors or a pending order status.

A summary of order types that are designed to Flow-Through for CLECs is included in Appendix G. Orders designed to Flow-Through may also fall out. Non-Flow Through orders include orders where there are other pending orders on the same line and manual intervention is required to ensure that the correct action is taken.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Exclusions:

- BA Test Orders
- Orders that are not submitted through a BA electronic ordering interface (e.g., orders submitted by U.S. Mail, private delivery service, or Fax)

Also excluded for Metric OR-5-03:

- Orders not eligible to flow through
- Pending orders
- Orders with CLEC input errors in violation of published business rules
- Other exclusions as determined in accordance with the "Note" following this metric.

Performance Standard:

OR-5-01: No Standard
OR-5-02: No Standard
OR-5-03: 95%

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR[18] records (orders) for specified product.
OR-5-02	**% Flow Through – Simple**	
Products	Resale	UNE
Calculation	Numerator	Denominator

[18] Local Service Request/Access Service Request

	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product (less CENTREX, Complex and Specials).	Total number of LSR/ASR[19] records (orders) for specified product (less CENTREX, Complex and Specials).
OR-5-03	**% Flow Through Achieved (Implementation Date to Be Determined)**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of flow through eligible orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Count of flow through eligible orders for specified product.

Note:

Following Commission approval of the Guidelines, the Commission will convene collaborative discussions to establish appropriate additional exclusions applicable to Metric OR-5-03. Upon completion of the collaborative discussions, BA will submit a revised Metric OR-5 to the Commission that lists additional exclusions applicable to Metric OR-5-03. Other parties to the collaborative discussions may advise the Commission of any objections they have to BA's proposed additional exclusions. The Commission will then determine the additional exclusions applicable to Metric OR-5-03 that will be added to the metric and the implementation date for Metric OR-5-03. Metric OR-5-03 will not be implemented until after the Commission makes these determinations.

[19] Local Service Request/Access Service Request

Function:

OR-6 Order Accuracy

Definition:

Order accuracy is defined as the percentage of orders completed as ordered by the CLEC. Two dimensions will be measured. The first is a measure of orders without BA errors (Metric OR-6-01). The second measure is focused on the percentage of fields that are populated correctly (Metric OR-6-02).

Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03).

Methodology:

Order Accuracy: BA will use a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each Business day for Resale and UNE, respectively) will be pulled. BA will compare required fields on the latest version of the LSR to the completed Bell Atlantic service order(s). [20]

The fields that will be reviewed by BA will include, but not be limited to:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for Specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Application Date
- Due Date
- Remarks (if applicable)

Exclusions:

- Orders that are entered by the CLEC and flow through.
- Orders that are submitted via fax, when electronic capability is available.

Performance Standard:

Metric OR-6-01: 95% of orders without BA errors.

Metrics OR-6-02: No standard.

Metric OR-6-03: Not more than 5% of LSRCs resent due to BA error.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

[20] BA will correct service order errors discovered by it in performing measurements under this Metric OR-6. BA will notify the applicable CLEC of such a correction.

Sub-Metrics		
OR-6-01	**% Accuracy – Orders**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Orders Sampled less Orders with BA Errors for specified product.	Count of Orders Sampled for specified product.
OR-6-02	**% Accuracy – Opportunities**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Fields Sampled less fields with BA errors for specified product.	Count of fields sampled for specified product.
OR-6-03	**% Accuracy – Local Service Request Confirmation**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of LSRCs resent due to BA error	Count of LSRCs

Function:

OR-7 % Order Confirmation/Rejects Sent Within 3 Business Days

Definition:

The percent of LSRs confirmed or rejected by BA within 3 business days of receipt as a percent of total LSRs received.

An LSR will be deemed to have been received by BA through EDI if the LSR is received by BA's NetLINK system (prior to decryption, parsing and translation of the LSR). The time stamp for receipt of the LSR will be applied after decryption, parsing and translation of the LSR. If processing of the LSR is delayed in BA's NetLINK system prior to application of the time stamp for receipt of the LSR and the LSR is "re-flowed" by BA, BA will adjust the time stamp to show the time when, in the absence of the delay, the time stamp would have been applied.

An LSR confirmation or reject will be deemed to have been sent by BA through EDI when the confirmation or reject is sent by BA's NetLINK system (following translation and encryption of the confirmation or reject).

Applies to orders submitted via EDI.

Note: This is a measure of completeness not timeliness.
Source: Master PON File.

Exclusions:

- An LSR that is cancelled prior to confirmation or rejection, if the CLEC's cancellation notice was received by BA within three (3) business days after BA's receipt of the LSR.
- LSRs that were Supplemented prior to confirmation or rejection.
- Edit Rejects (negative 997s) that would not be eligible for confirmation or rejection.
- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State

Performance Standard

Metric OR-7-01: 95%.

Sub-Metrics

OR-7-01		
Products	Resale: • POTS	UNE: • POTS Platform • POTS Loop/LNP (combined data)
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations plus rejections sent within 3 business days of LSR submission.	Total LSRs received during the reporting period.

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An LSR will be deemed to have been received by BA through EDI when the LSR is received by BA's NetLINK system (prior to decryption, parsing and translation of the LSR). An acknowledgement will be deemed to have been sent by BA through EDI when the acknowledgement is sent by BA's NetLINK system (following translation and encryption of the acknowledgment). An electronic acknowledgement indicates that the file has met basic edits with valid and complete data and will be processed by BA. Applies to orders submitted via EDI.		
Exclusions		
• Orders submitted through Web GUI Interface. • Orders not submitted electronically.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Performance Standard		
Metric OR-8-01: 95% within 2 hours.		
Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgments sent within 2 hours of LSR receipt.	Total number of LSR acknowledgements.

Function:

OR-9 Order Acknowledgement Completeness

Definition:

Order Acknowledgment Completeness: The number of LSR acknowledgments sent the same day as the LSR is received as a percent of total LSRs received. Both positive and negative acknowledgements are included in the measurement. An LSR will be deemed to have been received by BA through EDI when the LSR is received by BA's NetLINK system (prior to decryption, parsing and translation of the LSR). The acknowledgement will be deemed to have been sent by BA through EDI when the acknowledgement is sent by BA's NetLINK system (following translation and encryption of the acknowledgment). Applies to orders submitted via EDI. LSRs received after 10:00 pm Eastern Time are considered received the next day.

Exclusions:

- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.
- Orders in unreadable files.[21]
- Acknowledgements in unreadable files reported to BA by CLECs.[22]

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State

Performance Standard

Metric OR-9-01: 99%. (Effective, September, 2000.)

Sub-Metrics

OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgments sent the same day as LSR received.	Total number of LSRs received in the calendar month reporting period.

[21] Unreadable files will be retained by BA for a period of at least three (3) years.

[22] Unreadable files reported to BA by a CLEC will be retained by the CLEC for a period of at least three (3) years.

Provisioning (PR)

Function:
PR-1 Average Interval Offered
Definition:
POTS and Specials: "Average Interval Offered" is also known as the "average appointed interval". The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. All orders received after the "cut-off" time shown in the BA Product Interval Guide are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a BA Retail order for the analogous BA Retail service. *Complex* Orders include: Two wire digital services (Basic Rate ISDN) and Two Wire xDSL services. Specials Orders include: All Designed circuits, 4 wire circuits (including Primary Rate ISDN and 4 wire xDSL services), all DS0, DS1 and DS3 circuits. EEL and IOF will be reported separately. Trunks: The average number of business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and due date committed to on firm order confirmation.
Exclusions:
• BA Test Orders. • Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code). • Bell Atlantic Administrative orders.[23] • Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). • Additional Segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Suspend for non-payment and associated restore orders.[24]
Performance Standard:
Resale: Parity with BA Retail. UNE: Parity with BA Retail.[25] Trunks: Parity with BA Retail.
Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, IOF and EEL: State • Trunks: State

[23] BA Administrative Orders – See Glossary

[24] See Glossary.

[25] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. (See, "In re Application of GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, For Consent to Transfer Control of Domestic and International Sections 214 and 310 Authorizations and Application to Transfer Control of a Submarine Cable Landing License," Memorandum Opinion and Order, FCC CC Docket No. 98-184, FCC 00-221 (6/16/00).) If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	**Average Interval Offered – Total No Dispatch**		
Products	*Retail:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Orders without an outside dispatch in Product Groups	Count of Orders without an outside dispatch in Product Groups	
PR-1-02	**Average Interval Offered – Total Dispatch**		
Products	*Retail:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Orders with an outside dispatch in Product Groups.	Count of Orders with an outside dispatch in Product Groups.	
PR-1-03	**Average Interval Offered – Dispatch (1-5 Lines)**		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.	
PR-1-04	**Average Interval Offered – Dispatch (6-9 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.	

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.	
PR-1-06	**Average Interval Offered – DS0**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Special Services orders for DS0 services.	Count of Special Services orders for DS0 services.	
PR-1-07	**Average Interval Offered – DS1**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Special Services orders for DS1 services.	Count of Special Services orders for DS1 services.	
PR-1-08	**Average Interval Offered – DS3**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Special Services orders for DS3 services.	Count of Special Services orders for DS3 services.	
PR-1-09	**Average Interval Offered – Total**		
Products	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to BA Trunks: • Interconnection Trunks (≤ 192 Forecasted Trunks) • Interconnection Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for product group orders.	Count of orders for product group.	

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-10	**Average Interval Offered – Disconnects**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for product group disconnect (D & F) orders.	Count of orders for product group.	

Function:

PR-2 Average Interval Completed

Definition:

POTS and Specials: The average number of business days between order application date and completion date. The application date is the date that a valid service request is received.

All orders received after the "cut-off" time shown in the BA Product Interval Guide are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a BA Retail order for the analogous BA Retail service.

Orders sent by fax are considered received 24 hours later.

The completion date for Coordinated Cut-over (Hot Cut) Loop orders shall be as stated in Metric PR-9, "Methodology."

Trunks: The average amount of time in business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

Exclusions:

- BA Test Orders
- Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code).
- Bell Atlantic Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Also excluded for Trunks: Excludes projects, reciprocal trunks from BA to the CLEC, and new connect orders for CLECs initially establishing service in a BA central office.

Performance Standard:

Metrics PR-2-01 through 11 (except PR-2-09, UNE IOF and EEL): Parity with BA Retail.[26]

Metric PR-2-09, UNE IOF and EEL: Not greater than the applicable interval stated in BA Product Interval Guide.[27]

Metric PR-2-13: No standard.

[26] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

[27] The BA Product Interval Guide is set out on BA's Web Page at http://www.BellAtlantic.com/wholesale/html/cd_supp_document.htm.

Report Dimensions	
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, IOF and EEL: State • Trunks: State

Sub-Metrics – PR-2 Average Interval Completed			
PR-2-01	**Average Interval Completed – Total No Dispatch**		
Products	*Retail:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Orders without an outside dispatch in Product Groups	Count of orders for Orders without an outside dispatch in Product Groups	
PR-2-02	**Average Interval Completed – Total Dispatch**		
Products	*Retail:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Orders with an outside dispatch in Product Groups.	Count of orders for Orders with an outside dispatch in Product Groups.	
PR-2-03	**Average Interval Completed – Dispatch (1-5 Lines)**		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	
PR-2-04	**Average Interval Completed - Dispatch (6-9 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	

	Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.

Sub-Metrics – PR-2 Average Interval Completed(continued)			
PR-2-05	**Average Interval Completed - Dispatch (≤ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	
PR-2-06	**Average Interval Completed – DS0**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS0 Orders.	Count of orders for Special Services DS0 Orders.	
PR-2-07	**Average Interval Completed – DS1**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS1 Orders.	Count of orders for Special Services DS1 Orders.	
PR-2-08	**Average Interval Completed – DS3**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS3 Orders.	Count of orders for Special Services DS3 Orders.	
PR-2-09	**Average Interval Completed – Total**		
Products	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to BA Trunks: • Interconnection Trunks (≤ 192 Forecasted Trunks) • Interconnection Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders within product groups.	Count of orders for orders within product groups.	
PR-2-10	**Average Interval Completed – Disconnects**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for product group no dispatch disconnect (D&F) orders.	Count of no dispatch disconnect orders for product group.	

Sub-Metrics – PR-2 Average Interval Completed (continued)		
PR-2-11 and 12	**Omitted. Not applicable to Virginia.**	
PR-2-13	**Average Interval Completed – 2 Wire xDSL**	
Description	Average Interval Completed.	
Products	*Retail:* • POTS – Residential Second Line – dispatch	*UNE:* • 2 Wire xDSL Loops
Calculation	Numerator	Denominator
	UNE: Sum of completion date less application date. Retail: Sum of completion date less application date for specified product.	UNE: Count of completed orders. Retail: Count of completed orders for specified product.

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

For orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.

Exclusions:

- BA Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code).
- Bell Atlantic Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.

Performance Standard:

Resale: Parity with BA Retail.
UNE: Parity with BA Retail.[28]

Report Dimensions

Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific		Geography: • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western	
Products (For PR-3-01 through PR-3-09)	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform & Other (UNE Switch & INP) (combined data)

Sub-Metrics

PR-3-01	**% Completed in 1 Day (1-5 Lines - No Dispatch)**	
Calculation	Numerator	Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-02	**% Completed in 2 Days (1-5 Lines - No Dispatch)**	
Calculation	Numerator	Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.

[28] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines)(continued)			
PR-3-03	**% Completed in 3 Days (1-5 Lines - No Dispatch)**		
Calculation	Numerator	Denominator	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	
PR-3-04	**% Completed in 1 Day (1-5 Lines - Dispatch)**		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-05	**% Completed in 2 Days (1-5 Lines - Dispatch)**		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-06	**% Completed in 3 Days (1-5 Lines - Dispatch)**		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-07	**% Completed in 4 Days (1-5 Lines - Total)**		
Calculation	Numerator	Denominator	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.	Count of POTS orders with 1 to 5 lines.	
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**		
Calculation	Numerator	Denominator	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**		
Calculation	Numerator	Denominator	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-10	**% Completed in 6 Days (1-5 Lines - Total)**		
Product disaggregation for PR-3-10	Retail: • POTS – Total • POTS—Residential Second Line	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP) • 2 Wire Digital Svcs. • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Count of orders (by specified product) with 1 to 5 lines where completion date less application date is 6 or fewer days.	Count of orders (by specified product) with 1 to 5 lines.	

Function:

PR-4 Missed Appointments

Definition:

% Missed Appointment: The percentage of orders completed after the commitment date.

% Missed Appointment – Trunks: The percentage of trunks completed for which there was a missed appointment.

Hot Cut Measurements: Except for Metric PR-4-08, Hot Cut measurements have been transferred to Metric PR-9.

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders
- Additional Segments[29] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- For Metrics other than PR-4-03 and 08, orders not completed on time due to CLEC or end user delay.

Performance Standard:

Metrics PR-4-01, 02, 04, 05, 09, 10 and 11: Parity with BA Retail.[30]

Metric PR-4-06 ("Hot Cuts"): Deleted.

Metric PR-4-07 LNP: 95% on Time.

Metrics PR-4-03 and 08: No standard.

Metric PR-4-14, UNE 2 Wire xDSL Loops: 95% on Time.[31]

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, EEL and IOF: State • Trunks: State

[29] Segments – See Glossary

[30] Retail Comparison for IOF and EEL is total Retail Specials performance. At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

[31] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics				
PR-4-01	**% Missed Appointment – Bell Atlantic – Total**			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02	**Average Delay Days – Total**			
Description	For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and actual work completion date.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date less due date for orders missed due to Bell Atlantic reasons by product group.		Count of orders missed for Bell Atlantic reasons, by product group.	
PR-4-03	**% Missed Appointment – Customer**			
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay. (See Appendix B for customer miss codes)			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • EEL • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (CISR_MAC ='SA','SR','SO','SL') for product group		Count of Orders Completed for product group.	

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-04	**% Missed Appointment – Bell Atlantic – Dispatch**		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop – New • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C*') for product group.	Count of Dispatched Orders Completed for product group.	
PR-4-05	**% Missed Appointment – Bell Atlantic – No Dispatch**		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C*') for product group.	Count of No Dispatch Orders Completed for product group.	
PR-4-06	**Deleted**		

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-07	**% On Time Performance – LNP Only**	
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due time and disconnect is completed on or after the frame due time. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	Numerator	Denominator
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)
PR-4-08	**% Missed Appointment – Customer – Due to Late Order Confirmation**	
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop – Hot Cut • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation) for product group	Count of Orders Completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments				
PR-4-09	**% Missed Appointment – Bell Atlantic – Standard Interval (W Coded) Orders – Total**			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-10	**% Missed Appointment – Bell Atlantic – Standard Interval (W Coded) Orders – Dispatch**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop – New • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C*') for product group.		Count of Dispatched Orders Completed for product group.	
PR-4-11	**% Missed Appointment – Bell Atlantic – Standard Interval (W Coded) Orders – No Dispatch**			
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Bell Atlantic Reasons (CISR_MAC like 'C*') for product group.		Count of No Dispatch Orders Completed for product group.	
PR-4-12 and 13	**Omitted. Not applicable to Virginia.**			
PR-4-14	**% Completed On Time – 2 Wire xDSL**			
Description	The percent of 2 Wire xDSL Loops completed on time.			

Products	Retail: • POTS – Residential Second Line	UNE: 2 Wire xDSL Loops
Calculation	Numerator	Denominator
	UNE: Count of all orders completed on or before the due date. Retail: Count of all orders completed on or before the due date.	UNE: Count of completed orders. Retail: Count of completed orders.

Function:

PR-5 Facility Missed Orders

Definition:

% Facility Miss: The percentage of orders completed after the commitment date, where the cause of the delay is lack of BA facilities.

% Facility Orders > 15 or 60 Days: The percentage of orders missed for lack of BA facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of BA facilities.

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with BA Retail.[32]

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

Sub-Metrics

PR-5-01	**% Missed Appointment – Bell Atlantic – Facilities**			
Description	The Percent of Orders completed after the commitment date, due to lack of Bell Atlantic facilities.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

[32] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

	Count of Orders where the Order completion date is greater than the order due date due to Bell Atlantic Facility Reasons for product group.	Count of Orders Completed for product group.

Sub-Metrics (continued) Facility Missed Orders				
PR-5-02	**% Orders Held for Facilities > 15 Days**			
Description	The Percent of Orders completed more than 15 days after the commitment date, due to lack of Bell Atlantic facilities.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the completion date less due date is more than 15 days for Bell Atlantic Facility Reasons for product group.		Count of Orders Completed for product group.	
PR-5-03	**% Orders Held for Facilities > 60 Days**			
Description	The Percent of Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic facilities.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the completion date less due date is more than 60 days for Bell Atlantic Facility Reasons for product group		Count of Orders Completed for product group.	

Function:

PR-6 Installation Quality

Definition:

The percentage of lines/circuits/trunks installed where a trouble was reported, found in the BA network, and closed, within 30 days (and within 7 days for POTS services) of order completion. Includes Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Also excluded for Metrics PR-6-01 and 02:
  - Customer Premises Equipment ("CPE") troubles.
  - Troubles reported but not found (Found OK/Test OK).

Performance Standard:

Metrics PR-6-01 and 02: Parity with BA Retail.[33]

Metric PR-6-03: No standard.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**			
Description	The percentage of lines/ circuits/trunks installed where a trouble was reported, found in the BA network, and closed, within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS – Loop • POTS – Platform • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

[33] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles closed in the reporting month with installation activity within 30 days prior to trouble report close.	Total Lines with installation activity within the reporting month.

Sub-Metrics (continued) Installation Quality				
PR-6-02	**% Installation Troubles reported within 7 Days**			
Description	The percentage of lines/ circuits/trunks installed where a trouble was reported, found in the BA network, and closed, within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Loop – Total • POTS – Platform	
Calculation	Numerator		Denominator	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles closed in the reporting month with installation activity within 7 days prior to trouble report close.		Total Lines with installation activity within the reporting month.	
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**			
Description	The percentage of lines/ circuits/trunks installed where a trouble was reported, was not found in the BA network, and was closed, within 30 days of order completion. Includes disposition codes 09 (Found OK/Test OK) and 12 (CPE).			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS – Loop • POTS – Other • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Not Found, Test OK and CPE troubles closed in the reporting month with installation activity within 30 days prior to trouble report close.		Total Lines with installation activity within the reporting month.	

Function:

PR-7 Jeopardy Reports

Definition:

The percent of orders completed or canceled identified with a jeopardy condition. Jeopardy notices will be posted twice daily on the BA Web server for a CLEC to retrieve.

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete or canceled.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Performance Standard:

95% on time in accordance with the schedule below: [34]

Jeopardy Status Notification:

Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time)

- Resale and UNE
  - Where the jeopardy condition is due to a lack of BA facilities and the jeopardy condition is known to BA at least 48 hours before the due date, the jeopardy notice will be given at least 48 hours before the due date.
  - Where the jeopardy condition is due to a BA condition other than a lack of facilities and the jeopardy condition is known to BA at least 24 hours before the due date, the jeopardy notice will be given at least 24 hours before the due date.
- Interconnection Trunks
  - Where the jeopardy condition is known to BA at least two days before the due date, the jeopardy notice will be given at least two days before the due date.

Sub-Metrics

PR-7-01	**% Orders with Jeopardy Status**	
Products	UNE: • EEL	
Calculation	Numerator	Denominator
	Count of EEL orders with jeopardy status	Total EEL orders completed or canceled

[34] If BA adopts a practice of giving Jeopardy Notices to BA Retail customers who purchase retail services that are analogous to the services covered by this metric, the standard would be "Parity with BA Retail".

Function:

PR-8 Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period. An "open order" is a valid order that has not been completed or canceled. Open orders in a "hold status" include: (1) open orders that have passed the originally committed completion date due to BA reasons; and, (2) open orders that have not been assigned a completion date due to BA reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to BA reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to BA reasons will commence with the application date (application date = Day 0).

Exclusions:

- BA Test Orders.
- Disconnect Orders.
- Bell Atlantic Administrative orders.
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or canceled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay.
- Orders that at the request of the CLEC or BA Retail customer have not been assigned a completion date.

Performance Standard:

Parity with BA Retail.[35]

Report Dimensions

Company	Geography
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, EEL and IOF: State • Trunks: State

[35] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days		Total number of orders completed in the reporting period	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days		Total number of orders completed in the reporting period	

Function:

PR-9 Hot Cut Loops

Methodology:

BA calculates On Time Performance for LNP and Hot Cuts using WFA. Time stamps for framework start and stop times and translation start and stop times will be used to ensure work is completed according to prescribed requirements.

- Two work types are used in WFA-DI
  - NDSUB – for pre-wire and testing CLEC dial-tone on DD-2
  - NDSCT – for performing "Hot Cut" on DD
  - Note: Separate work requests will be created for RCMAC
  - The work requests include combined order number, lead CKID, number of ckts/segments, NPA-NXX, and commitment date & time.

A Hot Cut is considered complete when one of the following occurs:

1. BA performs the Hot Cut, notifies the CLEC by telephone, and the CLEC accepts the Hot Cut and issues a serial number (or index number), or
2. BA performs the Hot Cut, notifies the CLEC by telephone, but the CLEC does not accept the Hot Cut, or report a trouble, within one hour of notification and has not specifically requested, within the hour, more time to test; or
3. BA performs the Hot Cut, attempts to notify the CLEC by telephone but receives no answer and leaves a phone message, and the CLEC does not respond within one hour of the message.[36]

For Metrics PR-9-02, 03, 06 and 07, orders are measured for the month in which they are completed.
For Metrics PR-9-01, 04, 05, 08 and 09, orders are measured for the month in which they are (a) completed, or (b) cancelled by the CLEC.

Exclusions:

- BA Test Orders
- Bell Atlantic Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- If a CLEC cancels an order before the start of a Hot Cut window and BA performs the Hot Cut, this BA error will result in a retail trouble report and need not be reflected elsewhere.

Also excluded for Metric PR-9-09:

- Hot Cuts where no dial tone was found on the DD-2 test and the CLEC was notified of the problem.
- Hot Cuts where dial tone was found on the DD-2 test and not present on the due date.

Performance Standard:

Metric PR-9-01: 95% completed within Cut-Over Window.

Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

1 to 9 lines: 1 Hour
10 to 49 lines: 2 Hours
50 to 99 lines: 3 Hours
100 to 199 lines: 4 Hours
200 or more lines: 8 Hours
If IDLC is involved – 4 Hour Window (8 AM to 12 Noon or 1 PM to 5 PM) applies to start time.[37]

Metrics PR-9-02 through PR-9-09: No standard.

Report Dimensions

[36] The language of this paragraph was required by an order of the New York Public Service Commission. This language is under review in New York. If the language is changed in New York, BA may propose the revised New York language for consideration by the Commission.

[37] Only applicable if BA notified CLEC by 2:30 PM Eastern Time on DD-2 that the service was on IDLC.

Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • Hot Cut Loops: NOVA, Central (Richmond), Eastern, Western

Sub-Metrics

Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
PR-9-01	**% On Time Performance – Hot Cut**	
Description	% of all UNE Loop Hot Cut (coordinated cut-over) orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early and orders canceled by the CLEC during or after a Defective Cut are considered not completed within cut-over window.	
Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of Hot Cut (coordinated loop) orders completed.
PR-9-02	**% Early Cuts – Lines**	
Description	The total number of lines cut before the frame due time (i.e. the beginning of the cut-over window) divided by the total number of Hot Cut lines completed in the month.	
Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) lines (with or without number portability) cut before frame due time.	Count of Hot Cut lines completed.
PR-9-03	**% Early Cuts – Orders**	
Description	The total number of orders with lines cut before the frame due time (i.e. the beginning of the cut-over window) divided by the total number of Hot Cut orders completed in the month.	
Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) orders with lines (with or without number portability) cut before frame due time.	Count of Hot Cut orders completed.
PR-9-04	**% Defective Cuts – Lines**	
Description	The total number of lines cut where the CLEC identifies a problem on the line and notifies BA before the order is completed divided by the total number of Hot Cut lines completed in the month. *Also includes lines on orders cancelled by CLEC during or after a Defective Cut.*	
Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) lines with troubles reported by CLEC following notification of completion but before acceptance.	Count of Hot Cut lines completed.
PR-9-05	**% Defective Cuts – Orders**	
Description	The total number of orders with lines cut where the CLEC identifies a problem on the line and notifies BA before the order is completed divided by the total number of Hot Cut orders completed in the month. *Also includes orders cancelled by CLEC during or after a Defective Cut.*	
Calculation	Numerator	Denominator

	Count of Hot Cut (coordinated loop) orders with lines with troubles reported by CLEC following notification of completion but before acceptance.	Count of Hot Cut orders completed.
PR-9-06	**% Late Cuts – Lines**	
Description	The total number of lines cut after the close of the cut-over window divided by the total number of Hot Cut lines completed in the month. The successful cut requires notification to the CLEC.	
Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) lines cut more than 30 minutes after the cut-over window (includes time for notification to CLEC)	Count of Hot Cut lines completed.
PR-9-07	**% Late Cuts – Orders**	
Description	The total number of orders with lines cut after the close of the cut-over window divided by the total number of Hot Cut orders completed in the month. The successful cut requires notification to the CLEC.	
Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) orders with lines cut more than 30 minutes after the cut-over window (includes time for notification to CLEC).	Count of Hot Cut orders completed.
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair) for service interruptions (inability to place outgoing calls or receive incoming calls). Start Time based on CLEC notification or earlier, if BA can identify the interruption. End Time is defined as when dial tone is restored to the CLEC or BA at the CLEC's option.	
Calculation	Numerator	Denominator
	Duration time from identification of • Early cut • Defective cut • Report of installation trouble for service interruption reported within 7 days of cut To Closure of trouble reported in each case.	Count of early cuts plus defective cuts plus cuts with service interruption reported within 7 days of cut.
PR-9-09	**% Supplemented or Canceled Orders at BA Request**	
Description	Percent of orders supplemented or cancelled by CLEC at the request of BA as a percent of total Hot Cut orders.	
Calculation	Numerator	Denominator
	Count of Hot Cuts cancelled or supplemented at BA Request.	Count of Hot Cut orders completed plus cancelled orders.

Maintenance and Repair (MR)[38]

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding.		
Exclusions:		
• CLEC complex Create Trouble transactions that cannot be performed by BA Retail.		
Methodology:		
For BA retail representatives: Actual response times reported by Caseworker. For CLEC representatives: Actual response times reported by RETAS. For "Create Trouble" includes basic Create Trouble transactions.		
Performance Standard:		
Web GUI: Parity with BA Retail plus not more than 7 seconds. Electronic Bonding: Parity with BA Retail plus not more than 4 seconds.		
Report Dimensions		
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Status Trouble transactions.	Number of Status Trouble transactions

[38] Note: Bell Atlantic uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in Appendix A.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Modify Trouble transactions	Number of Modify Trouble transactions
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Request Cancellation of Trouble transactions.	Number of Request Cancellation of Trouble transactions
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	Numerator	Denominator
	Sum of all response times for Trouble Report History transactions.	Number of Trouble Report History transactions
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	Numerator	Denominator
	Sum of all response times for Test Trouble transactions.	Number of Test Trouble transactions

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the BA network, per 100 lines/circuits/trunks in service. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).[39]

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

Exclusions:

All Metrics:

- Except MR-2-04, Subsequent reports (additional customer calls while the trouble is pending).
- Troubles reported on BA official (administrative) lines.
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Also excluded for Metrics MR-2-01, 02, 03 and 04:

- Customer Premises Equipment (CPE) troubles.
- Troubles reported but not found (Found OK and Test OK).

Performance Standard:

Metrics MR-2-01, 02 and 03:
Parity with BA Retail.[40]
(CLEC Trunks Retail Equivalent = IXC FGD Trunks.)

Metric MR-2-04:
No standard.

Metric MR-2-05:
No standard.
(Note: For CLEC troubles, a not found trouble is coded as CPE.)

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

[39] BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

[40] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics – Trouble Report Rate				
MR-2-01	**Network Trouble Report Rate – Total**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
POTS:	Count of all trouble reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	
MR-2-02	**Network Trouble Report Rate – Loop**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service	
MR-2-04	**% Subsequent Reports**			
Description	Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)		Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)	

MR-2-05	% CPE/TOK/FOK Trouble Report Rate		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator	
	Count of all CPE (disposition code 12), Test OK and Found OK (disposition code 09) troubles	Count of Lines in service	

Function:

MR-3 Missed Repair Appointments

Definition:

The percentage of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).[41]

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

For Submetric MR-3-03:
"CPE" is defined as trouble reports with Disposition Code 12.
"Test OK" ("TOK") and "Found OK" ("FOK") are defined as trouble reports with Disposition Code 09. (Note: For CLEC troubles, a not found trouble is coded as CPE.)

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval.
- Subsequent reports (additional customer calls while the trouble is pending).
- Except for MR-3-03, Customer Premises Equipment (CPE) troubles.
- Except for MR-3-03, troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Performance Standard:

Metrics MR-3-01 and 02:
Parity with BA Retail.[42]

Metric MR-3-03:
No standard.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western

[41] BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

[42] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics			
MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS-Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).	Count of Loop Troubles (disposition codes 03 and 04).	
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).	Count of Central Office Troubles (disposition code 05).	
MR-3-03	**% Missed Repair Appointment — CPE /TOK/FOK**		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator	
	Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))	Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)	

Function:

MR-4 Trouble Duration Intervals

Definition:

Metrics MR-4-01 through MR-4-03—Mean Time to Repair (MTTR): For Network Trouble reports for the BA Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).[43]

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

For POTS and Complex-type services this is measured on a "running clock" ("Run clock") basis.[44] Run clock includes weekends and holidays.
For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).

Out of Service Intervals: The percent of Network Troubles for the BA Network that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

[43] BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

[44] "Run clock" is a measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble report was received.

Performance Standard:	
Parity with BA Retail.[45]	
Report Dimensions	
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

[45] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

Sub-Metrics				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks– excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02	**Mean Time To Repair – Loop Trouble**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	
MR-4-03	**Mean Time To Repair – Central Office Trouble**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition code 05)	
MR-4-04	**% Cleared (all troubles) within 24 Hours**			

Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours		Count of central office and loop troubles (disposition codes 03, 04 and 05)	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-05	**% Out of Service > 2 Hours**			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	Numerator		Denominator	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of out of service trunk troubles (Loop & CO).	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • POTS/Complex (combined data) • Specials • IXC FGD Trunks	Resale: • POTS/Complex (combined data) • Specials	UNE: • POTS—Platform • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of out of service troubles (Loop & CO).	
MR-4-07	**% Out of Service > 12 Hours**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of out of service troubles (Loop & CO) .	
MR-4-08	**% Out of Service > 24 Hours**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Count of out of service troubles (Loop & CO).

Function:

MR-5 Repeat Trouble Reports

Definition:

The percent of all trouble reports (Disposition Codes = *12) closed that have an additional ("repeat")* trouble report closed within 30 days that is found to be a BA network trouble (Disposition Codes 3, 4, or 5).[46] A "repeat" trouble report is defined as a trouble on the same line/circuit/trunk as a previous ("original") trouble report within the last 30 calendar days. The 30 calendar day period is measured from close of the "original" trouble report to close of the "repeat" trouble report.

Exclusions:

Excluded from the "original" trouble reports are:

- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" trouble reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with BA Retail.[47]

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

[46] BA is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

[47] At such time as BA begins to provide UNE 2 Wire xDSL Loops to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Loop will become Parity with BA Affiliate Aggregate. At such time as BA begins to provide UNE 2 Wire xDSL Line Sharing to a BA Affiliate for use in providing service to BA Affiliate customers, the standard for UNE 2 Wire xDSL Line Sharing will become Parity with BA Affiliate Aggregate. If BA Affiliates do not purchase either 2 Wire xDSL Loops or 2 Wire xDSL Line Sharing, BA will propose an alternative standard for these measures.

	Count of central office and loop found troubles closed in the reporting month that had previous troubles closed within the last 30 days. (Disposition codes 03/04/05, that repeated from any disposition codes = *12)*	Total central office and loop found troubles closed in the reporting month (Disposition codes 03, 04 and 05).

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
The percentage of Final Trunk Groups that exceed the applicable blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. Blocking thresholds are determined based on the design standard for the final trunk group (B.01 or B.005 design standard, as applicable). Common final trunks carry local traffic between BA end offices and BA access tandems. Dedicated final trunks carry local traffic from a BA access tandem to a CLEC. A "Trunk Group" is a set of trunks, traffic engineered as a unit for the establishment of connections between switching systems, in which all of the paths are interchangeable.
Exclusions:
Trunks not included: • IXC Dedicated Trunks • Dedicated Trunks carrying only IXC traffic • Common Trunks carrying only IXC traffic If a blocking cause listed below occurred, the following blocked trunks will be excluded: • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC completion of an order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied BA request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements Trunks that block as a result of CLEC failure to timely provide to BA accurate forecasts of trunking requirements.[48]
Performance Standard:
Metrics NP-1-01, 02 and 03: No standard. (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with BA Retail on common trunks.) **Metric NP-1-04 – Dedicated Final Trunks:** For individual trunk groups carrying traffic between BA and a CLEC, BA will provide an explanation (and an action plan if necessary) on individual trunk groups blocking for two months consecutively. An individual trunk group should not be blocked for three consecutive months.

[48] The trunk forecast methodology will be set out in the BA "CLEC Handbook".

Report Dimensions		
Company: • BA Common Final Trunks • CLEC Aggregate – Dedicated Final Trunks • CLEC Specific – Dedicated Final Trunks • BA Affiliate Aggregate – Dedicated Final Trunks • BA Affiliate Specific – Dedicated Final Trunks	Geography: • State	
Products	Retail: • BA Common Final (Local) Trunks	Trunks: • BA to CLEC Trunks

Sub-Metrics NP-1 Percent Final Trunk Group Blockage		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month, exclusive of trunks that block due to CLEC network problems.	Total number of final trunk groups
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)**	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 2 Months**	
Calculation	Numerator	Denominator
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable
NP-1-04	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	Numerator	Denominator
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable

Function:

NP-2 Collocation Performance

Definition:

Metric NP-2-01: % On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE[49], CCOE[50] and Virtual Collocation): Measures the percentage of collocation applications that are responded to by the committed response date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-02: Average Interval – Physical Collocation: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-03: Average Interval – SCOPE: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-04: Average Interval – CCOE – BA Equipment is Secure: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-05: Average Interval – CCOE – BA Equipment is Unsecured: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines", implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-06: Average Interval – Virtual Collocation: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-07: % On Time – Completion – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation): Measures the percentage of collocation requests that are completed by the committed completion date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-08: Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation): If completion does not occur by the committed completion date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses), the average number of *business* days between the committed completion date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses).

[49] Secured Collocation Open Physical Environment.
[50] Cageless Collocation – Open Environment.

Exclusions:

- Interval stops for "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements (including, but not limited to, a CLEC failure to make a payment when due).
- Interval stops for CLEC milestone misses (including, but not limited to, a CLEC failure to make a payment when due).

Performance Standards:

Metrics NP-2-01 and 07: 95% on time according to the following schedule. All intervals are subject to postponement for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements, and (b) CLEC milestone misses.

Metric NP-2-01:

Intervals for initial response to request for Physical Collocation, SCOPE, CCOE or Virtual Collocation: Intervals specified in BA Tariff S.C.C.-Va.-No. 218.

Metric NP-2-07:

Intervals for completion: Intervals specified in BA Tariff S.C.C.-Va.-No. 218.

Metrics NP-2-02, 03, 04, 05, 06 and 08: No standard.

Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific		Geography: • State
Products	• New Applications • Augment Applications	
Sub-Metrics:		
NP-2-01	**% On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)**	
Calculation	Numerator	Denominator
	Count of requests for collocation where initial response to request was due in the report period and initial response was provided on time (as extended for "time-outs" and CLEC milestone misses).	Count of requests for collocation where initial response to request was due in the report period.
NP-2-02	**Average Interval – Physical Collocation**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-03	**Average Interval – SCOPE**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-04	**Average Interval – CCOE – BA Equipment is Secure**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-05	**Average Interval – CCOE – BA Equipment is Unsecured**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-06	**Average Interval – Virtual Collocation**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period

NP-2-07	**% On Time – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)**	
Calculation	Numerator	Denominator
	Number of collocation arrangements completed during the report period on or before due date (as extended for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period.
NP-2-08	**Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)**	
Calculation	Numerator	Denominator
	For collocation arrangements completed during the report period that were completed after the due date (as extended for "time-outs" and CLEC milestone misses), sum of duration in business days between due date and actual completion date (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period that were completed after the due date (as extended for "time-outs" and CLEC milestone misses).

Function:

NP-5 Network Outage Notification

Definition:

This metric measures the percentage of network outage event notices that are transmitted within 30 minutes after the responsible BA work center has determined that a network outage event notice is needed and has commenced the notice process. The measured notices include notices that are sent by electronic mail.

The events that Bell Atlantic reports to CLECs include the following:

911: Any disruption of BA 911 service regardless of duration.

IOF/Transport: Failure of one or more T3s for 30 minutes or more. Failure of one or more T3s that support TSP rated services (Defense or FAA Government critical circuits), for 15 minutes or more.

Switch: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.

Signaling: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.

Power: Any power failure resulting in a major service interruption.

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports.

Exclusions:

- Notices for CLECs which elect to receive notices on a delayed basis.
- Notice to a CLEC which is not ready to receive the notice.
- Fax notices.

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics:

NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	
Calculation	Numerator	Denominator
	Number of network outage notices in the reporting period that are transmitted within 30 minutes.	Total number of network outage notices in the reporting period.

Function:

NP-6 NXX Updates

Definition:

This metric measures the percentage of NXX updates that were installed in BA's switches by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis and will be included in Performance Standards calculations for the final month of the quarter.

Exclusions:

- NXX updates where the interval between BA receipt of the CLEC request for the NXX update and the CLEC requested NXX update installation date is less than the industry standard interval specified by ATIS for requesting an NXX update (including, but not limited to, a requested activation date that is less than 73 days from receipt of the CO Code Assignment Request Form by the neutral code administrator in the LERG, or a requested activation date that is less than 45 days from input of code request information into the LERG).
- Delays in installation of NXX updates caused by the CLEC (including, but not limited to, activation requests with errors or omissions in the LERG, RDBS or BRIDS, changes in the information entered in the LERG, RDBS or BRIDS, or delays in assignment of NXX codes or installation of NXX codes caused by the CLEC).

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics:

NP-6-01	% of NXX Updates Installed by the LERG Effective Date	
Calculation	Numerator	Denominator
	Number of NXX updates in the reporting period that were installed by the LERG effective date.	Total number of NXX updates in the reporting period.

Billing Performance (BI)

Function:	
BI-1 Timeliness of Daily Usage Feed	
Definition:	
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed ("DUF"). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and Holiday usage is captured on the next Business day. Usage for all CLECs is collected at the same time as BA's. The BA usage records on the DUF that will be measured under this metric include, but are not limited to, categories 01-xx-xx (rated usage),10-xx-xx (unrated usage), and 11-xx-xx (access usage). The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from BA to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date BA is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by BA to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, BA will measure only the time to provide the usage data electronically via telecommunications.	
Exclusions:	
• None	
Formula:	
[(Total usage records in "y" business days) / (Total usage records on file)] x 100 (note: y = 3, 4, 5 or 8)	
Performance Standard:	
Metrics BI-1-01, 03 and 04: No standard. **Metric BI-1-02:** 95% of DUF in 4 Business Days.[51]	
Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State

[51] This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.

Sub-Metrics		
BI-1-01	**% DUF in 3 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-02	**% DUF in 4 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-03	**% DUF in 5 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-04	**% DUF in 8 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percentage of ExpressTRAK[52] paper carrier bills and CABS paper carrier bills sent to the carrier, unless the carrier requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• A bill whose transmission is delayed at the request of the billed carrier.		
Formula:		
[(Number of bills sent within 10 business days) / (Number of bills sent)] x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Products	ExpressTRAK[53] paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	Numerator	Denominator
	Count of carrier bills sent to CLEC within 10 business days of bill date.	Count of Carrier Bills distributed

[52] Until ExpressTRAK is available, the CRIS system will be used.
[53] Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percentage of carrier bill BA charges (as shown on ExpressTRAK[54] paper bill and CABS paper bill) adjusted due to billing errors.		
Exclusions:		
• Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits. • Metric BI-3-03: Charges adjusted due to billing errors resulting from order activity post completion discrepancies.		
Performance Standard:		
Metric BI-3-01: No standard. **Metric BI-3-03:** Parity with BA Retail.		
Report Dimensions		
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-3-01	**% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies**	
Products	ExpressTrak[55] paper bills and CABS paper bills (combined data)	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-03	**% Billing Adjustments – Excluding Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies**	
Products	ExpressTrak[56] paper bills and CABS paper bills (combined data)	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed

[54] Until ExpressTRAK is available, the CRIS system will be used.
[55] Until ExpressTRAK is available, the CRIS system will be used.
[56] Until ExpressTRAK is available, the CRIS system will be used.

Function:

BI – 4 DUF Accuracy

Definition:

Metric BI-4-01: This measure captures the accuracy of the usage records transmitted from BA to the CLEC on the Daily Usage Feed ("DUF"). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to BA within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

Metric BI-4-02: This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to BA that the original usage record did not have complete information content or proper formatting.

Exclusions:

For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to BA by CLEC within thirty (30) days after CLEC receipt of the usage record.

For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to BA by the CLEC more than thirty (30) days after the CLEC's receipt of the inaccurate usage record.

Formula:

Metric BI-4-01: [(Number of usage records delivered in the reporting period that had complete information content and proper formatting) / (Total number of usage records delivered in the reporting period)] x 100

Metric BI-4-02: [(Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date) / (Total number of corrected usage records due in the reporting period)] x 100

Performance Standard:

Metric BI-4-01: 95%

Metric BI-4-02: No standard.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics

BI-4-01	**% Usage Accuracy**	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

BI-4-02	% Corrected Usage Records Delivered On-Time	
Calculation	Numerator	Denominator
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

Function:		
BI – 5 Accuracy of Mechanized Bill Feed		
Definition:		
This measure captures the accuracy of the mechanized bill feed for ExpressTRAK[57] bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to BA within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting. In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).		
Exclusions:		
Any file with incomplete information content or improper formatting not reported to BA by CLEC within thirty (30) days after CLEC receipt of the file.		
Formula:		
[(Total number of files delivered in the reporting period that had complete information content and proper formatting) / (Total number of files delivered in the reporting period)] x 100		
Performance Standard:		
95%		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-5-01	**% Accuracy of Mechanized Bill Feed**	
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

[57] Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 6 Completeness of Usage Charges		
Definition:		
This measure captures the completeness of BA usage charges and BA usage billing errors that are itemized by date on the ExpressTRAK[58] paper bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill.		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Usage charges shown on the bill that were recorded during the last two billing cycles) / (Total usage charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-6-01: No standard. Metric BI-6-02: Parity with BA Retail.		
Report Dimensions:		
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-6-01	**% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	**% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

[58] Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 7 Completeness of Fractional Recurring Charges		
Definition:		
This measure captures the completeness of BA fractional recurring charges shown on the ExpressTRAK[59] paper bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill. A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle).		
Exclusions:		
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Fractional recurring charges shown on the bill that accrued in the last two billing cycles) / (Total fractional recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-7-01: No standard. Metric BI-7-02: Parity with BA Retail.		
Report Dimensions:		
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-7-01	**% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	**% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

[59] Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 8 Non-Recurring Charge Completeness		
Definition:		
This measure captures the completeness of BA non-recurring charges shown on the ExpressTRAK[60] paper bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill.		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Non-recurring charges shown on the bill that accrued in the last two billing cycles) / (Total non-recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-8-01: No standard. **Metric BI-8-02:** Parity with BA Retail.		
Report Dimensions:		
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-8-01	**% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	**% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

[60] Until ExpressTRAK is available, the CRIS system will be used.

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services – Speed of Answer		
Definition:		
Measures speed of answer for operator services and directory assistance.		
Exclusions:		
• None		
Performance Standard:		
• **Metrics OD-1-01 and 2:** No standard. • **Metrics OD-1-03 and 04:** 95% within 30 seconds.		
Report Dimensions		
Company: • BA/CLEC Aggregate (combined data)	Geography: • Measured and reported for each BA operator service center and BA directory assistance center, serving CLEC Virginia customers.	
Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator	Number of calls to operator services answered
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to Directory Assistance from time call enters queue until call is answered by operator.	Number of calls to Directory Assistance answered
OD-1-03	**% Calls Answered in 30 Seconds – Operator Services**	
Calculation	Numerator	Denominator
	Number of calls to operator service answered within 30 seconds after the call enters queue	Number of calls to operator services answered

OD-1-04	% of Calls Answered in 30 Seconds – Directory Assistance	
Calculation	Numerator	Denominator
	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue	Number of calls to Directory Assistance answered

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard Master Street Address Guide ("MSAG"): No standard (the MSAG is provided to BA by the applicable municipality and its accuracy is not subject to BA's control). 911/E911 Automatic Location Identification Database Updates (integrity of BA electronic systems handling and storing data): Parity with BA Retail (excluding BA order errors for non-Flow-Through orders and CLEC errors). Directory Listing Database Updates (integrity of BA electronic systems handling and storing data): Parity with BA Retail (excluding BA order errors for non-Flow-Through orders and CLEC errors).

Note:

While this metric establishes standards, it does not require measurement of BA performance or reporting of performance information.

Function:		
OD-3 DA Database Update Accuracy		
Definition:		
Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to BA is compared to the Directory Assistance database following completion of the update by BA. An update is "completed without error" if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.		
Methodology:		
This measurement will be performed using statistically valid samples.		
Exclusions:		
Metric OD-3-02: Directory Assistance database errors resulting from service order errors (order activity post completion discrepancies).		
Formula:		
[(Number of updates completed without error) / (Number of updates completed)] x 100		
Performance Standard:		
Metric OD-3-01: No standard. Metric OD-3-02: Parity with BA Retail.		
Report Dimensions:		
Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
OD-3-01	**% Directory Assistance Update Accuracy – Including Service Order (Order Activity Post Completion Discrepancy) Errors**	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed
OD-3-02	**% Directory Assistance Update Accuracy – Excluding Service Order (Order Activity Post Completion Discrepancy) Errors**	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed

General (GE)

Function:		
GE-1 Directory Listing Verification Reports		
Definition:		
This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in BA's CLEC and Reseller Handbooks.		
Exclusions:		
• Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory.		
Performance Standard:		
95% of directory listing verification reports transmitted on or before the due date.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State	
Sub-Metrics		
GE-1-01	% of Directory Listing Verification Reports Furnished On-Time	
Calculation	Numerator	Denominator
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

Function:

GE-2 Poles, Ducts, Conduit and Rights of Way

Definition:

This metric measures the percentage of requests for access to BA poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after BA's receipt of a complete and accurate request for access.

Exclusions:

- Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after BA's receipt of the request.
- Delays in BA's response to the request caused by the CLEC (including, but not limited to, a failure by the CLEC to submit a reasonably complete and accurate request [application] for access, a failure by the CLEC to timely provide information needed to process its request for access, and changes in the CLEC's request for access).

Performance Standard:

95% of responses transmitted on or before the due date.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics

GE-2-01	% of Access Request Responses Transmitted On-Time	
Calculation	Numerator	Denominator
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

Function:

GE-3 Bona Fide Request Responses

Definition:

This metric measures the percentage of bona fide requests ("BFRs") for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC's interconnection agreement with BA or such later date as may have been agreed to by the CLEC and BA.

Exclusions:

- None.

Performance Standard:

No standard.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics

GE-3-01	% of BFR Responses Furnished On-Time	
Calculation	Numerator	Denominator
	Number of BFR access request responses due in the reporting period that are transmitted on or before the due date.	Total number of BFR access request responses due in the reporting period.

Glossary

BA Administrative Orders	Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BA Affiliate	"BA Affiliate" means a person that (directly or indirectly) controls, is controlled by, or is under common control with, BA, and that orders Resale services, UNE or Interconnection Trunks from BA.
Basic Front-End Edits	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include: State Code must equal DE, DC, MD, NJ, PA, VA, WV; CLEC Id cannot be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.
Business Day	Monday through Friday, excluding Holidays.
CLEC Aggregate	Except for Metrics PO-1 through PO-8, and OD-1, CLEC Aggregate does not include BA Affiliate measurement data.
CLEC Trunks	As used in Metrics PR-4, PR-5, PR-6, PR-8, MR-2, MR-4 and MR-5, "CLEC Trunks" includes: (1) CLEC to BA Trunks provided by BA to CLECs; and, (2) BA network facilities connecting BA to CLEC Trunks to the BA network.
Collocation Milestones	BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. An implementation schedule will be developed outlining milestones. BA and the CLEC shall work cooperatively in meeting milestones as determined during the joint planning process. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Complex Services	For Retail and Resale, ISDN BRI and ADSL service. For UNE, 2 Wire Digital Services (2 wire digital loops and ISDN BRI switch ports), 2 Wire xDSL Loops, and 2 Wire xDSL Line Sharing.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a "Hot Cut". These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Dispatched Orders:	An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
Flow-Through Orders	Orders received through the electronic ordering interface (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation

No-Dispatch Orders	Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office.
OSS	Operations Support Systems
Parity with BA Retail (CLEC to BA Trunks, and CLEC Trunks)	For CLEC to BA Trunks provided by BA to CLECs, and CLEC Trunks, "Parity with BA Retail" is determined by comparing BA's performance with regard to such trunks and facilities to BA's performance with regard to IXC Feature Group D trunks provided by BA to IXCs.
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks. POTS does not include Complex Services.
PON	*Purchase Order Number:* Unique purchase order number provided by CLEC to BA placed on Local Service Request ("LSR") or Access Service Request ("ASR") as an identifier of a unique order.
POTS Platform	The Analog POTS Platform.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA), or request out of the ordinary requiring special coordination, such as rearrangements, is considered a project.
Reject	An order is rejected when there are omissions of or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non-access service. Excludes trunks (CLEC to BA Trunks, CLEC Trunks, BA to CLEC Trunks). IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access.
Suspend for non-payment and associated restore orders.	Includes: (a) orders to suspend BA Retail customer service for non-payment and to restore service suspended for non-payment; and, (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to BA as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to BA's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Trunks	CLEC to BA Trunks, CLEC Trunks and BA to CLEC Trunks, measured under these *Carrier-to-Carrier Guidelines* include only message trunks that carry local traffic. They do not include special access trunks provided under an access tariff, IXC dedicated trunks, or trunks carrying only IXC traffic.

2 Wire Digital Loop	2 wire unbundled digital loop that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop with less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop currently offered by Bell Atlantic is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps).
2 Wire Digital Services	For Retail and Resale, ISDN BRI service. For UNE, 2 wire digital loops and ISDN BRI switch ports.
2 Wire xDSL Services[61]	For Retail and Resale, ADSL service. For UNE, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing

[61] In accordance with "In re Application of GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, For Consent to Transfer Control of Domestic and International Sections 214 and 310 Authorizations and Application to Transfer Control of a Submarine Cable Landing License," Memorandum Opinion and Order, FCC CC Docket No. 98-184, FCC 00-221 (6/16/00), BA anticipates that it will cease to provide xDSL Services to BA Retail customers and as a consequence will also cease to make BA Retail xDSL Services available to CLECs for resale. At such time as BA ceases to make BA Retail xDSL Services available to CLECs for resale, it will cease to provide reports under these Guidelines for Retail and Resale 2 Wire xDSL Services.

APPENDICES

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
F	Repair Disposition Codes
G	Flow-Through Ordering Scenarios
H	Trunk Forecasting Guide
I	Collocation Forecasting Guide
J	Statistical Methodologies
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log
N	Test Deck

These Appendices are an integral part of the Guidelines. However, in the event of an irreconcilable conflict between an Appendix and a Metric, the Metric shall prevail. In the even of an irreconcilable conflict between an Appendix and the Glossary, the Glossary shall prevail.

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are Message Trunk troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for Special Access circuits provided under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customer's location) or in the Central Office (the trouble was found within the Bell Atlantic central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics.

Specials Services Maintenance:

Included are Special service troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for Special Access circuits provided under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customer's location) or in the Central Office (the trouble was found within the Bell Atlantic central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics. Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff service.

SORD Code Tables: (Service Order Database Codes)

ORDER TYPE:

Defines what type of service is requested:

N	New Service.
T	The "To" portion when a customer moves From one address **T**o another address.
C	Change request to existing service (add or remove features/services).
F	The "From" portion when a customer Moves **F**rom one address To another address.
D	Total disconnect of service.
R	Record change.

Appointment Type Code (ATC):

This code identifies how the appointment date was derived:

W	The customer accepted BA's offered due date.
X	The customer requested a due date that was later than BA's offered due date.
S	The customer requested a due date that was earlier than BA's offered due date.
M	The customer requested a due date that was earlier than BA's offered due date because of a Medical emergency.
R	A due date could not be applied due to BA or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Used on BA initiated orders that are customer affecting, but not requested by the customer.
Z	Used on BA initiated orders that are not customer affecting.

Missed Appointment Code (MAC):

When the original scheduled due date is missed, a code is applied to the order to identify the reason for the miss.

Customer Missed Appointment:

SA	Access could not be obtained to the customer's premises (customer not at home).
SR	Customer was not ready to receive the new service.
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site).
SL	Customer requested a later appointment date prior to the due date.
SP	Customer requested an earlier appointment date prior to the due date. (Note: SP are not measured as Customer Missed Appointments).
SC	Under Development: CLEC Not Ready.
SC	Under Development: CLEC Not Ready – due to late FOC.

Company (BA) Missed Appointment:

CA, A	The cable pair from the BA central office to the customer premises could not be assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB, B	The BA business office taking the request caused the delay (misplaced the order).
CF, F, F1, F3, L3	The assigned cable facility was bad.
CL, L, L1,	Not enough BA technicians to complete the work on a given day.
CO, L2, O, O1, O2	Any other delay caused by BA not listed here (e.g., technician's truck broke down).
CS, S	The BA Central office work was not complete (line not programmed).

SWO:

A code applied when the order is completed to identify the service grouping:

NR, R	Residence service
NL, L	Non Special Business
NV, V	Complex business (5lines or more)
NA, A	Complex Business
ND, D	Disconnect
NC, C	BA Company
NS, S	Special services
NP, P	BA Coin services
NX, X	Message Trunk IEC & O

SELLER TYPE:

A code used to identify orders for Wholesale/Resale/UNE:

1	BA Retail
R	Resale
A or C	UNE
P	COIN

CL FID:

Circuit Layout identifies the type of circuit:

*	any code in this field identifies the service as a special service

Service Code Modifier (SCM):

Identifies the service grouping of a special service circuit.

ITEM	*SERVICE ORDER*	*SORD FILED*	*VALUE*
Dispatch	OCB in STAT section	OCB_COC	='O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<>'O'

Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	='55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<>'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level
AB	DS0	QY	DS0	ED	DS3
CC	DS0	RC	DS0	EH	DS3
DA	DS0	ST	DS0	EJ	DS3
DC	DS0	US	DS0	EK	DS3
DM	DS0	WB	DS0	FI	DS3
DP	DS0	WC	DS0	GW	DS3
DQ	DS0	WD	DS0	HD	DS3
DR	DS0	WE	DS0	HE	DS3
DS	DS0	WF	DS0	HF	DS3
DW	DS0	XA	DS0	HG	DS3
DX	DS0	XB	DS0	HH	DS3
DY	DS0	XC	DS0	HI	DS3
DZ	DS0	XD	DS0	HT	DS3
FE	DS0	XE	DS0	HZ	DS3
FF	DS0	XF	DS0	JI	DS3
GA	DS0	XG	DS0	JJ	DS3
GB	DS0	XH	DS0	JK	DS3
GC	DS0	XI	DS0	LI	DS3
GD	DS0	XJ	DS0	LM	DS3
GE	DS0	XR	DS0	LO	DS3
GF	DS0	YG	DS0	LW	DS3
GG	DS0	YN	DS0	LX	DS3
GH	DS0			LY	DS3
GI	DS0			MB	DS3
GJ	DS0	AC	DS1	MD	DS3
GK	DS0	AH	DS1	ME	DS3
GL	DS0	AQ	DS1	MF	DS3
GM	DS0	AR	DS1	MG	DS3
GN	DS0	AS	DS1	MH	DS3
GO	DS0	CH	DS1	MI	DS3
GP	DS0	DB	DS1	MJ	DS3
GQ	DS0	DF	DS1	MK	DS3
GR	DS0	DG	DS1	MM	DS3
GS	DS0	DH	DS1	MP	DS3
GT	DS0	FL	DS1	OA	DS3
GU	DS0	HC	DS1	OB	DS3
GV	DS0	HJ	DS1	OD	DS3
GZ	DS0	HK	DS1	OE	DS3
HA	DS0	HL	DS1	OF	DS3
HB	DS0	HN	DS1	OG	DS3
HP	DS0	HU	DS1	QC	DS3
HQ	DS0	HX	DS1	QH	DS3
HR	DS0	IP	DS1	QI	DS3
HS	DS0	JE	DS1	TV	DS3
HW	DS0	QA	DS1	TZ	DS3
HY	DS0	QG	DS1	VR	DS3
IA	DS0	SY	DS1	YH	DS3
IB	DS0	UF	DS1	YI	DS3
ID	DS0	UH	DS1		
PC	DS0	UM	DS1		
QB	DS0	VS	DS1		
QD	DS0	VW	DS1		

QE	DS0	VX	DS1		
QJ	DS0	VY	DS1		
QK	DS0	YB	DS1		
QL	DS0				
QR	DS0				
QS	DS0				

ENVIEW PROCESS – NOTES:

Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Bell Atlantic service representative using the OSS and of a CLEC representative accessing the OSS through the interface. The robot creates the log records that show whether the transaction was successful or failed, and records transaction response times.

The robot sends transactions to the same interface that CLECs use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability {ADSL Loop Qualification}, and Reject Query).

Timeouts are set at 60 seconds and are an indication that a response was not received by the EnView robot prior to the 60 second timeout point. Timeouts are not included in the response time calculations. They are removed from the queue.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the Program One server in Boston At the end of each month, they are also written to compact disks (CDs), which are stored in a Program One library.

Perl Program Files – The Program One Metrics team runs a Perl program that reads the input log files and creates a file that contains all EnView transactions during the report period 0600 through 2159 inclusive. The file is then imported into Excel and a macro is run to create pivot tables. These pivot tables provide the average response times and transaction volumes.

Excel workbook – the format for response time results. Monthly average response times are calculated in the Excel workbook.

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to BA for a loop hot-cut with LNP. BA returns an LSRC to the CLEC with the date and time for the cutover. BA also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. BA sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. If the CLEC uses EDI or Web GUI for LSR submission, the LSRC will be returned to the CLEC at the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, BA will send the LSRC back to the CLEC after BA issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since BA's internal service order process generates the LSRC and NPAC create message at the same time, BA's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANC LNP Process Flows. The CLEC/new service provider has 18 NPAC business hours to enter its subscription from the time the BA subscription version is sent to the NPAC. NPAC hours are from 7 AM to 7 PM Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then its subscription will be canceled.

Upon receipt of the LSRC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when it is ready to port, send a second message to NPAC to activate LNP in real time. BA has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. Then, on the date due, the CLEC will send an ACTIVATE message via SOA to NPAC when it is ready to port the Bell Atlantic number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Bell Atlantic number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the BA Regional CLEC Co-ordination Center (RCCC) will arrange with internal BA personnel to have the cable pairs moved on the agreed upon due date at a specific time known as the frame due time (FDT). In addition, at least one business day prior to the due date, BA will install a 10 digit unconditional trigger on the BA line (during the porting process, BA's procedure is to place the 10 digit trigger on all non-Centrex/DID numbers to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP) of unbundled loops, the CLEC is required to have dial tone at its collocation 48 hours before the DD. The RCCC will verify dial tone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC at the specified FDT to ensure that both parties are ready. If the CLEC indicates that the port should proceed, BA will cut the loop and report the completion to the CLEC. Upon notification of the completion, the CLEC will send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Bell Atlantic line, this PORT OUT is under the total control of the CLEC. However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions.

Scenario 2 - PORT OUT of the Bell Atlantic number NOT associated with an Unbundled Loop HOT CUT:

BA will issue service orders to place the 10-digit trigger on the line at least one business day prior to the date due and to remove the end user telephone number translation from the BA switch at 11:59 PM on the due date. For informational purposes, the CLEC requested work completion time will be carried on the BA service order. At the same time the service orders are issued, BA will send the LSRC to the CLEC and the create subscription version to the NPAC. The NPAC 18-hour timers will start at this point. Since no hotcut is involved, once the 10 digit trigger is added to the BA telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes its work by 11:59 PM on the confirmed due date. If the 10 digit trigger is not applied because the BA account is Centrex or DID, then the FDT would govern the porting out activity and BA will handle in the same manner as a hotcut.

Note that triggers can be placed on all lines with OE (Office equipment). Centrex and DID service require coordination between the CLEC and the RCCC at the FDT. BA places the 10-digit trigger on all non-Centrex/DID porting orders. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the BA switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically, the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. BA activates the 10 digit trigger at least 1 business day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose.

On all ports without a loop and with a trigger, the BA service order will carry an FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete its work activities (switch translations, loop installs, NPAC activate, etc.) before the BA line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

Background:

For calls to 9-1-1, the E911 database identifies the street address associated with the calling telephone number and provides this address information for display at the PSAP.

BA is responsible for updating the E911 database for its own retail customers and for customers of CLECs served by resale of BA's local retail service. CLECs are responsible for providing to BA, for submission by BA to the E911 database, the information needed to update the E911 database for CLEC customers that utilize UNE port arrangements and for CLEC customers provided dial tone via CLEC switching equipment.

When BA provides updates to the E911 database, the address is compared against permissible street addresses and their associated ranges contained in the Master Street Address Guide (MSAG). The MSAG (address information) is compiled, provided and maintained by the applicable governmental entities. Thus, the MSAG is only as accurate as the information supplied by the governmental entities and only these governmental entities can authorize changes to the MSAG.

If the E911 database cannot process the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. If the update is for a CLEC, BA will return the update to the CLEC. The CLEC must correct the update and resubmit it to BA.

Responsibilities and procedures for updating the E911 database are described in BA's "CLEC Handbook" and "E911 Activation Process." Both documents are available to the public at BA's website.

BA's Procedures

As explained above, BA is responsible for updating the E911 database for its own retail customers and for CLECs that resell its local retail service. BA performs this function in a competitively neutral manner. For BA retail orders and BA resale orders, the customer's name, street address, and telephone number are electronically downloaded from the BA service order and a record is generated. These records are accumulated during the day and then electronically "batch" transmitted to the E911 database in the evening. Rejected records and their corresponding error messages are returned to the appropriate CLEC for correction and resubmission. Typical errors include mismatches on street addresses, such as misspellings, incorrect suffix, and street number outside of MSAG range. New street addresses and ranges must be validated by the CLEC with the appropriate governmental agency.

Repair Disposition Codes
From CLEC Handbook, Section 8.0

8.8 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8.8.1 DISPOSITION CODES

Disposition Code Table	
Disposition Code	**Trouble was found in:**
03xx	Bell Atlantic Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0341	Network Interface Device
04xx	Bell Atlantic Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Bell Atlantic Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Repair Disposition Codes

Disposition Code Table	
Disposition Code	**Trouble was found in:**
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
09xx	Not Found Troubles
0901	Dispatch Out, No Access and during follow-up procedures in the Center, the customer states that trouble has disappeared
0902	Found OK by technician
0903	Found OK by customer
0931	Found OK by public telephone technician
0932	Found OK by customer
0971	Verified OK with customer
0972	Customer does not answer
0973	Traffic overload
0974	Test OK via front-end -close-out
0975	Customer Cancelled Original Report
0979	Predictor
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
0991	CO-LAN Public Packet Switched Network
0992	Public Packet Switched Network-Packet Switched
0993	Public Packet Switched Network-Group Access Bridging
0994	Equipment
0995	Found OK-In
0996	Found OK- Voice Message Service
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Bell Atlantic's Central Office/IDC applies.

8.9.1 CAUSE CODE TABLE

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	**Trouble was caused by…….**
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

APPENDIX G

FLOW-THROUGH ORDERING SCENARIOS

A list of orders that flow-through is set out on BA's website at http://www.BellAtlantic.com/wholesale/html/cd_supp_document.htm. The list of orders that flow-through is subject to change from time-to-time in accordance with applicable change control processes.

APPENDIX H

TRUNK FORECASTING GUIDE

CLECs shall comply with this Guide.

Instructions For Completing the August 1, 1999 Trunk Forecast Template
Template Designed for use in all 14 Bell Atlantic Jurisdictions

Introduction

The purpose of this interconnection trunk forecast document is to provide guidelines for the formats and language to be used in exchanges of trunk forecast information between CLECs and Bell Atlantic.

This Trunk Forecasting Guide applies and must be complied with by CLECs for the purposes of these *Carrier-to-Carrier Guidelines*. This Trunk Forecasting Guide is in addition to, and does not cancel or terminate, any obligations that CLECs may have under interconnection agreements, tariffs or regulatory orders.

Forecast Scope

On a semi-annual basis (quarterly where specific contracts between Bell Atlantic and individual companies state quarterly forecasts as a requirement or where a significant change in demand occurs between forecast periods), CLECs shall provide Bell Atlantic with at least a two year detailed forecast of traffic and volume requirements for all interconnection trunking. This shall include requirements for both new growth and change in volumes. This forecast shall provide volume information on the following types of interconnection trunks:

- Local / Toll CLEC to Bell Atlantic
- Local / Toll Bell Atlantic to CLEC
- Measured 2-Way Trunking
- Wireless Interconnection Trunks
- 911 / E911
- Directory Assistance
- Operator Services
- Information Services
- IXC Access (Tandem Subtending)
- Choke
- Busy Line Verification

CLECs shall strive to provide Bell Atlantic with a high degree of accuracy. The Remarks section of the forecast template shall be used to identify high priority requirements and indicate special considerations. In the instructions and template the term "Carrier" is meant to describe a CLEC.

Please provide a completed trunk forecast to your Account Manager before August 1, 1999 and semi-annually thereafter on February 1st and August 1st except as noted above.

Bell Atlantic
Telecom Industry Services

CLEC and Wireless Interconnection Trunk Forecast Template

Attachment #2

Carrier Name :	**ABC Telecom**	**Forecast Issue Date:**	**8/1/99**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

CURRENT YEAR TRUNK REQUIREMENTS

ACTL / POI	TSC	BELL ATLANTIC SWITCH CLLI	TO	DS	Carrier SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	Trks In-Svc as of Fcst Issue Date	1Q FCST	2Q FCST	3Q FCST
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	72	72	72	96
BRWDNYAANKD	AN234567	BRWDNYBW01T	CL	-7	BRWDNYAADS1	DS1	56	48	48	72	72
GRCYNYAANMD	AN246802	LVTWNYLTDS0	BA	7-	GRCYNYAADS1	DS1	56	192	192	192	192
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	0	0	48	48

Not all products are available in all jurisdictions.

Bell Atlantic
Telecom Industry Services

CLEC and Wireless Interconnection Trunk Forecast Template

Attachment #2

Carrier Name :	**ABC Telecom**	**Forecast Issue Date:**	**8/1/99**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

ACTL / POI	TSC	BELL ATLANTIC SWITCH CLLI	TO	DS	Carrier SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	4Q FCST
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	96
BRWDNYAANKD	AN234567	BRWDNYBW01T	CL	-7	BRWDNYAADS1	DS1	56	72
GRCYNYAANMD	AN246802	LVTWNYLTDS0	BA	7-	GRCYNYAADS1	DS1	56	192
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	48

Not all products are available in all jurisdictions.

Bell Atlantic **CLEC and Wireless Interconnection Trunk Forecast Template** **Attachment #2**

Telecom Industry Services

Carrier Name :	**ABC Telecom**	**Forecast Issue Date:**	**8/1/99**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

TRUNK FORECAST REQUIREMENTS
Current YEAR + 1

ACTL / POI	TSC	BELL ATLANTIC SWITCH CLLI	TO	DS	Carrier SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	1Q	2Q	3Q	4Q
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	96	120	120	120
BRWDNYAANKD	AN234567	BRWDNYBW01T	CL	-7	BRWDNYAADS1	DS1	56	96	96	120	120
GRCYNYAANMD	AN246802	LVTWNYLTDS0	BA	7-	GRCYNYAADS1	DS1	56	192	544	544	784
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	72	72	96	96

Not all products are available in all jurisdictions.

Bell Atlantic
Telecom Industry Services

CLEC and Wireless Interconnection Trunk Forecast Template

Attachment #2

Carrier Name :	**ABC Telecom**	**Forecast Issue Date:**	**8/1/99**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

ACTL / POI	TSC	BELL ATLANTIC SWITCH CLLI	TO	DS	Carrier SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel		TRUNK FORECAST REQUIREMENTS Current YEAR + 2
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56		240
BRWDNYAANKD	AN234567	BRWDNYBW01T	CL	-7	BRWDNYAADS1	DS1	56		168
GRCYNYAANMD	AN246802	LVTWNYLTDS0	BA	7-	GRCYNYAADS1	DS1	56		1328
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64		192

Not all products are available in all jurisdictions.

Bell Atlantic **CLEC and Wireless Interconnection Trunk Forecast Template** **Attachment #2**

Telecom Industry Services

Carrier Name :	**ABC Telecom**	**Forecast Issue Date:**	**8/1/99**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

ACTL / POI	TSC	BELL ATLANTIC SWITCH CLLI	TO	DS	Carrier SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	REMARKS
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	
BRWDNYAANKD	AN234567	BRWDNYBW01T	CL	-7	BRWDNYAADS1	DS1	56	
GRCYNYAANMD	AN246802	LVTWNYLTDS0	BA	7-	GRCYNYAADS1	DS1	56	Adds rqd by Apr 15 & Dec 1 2000
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	New POI May 1, 2000

Not all products are available in all jurisdictions.

Trunk Forecast Template Individual Field Definitions

See Attachment #1 of Excel Spreadsheet

Header Section

1. **Carrier Name:**

   DEFINITION: This field identifies the Telecommunications Carrier issuing the trunk forecast.

   EXAMPLE: ABC Telecom

2. **Forecast Issue Date:**

   DEFINITION: This field identifies the date the Telecommunications Carrier issues the trunk forecast.

   EXAMPLE: 8/1/99

3. **Issued By:**

   DEFINITION: This field identifies the name and the title of the person issuing the forecast for the Carrier.

   USAGE: This information will be used by Bell Atlantic to contact the Carrier if additional information concerning the forecast is required.

   EXAMPLE: Jane Doe, Network Manager

4. **Reach Number:**

   DEFINITION: This field identifies the Telephone Reach Number of the Carrier employee who originated this trunk forecast. The field should contain a three-digit area code, three-digit exchange, and a four-digit line number.

   USAGE: This information will be used by Bell Atlantic to contact the Carrier if additional information concerning the forecast is required.

   EXAMPLE: 1-800-555-1212

5. **LATA:**

DEFINITION: This field indicates the LATA that the trunk group(s) forecast will serve. A separate forecast template should be prepared for each LATA for which the Carrier is providing trunk forecasts.

USAGE: This information will be used to distribute the forecasts to appropriate personnel within Bell Atlantic.

EXAMPLE: 132

Trunk Group Specific Section

6. **ACTL (Access Customer Terminal Location) / POI (Point of Interface):**

DEFINITION: This field identifies the CLLI Code of the Terminal Location / POI of the Carrier providing the IntraLATA Service. If the Carrier does not have a CLLI Code for a particular ACTL / POI, the Carrier should contact their Bell Atlantic account manager to obtain a code prior to the submission of the trunk forecast. **For new trunk groups only, an 8-character CLLI code may be used if an 11-character code is not yet available.**

USAGE: This field identifies the physical drop-off point of traffic.

EXAMPLE: GRCYNYAANMD

7. **TSC (Two Six Code) / New:**

DEFINITION: This field identifies the unique number assigned to the Trunk Group by Bell Atlantic. **For new trunk groups, indicate "New" in the field.**

USAGE: This field assures that Bell Atlantic and the Carrier are referencing the appropriate trunk group.

EXAMPLE: AQ123456

8. **BELL ATLANTIC CLLI:**

DEFINITION: This field is the eleven - (11) character CLLI (Common Language Location Identification) Code of the Bell Atlantic switch.

USAGE: The CLLI identifies the Bell Atlantic switch in unique terms.

EXAMPLE: GRCYNYCG02T

9A. **TO (Traffic Origination)**

DEFINITION: This field is used to identify the direction of traffic for each trunk group between Bell Atlantic and the Carrier.

USAGE: The following codes should be used. **BA** = Traffic originates with Bell Atlantic, **CL** = Traffic originates with Carrier, **2W** = Two Way Traffic (where available).

EXAMPLE: BA, CL, 2W

9. **DS (Direction and Type of Signaling)**

DEFINITION: This field is a two character code which identifies the direction of traffic movement for trunk groups and the type of pulsing signals between the Bell Atlantic and Carrier location. Refer to Bellcore standard for a complete list of definitions. The following table represents the most common selections:

DS	Description
MM	Two way MF pulsing
-M	MF pulsing from Carrier to Bell Atlantic
M-	MF pulsing from Bell Atlantic to Carrier
77	Two way SS#7 pulsing
-7	SS#7 pulsing from Carrier to Bell Atlantic
7-	SS#7 pulsing from Bell Atlantic to Carrier

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: MM

10. **Carrier SWITCH CLLI:**

DEFINITION: This field is the eleven - (11) character CLLI code of the Carrier Switch.

USAGE: The CLLI identifies the Carrier switch in unique terms.

EXAMPLE: GRCYNYAADS0

11. **INTERFACE TYPE (Point of Interconnection):**

DEFINITION: This element describes the Interface Group desired for this traffic. These Groups relate to the Carrier POI Interface Groups for Switched Access Service.

Interface Type	CLEC/Bell Atlantic Point of Interconnection
DS1	DS1 Level High Speed Digital (1.544 MBPS)
DS3	DS3 Level High Speed Digital (44.736 MBPS)

USAGE: This field is required on all documents.

EXAMPLE: DS1

12. **56 KB or 64 Clear Channel:**

DEFINITION: This field defines the requirement for either 56KB or 64 clear channel on this trunk group. Note: 64 clear channel shall be provided where available.

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: 56 or 64

Trunk Forecast Section (See Attachment #2 of Excel Spreadsheet for Examples)

· **Current Year Trunk Requirements**

13. **Trunks In-Service as of Forecast Issue Date:**

DEFINITION: This field identifies the number of **DS0** trunks In Service for this trunk group as of the date of the forecast.

USAGE: This information gives Bell Atlantic the starting point for this forecast.

EXAMPLE: 192

14. **1Q FCST, 2Q FCST, 3Q FCST, 4Q FCST:**

DEFINITION: These fields indicate the cumulative trunk quantity forecasted for each quarter of the current year. Quantities indicate end of quarter requirements. As semi-annual updates are provided, fields for past quarters should be used to indicate actual in-service amounts.

USAGE: This information will identify any changes in requirements for the current year.

EXAMPLE: 192 Trunks (Only the number of DS0 trunks required)

· **Trunk Forecast Requirements: Current Year + 1**

15. **1Q FCST, 2Q FCST, 3Q FCST, 4Q FCST:**

DEFINITION: These fields indicate the cumulative trunk quantities forecasted for the First Future Year (Current Year +1) by quarter for that year. Quantities indicate end of quarter requirements.

USAGE: This information provides an indication of timing as well as volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

16. **Trunk Forecast Requirements: Current Year + 2:**

DEFINITION: This field indicates the cumulative trunk quantities forecasted to be required for the second future Year (Current Year +2) as of the end of the year.

USAGE: This information provides volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

· **Other**

17. **REMARKS:**

DEFINITION: This field is used to expand upon or clarify forecast data for each trunk group. It should be used to identify the sizing and timing of major projects, major shifts in demand, new switches etc.

USAGE: This field should be used to identify high priority requirements and other forecast items to be included in correspondence and discussions with Bell Atlantic.

EXAMPLE: Will be establishing new POI in 1999.

APPENDIX I

COLLOCATION FORECASTING GUIDE

CLECs shall comply with this Guide.

Bell Atlantic - Telecom Industry Services

Year #1 - 1999 Collocation Demand Forecast Template

Company Name:	ABC Telecom
Company Contact Person:	Jane Doe
Company Contact Person Telephone #:	212-555-1234
Bell Atlantic Account Manager:	Tom Dreyer
Date of This Forecast:	1-Aug-99
Date of Previous Forecast:	1-Feb-99

Please provide the following detailed information and list each collocation request separately by State, by Central Office. See Instructions for additional information.

Request No.	State	LATA	City/County	Central Office CLLI Code	Quantity	Application Month	Requested In-Service Month	Type of Collocation (Physical or Virtual)	New Arrangement or Augment to Existing	Floor Space in Sq Ft (Physical Only)	Type of Equipment (Virtual Only)	Forecast Update Code: A = Add C = Change D = Deletion
1 - Example	*NY*	*132*	*Manhattan*	*NYCMNY42*	*1*	*Dec-99*	*Apr-00*	*Physical*	*Power Augment*	*100 Sq Ft*		C
2 - Example	*PA*	*228*	*Philadelphia*		*5*	*Sep-99*	*Dec-99*	*Virtual*	*New*		*OC48*	A
3												
etc.												

Instructions For Completing the August 1, 1999 Collocation Forecast Template
Template Designed for use in all 14 Bell Atlantic Jurisdictions

Introduction

The purpose of this collocation forecast document is to provide guidelines for the formats and language to be used in exchanges of collocation forecast information between CLECs and Bell Atlantic.

This Collocation Forecasting Guide applies and must be complied with by CLECs for the purposes of these *Carrier-to-Carrier Guidelines*. This Collocation Forecasting Guide is in addition to, and does not cancel or terminate, any obligations that CLECs may have under interconnection agreements, tariffs or regulatory orders.

Forecast Scope

On a semi-annual basis (quarterly where specific contracts between Bell Atlantic and individual CLECs state quarterly forecasts as a requirement or where a significant change in demand occurs between forecast periods), CLECs shall provide Bell Atlantic with a two year detailed forecast of their collocation requirements. This shall include requirements for new arrangements, augments to existing arrangements, changes from previously provided forecasts, and deletions from previously provided forecasts. This forecast shall provide volume information on collocation arrangements, including the following types of collocation arrangements where these arrangements are available:

- Traditional Physical Collocation
- S.C.O.P.E.
- C.C.O.E. (cageless)
- Virtual Collocation

CLECs shall strive to provide Bell Atlantic with a high degree of accuracy in the timing, location and sizing of collocation projects. Special attention shall be paid to the information provided for Year 1.

Please provide a completed Collocation forecast to your Account Manager before August 1, 1999 and semiannually thereafter on August 1st and February 1st except as noted above.

Collocation Forecast Template Individual Field Definitions

See Attachment #1 of Excel Spreadsheet

Header Section

1. Company Name:

DEFINITION: This field identifies the Telecommunications Carrier (CLEC) issuing the collocation forecast.

USAGE: Used by Bell Atlantic to identify individual carrier forecasts.

EXAMPLE: ABC Telecom

2. Company Contact Person:

DEFINITION: This field identifies the individual at the Telecommunications Carrier responsible to submit the forecast and act as a contact person for Bell Atlantic.

USAGE: This information will be used by Bell Atlantic to contact the CLEC if additional information concerning the forecast is needed.

EXAMPLE: Jane Doe

3. Company Contact Person Telephone Number:

DEFINITION: This field identifies the telephone number of the contact person.

USAGE: This information will be used by Bell Atlantic to contact the CLEC if additional information concerning the forecast is needed.

EXAMPLE: 212-555-1234

4. Bell Atlantic Account Manager:

DEFINITION: This field is used to identify the name of the Bell Atlantic Account Manager assigned to the Telecommunications Carrier providing the forecast.

USAGE: This information will be used by the CLEC and by Bell Atlantic to insure that the forecast is forwarded to the appropriate individual in Bell Atlantic.

EXAMPLE: Tom Dreyer

5. Date of This Forecast:

DEFINITION: This field is used to identify the date on which the current forecast is being submitted.

USAGE: This information will be used by Bell Atlantic to distinguish the current view from previously provided forecasted information.

EXAMPLE: August 1, 1999

6. Date of Previous Forecast:

DEFINITION: This field is used to identify the date of the CLEC's most recently provided forecast prior to the current submission.

USAGE: This information will be used by Bell Atlantic to identify Adds, Changes and Deletions to previously forecasted information.

EXAMPLE: February 1, 1999

Collocation Specific Section

7. Request Number:

DEFINITION: This field is used to numerically identify each individual request that appears on the forecast template.

USAGE: This information will be used by Bell Atlantic to identify and refer to individual forecast requests.

EXAMPLE: 1, 2, 3, etc.

8. State:

DEFINITION: This field identifies the state for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by state.

EXAMPLE: NY

9. LATA:

DEFINITION: This field identifies the LATA for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by LATA.

EXAMPLE: 132

10. City/County

DEFINITION: This field identifies the city or county for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by city and/or county.

EXAMPLE: Manhattan

11. Central Office CLLI Code

DEFINITION: This field identifies the eight - (8) character CLLI (Common Language Location Identifier) code of the specific central office for which the forecast is being made or the eleven - (11) character CLLI code of an existing arrangement for which an augment is being forecast.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by Bell Atlantic central office.

EXAMPLES: NYCMNY42, NYCMNY42HD1

12. Quantity:

DEFINITION: This field identifies the quantity of offices the CLEC expects to apply for in a

specific state, LATA, city or county when the CLEC has not yet determined the specific central offices where it will apply for collocation. If a specific CLLI code is supplied, this field will always be one (1).

USAGE: This information will be used by Bell Atlantic to aggregate demand by state, LATA, city/county when the CLEC is unsure of the exact offices that will be applied for.

EXAMPLE: 5

13. Application Month:

DEFINITION: This field identifies the month in which the CLEC plans to submit the application for collocation. The year that the application will be submitted is the forecast year shown at the top of the template, for example "Year #1 - 1999". A separate template is required for each forecast year.

USAGE: This information will be used by Bell Atlantic to sort and aggregate forecast demand data by application month.

EXAMPLE: December 1999

14. Requested In-Service Month

DEFINITION: This field identifies the month in which service is required. Requested In-Service month is based upon the appropriate provisioning intervals and/or tariff provisions and is dependent on what type of collocation is being requested.

USAGE: This information will be used by Bell Atlantic to sort and aggregate demand forecast data by requested In-Service month. Note: "In Service" month refers to the point in time when the collocation project is completed, turned over to the CLEC and capable of being put into service. For Year 2, the CLEC should provide as much detailed information as possible. However, general information will be accepted for planning purposes.

EXAMPLE: April 2000

15. Type of Collocation

DEFINITION: This field identifies the type of collocation the CLEC plans to apply for.

USAGE: This information will be used by Bell Atlantic to plan collocation space.

EXAMPLE: Physical

16. New Arrangement or Augment to Existing

DEFINITION: This field identifies whether the CLEC will be requesting a new collocation arrangement or is planning to augment an existing arrangement. Augments include expansions of existing cages, additional power requirements or additional cabling (DS1, DS3's, SVGAL etc.).

USAGE: This information will be used by Bell Atlantic to account for collocation requirements in planning collocation space, power plant growth, etc.

EXAMPLE: Power Augment

17. Floor Space in Sq. Ft. (Physical only)

DEFINITION: This field identifies the amount of square footage that will be requested for new physical collocation requests or expansion requests to existing arrangements.

USAGE: This information will be used by Bell Atlantic to plan collocation space.

EXAMPLE: 100 Sq. Ft.

18. Type of Equipment

DEFINITION: This field identifies the high level description of the type of equipment the CLEC will request to have installed in the virtual collocation arrangement or will install in SCOPE and CCOE arrangements. This information may also be supplied for physical collocation requests, but is not mandatory.

USAGE: Bell Atlantic will use this information for the planning of space requirements.

EXAMPLE: OC48, SLC2000

19. Forecast Update Code

DEFINITION: This field categorizes the entry based on previously forecasted information.

USAGE: Bell Atlantic will use this information to synchronize new forecast entries with previously provided forecasts and collocation applications.

EXAMPLE: For an “Add” not previously forecasted enter “A”
For a “Change” to a previous forecast enter “C”
For a “Delete” to a previous forecast enter “D”

APPENDIX J

STATISTICAL METHODOLOGIES

Statistical Methodologies:

Bell Atlantic will use statistical methodologies as a means to determine if "Parity with BA Retail" or "Parity with BA Affiliate Aggregate"[1] exists (that is, to determine if the performance for a CLEC, or CLECs in the aggregate, is equivalent to the performance for Bell Atlantic retail customers or for BA Affiliates). For performance measures where "Parity with BA Retail" or "Parity with BA Affiliate Aggregate" is the standard and a statistically significant sample size exists, Bell Atlantic will use the "modified t and Z statistics" proposed by a number of CLECs in LCUG (Local Competition Users Group). For metrics where the performance is measured against an objective (absolute) standard, the "modified t and Z statistics" are not applicable. The specific formulas are detailed below:

Mean Variables:	Percent Variables:
$t = \frac{\overline{X}_{CLEC} - \overline{X}_{BA}}{\sqrt{s_{BA}^2(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}})}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA})(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}})}}$

Definitions:

Mean Variables are metrics of means or averages, such as mean time to repair, or average delay days.

Percent Variables are metrics of proportions, such as percent metrics.

$\bar{X}$ is defined as the average performance or mean of the sample
S^2 is defined as the standard deviation
n is defined as the sample size
P is defined as the proportion (for percentages, 90% translates to a 0.90 proportion)

A Z or t score of below –1.645 provides a 95% confidence level that the samples are different, or that they come from different distributions.

If the Z or t score is ≥-1.645, the performance standard of "Parity with BA Retail" or "Parity with BA Affiliate Aggregate" will be deemed to have been met. If the Z or t score is <-1.645 (farther from zero than –1.645), except as otherwise provided in these Guidelines (including, but not limited to, in Appendix J, "Bell Atlantic Exceptions," and Exhibit 1, Section 3, "Skewed Data") or determined by the Commission, the standard of "Parity with BA Retail" or "Parity with BA Affiliate Aggregate" will be deemed not to have been met.

[1] For 2 Wire xDSL Loop and 2 Wire xDSL Line Sharing measures.

Sample Size Requirements:

Minimum Sample Size: The minimum sample size is 10. When the measured sample size for either BA Retail (or BA Affiliate Aggregate) or CLEC is less than 10 (BA Retail <10 {BA Affiliate Aggregate < 10} or CLEC <10), no determination will be made as to whether the standard has been met.

Use of Z or t Statistic and Permutation Methods: The minimum sample size for use of the Z or t statistic is 30. When the measured sample size for each of BA Retail (or BA Affiliate Aggregate) and CLEC is 30 or more (BA Retail = 30 {BA Affiliate Aggregate = 30} and CLEC = 30), the Z or t statistic will be used for metrics where "Parity with BA Retail" (or "Parity with BA Affiliate Aggregate") is the standard. When the measured sample size for either BA Retail (or BA Affiliate Aggregate) or CLEC is from 10 to 29 (BA Retail 10 to 29 {BA Affiliate Aggregate 10 to 29} or CLEC 10 to 29), BA will do the following:

a.) If the absolute performance for the CLEC is better than the BA retail (or BA Affiliate Aggregate) performance, no statistical analysis is required; the standard will be deemed to have been met.

b.) If the absolute performance for the CLEC is worse than the BA retail (or BA Affiliate Aggregate) performance, BA will perform a permutation test to determine whether or not BA's performance for the CLEC was at "Parity with BA Retail" (or "Parity with BA Affiliate Aggregate").

Bell Atlantic Exceptions:

(1) **Clustering:**

A key assumption about the data, necessary to use statistics, is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunications services may not be independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event.

a.) **Event Driven Clustering: Cable Failure**: If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, BA will provide the data demonstrating that all troubles within that failure, including BA troubles, were resolved in an equivalent manner. Then, BA will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA and the remaining troubles compared according to normal statistical methodologies.

b.) **Location Driven Clustering: Facility Problems**: If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA will provide the data demonstrating that the orders were "clustered" in a single facility problem, will show that the problem was resolved in a manner equivalent to the manner in which such a problem primarily impacting BA retail operations would have been resolved, and will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c.) **Time Driven Clustering: Single Day Events**: If a significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, BA will provide the data demonstrating the unusual amount of activity on that day. BA will compare that single day's performance for the CLEC to BA's own performance, including BA's processing of similar peak loads in BA's retail operations. Then, BA will provide data with that day excluded from overall performance to demonstrate "parity".

(2) **CLEC Actions**:

If BA's performance for any measure is impacted by unusual or inappropriate CLEC behavior, BA will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality deficiencies, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, failing to apply X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when BA has missed an appointment. If such action negatively impacts performance, BA will provide appropriate detail documentation of the events to the CLEC and the Commission.

Where BA proposes an exception, BA will provide applicable information, ensuring protection of customer proprietary information, to the CLEC and the Commission. Such information might include individual trouble reports and orders, with analysis of BA and CLEC performance. For cable failures, BA will provide appropriate documentation detailing other troubles associated with that cable failure.

Metrics with Objective (Absolute) Standards:

Minimum Sample Size: The minimum sample size is 10. When the measured sample size is less than 10, no determination will be made as to whether the standard has been met.

APPENDIX K--2000 Holidays For TISOC, RCCC and Network Operations (No staffing or limited staffing of work units)

Holidays								
Date	**Holiday**	**DC**	**MD**	**VA**	**WV**	**PA**	**DE**	**NJ**
12/31/99	New Years Day	Y	Y	Y	Y	Y	Y	Y
02/21/00	President's Day	Y	Y	Y	Y	Y	Y	Y
04/21/00	Good Friday	N	N	N	N	Y	Y	N
05/29/00	Memorial Day	Y	Y	Y	Y	Y	Y	Y
07/04/00	Independence Day	Y	Y	Y	Y	Y	Y	Y
09/04/00	Labor Day	Y	Y	Y	Y	Y	Y	Y
10/09/00	Columbus Day	N	N	N	N	N	N	Y
11/11/00	Veteran's Day	Y	Y	Y	Y	Y	Y	Y
11/23/00	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
11/24/00	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N
12/25/00	Christmas Day	Y	Y	Y	Y	Y	Y	Y

Note: Holidays may vary based on collective bargaining agreements. Holidays apply to a work unit based on the state in which it is located.

APPENDIX L

OSS INTERFACE OUT OF SERVICE TROUBLE REPORTS

A CLEC shall report an OSS interface (EDI, Web GUI, CORBA, Electronic Bonding) outage by calling BA's System Support Help Desk. At present, the telephone number of the Help Desk is 888-433-4357.

APPENDIX M

OSS INTERFACE OUT OF SERVICE TROUBLE REPORT LOG

A CLEC may obtain a copy of the BA log that keeps a record of CLEC reports of interface outages by contacting BA's System Support Help Desk. At present, the telephone number of the Help Desk is 888-433-4357.

The log will be furnished on a computer disk. The log will exclude information identifying the CLECs that reported outages.

APPENDIX N

TEST DECK

PRE-ORDER AND ORDER WEIGHTS

APPENDIX N

Virginia *Quality Baseline Validation Test Deck - LSOG4*

February Release

Pre-Order and Order Weights

PRE-ORDER						ORDER			TOTAL
25% of total weights 18 scenarios						75% of total weights 38 scenarios			100%
						RESALE	UNE	PLATFORM	
40% of preorde 10% of total 4 scenarios	### of preorde 3% of total 1 scenario	12% of preorde 3% of total 4 scenarios	### of preorde 3% of total 5 scenarios	### of preorde 3% of total 3 scenarios	### of preorder 3% of total 1 scenario	20% of orders 15% of total 17 scenarios	40% of orders 30% of total 9 scenarios	40% of orders 30% of total 12 scenarios	
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings	TN Availability Ord Reservation	Facility Availability (Loop Qualification)	Scenarios 1 0.88% 2 0.88% 3 0.88% 4 0.88% 5 0.88% 6 0.88% 7 0.88% 8 0.88% 9 0.88% 10 0.88% 11 0.88% 12 0.88% 13 0.88% 14 0.88% 15 0.88% 16 0.88% 17 0.88%	Scenarios 30 3.33% 31 3.33% 32 3.33% 33 3.33% 34 3.33% 35 3.33% 36 3.33% 37 3.33% 38 3.33%	Scenarios 18 2.50% 19 2.50% 20 2.50% 21 2.50% 22 2.50% 23 2.50% 24 2.50% 25 2.50% 26 2.50% 27 2.50% 28 2.50% 29 2.50%	
15 2.50% 16 2.50% 17 2.50% 18 2.50%	4 3.00%	6 0.75% 7 0.75% 8 0.75% 9 0.75%	5 0.60% 10 0.60% 11 0.60% 12 0.60% 13 0.60%	1 1.00% 2 1.00% 3 1.00%	14 3.00%				
10.0%	3.0%	3.0%	3.0%	3.0%	3.0%	15%	30%	30%	100%

This appendix may be modified from time-to-time to reflect changes in the test deck. Notice of changes to this appendix will be given through the Change Management Control Process.

EXHIBIT 1

ADDITIONAL PROVISIONS

1. **Interpretation.** These Carrier-to-Carrier Guidelines ("Guidelines") are intended to implement the order of the Commission [insert order citation] ("Order") (as amended from time-to-time), and other applicable orders of the Commission. The Guidelines shall be construed and implemented so as to be consistent with and implement the Order and other applicable orders of the Commission.

2. **Changes.** The Commission, in accordance with the procedures provided under applicable law, may modify the Guidelines, including, but not limited to, in order to conform the Guidelines to changes in BA's systems and processes.

3. **Skewed Data.** BA shall not be responsible for a failure to meet a performance standard, to the extent such failure was the result of: (a) a Force Majeure event; (b) a statistically invalid measurement; or, (c) Event Driven Clustering, Location Driven Clustering, Time Driven Clustering, or CLEC Actions, as described in Appendix J.

   Force Majeure events include the following: (a) events or causes beyond the reasonable control of BA; or, (b) unusually severe weather conditions, earthquake, fire, explosion, flood, epidemic, war, revolution, civil disturbances, acts of public enemies, any law, order, regulation, ordinance or requirement of any governmental or legal body, strikes, labor slowdowns, picketing or boycotts, unavailability of equipment, parts or repairs thereof, or any acts of God.

   If BA claims that it is excused under this Exhibit I, Section 3 from meeting a performance standard, BA will submit notice to the Commission and all affected CLECs at the time that it submits the applicable monthly performance report. If any interested party wishes to dispute BA's claim, it must do so within thirty (30) calendar days after the monthly report is submitted to the Commission, by requesting the Commission to institute an appropriate proceeding to resolve the dispute.

4. Confidentiality.

(a) BA Information:

(1) As used in this Section (4)(a), the following terms have the meanings stated below:

(A) "BA Information:" (1) information contained in the report for BA Retail performance; (2) information contained in the report for BA Affiliate Aggregate performance; and, (3) any other information about or related to BA retail customers or BA Affiliates, disclosed to a CLEC in conjunction with the Guidelines.

(B) "Agent:" (1) an employee, agent, contractor or affiliate[1] of a CLEC; and, (2) an employee of an agent, contractor or affiliate of a CLEC.

(2) A CLEC may disclose BA Information to other persons only as follows: (1) to CLEC Agents who need to receive the BA Information for a use permitted by this Section 4(a); (2) to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreement, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between BA and the CLEC. A CLEC may use BA Information only for the following purposes: (1) assessment of BA's performance in providing service; (2) assessment of BA's performance in complying with these Guidelines; (3) enforcement of the CLEC's rights under the Guidelines, an applicable agreement or tariff, or applicable law; (4) such other uses as may be required by applicable law or permitted by the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, including, but not limited to, reporting to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (5) such other uses as may be required or permitted by an agreement between BA and the CLEC. A CLEC's Agents shall be bound by the same restrictions on disclosure and use of BA Information as the CLEC is under this Section 4(a) and the CLEC shall require its Agents to comply with these restrictions.

[1] As used in this Section 4(a) definition of Agent," an "affiliate of a CLEC" is a person that (directly or indirectly) controls, is controlled by, or is under common control with, the CLEC.

(3) Except as otherwise expressly required by applicable law, in providing performance reports to a CLEC and otherwise performing its obligations under the Guidelines, BA shall not be obligated, and may decline, to disclose to a CLEC any individually identifiable information pertaining to a person other than the CLEC, including, but not limited to, any other carrier customer of BA or any retail customer of BA.

(b) CLEC Information

(1) As used in this Section (4)(b), the following terms have the meanings stated below:

(A) "CLEC Information:" information disclosed by BA to a CLEC in a report for CLEC Specific performance for that CLEC, while such information is in a CLEC individually identifiable form.

(B) "Agent:" (1) an employee, agent, contractor or affiliate[2] of BA; and, (2) an employee of an agent, contractor or affiliate of BA.

(2) BA may disclose CLEC Information to other persons only as follows: (1) to BA's Agents who need to receive the CLEC Information for a use permitted by this Section 4(b); (2) to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreement, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between BA and the CLEC. BA may use CLEC Information only for the following purposes: (1) performing its obligations under the Guidelines; (2) assessment of BA's performance in providing service; (3) assessment of BA's performance in complying with these Guidelines; (4) enforcement of BA's rights under the Guidelines, an applicable agreement or tariff, or applicable law; (5) provision of service to CLECs; (6) such other uses as may be required by applicable law or permitted by the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator including, but not limited to, reporting to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an

[2] As used in the Section 4(b) definition of "Agent," an "affiliate of BA" is a person that (directly or indirectly) controls, is controlled by, or is under common control with, BA.

arbitrator or mediator; and, (7) such other uses as may be required or permitted by an agreement between BA and the CLEC. BA's Agents shall be bound by the same restrictions on disclosure and use of CLEC Information as BA is under this Section 4(b) and BA shall require its Agents to comply with these restrictions.

(c) Exceptions

The restrictions on disclosure and use of BA Information and CLEC Information stated in Sections 4(a) and 4(b), above shall not apply:

(1) With regard to BA Information, if BA makes the BA Information publicly available; and,

(2) With regard to CLEC Information, if the CLEC makes the CLEC Information publicly available.

(d) This Section 4 is intended to be in addition to and not in derogation of any applicable law protecting the confidentiality of the information of a telecommunications carrier or the customers or users of a telecommunications carrier. This Section 4 shall not be construed as permitting any disclosure or use of information otherwise prohibited by applicable law.

5. **Reporting Date.** Performance Measurement Reports will be distributed on the 25th day of the month following the reporting month (or, if the 25th day of the month is a Saturday, Sunday or holiday observed by BA, the next BA business day).

6. **CLEC General Obligations.** CLECs shall comply with all of the obligations imposed upon them by the Guidelines, including, but not limited to, the obligation to provide timely, accurate forecasts for interconnection trunks (both "CLEC to BA" and "BA to CLEC") and collocation.

Verizon (former GTE Territory) Proposed Performance Measures and Standards for Virginia

July 19, 2000

Function:

PO-1 Response Time OSS Ordering Interface

Methodology:

ILEC measures average response time for mechanized pre-Order queries by capturing information on CLEC queries and ILEC system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is initiated is captured and assigned a unique transaction ID. When the ILEC response is returned to the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response date/time.

Queries requesting customer service records can also be processed via fax. The date and time the fax is received from the CLEC is captured. The ILEC service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time.

Definition:

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record (CSR)
- Service Availability
- Service Appointment Scheduling (due date)
- Rejected/Failed inquires
- Loop qualification

Exclusions:

- Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification, telephone number, service availability, service due date scheduling, or rejected/failed queries are excluded from OSS response time calculations.

Performance Standard:

Mechanized:

- For electronic interfaces:

Address Verification	GTE Retail + 5 seconds
Request for TN	GTE Retail + 5 seconds
Service Availability	GTE Retail + 5 seconds
Due Date	GTE Retail + 5 seconds
Reject/Failed Inquiries	GTE Retail + 5 seconds
Loop Qualification	TBD

CSRs:

- WISE: 95% in 4 hours
- Fully Manual: 95% in 24 hours

Report Dimensions – PO-1 OSS Response Time		
Company: • Individual CLEC • CLECs in the aggregate **Products:** • Electronic Interface (by Query Type) • WISE CSR Interface • Manual CSR Interface (fax)	**Geography:** • Statewide	
Sub-Metrics		
PO-1-01	**NA**	
Calculation	**Numerator**	**Denominator**
Sub-Metrics		
PO-1-02	**Average Response Time – Service Appointment Scheduling**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Count of service appointment scheduling Queries
PO-1-03	**Average Response Time – Address Verification**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for address verification	Count of address verification Queries
PO-1-04	**Average Response Time –Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service availability	Count of service availability Queries
PO-1-05	**Average Response Time – Request for Telephone Number**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for TN request	Count of TN request Queries
PO-1-06	**Average Response Time – Loop Qualification Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for Loop Qualification availability	Count of Loop Qualification availability Queries
PO-1-07	**% CSR Queries On Time – Manual**	
Calculation	**Numerator**	**Denominator**
	Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSR Queries
PO-1-08	**% CSR Queries On Time – WISE**	
Calculation	**Numerator**	**Denominator**
	Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSR Queries

Function:

PO-2 OSS Interface Availability

Methodology:

ILEC measures "Percent of Time Interface is Available" within published hours of availability for each OSS external interfacing system. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via ILEC's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".

Definition:

Measures percent of time an OSS interface is actually available compared to scheduled availability.

Business Rules:

1. Outage hours are obtained from outage reports
2. Any change requests for extended availability during the reporting period are added to the scheduled hours.

Exclusions:

Interface for WISE Performance Measures.

Performance Standard:

Standard – 99.25%

Report Dimensions :

Company:

- CLECs in the aggregate

Products:

- Email
- FTP
- NDM
- WISE CSR Requests
- WISE Pre-Order
- WISE Order
- WISE Repair

Geography:

- National

Sub-Metrics

PO-2-01	**OSS Interface Availability – Scheduled Hours**	
Calculation	**Numerator**	**Denominator**
	Number of scheduled system available hours minus unscheduled system unavailable hours	Sum of total scheduled system available hours

Function:		
PO-3 Contact Center Availability		
Definition:		
Measures the average time it takes the ILEC's work center to answer a call.		
Exclusions:		
Performance Standard:		
Repair Center Standard – average 20 seconds **Ordering Center** Standard – average 20 seconds		
Report Dimensions :		
Company: • CLECs in the aggregate **Products:** • GTE Ordering Center • GTE Repair Center	**Geography:** • National	
Sub-Metrics		
PO-3-01	**Center Responsiveness (Ordering)**	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call Answer – Date and Time of Call Receipt)	Total Calls Answered by Center
PO-3-02	**NA**	
Calculation	**Numerator**	**Denominator**
PO-3-03	**Center Responsiveness (Repair)**	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call Answer – Date and Time of Call Receipt)	Total Calls Answered by Center

Function:

OR-1 Order Confirmation Timeliness

Definition:

Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.

Exclusions:

Local Service Requests:

- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance.
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).

Access Service Requests:

- Exclude invalid records.
- Exclude records with invalid dates.

Performance Standard:

95% On Time

Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE <10 lines: 24 hours
Resale POTS/UNE >= 10 lines: 72 hours
Resale Special Services < 10 lines: 48 hours
Resale Special Services >= 10 lines: 72 hours
Interconnection Trunks: 10 days

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • GTE and ILEC Affiliates	• Statewide

Products:
Resale POTS
Resale Specials
UNE Loop Nondesigned
UNE Loop Designed
UNE Transport
UNE Port
UNE Platform
UNE Loop xDSL Capable
Interconnection Trunks

Sub-Metrics – Order Confirmation Timeliness		
OR-1-01	**NA**	
Calculation	**Numerator**	**Denominator**
OR-1-02	**% On time LSC – Flow Through**	
Calculation	**Numerator**	**Denominator**
	Number of electronic LSCs where the sent date/time minus received date/time is less than 2 hours for Resale and UNE Loop/Port/Platform products	Count of flow through orders where a Local Service Confirmation was sent for Resale and UNE Loop/Port/Platform products
OR-1-03	**NA**	
Calculation	**Numerator**	**Denominator**
OR-1-04	**% On Time LSC < 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform products	Count of Resale POTS and UNE Loop/Port/Platform orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-05	**% On Time LSC < 10 Lines (Specials - No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials	Count of Resale Special orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-06	**% On Time LSC >= 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform products	Count of Resale and UNE Loop/Port/Platform orders with 10 or more lines where a Local Service Confirmation was sent
OR-1-07 to 11	**NA**	
Calculation	**Numerator**	**Denominator**
OR-1-12	**% On Time FOC**	
Calculation	**Numerator**	**Denominator**
	Number of FOC where the sent date/time minus received date/time is within the standard for Interconnection Trunk and UNE Transport products	Count of Interconnection Trunk and UNE Transport orders where a Firm Order Confirmation was sent
OR-1-13	**% On Time LSCs >= 10 Lines (Specials - No Flow Through)**	
Calculation	**Numerator**	**Numerator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials

Function:

OR-2 Reject Timeliness

Definition:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Business Rules:

1. Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.

Exclusions:

- Excludes Directory Assistance/Listing, Directory Assistance, Directory Listing and LNP activity
- Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).

Performance Standard:

95% On Time
Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE <10 lines: 24 hours
Resale POTS/UNE >= 10 lines: 72 hours
Resale Special Services < 10 lines: 48 hours
Resale Special Services >= 10 lines: 72 hours
Interconnection Trunks: 10 days

Report Dimensions :

Company:	Geography:
• Individual CLEC • CLECs in the aggregate • GTE and ILEC Affiliates	• Statewide

Products:
Resale POTS
Resale Specials
UNE Loop Nondesigned
UNE Loop Designed
UNE Port
UNE Platform
UNE Loop xDSL Capable
Interconnection Trunks

Sub-Metrics

OR-2-01	**NA**	
Calculation	**Numerator**	**Denominator**
OR-2-02	**% On Time LSR Reject – Flow Through**	
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
OR-2-03	**NA**	
Calculation	**Numerator**	**Denominator**
OR-2-04	**% On Time LSR Reject < 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines	Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines
OR-2-05	**% On Time LSR Reject < 10 Lines (Specials - No Flow Through)**	

Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale Special orders less than 10 lines	Number of Resale Special Orders Rejected with less than 10 lines
OR-2-06	**% On Time LSR Reject >= 10 Lines (No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform orders with 10 or more lines	Number of Resale and UNE Loop/Port/Platform Orders Rejected with 10 or more lines
OR-2-07 to 11	**NA**	
Calculation	**Numerator**	**Denominator**
OR-2-12	**% on Time Interconnection Trunk and UNE Transport ASR Reject**	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where the sent date/time minus received date/time is less than or equal 10 business days for Interconnection Trunk and UNE Transport products	Number of Interconnection Trunk and UNE Transport orders rejected
OR-2-13	**% on Time Rejects >= 10 Lines (Specials No Flow Through)**	
Calculation	**Numerator**	**Denominator**
	Number of Rejects sent where sent date/time minus received date/time is less than or equal 72 hours for Resale Special Orders with 10 or more lines	Number of Resale Special Projects with 10 or more lines

Function:		
OR-5 Percent Flow-Through[1]		
Definition:		
Total Flow-Through: The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through.		
Exclusions:		
• Rejected LSRs • Orders received manually • Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance		
Performance Standard:		
No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.		
Report Dimensions		
Company: • Individual CLEC • CLEC Aggregate • GTE and ILEC Affiliates	Geography: • Statewide	
Sub-Metrics		
OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.
OR-5-02	**NA**	
Calculation	Numerator	Denominator
OR-5-03	**% Flow -Through – Achieved**	
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.

[1] While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.

Function:

PR-2 Average Interval Completed

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions:

Excludes customer requested due dates beyond interval offered, orders delayed for customer reasons.

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • GTE Retail • GTE and ILEC Affiliates	• Statewide

Products:

- Resale POTS-
- Resale Specials
- UNE loop Nondesigned
- UNE loop Designed
- UNE loop xDSL capable
- UNE Port
- UNE Transport
- UNE Platform
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

*****Diagnostic Only – No Standard

Sub-Metrics

PR-2-01 to 17	**NA**	
Calculation	**Numerator**	**Denominator**
PR-2-18	**Average Completed Interval**	
Calculation	**Numerator**	**Denominator**
	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders	Total new, move and change orders

Function:		
PR-3 Completed within 5 Days		
Definition:		
Measures the percent of new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
Exclusions:		
Excludes customer requested due dates beyond interval offered. Excludes orders delayed for customer reasons. Excludes 'Out' orders. Excludes 'records only' orders. Excludes ILEC company official orders Excludes LNP orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: • Individual CLEC • CLECs in the aggregate • GTE Retail • GTE and ILEC Affiliates **Products:** Resale POTS UNE Loop Nondesigned		**Geography:** • Statewide
Sub-Metrics		
PR-3-01 to 7	NA	
Calculation	**Numerator**	**Denominator**
PR-3-08	**% Completed in 5 Days – No Dispatch**	
Calculation	**Numerator**	**Denominator**
	Number of new, move, and change Resale POTS/UNE Loop Nondesigned non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change resale POTS/UNE Loop Nondesigned non-dispatched orders
PR-3-09	**% Completed in 5 Days – Dispatch**	
Calculation	**Numerator**	**Denominator**
	Number of new, move, and change Resale POTS/UNE Loop Nondesigned dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesigned dispatched orders

Function:

PR-4 Missed Due Dates

Definition:

Measures the percent of new, move and change orders where installation was not completed by the due date.

Business Rules:

1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
2. Completed date is defined as the Billing Effective Date.

Exclusions:

Excludes 'Out' orders.
Excludes 'records only' orders.
Excludes ILEC company official orders.

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

PR-4-01	**% Missed Due Dates – Designed Services**	
Calculation	**Numerator**	**Denominator**
	Total number of missed due dates for New, Move and change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders	Total number of New, Move and Change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders
PR-4-02	**Average Delay Days – Total**	
Calculation	**Numerator**	**Denominator**
	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
PR-4-04	**% Missed Due Dates – Dispatch**	
Calculation	**Numerator**	**Denominator**

	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Non-designed, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders
PR-4-05	**% Missed Due Dates – No Dispatch**	
Calculation	**Numerator**	**Denominator**
	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders

Function:

PR-5 Facility Missed Orders

Definition:

Measures the percent of new, move and change orders missed due to lack of facilities.

Business Rules:

1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
2. Completed date is defined as the Billing Effective Date.
3. Lack of facilities is defined to be those orders showing the following suffixes: DROSP, DRCOE, DREQ.

Notes:
1. Results also included in Measure "Percent Missed Due Dates"

Exclusions:

Excludes 'records only' orders.
Excludes 'Out' orders.
Excludes ILEC company official orders.

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions:

Company:
- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:
- Statewide

Products:
- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

- * Diagnostic Only – No Standard

Sub-Metrics

PR-5-01	**NA**	
Calculation	**Numerator**	**Denominator**

PR-5-02	**NA**	
Calculation	**Numerator**	**Denominator**

PR-5-03	**% Orders Held for Facilities > 60 Days**	
Calculation	**Numerator**	**Denominator**

	Total number of New, Move and Change orders where the billing effective date minus the due date is 60 or more days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

Function:

PR-6 Installation Quality

Definition:

Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesigned services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

CPE
Came Clear
Test OK
Customer error
Coin
Invalid, non-service affecting
Enhanced products and services
Referred to other vendors
Received on the Due Date
Subsequent reports
ILEC employee generated
ILEC company official orders

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**	
Calculation	**Numerator**	**Denominator**

	Total number of Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk orders which received trouble reports within 30 calendar days of completion.	Total number of new, move and change Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk completed orders.
PR-6-02	**% Installation Troubles reported within 7 Days**	
Calculation	**Numerator**	**Denominator**
	Total number of Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, UNE Port orders which received trouble reports within 7 calendar days of order completion.	Total number of new, move and change Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, UNE Port completed orders

Function:

PR-7 Percentage of Orders Jeopardized

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions:

Excludes customer due dates beyond interval offered, and orders delayed for customer reasons.

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

PR-7-01	**Percentage of Orders Jeopardized**	
Calculation	**Numerator**	**Denominator**
	Number of Orders Jeopardized	Number of Orders Confirmed

Function:

PR-9 Coordinated Conversions

Methodology:

ILEC captures the data used to measure coordinated conversion activity from its legacy system, NOCV.

Three types of formatted remarks are placed on the NOCV order:

- Coordinated customer conversion identifier
- The due date/due start time
- The actual date/time the conversion actually started

If the conversion actually started within one hour of the scheduled due date/start time, the conversion is considered to be on-time.

Definition:

Measures the percentage of coordinated orders (TBCC/CHC) started on time for all orders where CLEC has requested coordination

Business Rules:

Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC.

Exclusions:

Excludes CLEC caused misses
Excludes 'records only' orders

Performance Standard:

90% on time

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Products:

- Residence and Business conversions combined

Geography:

- Statewide

Sub-Metrics

PR-9-01	**% On Time Performance**	
Calculation	**Numerator**	**Denominator**
	Number of coordinated orders started by due date and time	Count of coordinated orders completed in reporting period

Function:

MR-2 Trouble Report Rate

Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 lines/circuits/UNEs/trunks.

Business Rules:

1. Access line/circuit count taken from previous month.
2. Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

Test OK
Came Clear
CPE
Customer error
Coin
Invalid, non-service affecting
Enhanced products and services
Referred to other vendors
Received on the Due Date
Subsequent reports
ILEC employee generated
ILEC company official orders

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions:

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**	
Calculation	**Numerator**	**Denominator**
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:

MR-3 Missed Repair Commitments

Definition:

Measures the percent of network trouble reports not cleared by the commitment date and time.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

CPE
Test OK
Came Clear
Customer error
Coin
Invalid, non-service affecting
Enhanced products and services
Referred to other vendors
Received on the Due Date
Subsequent reports
ILEC employee generated
ILEC company official orders

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

MR-3-01	**% Missed Repair Commitment**	
Calculation	**Numerator**	**Denominator**
	Total network trouble reports not cleared by commitment date/time for all products	Total network trouble reports completed for all products

Function:

MR-4 Trouble Duration Intervals

Definition:

Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

CPE, Coin
Test OK,Came Clear, Customer error
Invalid, non-service affecting
Enhanced products and services
Referred to other vendors
Received on the Due Date
Subsequent reports
ILEC employee generated, ILEC company official orders

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

MR-4-01	**Mean Time to Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
MR-4-02 to 6	**NA**	
Calculation	**Numerator**	**Denominator**
MR-4-07	**% Out of Service > 12 Hours – Interconnection Trunks**	

Calculation	**Numerator**	**Denominator**
	Count of Interconnection trunks troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 12 hours (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for Interconnection trunks
MR-4-08	**% Out of Service > 24 Hours**	
Calculation	**Numerator**	**Denominator**
	Count of Resale and UNE troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours (Designed Troubles exclude interrupt time)	Total customer network trouble reports for all Resale and UNE products
MR-4-09	**POTS Out of Service Less than 24 Hours (Non-designed services only)**	
Calculation	**Numerator**	**Denominator**
	Total number of out of service network troubles cleared in less than 24 hours	Total number of out of service network troubles reported

Function:

MR-5 Repeat Trouble Reports

Definition:

Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.

Any trouble, regardless of the original disposition code, that repeat as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

CPE
Test OK
Came Clear
Customer error
Coin
Invalid, non-service affecting
Enhanced products and services
Referred to other vendors
Received on the Due Date
Subsequent reports
ILEC employee generated
ILEC company official orders

Performance Standard:

Parity with GTE Retail except for xDSL and line sharing which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Geography:

- Statewide

Products:

- Resale POTS
- Resale Specials
- UNE Loop Non-designed
- UNE Loop Designed
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks
- Line Sharing
- EEL*
- Subloop*
- Dark Fiber*

* Diagnostic Only – No Standard

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**	
Calculation	**Numerator**	**Denominator**

	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.

Business Rules:

1. Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.
2. ILEC reports provided 45 days after close of data month.
3. Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.)

Notes: 1)Applies to those trunks where the ILEC has augmentation control.
2) Does not apply when trunks are provisioned as two-way trunks.

Exclusions:

IXC Dedicated Trunks are not included
Abnormal blockage exclusions:
Network Failures; Switch Outages
Acts of God; Storms, Tornadoes, etc.
National Holidays
Media Stimulated Mass Calling
Cable/Fiber cuts
Microwave Failures
Power Outages

Performance Standard:

Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • GTE and ILEC Affiliates **Products:** • CLEC Trunks	• Statewide

Sub-Metrics

NP-1-01 to 3	**NA**	
Calculation	**Numerator**	**Denominator**
NP-1-04	**Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months**	
Calculation	**Numerator**	**Denominator**
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

Function:		
NP-2 Collocation Performance		
Definition:		
Measures the percent of collocation arrangements responded to and completed (built) on time. Business Rules: 1. Applies to all requests for physical collocation space 2. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.		
Exclusions:		
Excludes orders canceled by CLEC		
Performance Standard:		
Physical Space Notification: 95% within 15 days **Physical Completion:** 95% on time		
Report Dimensions :		
Company: • Individual CLECs • CLECs in the aggregate	Geography: • Statewide	
Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Count of requests for physical collocation arrangements where response to request is answered within 15 days	Count of requests for physical collocation arrangements received in the reporting period.
NP-2-02 to 4	**NA**	
Calculation	**Numerator**	**Denominator**
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses)	Count of physical collocation arrangements completed in the reporting period.

Function:		
NP-6 NXX Updates		
Definition:		
Measures the number of NXXs loaded by the LERG effective date. *Note: Includes both additions and deletions to NXX codes.*		
Exclusions:		
Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).		
Performance Standard:		
Parity - Comparison made to results for loading ILEC NXX codes by the LERG effective date.		
Report Dimensions :		
Company: • Individual CLEC • CLECs in the aggregate • GTE Retail • GTE and ILEC Affiliates	**Geography:** • Statewide	
Sub-Metrics		
NP-6-01	**NXX Loaded by LERG Effective Date**	
Calculation	**Numerator**	**Denominator**
	Number of NXXs loaded by LERG effective date	Number of NXXs scheduled to be loaded by LERG effective date

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle. Business Rules: 1. Includes only mechanized bills.		
Exclusions:		
Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.		
Performance Standard:		
98% within 10 business days		
Report Dimensions :		
Company: • Individual CLECs • CLECs in the aggregate • GTE and ILEC Affiliates	**Geography:** • Statewide	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted

Function:

BI-3 Bill Accuracy

Definition:

Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.

Business Rules:

1. GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

Exclusions:

Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.

Performance Standard:

Benchmark for Resale and UNE:
Standard - 97%
Benchmark for Facilities/Interconnection:
Standard - 95%

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Products:

Resale

- Usage
- Recurring Charges
- Non-Recurring Charges

UNE (IntraLATA and InterLATA combined)

- Usage
- Recurring Charges
- Non-Recurring Charges

Facilities/Interconnection

- Usage
- Non-Recurring Charges
- Recurring Charges

Geography:

- Statewide

Sub-Metrics

BI-3-01	**NA**	
Calculation	**Numerator**	**Denominator**
BI-3-02	**Bill Accuracy**	
Calculation	**Numerator**	**Denominator**
	Total monies billed without corrections	Total monies billed

Function:

BI-4 Accuracy of Usage Feed

Definition:

Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period.

Note:

- *This data will be collected by CLECs and reported by the ILECs.*
- *Total usage records includes detail data records, headers and trailers*
- *The CLEC must report to GTE within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting for inclusion in GTE reports.*
- *Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.*

Exclusions:

Performance Standard:

Benchmark:
Data will be collected for this measure and the appropriate benchmark developed..

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate	• Statewide
Products: • Total Records	

Sub-Metrics

BI-4-01	**Accuracy of Usage Feed**	
Calculation	**Numerator**	**Denominator**
	Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting	Total Number of Usage Records Received and Processed

Function:

BI-5 Accuracy of Mechanized Bill Feed

Definition:

Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period.

Note:

- *This data will be collected by CLECs and reported by the ILECs.*
- *The CLEC must report to GTE within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting for inclusion in GTE reports.*
- *Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.*

Exclusions:

Performance Standard:

Benchmark
Data will be collected for this measure and the appropriate benchmark developed..

Report Dimensions :

Company: • Individual CLEC • CLECs in the aggregate **Products:** • BOS-BDT format • EDI format	**Geography:** • Statewide

Sub-Metrics

BI-5-01	NA	
Calculation	**Numerator**	**Denominator**
BI-5-02	BOS-BDT Format	
Calculation	**Numerator**	**Denominator**
	Total # of correct records + correct trailers balanced to count of records that passed	Total # of records + trailers processed in that reporting period
BI-5-03	EDI Format:	
Calculation	**Numerator**	**Denominator**
	Total # of correct segments +correct bills + correct transmissions that passed	Total # of records + bills + transmissions processed in that reporting period

Function:

BI-7 Recurring Charge Completeness

Definition:

Measures the percentage of fractional recurring charges appearing on the correct bill.

Correct bill = next available bill

Business Rules:
The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill.

Exclusions:

Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.

Performance Standard:

Parity for Resale/UNE
Benchmark for Facilities/Interconnection – Standard 90%

Report Dimensions :

Company:

- Individual CLECs
- CLECs in the aggregate
- ILEC
- GTE and ILEC Affiliates

Products:

- Resale
- UNE (IntraLATA and InterLATA combined)
- Facilities/Interconnection

Geography:

- Statewide

Sub-Metrics

BI-7-01	**NA**	
Calculation	**Numerator**	**Denominator**
BI-7-02	**NA**	
Calculation	**Numerator**	**Denominator**
BI-7-03	**Recurring Charge Completeness**	
Calculation	**Numerator**	**Denominator**
	Dollar amount of fractional recurring charges that are on the correct bill	Total dollar amount of fractional recurring charges that are on the bill

Function:

BI-8 Non-Recurring charge Completeness

Definition:

Measures the percentage of non-recurring charges appearing on the correct bill.

Correct bill = next available bill

Business Rules:
The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill.

Exclusions:

Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.

Performance Standard:

Parity for Resale/UNE
Benchmark for Facilities/Interconnection – Standard 90%

Report Dimensions :

Company:

- Individual CLECs
- CLECs in the aggregate
- GTE Retail
- GTE and ILEC Affiliates

Products:

- Resale
- UNE (IntraLATA and InterLATA combined)
- Facilities/Interconnection

Geography:

- Statewide

Sub-Metrics

BI-8-01	**NA**	
Calculation	**Numerator**	**Denominator**
BI-8-02	**NA**	
Calculation	**Numerator**	**Denominator**
BI-8-03	**Recurring Charge Completeness**	
Calculation	**Numerator**	**Denominator**
	Dollar amount of non-recurring charges that are on the correct bill	Total dollar amount of non-recurring charges that are on the bill