Function:

PO-1 Response Time OSS Ordering Interface

Definition:

- ***Response Time*** – For PO-1-01 through –06, response time is the amount of time, rounded to the nearest 1/100th of a second between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen. For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second between the issuance of a pre-ordering query and the receipt of an error message associated with a "rejected query."
- ***Average Response Time*** – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –07. Queries that "time-out" are excluded from the calculation of average response time.
- **Rejected Query** – A rejected query is a query that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, and which results in an error message back to the sender.
- **Time-out** – A time-out is a query for which the requested information or an error message is not provided within 60 seconds for PO-1-01 through –04, -06, and –07 or within 330 seconds for PO-1-05 Telephone Number Availability & Reservation. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

- Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

NOTE: *If response time aberrations occur due to failures of the EnView robot itself or the network between EnView and the CLEC Interface or between EnView and the BA OSS, BA will note such failure times and report the data without exclusion in a footnote on the report.*

Performance Standard:

For PO-1-01 through PO-1-07: For EDI and CORBA, parity with Retail plus not more than 4 seconds. For Web GUI, parity with Retail plus not more than 7 seconds, to be reduced to not more than 4 seconds by April 2001. Four to seven second difference allows for variations in functionality and additional security requirements of interface.
For PO-1-08: Not greater than 0.33%.
For PO-1-09: Parity with Retail plus not more than 10 seconds.
For PO-1-10: To be determined
For PO-1-11: 100% within 3 business days.

Methodology:

The measurements for PO-1 are derived from simulated pre-ordering queries generated by Bell Atlantic – New York's EnView system (formerly Sentinel). These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is measured through BA's CLEC Interface and its pre-ordering Operations Support System (OSS). EnView replicates the keystrokes of a CLEC representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering interface and the pre-ordering OSS.

Performance to BA retail is measured directly to and from BA's OSS. EnView replicates the keystrokes of a BA service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS.

EnView uses the same account numbers for the CLEC and BA retail simulations. EnView generates simulated CLEC and BA retail queries simultaneously and continuously throughout the day, Monday through Friday, 8 AM to 6 PM, excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. At least ten BA retail simulated queries are generated per hour for each type of query. At least ten CLEC simulated queries are generated per hour for each type of query for each available CLEC interface (currently EDI, WEB/GUI Corba)[1] without regard to CLEC usage of each interface. The total number of simulated queries depends on the average response times.

Each query has a unique name based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid pre-ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

PO-1-10 Parsed CSR transactions – Total will be based on time stamps of actual transactions, excluding EnView transactions per time stamps contained in EcXpert system. This metric will be information, with no performance standard applied. Data to be reported based on transactions occurring between 8AM and 9PM

Formula:

3 Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.

Report Dimensions:		
Company: • BA Retail[2] • CLEC Aggregate • CLEC Specific (PO-1-10 only)		Geography: • State
Products	CLEC Aggregate: • EDI • CORBA • Web GUI	
Sub-Metrics – PO-1 Response Time OSS 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 CSR transactions simulated by EnView.
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 Due Date availability transactions simulated by EnView.
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 address validation transactions simulated by EnView.
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 and Service Availability.	Number of Product & Service availability transactions simulated by EnView.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation**[3]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by EnView.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-06	**Average Response Time – Mechanized Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by EnView.
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 rejected query transactions simulated by EnView.
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 Parsed CLEC CSR transactions	Number of Parsed CSR CLEC transactions
PO-1-11	**% On Time Manual CSR – CLEC Total**	
Calculation	**Numerator**	**Denominator**
	Number of CSRs which exceed size limits for electronic delivery that are delivered manually within 3 business days of time that BA obtains all necessary information from CLEC.	Number of CSRs which exceed size limits for electronic delivery that are delivered manually after BA obtains all necessary information from CLEC.

Function:

PO-2 OSS Interface Availability

Definition:

"OSS Interface Availability" measures the time 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 information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Scheduled Availability

- Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

Note: the number of hours of downtime will be noted in the reports under "observations".
Separate measurements will be performed for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, and Maintenance Web GUI. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

The following exclusions will apply

- Troubles reported but not found in BA
- Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.

Performance Standard:

Metric PO-2-02: $ 99.5%

Methodology – PO-2 OSS Availability

Bell Atlantic will use EnView as a means of monitoring all BA systems, including retail OSS. However, BA will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if an outage affects only one CLEC, the system availability will be adjusted based on the number of user ID's assigned to that CLEC. For example, if a single CLEC experienced a 3 hour outage, due to a Bell Atlantic problem, system outage would be counted, on a pro-rated basis based on the number of user ID's of the CLEC with the problem. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the EDI interface 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 interface type and OSS. The hours of the day are divided into 6-minute measurement periods.
If EDI for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then EDI is considered available. Unavailable time is calculated only when all EDI transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that EDI was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDI problem.

Methodology –OSS Availability (Continued):

Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 160 6-minute measurement periods in a 16-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals (1-(2/160)) x 100 = 98.75% Availability.

Web GUI: BA will implement, date to be determined, a mechanized means to measure availability of the Web GUI interface. Until mechanized measurement of availability of the Web GUI interface is operational, BA will measure availability of the Web GUI interface based on out of service troubles reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point. Once mechanized monitoring is in effect, the Web GUI measurement will be identical to EDI.

Trouble Logs: BA will make available for inspection by the CLEC BA's logs of CLEC reports that the interface is not available.

Formula:

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

Report Dimensions:

Company:	Geography:
• CLEC Aggregate	• State Reporting

Products	• Maintenance Web GUI (RETAS)[4] • Pre-Order/Order Web GUI • EDI • CORBA • Maintenance – Electronic Bonding (when developed)

Sub-Metrics – OSS Interface Availability

PO-2-01	**OSS Interface Availability – Total**	
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**	
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**	
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:

OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (DCAS) (or fax date and time stamp) and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 10 lines – with accounts that include more than 10 lines that must be rearranged will be treated as 10 lines or greater.

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 agreed upon timeframes as specified in the Performance Standards.

Trunks:

The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Inbound Augment (BA-to-CLEC) Trunks: Time begins with the date the CLEC sends a complete ASR electronically or Trunk Group Sizing Request via email or fax. The interval ends with the date the ILEC sends a FOC in response to a complete ASR or sends and ASR in response to a TGSR. Any queries regarding CLEC transmission should occur within five days. Neither queries nor negative responses should stop the clock for this metric if (1) the query is invalid and the CLEC request included all clearly required information and (2) the existing inbound trunks are operating at least at a 50% utilization level. BA will count the percent of requests receiving negative responses by reason (lack of facilities, need questioned, etc.)

Notes:

(24) Rejected Orders – Orders failing "Basic front-end edits" [5] are not placed on Completed PON Master File.

(25) Bell Atlantic – Massachusetts also includes in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Bell Atlantic -MA's error in initial confirmation[6]. The measurements are based on confirmed orders. Also included are cancelled orders.

(26) If no order confirmations time exists due to a missing order confirmations, BA-MA will use the completion notification time.

Exclusions:

Resale & UNE:

- BA Test Orders [7]
- Orders that are not completed or cancelled
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am 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 OR-1-01 and OR-1-02: SOP scheduled Downtime hours (Flow-through).

  SOP scheduled hours are as follows:

  Monday – Friday 12:30AM to 11:30PM
  Saturday 12:30AM to 7:30PM
  Sunday 7:30 AM to 11:30PM

Report Dimensions:

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

Performance Standard: OR-1 Order Confirmation Timeliness

95% On Time According to schedule below:

Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services(2 Wire Digital Service, 2 Wire xDSL Services)) (requiring loop qualification)* • Orders with < 10 Lines: 48 hours • Orders with ≥ 10 Lines: 72 Hours[8] *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours[9] **Faxed/Mailed Orders**: Add 24 hours to above intervals	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services(2 Wire Digital Service, 2 Wire xDSL Services)) (requiring loop qualification)* • Orders with < 10 Lines: 48 hours • Orders with ≥ 10 Lines: 72 Hours[10] *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours[11] **Faxed/Mailed Orders**: Add 24 hours to above intervals	**Electronically Submitted Orders:** Firm Order Confirmation: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Design Layout Record • ≤ 192 Trunks: 11 Business Days • > 192 Trunks: Negotiated Process Inbound Augment Trunks: • ≤ 192 Trunks: 7 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 Hours to intervals above

Sub-Metrics

OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through)** [12]	
Products	*Resale:* • POTS/Pre-qualified Complex	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation 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 LSR's confirmed for specified product.
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-qualified Complex	*UNE:* • Loop/Pre-Qualified Complex/LNP • 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.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-03	**Average LSRC Time < 10 Lines (Electronic Submission – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • 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 10 lines electronically submitted, by product group.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
OR-1-04	**% On Time LSRC < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for less than 10 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 10 lines confirmed for specified product.
OR-1-05	**Average LSRC Time ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • 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 10 or more lines electronically submitted, by product group.	Total number of electronic LSRs for 10 or more lines, confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for 10 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 10 or more lines, confirmed for specified product.
OR-1-07	**Average ASRC Time < 10 Lines (Fax)**	
Products	*UNE:* 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 10 lines submitted by fax, by product group.	Total number of faxed ASRs for less than 10 lines confirmed for specified product.
OR-1-08	**% On Time ASRC < 10 Lines (Fax)**	
Products	*UNE:* • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed ASRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed ASRs for less than 10 lines confirmed for specified product.
OR-1-09	**Average ASRC Time ≥ 10 Lines (Fax)**	
Products	*UNE:* • 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 10 or more lines submitted by fax, by product group.	Total number of faxed ASRs for 10 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-10	**% On Time ASRC ≥ 10 Lines (Fax)**	
Products	*UNE:* • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed ASRCs for 10 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 ASRs for 10 or more lines confirmed for specified product.
OR-1-11	**Average Firm Order Confirmation (FOC) Time**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of order confirmation date and time less submission date and time for trunk orders.	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of orders confirmed within 10 days	Count of orders confirmed (faxed orders)
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed
OR-1-14-18	NOT IN USE IN NEW YORK	
OR-1-19	**% On Time Response - Request for Inbound Augment Trunks**	
Products	• BA Trunks (≤ 192 Trunks) • BA Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of FOCs/ASRs sent in 7 or less business days	Count of all Requests for Inbound Augment Trunks
OR-1-20	**% Negative Responses - Request for Inbound Augment Trunks**	
Products	BA Trunks (≤ 192 Trunks); reported by rejection reason BA Trunks (>192 Trunks); reported by rejection reason	
Calculation	**Numerator**	**Denominator**
	Number of inbound trunk requests denied	Count of all Requests for Inbound Augment Trunks

Function:

OR-2 Reject Timeliness

Definition:

Reject Response Time:

The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on Ordering Interface System (DCAS or Request Manager) or Fax date and time stamp.

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 agreed-upon timeframes as specified in the Performance Standards.

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits"[13] are not placed on Completed PON Master File.

(2) Measurements are based on rejected orders.

(3) BA-MA will include cancelled orders in the measurements.

Exclusions:

- BA Test Orders
- Orders that are not completed or cancelled
- 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 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am 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 OR-2-01 and OR-2-02: SOP scheduled Downtime hours (Flow-through).

  SOP Scheduled hours are as follows:

  Monday – Friday 5:30AM to 11:30PM
  Saturday 7:30AM to 7:30PM
  Sunday 7:30AM to 5:30PM (Note: 3rd Sat. each month is a scheduled release; late start the following Sunday at 9:00AM)

  After January 1, 2000, SOP scheduled hours are as follows:

  Monday – Friday 12:30AM to 11:30PM
  Saturday 12:30AM to 7:30PM
  Sunday 7:30 AM to 11:30PM

Report Dimensions:

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

Performance Standard - Reject Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 48 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 48 Hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 48 Hours[14] **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 < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 48 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 48 Hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 48 Hours[15] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 Hours to intervals above **CLEC to BA Interconnection Trunks:** • ≤ 192 Forecasted Trunks: 7 Business Days

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Average Local Service Request (LSR) Reject - Time (Flow-Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex	*UNE:* • Loop/Pre-Qualified Complex/LNP • 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	*UNE:* • Loop/Pre-Qualified Complex/LNP • 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 < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • 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 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-04	**% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
OR-2-05	**Average LSR Reject Time ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • 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 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-06	**% On Time LSR Reject ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-07	**Average Reject Time < 10 Lines (Fax)**	
Products	*UNE:* • Specials	
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all orders with less than 10 lines submitted by fax, by product group.	Total number of faxed rejects for less than 10 lines confirmed for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-08	**% On Time Reject < 10 Lines (Fax)**	
Products	*UNE:* • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed Rejects for less than 10 lines, sent where Reject date and time less submission date and time is less than standard for specified product.	Total number of faxed rejects for less than 10 lines confirmed for specified product.
OR-2-09	**Average Reject Time ≥ 10 Lines (Fax)**	
Products	*UNE:* • Specials	
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all orders with 10 or more lines submitted by fax, by product group.	Total number of faxed rejects for 10 or more lines rejected for specified product.
OR-2-10	**% On Time Reject ≥ 10 Lines (Fax)**	
Products	*UNE:* • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects for 10 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 rejects for 10 or more lines rejected for specified product.
OR-2-11	**Average Trunk ASR Reject Time**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Sum of reject date less submission date for rejected Access Service requests for trunk orders with less than 192 trunks.	Count of rejected trunk orders for less than 192 trunks.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

Function:

OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE:

Completion Notification Response Time:

The elapsed time between the actual order completion in the billing system or Service Order System (SOP) and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Completion notifications for Resale and UNE orders received via EIF, EDI or WEB/GUI are delivered mechanically via the same interface. For UNEs where no switching is involved in all Bell Atlantic states, the measure is taken from the actual turnover of Loop to verbal acceptance by the CLEC representative. This handshake is documented via serial numbers provided by CLEC.

Average Completion Notification Response Time For Resale and UNE:

The mean of all completion notification response times associated with a product group.

Percent On Time:

The percentage of completion notifications sent within the agreed-upon timeframes as specified in the Performance Standards.

Note: Rejected Orders – Orders failing "Basic front-end edits" [16] are not placed on Completed PON Master File.

Exclusions:

- BA Test Orders
- When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.

Performance Standard:

% On Time:

- Other than Coordinated Conversions and Trunks: 95% by next business day at noon.
- Coordinated Conversions & Trunks: Acceptance at turn-up via CLEC-provided serial number. Note: If a CLEC is not available for testing on the Due Date (within 1 hour of conversion interval), the order will considered to be missed for customer reasons.
- OR-4-06 and OR-4-07: two days

Report Dimensions

Company:	Geography:
• BA Retail (where applicable) • CLEC Aggregate • CLEC 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 CRIS bill completion date and time. [NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.]	Total number of completion notices for specified product.

Sub-Metrics (continued) Timeliness of Completion Notification			
OR-4-02	**Completion Notice – % On Time**		
Products	Resale	UNE	
Calculation	**Numerator**	**Denominator**	
	Number of completion notices where notice occurs on or before noon the 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 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 ≤ Two days**		
Products	Retail	Resale	UNE
Calculation	**Numerator**	**Denominator**	
	Count of Orders with date and time for Bill completion less date and time for SOP completion is less than or equal to two days.	Number of orders with SOP and Bill Completion.	

Function:

PR-1 Average Interval Offered

Definition:

POTS and Specials: Average Offered Interval 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.

Complex Orders include: Two Wire Digital Services (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 to be reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and due date committed to from firm order confirmation. Measures service orders completed between the measured dates.

Notes:

(1) The offered intervals for cancelled orders are counted in the month in which the cancellation occurs.

(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- BA Test Orders.
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code[17]).
- Bell Atlantic Administrative orders.[18]
- 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).
- Retail Suspend for non-payment and associated restore orders.
- Orders that are not completed or cancelled

Performance Standard:

Parity with BA Retail; for trunks, parity with retail trunks dedicated to non-carrier customers (local, not access trunks).

See Interval Guide for specific products and services.

Report Dimensions:

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area • Specials & Trunks: Boston metro area and remainder of State

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) • 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 (³ 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	*Retail*: • Dedicated trunks to non-carrier customers	*UNE*: • IOF • EEL – Backbone • EEL – Loop	*CLEC Trunks*: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 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 the work completion date. The application date is the date that a valid service request is received. The completion date for CLECs is the date that BA notifies the CLEC that work is completed

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 can not 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 amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

Note:

(1) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- BA Test Orders
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code).
- Bell Atlantic Administrative orders. [19]
- 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 all customer desired due dates > 18 days

Performance Standard:

Parity with BA Retail.

See Interval Guide for specific products and services.

PR-2-13 through PR-2-17: no standard, refer to product interval guide.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area • Specials & Trunks: Boston metro area and remainder of 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) • 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 (³ 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	*Retail:* • Non-carrier Dedicated Trunks[20] (≤ 192 Trunks) • Non-carrier Dedicated Trunks (> 192 & Unforecasted Trunks)	*UNE:* • IOF • EEL – Backbone • EEL – Loop	*CLEC Trunks:* • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 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 due date less completion 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 due date less completion date for product group dispatch disconnect (D&F) orders.	Count of dispatch disconnect orders for product group.	
PR-2-12	**Metric number not available in NY**		
PR-2-13	**Average Interval Completed – 2 wire xDSL (DD-2 Test & Serial Number)**		
Description	Average Interval Completed. Complete per BA and CLEC. Due Date minus 2 test results provided. Serial number provided.		
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 with CLEC serial number and DD-2 Test Retail: Sum of completion date less application date for specified product.	Count of completed orders where the CLEC provided an 800 number and due date –2 test results.	
Products for PR-2-14 to PR-2-17	*UNE:* • 2 Wire xDSL Svcs.		
PR-2-14	**Average Interval Completed – 2 wire xDSL (DD-2 Test Total)**		
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results provided. 800# provided. Serial # provided or not provided.		
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for orders completed with or without CLEC serial number and DD-2 Test	Count of completed orders where the CLEC provided an 800 number and due date –2 test results.	
PR-2-15	**Average Interval Completed – 2 Wire xDSL (No DD-2 Test & Serial Number)**		
Description	Average Interval Completed. Complete per BA and CLEC. Due Date minus 2 test results not provided. 800# provided. Serial # provided.		
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for orders completed with CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.	
PR-2-16	**Average Interval Completed – 2 Wire xDSL (No DD-2 Test & 800# Provided)**		
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results are not provided. 800# provided. Serial # provided or not provided.		
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for orders completed with or without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.	

Sub-Metrics – PR-2 Average Interval Completed (continued)		
PR-2-17	**Average Interval Completed – 2 Wire xDSL (No DD-2 Test & No 800# Provided)**	
Description	Average Interval Completed. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided. 800# not provided. Serial # not provided.	
Calculation	**Numerator**	**Denominator**
	Sum of completion date less application date for orders completed without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC did not provide an 800 number and no due date –2 test results.

Function:

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

Definition:

For POTS orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and CLEC receipt of completion notice. 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 beyond the standard available appointment interval. (X Appointment Code).
- Bell Atlantic Administrative orders.[21]
- 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:

Parity with BA Retail.
See Interval Guide for specific products and services.

Report Dimensions:

Company: • BA Retail • CLEC Aggregate • CLEC Specific	Geography: • POTS: Boston Metro Area, Springfield Metro Area, remainder of state

Products (For all PR-3 except PR-3-10)	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform & Other (UNE Switch & INP)

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 Dispatch POTS orders with 1 to 5 lines.	
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of 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-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of 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.	
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.
PR-3-10	**% Completed in 6 Days (1-5 Lines – Total)**		
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 (by specified product) orders with 1 to 5 lines.	

Function:

PR-4 Missed Appointments

Definition:

The Percent of Orders completed after the commitment date. An order is completed when the CLEC is notified that work on the order has been concluded.

LNP: The percent of orders completed on Time (not early)

Trunks: Includes reciprocal trunks from BA to CLEC. The percentage of trunks completed for which there was a missed appointment.

Moved to PR-8

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders[22]
- Additional Segments[23] 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[24]

Retail Comparison for IOF and EEL is total actual Retail Specials performance

LNP: 95% on Time

PR-4-14 through PR-4-18: 95% on Time

Report Dimensions:

Company:

- BA Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area
- Specials & Trunks: Boston metro area and remainder of State

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 • Dedicated trunks to non-carrier customers	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 Company 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 completion date.			
Products	Retail: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials • Dedicated trunks to non-carrier customers	Resale: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	UNE: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company 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 Svcs. • 2 Wire xDSL Svcs. • Specials • Dedicated trunks to non-carrier customers	Resale: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	UNE: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • 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 Svcs. • 2 Wire xDSL Svcs.	Resale: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	UNE: • Platform • Loop – New • Loop – Hot Cut • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.
Calculation	**Numerator**	**Denominator**	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company 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 Svcs. • 2 Wire xDSL Svcs.	Resale: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	UNE: • Platform • Loop – Hot Cut • POTS - Other • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.
Calculation	**Numerator**	**Denominator**	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.	Count of No Dispatch Orders Completed for product group.	
PR-4-06	**Not Used. Moved to PR-9**		
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 date and disconnect is completed after, but on the due date 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)	

Sub-Metrics (continued) PR-4 Missed Appointments		
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 Svcs. • 2 Wire xDSL Svcs. • Specials	UNE: • Platform • Loop – Hot Cut • POTS – Other • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • 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 [MAC = SC]) for product group	Count of Orders Completed for product group.
PR-4-09 to 13	**Metric numbers not available in NY**	
PR-4-14	**% Completed On Time – 2 wire xDSL (DD-2 Test & Serial Number)**	
Description	% of 2 wire x DSL services completed on time. Complete per BA and CLEC. Due date minus 2 test results provided. 800 # provided. Serial # provided.	
Products	Retail • POTS – Residential Second Line	UNE: • 2 Wire xDSL Svcs.
Calculation	**Numerator**	**Denominator**
	Count of all orders completed on or before the due date with CLEC serial number and DD-2 Test	Count of completed orders where the CLEC provided an 800 number and due date –2 test results.
Products for PR-4-15 to PR-4-18	*UNE:* • 2 Wire xDSL Svcs.	
PR-4-15	**% Completed On Time – 2 wire xDSL (DD-2 Test Total)**	
Description	% of 2 wire x DSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results provided. 800 # provided. Serial # provided or not provided.	
Calculation	**Numerator**	**Denominator**
	Count of all orders completed on or before the due date with or without CLEC serial number and DD-2 Test	Count of completed orders where the CLEC provided an 800 number and due date –2 test results.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-16	**% Completed On Time – 2 Wire xDSL (No DD-2 Test & Serial Number)**	
Description	% of 2 wire xDSL services completed on time. Complete per BA and CLEC. Due Date minus 2 test results not provided. 800 # provided. Serial # provided.	
Calculation	**Numerator**	**Denominator**
	Count of all orders completed on or before the due date with CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.
PR-4-17	**% Completed On Time – 2 wire xDSL (No DD-2 Test & 800 # Provided)**	
Description	% of 2 wire x DSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided. 800 # provided. Serial # provided or not provided.	
Calculation	**Numerator**	**Denominator**
	Count of all orders completed on or before the due date with or without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC provided an 800 number and no due date –2 test results.
PR-4-18	**% Completed On Time – 2 Wire xDSL (No DD-2 Test & No 800 # Provided)**	
Description	% of 2 wire x DSL services completed on time. Complete per BA, whether or not CLEC agrees. Due Date minus 2 test results not provided. 800 # not provided. Serial # not provided.	
Calculation	**Numerator**	**Denominator**
	Count of all orders completed on or before the due date without a CLEC serial number and No DD-2 Test	Count of completed orders where the CLEC did not provide an 800 number and no due date –2 test results.

Function:

PR-5 Facility Missed Orders

Definition:

% Facility Miss: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.

% Facility Orders > 30 Days: The percent of orders missed for lack of facilities where the completion date minus the appointment date is greater than 30 calendar days.

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

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders[25]
- 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	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area • Specials & Trunks: Boston metro area and remainder of 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 • Specials • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	*Resale*: • POTS • Specials • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	*UNE*: • Loop • Platform • Specials • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	*Trunks*: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to Company Facility Reasons (CISR_MAC 'CF') 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 Svcs. • 2 Wire xDSL Svcs. • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	*Resale*: • POTS • Specials • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	*UNE*: • Loop • Platform • Specials • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	*Trunks*: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the completion date less due date is 15 or more days for Company Facility Reasons (CISR_MAC 'CF') 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 • Specials • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	*Resale*: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	*UNE*: • Loop • Platform • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	*Trunks*: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the completion date less due date is 60 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group		Count of Orders Completed for product group.	

Function:

PR-6 Installation Quality

Definition:

The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.

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.

Formula:

Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100

Performance Standard:

Parity with BA Retail For Found Troubles
For Hot Cut Loops - % Installation Troubles Reported within 7 Days: 2%

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area • Specials & Trunks: Boston metro area and remainder of State

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	*Retail*: • POTS • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	*Resale*: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	*UNE*: • POTS – Loop • Platform • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	*Trunks*: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within 30 days.	

Sub-Metrics (continued) Installation Quality				
PR-6-02	**% Installation Troubles reported within 7 Days**			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	*Retail*: • POTS	*Resale*: • POTS	*UNE*: • POTS – Loop - Total • POTS – Loop Hot Cut • POTS - Platform	
Calculation	**Numerator**		**Denominator**	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines with installation activity within 30 days.	
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and was not found in the network within 30 days of order completion. Includes disposition codes (07, 08, 09) Found OK/Test OK and (12 and 13) CPE			
Products	*Retail*: • POTS • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	*Resale*: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	*UNE*: • POTS – Loop • POTS – Other • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials	*Trunks*: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within 30 days.	

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 network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).
UNE Loop is defined as 2 wire analog loop
Complex [26]: Includes 2 Wire Digital and 2 Wire xDSL services.
Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

Exclusions:

- Report rate excludes 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
- Excluded from Total and Loop/CO report rates:
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Performance Standard:

Report Rate:
Parity with BA Retail.
Trunk Retail Equivalent = Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell. Parity should be assessed in conjunction with MTTR
% Subsequent Reports:
Parity to be assessed in conjunction with missed appointments.
% CPE/TOK/FOK Reports: (Customer Premises Equipment, Test Okay, Found Okay)
To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area • Specials & Trunks: Boston metro area and remainder of State

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**			
Products	*Retail*: • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	*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

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)

MR-2-02	**Network Trouble Report Rate – Loop**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • 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/ Complex	Resale: • POTS/Complex	UNE: • Platform • 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/ Complex	Resale: • POTS/Complex	UNE: • Platform • 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-2-01)	
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/ Complex • Specials	Resale: • POTS/Complex • Specials	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services • Specials
Calculation	**Numerator**	**Denominator**	
	Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)	Count of Lines in service	

Function:

MR-3 Missed Repair Appointments

Definition:

The Percent of reported Network Troubles not repaired and cleared by the date and time committed. A trouble is not cleared until the CLEC is notified that the trouble is resolved. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).
Loop is defined as disposition Codes 03 plus 04 and are always dispatched.
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:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval
- Excludes 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:

MR-3-01 and MR-3-02 - Parity with BA Retail.

Report Dimensions

Company:	Geography:
• BA Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • 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).	Count of Loop Troubles (disposition codes 03 and 04).	
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop
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).	

Sub-Metrics – Missed Repair Appointment			
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**		
Products	Retail: • POTS/ Complex	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	**Numerator**		**Denominator**
	Count of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) disposition codes (07, 08, 09, 12 and 13)		Count of CPE, FOK and TOK troubles (disposition code 07,08, 09, 12 and 13)
MR-3-04	**% Missed Repair Appointment – No Double Dispatch**		
Products	Retail: • POTS/Complex	Resale: • POTS/Complex	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**[27]		
Products	Retail: • POTS	Resale: • POTS/Complex	UNE: • Platform • 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 a 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.]

Function:

MR-4 Trouble Duration Intervals

Definition:

Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. A trouble is not cleared until the CLEC is notified that the trouble is resolved. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).

For POTS and Complex –type services this is measured on a "running clock" basis. 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 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. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_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

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:

• BA Retail
• CLEC Aggregate
  • DS-0
  • DS-1
  • DS-3
  • CLEC Specific
	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area
	• Specials & Trunks: Boston metro area and remainder of State

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail: • POTS/ Complex • DS-0 • DS-1 • DS-3 • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: • POTS/Complex • DS-0 • DS-1 • DS-3 • Specials	UNE: • Platform • 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 – 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/ Complex	Resale: • POTS/Complex	UNE: • Platform • 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 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/ Complex	Resale: • POTS/Complex	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 codes 05)	
MR-4-04	**% Cleared (all troubles) within 24 Hours**			
Products	Retail: • POTS/ Complex • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: • POTS/Complex • Specials	UNE: • Platform • 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: • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell		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 Total Out of service trunk troubles.(Loop & CO)	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • POTS/ Complex • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: • POTS/Complex • Specials	UNE: • 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/ Complex • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: • POTS/Complex	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services	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/Complex • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: • POTS/Complex • Specials	UNE: • Platform • 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).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)		
MR-4-09	**Mean Time To Repair – No Double Dispatch**	
Products	Retail: • POTS/Complex	UNE: • 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/Complex	UNE: • 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 troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a code 3, 4, or 5 will be classified as a repeat report.

Exclusions:

A report is not scored a repeat where the original 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" reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (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	• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area • Specials & Trunks: Boston metro area and remainder of State

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail: • POTS/ Complex • Specials • Dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell	Resale: • POTS/Complex • Specials	UNE: • Platform • 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 Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

Appendix A
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APPENDIX A

Endnotes

1 As new CLEC interfaces become available, the EnView simulation process will be expanded to include them as well. If a CLEC interface is retired, the simulations, measurement, and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

2 There is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance

3 While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For BA retail representatives this is a required two step process requiring two separate transactions.

4 WEB/GUI – Ordering and WEB/GUI – RETAS are run on the same interface (server). Performance will be identical.

5 Basic front-end edits – see Glossary.

6 Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or BA-NY reasons are not counted as resent confirmations.

7 BA-Test Orders – see Glossary.

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

9 Also includes orders requiring facility verification as specified in the interval appendix.

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

11 Also includes orders requiring facility verification as specified in the interval appendix.

12 BA will add complex and specials if this type of order is ever eligible for flow-through. However, manual intervention is currently required for retail and wholesale services for loop qualification or design.

13 Basic front-end edits – see Glossary.

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

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

16 Basic front-end edits – see Glossary.

17 Orders that are or should be X appointment coded. Effective 2/00, BA will automate appointment coding.

18 BA Administrative Orders – See Glossary.

19 BA Administrative Orders – See Glossary.

20 I.e., dedicated trunks to non-carrier customers; after 271 entry, trunks sold to BA's own LD affiliate or to carriers whose service they resell.

21 BA Administrative Orders – See Glossary.

22 BA Administrative Orders – See Glossary.

23 Segments – See Glossary.

24 % Missed Appointment Customer – No Standard – Not in Control of Bell Atlantic.

25 BA Administrative Orders – See Glossary.

26 Retail Complex Performance in Maintenance includes only ISDN services served on 5E switches. No other tracking is possible at this time.

27 When BA-NY opens a second trouble report, after an incorrect dispatch by a CLEC, BA-NY will notify the CLEC by telephone of the second trouble ticket.