Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

August 11, 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
O	Status of Metrics

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, that elapses from issuance of a query request to receipt of a response. For CLECs, this performance is measured through the access platform. For BA, this performance is measured directly to and from the Operations Support System ("OSS").

Metrics PO-1-01 through 06 and Metric PO-1-09 – Average Response time – For each transaction type, the sum of all the response times for the successful transactions divided by the number of successful transactions.

Metric PO-1-07 – Average Response time – The sum of all the response times for the rejected queries divided by the number of rejected queries.

Rejected Queries – A "Rejected Query" is a query that cannot be processed by BA's pre-ordering system due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender.

Metric PO-1-10 – **Average Response time** – A sum of all response times for CLEC Parsed CSR transactions divided by the number of CLEC Parsed CSR transactions.
Response times will be measured and reported separately for each of the following: EDI, Web GUI and CORBA.[1]

Methodology:

Metrics PO-1-01 through 07 and Metric PO-1-09

EnView

Measurements for EDI, Web GUI and CORBA will be performed by use of EnView (formerly Sentinel).[2] EnView is a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction type. 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

[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).

[2] EnView will be used to determine whether BA has met the Performance Standards for EDI for this Metric. However, for a period of three months after EnView measurement of EDI pre-order response times commences, BA will also report EDI pre-order response time results directly from the ECXpert production servers. During such three month period, the EDI pre-order response time results taken directly from the ECXpert production servers will not be used to determine whether BA has met the Performance Standards for EDI for this Metric.

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.

Time-outs are set at 330 seconds. Response times of less than 330 seconds are included in the measurement. Time-outs are set at long intervals to ensure that the measure includes long response times, but excludes transactions that will never complete. Time-outs are removed from the average response time queues. (Time-outs are monitored for OSS Interface Availability measurements.) BA will provide data showing the percentage of attempted transactions that time-out.

Metric PO-1-10 – Measurements will be based on time stamps of actual transactions, excluding EnView transactions, per time stamps contained in the production server.

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:

For P0-1-01 through PO-1-07:

- 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: Parity with BA Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.)[3]
- 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.)

For P0-1-08: No standard.
For 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.)
For PO-1-10: No Standard.

[3] After April 2001, parity with retail plus not more than 4 seconds.

Response Time OSS Pre-Ordering Interface (continued)

Formula:

For Metrics PO-1-01 through 07 and Metric PO-1-09: (Sum of all Response Times from enter key to reply on screen for each transaction type) / (Number of simulated transactions for each transaction type)

Report Dimensions:

Company:	Geography:
• BA Retail • CLEC Aggregate	• 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 from enter key to reply on screen for CSR transactions.	Number of simulated CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of simulated Due Date Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of simulated Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product & Service Availability.	Number of simulated Product & Service Availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of simulated TN Availability/Reservation transactions.
PO-1-06	**Average Response Time – Facility Availability (ADSL Loop Qualification)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of simulated 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-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Count of transactions that timeout	Total transactions
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Parsed CSR transactions	Number of Parsed CSR transactions simulated by EnView
PO-1-10	**Parsed CSR – CLEC Total**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CLEC Parsed CSR transactions	Number of CLEC Parsed CSR transactions

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.

Pre-Ordering Interface—Scheduled Availability

- 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".

Separate measurements will be performed and reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding.

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 by transaction type and separately for each of EDI, Web GUI, CORBA and OSS. The hours of the day are divided into 10 minute measurement periods.

If an interface for any transaction type in a 10 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 10 minute measurement period is counted as "unavailable."

If it is determined that no transactions were issued, then the 10 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 10 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 10 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 10 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 2880 10 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 10 minute measurement periods lack successful transactions, then availability equals [1-(12/2880)] x 100 = 99.58% 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

The following exclusions will apply with regard to troubles reported by CLECs:

- 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%.

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

Each OSS Interface serving Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, 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	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Products	EDI Pre-Ordering Web GUI Pre-Ordering CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
PO-2-03	**OSS Interface Availability – Non-Prime Time**	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	Numerator	Denominator
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours 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.

The determination of whether the change management notice and the change management confirmation associated with an interface affecting change comply with the minimum notice intervals stated in the Performance Standard will be made at the time the notice or confirmation is sent.

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-4-04: No standard.
Metric PO-4-05: No standard.
Metric PO-4-06: 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	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 4 – Bell Atlantic originated	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 3 – Industry Standard	66 days (for changes implemented on or after July 1, 2000, 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-4-04	**% Change Management Notices and Change Management Confirmations Sent on Time (Type 1-5, each type measured separately)**	
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-4-05	**Average Delay days – Change Management Notices and Change Management Confirmations (Type 1-5, each type measured separately)**	
Calculation	**Numerator**	**Denominator**
	Total number of Delay days for change management notices and change management confirmations which were delayed.	Total number of change management notices and change management confirmations which were delayed (if total number = 0, then PO-4-05 value = 0).
PO-4-06	**Average Delay days – 8 plus days – Change Management Notices and Change Management Confirmations (Type 1-5, each type measured separately)**	
Calculation	**Numerator**	**Denominator**
	Total number of Delay days for change management notices and change management confirmations which were delayed for 8 or more days.	Total number of change management notices and change management confirmations which were delayed for 8 or more days (if total number = 0, then PO-6-04 value = 0).

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:	Geography:
• CLEC Aggregate • CLEC Specific	• 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 (Change Management Notice Type 2 through 5). 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 (Change Management Notice Type 2 through 5) 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.	

Sub-Metrics PO-7 Software Problem Resolution Timeliness (continued)	
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 48 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 48 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.

Ordering (OR)

Function:

OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a valid Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp), or, for the IOF portion of an EEL order, a valid Access Service Request ("ASR"), and distribution of a service order confirmation.

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 order for 6 or more lines.

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

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

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

Interconnection Trunks:

Order 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 a firm order confirmation. Measures service orders completed between the measured dates.

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

Percent of Orders Confirmed On Time: The percentage of orders 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 orders for inbound 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 category.

Exclusions:

Resale & UNE:

- BA Test Orders[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.
- For Flow-Through orders, Service Order Processor ("SOP") scheduled down-time: 12 Midnight to 6:00 AM, Monday through Friday, and 12 Midnight to 7:00 AM, Saturday and Sunday.

[5] Basic front-end edits – see Glossary.
[6] BA Test Orders – see Glossary.

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

Performance Standard: OR-1 Order 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 Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[7] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[8] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** 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 Orders**: Add 24 Hours to intervals above Inbound (BA to CLEC) Augment Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days • > 192 Trunks: Negotiated Process

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

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

Sub-Metrics		
OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through)**[9]	
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 order 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 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) • 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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 6 lines electronically submitted, by product group.	Total number of electronic LSRs for less than 6 lines confirmed for specified product.

[9] 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 Order Confirmation Timeliness (continued)		
OR-1-04	**% On Time LSRC < 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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs 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 for less than 6 lines confirmed for specified product.
OR-1-05	**Average LSRC 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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with 6 or more lines electronically submitted, by product group.	Total number of electronic LSRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC [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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs 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 for 6 or more lines confirmed for specified product.
OR-1-07	**Average LSRC 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) • 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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 6 lines submitted by fax, by product group.	Total number of faxed LSRs for less than 6 lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	**% On Time LSRC < 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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs 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 for less than 6 lines confirmed for specified product.
OR-1-09	**Average LSRC 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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with 6 or more lines submitted by fax, by product group.	Total number of faxed LSRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-10	**% On Time LSRC [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 Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs 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 for 6 or more lines confirmed for specified product.
OR-1-11	**Average Firm Order Confirmation (FOC) Time**	
Products	Trunks: • CLEC to BA Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of order confirmation date and time less submission date and time for trunk orders.	Count of orders confirmed with 192 or less trunks that are not designated projects.[10]
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC to BA Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of orders confirmed within 10 Business days	Count of orders confirmed with 192 or less trunks that are not designated projects.

[10] Projects—see Glossary.

Sub-Metrics OR-1 Order 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-1-19	**% On Time Response – Request for Inbound Augment Trunks**	
Products	• BA Trunks (≤ 192 Trunks) • BA Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of requests for Inbound (BA to CLEC) Augment Trunks submitted via email 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) and distribution of a service order reject or query (a "Reject").

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

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

Note: Edit Rejects – Orders 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 Orders Rejected On Time: The percentage of orders rejected within the time frames specified in the Performance Standards.

Exclusions:

- BA Test Orders
- 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.
- For Flow-Through orders, Service Order Processor ("SOP") scheduled down-time: 12 Midnight to 6:00 AM, Monday through Friday, and 12 Midnight to 7:00 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 Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[11] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[12] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** CLEC to BA Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days **Faxed/Mailed Orders**: Add 24 Hours to intervals above

Report Dimensions:

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

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

[12] Also includes orders requiring facility verification as specified in the 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 order submission date and time for all orders 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 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 Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for less than 6 lines for specified product.	Total number of LSRs electronically submitted for less than 6 lines rejected for specified product.
OR-2-04	**% On Time LSR 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 Services (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 orders with less than 6 lines for specified product.	Total number of LSRs electronically submitted for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-05	**Average LSR 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 Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for 6 or more lines for specified product.	Total number of LSRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-06	**% On Time LSR 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 Services (requiring loop qualification) • Specials
Calculation	Numerator	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with 6 or more lines for specified product.	Total number of LSRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-07	**Average LSR 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 Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for less than 6 lines for specified product.	Total number of LSRs submitted by fax for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-08	**% On Time LSR 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 Services (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 orders with less than 6 lines for specified product.	Total number of LSRs submitted by fax for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-09	**Average LSR 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 Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for 6 or more lines for specified product.	Total number of LSRs submitted by fax for 6 or more lines rejected for specified product.
OR-2-10	**% On Time LSR Reject [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 Services (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 orders with 6 or more lines for specified product.	Total number of LSRs submitted by fax 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 orders with 192 or less forecasted trunks.	Count of rejected trunk orders 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 orders that meet reject trunk standard (10 Business days).	Count of rejected trunk orders for 192 or less forecasted trunks.

Function:

OR-3 Percent Rejects

Definition:

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.

Exclusions:

- BA Test Orders

Performance Standard:

No standard.

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[13] transactions (records with REJECT-DATE1 of ORDERING-MASTER-REC > 0 for specified product).	Total number of LSR/ASR[14] records with unique PONs (STATE-CD + CLEC-ID + PON) for specified product.

[13] Local Service Request/Access Service Request
[14] 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[15] 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 verbal acceptance by the CLEC representative. This handshake is documented via serial numbers provided by CLEC. Note: If a CLEC is not available for testing on the Due Date (within 1 hour of conversion interval), the order will be considered to be missed for customer reasons.

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 from the measurements, and the percentage of orders so excluded is reported each month.
- Metrics OR-4-09, 10 and 11:
    - Orders submitted through Web GUI Interface.
    - Orders not submitted electronically.

[15] If the actual order completion is captured in the Work Force Administration System ("WFA"), WFA is used, until then, BA will report completion from the Service Order System ("SOP").

Performance Standard:

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

Metric OR-4-02:

WFA: 95% within 30 minutes of order completion.
SOP: 97% by next business day at noon. [16]

Metric OR-4-05: 97% by next business day at noon.[16]

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-4-11: Not more than 5%.

Report Dimensions

Company:	Geography:
• BA Retail (Metrics OR-4-06, 07 and 08) • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• 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 or WFA completion date and time. (NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.)	Total number of completion notices for specified product.

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

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 within 30 minutes after WFA completion or 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-4-03	**% Orders excluded from % On Time Measurement**		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Number of orders where completion time in billing system can not be determined.	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 Completions.	

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.	

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)

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 established by the Commission.

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[17] records (orders) for specified product.
OR-5-02	**% Flow Through – Simple**	
Products	Resale	UNE
Calculation	Numerator	Denominator

[17] 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[18] records (orders) for specified product (less CENTREX, Complex and Specials).
OR-5-03	**% Flow Through Achieved**	
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.

[18] 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).[19]

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

[19] 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 – Fields (each field reported separately)**	
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.[20] • Acknowledgements in unreadable files reported to BA by CLECs.[21]		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • 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.

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

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

Function:

OR-10 Lost Order Trouble Tickets

Definition:

Lost Order Trouble Tickets: CLEC trouble tickets received by BA that indicate that an order submitted by the CLEC has never been acknowledged, confirmed, or rejected (missing EDI notifiers). Time period measured is based on the CLEC stated submission date.

Exclusions:

Resale & UNE:

- BA Test Orders[22]

Performance Standard:

Metric OR-10-01: No standard.

Report Dimensions:

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

Sub-Metrics

OR-10-01	**% Lost Order Trouble Tickets**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Total number of trouble tickets received with a lost order status (no acknowledgement, confirmation, or rejection received by the CLEC) for specified product.	Sum of 1.) all orders acknowledged, confirmed or rejected by BA and 2.) trouble tickets received with a lost order status (no acknowledgement, confirmation, or rejection received by the CLEC) for specified product. Duplicates found in both categories are counted once.

[22] BA Test Orders – see Glossary.

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. Trunks: Parity with BA Retail.	
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

[23] BA Administrative Orders – See Glossary
[24] See Glossary.

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 Services • 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 Services • 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 – Backbone • EEL – Loop	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 – No Dispatch**		
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 no dispatch disconnect (D & F) orders.	Count of orders for product group.	
PR-1-11	**Average Interval Offered – Disconnects – Dispatch**		
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 dispatch 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.

Coordinated Cut-over (Hot Cut) Loop orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, BA will complete the order. (Any problems with the loop subsequent to this completion should be entered into RETAS as a trouble. If the trouble cannot be entered, due to order processing, the CLEC should call into the BA center (RCCC) where the trouble will be tracked. CLECs should provide serial number to BA at turn-up for documentation.)

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.
- 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.

Metric PR-2-09, UNE IOF and EEL: Not greater than the applicable interval stated in BA Product Interval Guide.[25]

Metrics PR-2-13 through PR-2-17: No standard.

[25] The BA Product Interval Guide is set out on BA's Web Page at http://www.Bell Atlantic.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 Services • 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 Services • 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 – Backbone • EEL - Loop	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 – No Dispatch**		
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	**Average Interval Completed – Disconnects – Dispatch**		
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 dispatch disconnect (D&F) orders.	Count of dispatch disconnect orders for product group.	
PR-2-13	**Average Interval Completed – 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With Serial Number)**		
Description	Average Interval Completed. Complete per BA and CLEC. Due Date minus 2 test results provided by CLEC. 800 Number provided by CLEC. Serial number provided by CLEC.		
Products	*Retail:* • POTS – Residential Second Line - dispatch	*UNE:* • 2 Wire xDSL Svcs.	
Calculation	Numerator	Denominator	
	UNE: Sum of completion date less application date for orders completed with DD-2 Test results, with 800 Number, and with CLEC serial number. Retail: Sum of completion date less application date for specified product.	UNE: Count of completed orders with DD-2 test results, with 800 number, and with CLEC serial number. Retail: Count of completed orders for specified product.	
Products for PR-2-14 to PR-2-17	*UNE:* • 2 Wire xDSL Svcs.		
PR-2-14	**Average Interval Completed – 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With or Without Serial Number)**		
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results provided by CLEC. 800# provided by CLEC. Serial # provided or not provided by CLEC.		
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders completed with DD-2 test results, with 800 number, and with or without CLEC serial number.	Count of completed orders with DD-2 test results, with 800 number, and with or without CLEC serial number.	
PR-2-15	**Average Interval Completed – 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With Serial Number)**		
Description	Average Interval Completed. Complete per BA and CLEC. Due Date minus 2 test results not provided by CLEC. 800# provided by CLEC. Serial # provided by CLEC.		
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders completed without DD-2 test results, with 800 number, and with CLEC serial number.	Count of completed orders without DD-2 test results, with 800 number, and with CLEC serial number.	
PR-2-16	**Average Interval Completed – 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With or Without Serial Number)**		
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided by CLEC. 800# provided by CLEC. Serial # provided or not provided by CLEC.		

Calculation	Numerator	Denominator
	Sum of completion date less application date for orders completed without DD-2 test results, with 800 number, and with or without CLEC serial number.	Count of completed orders without DD-2 test results, with 800 number, and with or without CLEC serial number.
PR-2-17	**Average Interval Completed – 2 Wire xDSL (Without DD-2 Test Results, Without 800 Number, & Without Serial Number)**	
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided by CLEC. 800# not provided by CLEC. Serial # not provided by CLEC.	
Calculation	Numerator	Denominator
	Sum of completion date less application date for orders completed without DD-2 test results, without 800 number, and without CLEC serial number.	Count of completed orders without DD-2 test results, without 800 number, and without CLEC serial number.

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.

Report Dimensions

Company: • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific		Geography: • POTS: NOVA, Central (Richmond), Eastern, Western	
Products (For all PR-3 with the exception of PR-3-10)	*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.

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 Svcs.**
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: Includes reciprocal trunks from BA to CLEC. 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[26] 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.[27]

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

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

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

Metrics PR-4-14 through PR-4-18, UNE 2 Wire xDSL Services: 95% on Time.

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

[26] Segments – See Glossary

[27] Retail Comparison for IOF and EEL is total Retail Specials performance.

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 Services • 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 Services • 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 Services
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 Services
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 Services • 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 Services	
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 Services	
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-4-14	**% Completed On Time – 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With Serial Number)**			
Description	% of 2 wire xDSL services completed on time. Complete per BA and CLEC. Due date minus 2 test results provided by CLEC. 800 # provided by CLEC. Serial # provided by CLEC.			
Products	Retail: • POTS – Residential Second Line		UNE: 2 Wire xDSL Svcs.	
Calculation	Numerator		Denominator	

	UNE: Count of all orders completed on or before the due date with DD-2 test results, with 800 number, and with CLEC serial number. Retail: Count of all orders completed on or before the due date.	UNE: Count of completed orders with DD-2 test results, with 800 number, and with CLEC serial number. Retail: Count of completed orders.
Products for PR-4-15 to PR-4-18	**UNE:** **2 Wire xDSL Svcs.**	
PR-4-15	**% Completed On Time – 2 Wire xDSL (With DD-2 Test Results, With 800 Number, & With or Without Serial Number)**	
Description	% of 2 wire xDSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results provided by CLEC. 800 # provided by CLEC. Serial # provided or not provided by CLEC.	
Calculation	Numerator	Denominator
	Count of all orders completed on or before the due date with DD-2 test results, with 800 number, and with or without CLEC serial number.	Count of completed orders with DD-2 test results, with 800 number, and with or without CLEC serial number.
PR-4-16	**% Completed On Time – 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With Serial Number)**	
Description	% of 2 wire xDSL services completed on time. Complete per BA and CLEC. Due Date minus 2 test results not provided by CLEC. 800 # provided by CLEC. Serial # provided by CLEC.	
Calculation	Numerator	Denominator
	Count of all orders completed on or before the due date without DD-2 test results, with 800 number, and with CLEC serial number.	Count of completed orders without DD-2 test results, with 800 number, and with CLEC serial number.
PR-4-17	**% Completed On Time – 2 Wire xDSL (Without DD-2 Test Results, With 800 Number, & With or Without Serial Number)**	
Description	% of 2 wire xDSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided by CLEC. 800 # provided by CLEC. Serial # provided or not provided by CLEC.	
Calculation	Numerator	Denominator
	Count of all orders completed on or before the due date without DD-2 test results, with 800 number, and with or without CLEC serial number.	Count of completed orders without DD-2 test results, with 800 number, and with or without CLEC serial number.
PR-4-18	**% Completed On Time – 2 Wire xDSL (Without DD-2 Test Results, Without 800 Number, and Without Serial Number)**	
Description	% of 2 wire xDSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided by CLEC. 800 # not provided by CLEC. Serial # not provided by CLEC.	
Calculation	Numerator	Denominator
	Count of all orders completed on or before the due date without DD-2 test results, without 800 number, and without CLEC serial number.	Count of completed orders without DD-2 test results, without 800 number, and without CLEC serial number.

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.

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 Services • 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 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 Services • 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 Services • 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:

This metric measures troubles during the reporting month on lines that had installation activity within 30 or 7 days prior to the trouble report as a percentage of lines with installation activity in the reporting month. 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.

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	Troubles reported and found in the BA network during the reporting month on lines that had installation activity within 30 days prior to the trouble report as a percentage of lines with installation activity within the reporting month. 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 Services • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles in the reporting month with installation activity within 30 days prior to the trouble report.		Total Lines with installation activity within the reporting month.	

Sub-Metrics (continued) Installation Quality				
PR-6-02	**% Installation Troubles reported within 7 Days**			
Description	Troubles reported and found in the BA network during the reporting month on lines that had installation activity within 7 days prior to the trouble report as a percentage of lines with installation activity within the reporting month. 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 in the reporting month with installation activity within 7 days prior to the trouble report.		Total Lines with installation activity within the reporting month.	
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**			
Description	Troubles reported and not found in the BA network during the reporting month on lines that had installation activity within 30 days prior to the trouble report as a percentage of lines with installation activity within the reporting month. 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 Services • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Not Found, Test OK and CPE troubles in the reporting month with installation activity within 30 days prior to the trouble report.		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. Except as otherwise requested by a CLEC, a CLEC will be provided with order jeopardy notices. 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: [28]

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

[28] 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.

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

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 Services • 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 Services • 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 Cuts

Definition:

Metric PR-9-01: This metric measures the percentage of UNE loop Hot Cut orders completed within the cut-over window.

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.[29]

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.

From PR-9-09, "% Supplemented or Cancelled Orders at BA Request":

- Hot Cuts where no dial tone was found on DD-2 test and the CLEC was notified of problem.
- Hot Cuts where dial tone was found on 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.[30]

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

---

[29] 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 Board.

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

Report Dimensions		
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 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)[31]

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

[31] 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).[32]

"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.

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.
(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:

- 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
- Specials: State
- Trunks: State

[32] 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.

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 Services	
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 Services	
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 Services	
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 Services • 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).[33]

"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).

Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

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, 02, 04, 05:
Parity with BA Retail.

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

[33] 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.

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 Services
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 Services
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 Services
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)	
MR-3-04	**% Missed Repair Appointment — No Double Dispatch**		
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 Services
Calculation	Numerator	Denominator	

	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499) for troubles with a single dispatch.		Count of Loop Troubles (disposition codes 03 and 04) for troubles with a single dispatch.
MR-3-05	**% Missed Repair Appointment — Double Dispatch[34]**		
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 Services
Calculation	Numerator		Denominator
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499) for troubles with multiple dispatches. [Retail – measured by individual dispatches on single trouble. UNE based on double dispatch identifier.]		Count of Loop Troubles (disposition codes 03 and 04) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]

[34] When BA opens a second trouble report, after an incorrect dispatch by a CLEC, BA will notify the CLEC by telephone of the second trouble ticket.

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).[35]

"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.[36] 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 (rbl_cd is "FAC" or "CO").

Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

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

[35] 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.

[36] "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.	
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

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 Services • 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 Services • 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 Services	
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 Services • 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 Services • 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 Services • 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).	
MR-4-09	**Mean Time To Repair – No Double Dispatch**			

Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Services
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 for troubles with a single dispatch).	Count of central office and loop troubles (disposition codes 03, 04, and 05) for troubles with a single dispatch.
MR-4-10	**Mean Time To Repair – Double Dispatch**	
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Services
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 for troubles with multiple dispatches). [Retail - measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]	Count of central office and loop troubles (disposition codes 03, 04, and 05) for troubles with multiple dispatches. [Retail – measured by individual dispatches on a single trouble. UNE based on double dispatch identifier.]

Function:

MR-5 Repeat Trouble Reports

Definition:

The percent of all trouble reports (Disposition Codes *= 12) cleared that have an additional ("repeat")* trouble report within 30 days that is found to be a BA network trouble (Disposition Codes 3, 4, or 5).[37] 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.

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.

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 Services • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes = 12)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

[37] 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.

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.[38]
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.

[38] 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[39], CCOE[40] 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).

[39] Secured Collocation Open Physical Environment.
[40] 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:

Interval for initial response to request for Physical Collocation, SCOPE, CCOE or Virtual Collocation: Interval specified in BA-VA 's SCC tariff.

-

Metric NP-2-07:

Interval for completion: Interval specified in BA-VA 's SCC tariff.

-

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.

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.[41]	
Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	Geography: • State

[41] 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[42] 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:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics

BI-2-01	**Timeliness of Carrier Bill**	
Products	ExpressTRAK[43] 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

[42] Until ExpressTRAK is available, the CRIS system will be used.
[43] 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[44] 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:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

Sub-Metrics

BI-3-01	**% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies**	
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**	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed

[44] 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[45] 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

[45] 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[46] 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

[46] 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[47] 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

[47] 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[48] 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

[48] 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:		
Initial Measurement Period (the first six months after these Guidelines become effective): No standard. After the Initial Measurement Period: • **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 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), and 2 Wire xDSL Services (2 wire xDSL loops).
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	For Retail and Resale, ADSL service. For UNE, 2 wire xDSL loops. UNE 2 Wire xDSL Services do not include line sharing arrangements where CLEC xDSL service is furnished on a BA retail customer's line.