

Function:	
OR-7 Acknowledgment Completeness	
Definition:	
The total number of acknowledgments submitted by Bell Atlantic for LSRs as a percentage of total LSRs received.	
Exclusions:	
<ul style="list-style-type: none"> None 	
Performance Standard:	
100%	
Report Dimensions:	
<ul style="list-style-type: none"> CLEC specific CLEC aggregate 	

Function:	
OR-8 Acknowledgment Timeliness	
Definition:	
The percentage of orders that are acknowledged by Bell Atlantic on a timely basis.	
Exclusions:	
<ul style="list-style-type: none"> None 	
Performance Standard:	
95% within 2 hours	
Report Dimensions:	
<ul style="list-style-type: none"> CLEC specific CLEC aggregate 	

Function:
OR-9 Order Confirmation/Rejection Completeness
Definition:
The percentage of LSRs received by Bell Atlantic for which either a confirmation or rejection was sent.
Exclusions:
<ul style="list-style-type: none"> None
Performance Standard:
95% within 3 business days

Function:	
OR-10 % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days	
Definition:	
The percentage of EDI missing notifier trouble tickets PONs cleared within 3 business days from the day of receipt of the trouble ticket. The time between receipt of trouble ticket by the Help Desk and the time Bell Atlantic either asks CLEC to resubmit the PON or provided the delayed status notifier.	
Exclusions:	
<ul style="list-style-type: none"> None 	
Performance Standard:	
95% within 3 business days	
Report Dimensions:	
<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate 	<ul style="list-style-type: none"> Each CLEC Help Desk/Support Center (if different centers responding for different CLECs)

Function:	
OR-11 Resubmission Rejection	
Definition:	
The percent of PONs resubmitted at Bell Atlantic's request which are not rejected by Bell Atlantic's ordering system.	
Exclusions:	
<ul style="list-style-type: none"> None 	
Performance Standard:	
95%	
Report Dimensions:	
<ul style="list-style-type: none"> CLEC specific CLEC aggregate 	

Function:	
OR-12 Percent Loss Notifications Returned Within X Minutes	
Definition:	
Percent Loss Notifications Returned Within X Minutes.	
Exclusions:	
<ul style="list-style-type: none"> None 	
Performance Standard:	
Electronically Received = 97% within 15 Minutes	
Other = 97% within 60 Minutes	
Methodology:	
Interval Starts with completion of migration to gaining carrier and ends with notice to losing CLEC.	
Formula:	
$(\# \text{ loss notifications returned to the CLEC within X minutes of migration to another carrier}) \div \text{total mechanized completions} * 100$	
Report Dimensions:	
Company: <ul style="list-style-type: none"> CLEC aggregate CLEC specific CLEC AIT affiliates—aggregate CLEC AIT affiliate -- specific 	Type of notice: <ul style="list-style-type: none"> Electronically Received Other

Function:**MR-6 Percent Response Commitments Met (On-Time)****Definition:**

This measures whether the ILEC has kept commitment in contracts, business rules or provided on the initial phone for a substantive answer to a CLEC question or final resolution of the CLEC's problem. Different intervals may be appropriate based on the severity of the issue with problems stopping the CLECs ability to access pre-order and ordering systems or address a severe customer problem (i.e thousands of missing orders, confirmations or completions.)

Exclusions:

- None

Performance Measures:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Billing = 100% in 24 hours of request for information
- Pre-Ordering/Ordering Help Desk = 98% within response commitment provided by ILEC
- Other = 95% within response commitment provided by ILEC
- 100% within 3 business days.

Methodology:

ILEC must report on whether or not time committed to CLEC in contracts, separate agreements or at time of call are being kept by ILEC's support centers. For instance, if contract requires a response to a billing inquiry in 24 hours, then on-time responses would be those received within 24 hours after the CLEC places a query to the appropriate point of contact and compared to all the responses to billing queries due that reporting period. If an ILEC account representative promises a response in X amount of time, the metric would address whether that commitment was met compared with all the other committed answers due that month. The measurement would be equivalent to an Estimated Time to Repair or Repair Appointment Met metric applied to non-maintenance types of problems. Missed commitments are those days/hours between the time the response was due and the time the response was actually received. For ILEC retail measurement, time to respond to end user bill questions and other business office queries would be measured.

- All queries answered while the CLEC or ILEC retail customer is on the phone will be considered on time for this metric.
- Responses do not necessarily have to resolve issue but must provide additional information on the status of resolving the query. Any new response commitment provided during the partial response must be measured for on-time performance as well and will be counted as a new commitment.
- If CLEC poses more than one question on same call, ILEC may provide different response commitments for each query and measure each query separately.
- CLEC and ILEC may devise a priority rating system for measurement by which the CLEC will identify the type of query upon reaching a representative at the CLEC center and the type of response interval required for such a query. (i.e., questions regarding problems with an OSS gateway blocking order placement or pre-order queries may receive a higher priority than a question to explain a business rule that is not impeding order activity.)
- If ILEC is uncertain about whether response qualified as meeting the commitment interval, ILEC may seek CLEC agreement that response commitment has been met. Responses that no action has been taken yet on a query do not count as timely.

If a question is posed to the wrong center, the center receiving the query will direct the CLEC immediately to the appropriate center to respond to the question. Otherwise start time begins with initial call.

Formula:

Percent Response Commitments Met = $S \left[\frac{\text{Number of Response Commitments Met}}{\text{Number of Responses Due in Reporting Period}} \right] \times 100$

Report Dimensions:

- | | |
|---|--|
| <ul style="list-style-type: none">• CLEC Specific• CLEC Aggregate• BA Retail• BA Affiliate | <ul style="list-style-type: none">• Company (If dedicated representatives assigned to specific CLECs)• Each CLEC Help Desk/Support Center (PreOrder, Ordering, Billing, etc.)• Severity Type |
|---|--|

Function:		
NP-5 NXX Updates		
Definition:		
This metric measures the percentage of NXX updates that were installed by the Local Exchange Routing Guide (“LERG”) effective date. This metric will be measured and reported on a calendar quarterly basis and will be included in Performance Assurance Plan Payment calculations for the final month of the quarter.		
Exclusions:		
<ul style="list-style-type: none"> None. 		
Performance Standard:		
Parity with BA Retail.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> BA Retail CLEC Aggregate CLEC Specific BA Affiliate Aggregate BA Affiliate Specific 		Geography: <ul style="list-style-type: none"> State
Sub-Metrics:		
NP-5-01	% of NXX Updates Installed by the LERG Effective Date	
Calculation	Numerator	Denominator
	Number of NXX updates in the reporting period that were installed by the LERG effective date.	Total number of NXX updates in the reporting period.

Function:	
BI-4 Percent Billing Errors Corrected in X Days	
Definition:	
Measures the timely correction of DUF errors and timely carrier bill adjustments.	
Exclusions:	
<ul style="list-style-type: none"> None 	
Performance Standard:	
<p>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</p> <p>DUF:</p> <ul style="list-style-type: none"> Severity 1 = 90% corrected in 24 hours and 100% in 5 business days Severity 2 = 90% corrected in 3 business days and 100% in 10 business days Carrier Wholesale Bill <p>100% corrected within 45 Days.</p>	
Methodology:	
<ul style="list-style-type: none"> This measurement applies to the daily usage feed and carrier wholesale bill adjustments. Performance for the DUF measurement is measured at two levels: Severity 1 Bill Affecting where X = 24 hours with a maximum of 5 business days to correct error Severity 2 Non-Bill Affecting where X = 3 business days with a maximum of 10 business days to correct error Elapsed time is measured in business days/hours. Clock starts when ILEC receives the CLEC's query or request for an adjustment (whether in electronic, written or voice form) and the clock stops when the CLEC receives the correct usage record from the ILEC. The ILEC shall send correct usage record within X days/hours of receipt of a query. The ILEC will adjust bill within X days (generally next CLEC bill unless adjustment request received after middle of the month). Only usage records fully corrected to the CLEC's specifications will be considered timely. Excluded situations: CLEC may agree to exclude adjustments disputed by ILEC from metric. If ILEC does not wish to pursue mutual agreement on such exclusion, ILEC must report separately the number of queries in dispute at end of the month as separate sub-metric 	
Formula:	
Percent Billing Errors Corrected in X Days = S [(Number of ILEC Responses in X Days/Hours) / (Total Number of Queries in Reporting Period)] x 100	
Report Dimensions:	
<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BA BA Affiliates 	<ul style="list-style-type: none"> Bill Type (DUF, Carrier Wholesale Bill) Severity Type

Function:		
OD-3 Database Update Accuracy		
Definition:		
Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to BA is compared to the Directory Assistance database following completion of the update by BA. An update is “completed without error” if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.		
Methodology:		
This measurement will be performed using statistically valid samples.		
Exclusions:		
Metric OD-3-02: Directory Assistance database errors resulting from service order errors (order activity post completion discrepancies).		
Formula:		
$[(\text{Number of updates completed without error}) / (\text{Number of updates completed})] \times 100$		
Performance Standard:		
Metric OD-3-01: No standard. Not included in Performance Assurance Plan Payments.		
Metric OD-3-02: Parity with BA Retail.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> BA Retail CLEC Aggregate CLEC Specific BA Affiliate Aggregate BA Affiliate Specific 		Geography: <ul style="list-style-type: none"> State
Sub-Metrics:		
<u>OD-3-01</u>	% Directory Assistance Update Accuracy Including Service Order (Order Activity Post Completion Discrepancy) Errors	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed
<u>OD-3-02</u>	% Directory Assistance Update Accuracy – Excluding Service Order (Order Activity Post Completion Discrepancy) Errors	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed

Function:		
GE-1 Directory Listing Verification Reports		
Definition:		
This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in BA's CLEC and Reseller Handbooks.		
Exclusions:		
Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory.		
Performance Standard:		
95% of directory listing verification reports transmitted on or before the due date.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific BA Affiliate Aggregate BA Affiliate Specific 		Geography: <ul style="list-style-type: none"> State
Sub-Metrics:		
GE-1-01	% of Directory Listing Verification Reports Furnished On-Time	
Calculation	Numerator	Denominator
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

Function:		
GE-2 Poles, Ducts, Conduit and Rights of Way		
Definition:		
This metric measures the percentage of requests for access to BA poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after BA's receipt of the request.		
Exclusions:		
Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after BA's receipt of the request.		
Performance Standard:		
Parity with BA Retail.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • BA Retail • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific 		Geography: <ul style="list-style-type: none"> • State
Sub-Metrics		
GE-2-01	% of Access Request Responses Transmitted On-Time	
Calculation	Numerator	Denominator
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

Function:	
GE-3 Bona Fide Request Responses	
Definition:	
This metric measures the percentage of bona fide requests ("BFRs") for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC's interconnection agreement with BA or such later date as may have been agreed to by the CLEC and BA.	
Exclusions:	
<ul style="list-style-type: none"> None. 	
Performance Standard:	
No standard. Not included in Performance Assurance Plan Payments.	
Report Dimensions:	
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific BA Affiliate Aggregate BA Affiliate Specific 	Geography: <ul style="list-style-type: none"> State
Sub-Metrics:	
GE-3-01	% of BFR Responses Furnished On-Time

APPENDIX B
Table of Contents

OR-7 Acknowledgment Completeness	B1
OR-8 Acknowledgment Timeliness	B2
OR-9 Order Confirmation/Rejection Completeness	B3
OR-10 % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days	B4
OR-11 Resubmission Rejection	B5
OR-12 Percent Loss Notifications Returned Within X Minutes	B6
MR-6 Percent Response Commitments Met (On-Time)	B7
NP-5 NXX Updates	B9
BI-4 Percent Billing Errors Corrected in X Days	B10
OD-3 Database Update Accuracy	B11
GE-1 Directory Listing Verification Reports	B12
GE-2 Poles, Ducts, Conduit and Rights of Way	B13
GE-3 Bona Fide Request Responses	B14

APPENDIX B