02/28/00
Compliance Filing

New York State
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Bell Atlantic Reports

February 2000

Category		Function	# of Metrics	Page #
Pre-Ordering	PO-1	Response Time OSS Ordering Interface	10	5
	PO-2	OSS Interface Availability	3	8
	PO-3	Contact Center Availability	4	10
	PO-4	Change Management Notice	3	12
	PO-5	Average Notification of Interface Outage	1	13
	PO-6	Software Validation	1	14
	PO-7	Software Problem Resolution and Timeliness	4	15
	PO-8	Manual Loop Qualification	2	16
Ordering	OR-1	Order Confirmation Timeliness	14	182327283
	OR-2	Reject Timeliness	12	032
	OR-3	Percent Rejects	1	
	OR-4	Timeliness of Completion Notification	8	
	OR-5	Percent Flow-Through	3	
	OR-6	Order Accuracy	3	
Provisioning	PR-1	Average Interval Offered	11	343843455
	PR-2	Average Interval Completed	16	05254--55
	PR-3	Completed within Specified Number of Days (1-5 Lines)	11	
	PR-4	Missed Appointments	12	
	PR-5	Facility Missed Orders	3	
	PR-6	Installation Quality	3	
	PR-7	Jeopardy Reports	1	
	PR-8	NOT IN USE IN NY	--	
	PR-9	Hot Cut Performance	9	
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6	596163656
	MR-2	Trouble Report Rate	5	9
	MR-3	Missed Repair Appointments	5	
	MR-4	Trouble Duration Intervals	10	
	MR-5	Repeat Trouble Reports	1	
Network Performance	NP-1	Percent Final Trunk Group Blockage	4	71737576
	NP-2	Collocation Performance	8	
	NP-3	Switching Performance	0	
	NP-4	Notification of Network Outage	0	
Billing	BI-1	Timeliness of Daily Usage Feed	4	788081
	BI-2	Timeliness of Carrier Bill	1	
	BI-3	Billing Accuracy	2	
Operator Services	OD-1	Operator Services – Speed of Answer	2	8384
	OD-2	LIDB, Routing and OS/DA Platforms	0	
General Standards	GE-1	Directory Proofs	0	8686
	GE-2	Poles, Ducts, Conduit and Rights of Way	0	
Glossary		Glossary of Terms		87

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Bona Fide Request Process
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	Product Interval Summary
M	Order Accuracy Details
N	Table of Measures, Sub-Metrics and Product Disaggregation
O	Test Deck – Weighted transaction Matrix

INTRODUCTION

This section of the New York State Carrier-to-Carrier Guidelines Performance Standards and Reports provides the metrics and performance standards that will be applicable to New York Telephone Company, d/b/a Bell Atlantic-New York ("BA-NY"). A comprehensive explanation of the definitions of the standards, the measurement methodologies, reporting levels, geography covered, and current product intervals is included. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of BA-NY retail services and its wholesale products.

BA-NY will provide Performance Reports on a monthly basis to the Competitive Local Exchange Carriers ("CLECs") that were members of the working group in Case 97-C-0139 and to any CLEC that has previously made a request to receive Performance Reports issued pursuant to the Interim Guidelines, adopted in Case 97-C-0139. Any other CLEC that wants to obtain reports produced pursuant to the Guidelines must contact the Account Manager that BA-NY has designated for that CLEC to make the appropriate arrangements to receive the reports.

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Ordering Interface	10
PO-2	OSS Interface Availability	3
PO-3	Contact Center Availability	4
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2

Pre-Ordering (PO)

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 1/1ooth 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: Parity with Retail plus not more than 4 seconds. 4-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

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

[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.

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.

Methodology – Response Time OSS (Continued):

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 occuring between 8AM and 9PM

Formula:

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

Report Dimensions:

Company:	Geography:
• BA Retail[2] • CLEC Aggregate • CLEC Specific (PO-1-10 only)	• State

Products	CLEC Aggregate: • EDI • CORBA

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**

[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.

	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

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.

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

Function:

PO-3 Contact Center Availability

Definition:

Contact Center Availability Hours of operation of Center supporting CLECs for ordering, provisioning, maintenance and billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.

Also includes **Speed of Answer** – CLEC centers. Measured for Ordering and Repair queues. Reported out of the Automated Call Distributor (ACD). Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).

Note: consistent with proposed end user standard, % within 30 seconds includes 15% of Abandons and 10% of busies in denominator.

Speed of Answer is measured in seconds from the time a call enters the BA ACD until it is answered by a representative. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through an ACD. Alternatively, CLECs can call their dedicated representatives on the representative's direct line. If the representative is unavailable, the CLEC can leave a voice mail or press 0 and be transferred to the pool of representatives. BA measures the speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative. For calls to the 800 number, the measurement begins when the call enters BA's ACD; for calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when the call is answered by a representative.

Exclusions:

Calls directed to and answered by dedicated representatives

Performance Standard:

Center Hours of Operation:

Repair Help Desk: 24 Hours/Day – 7 Days a week
Order Entry Assistance: 7AM to Midnight M-F and 8AM to 6PM Sat.
Order Processing Assistance: 7AM to 6PM M-F
Billing & Collections: 7AM to 6PM M-F
System Administration 8AM to 6PM M-F
Pre-Order Center: Such center does not exist. Pre-order assistance is handled by Order Entry Assistance or system administration, depending on the nature of the problem.

To match proposed End User Standard: Speed of Answer: 80% within 30 Seconds

Products	• Resale	• UNE

Sub-Metrics

PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main number through the automatic call distributor (ACD).	Total Calls Answered by ordering center.

PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Count of calls to main number answered within 30 seconds of call received by the ACD.	Total Calls Answered in ordering center plus 15% of abandoned calls plus 10% of busy calls.

Sub-Metrics (continued) Contact Center Availability		
PO-3-03	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main repair number through the call distributor (ACD.)	Total Calls Answered by repair center.
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Count of calls to main number answered within 30 seconds of call received by the ACD.	Total Calls Answered in repair center plus 15% of abandoned calls plus 10% of busy calls.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
The percent of change management notices (i.e., notices scheduling interface affecting changes) and documentation availability before implementation sent according to prescribed timeliness standards within prescribed timeframes. Documentation should not be considered available until all material changes are made.		
Exclusions:		
None**:**		
Performance Standard:		
Performance standards are set forth in the change management processes and procedures. BA will comply with applicable change management processes and procedures. Performance standard for % Change Management Notices sent on time is 95% or greater and no delayed notices and documentation over 8 days. * regulatory changes will vary based on application law/regulatory rules		
Timeliness Standards:		
Change type	Change Notification: Interval between notification and implementation	Change Confirmation: Final Documentation Availability before implementation[5]
Type 5 – TC originated	>= 66 days	>= 45 days
Type 4 – Bell Atlantic originated	>= 66 days	>= 45 days
Type 3 – Industry Standard	>= 66 days	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Products	Change Notification: • Type 1 – Emergency Maintenance • Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – TC originated	Change Confirmation • Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – TC originated
Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**
	Change management notifications sent within required time frames.	Total number of change management notices sent.
PO-4-02	**Change Management Notice – Delay 1 to 7 days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent 1 to 7 days late	
PO-4-03	**Change Management Notice – Delay – 8 plus days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent 8 or more days late	

[5] Type 1 change confirmation is not applicable

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
Interface Outage: The average amount of time that elapses between BA identification of an interface outage and BA notification to CLECs that an outage exists. Notice will be provided by electronic mail. NOTE: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information can also be found in the CLEC Handbook.		
Exclusions:		
None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • BA North States	
Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	(Date and time of outage notification to CLECs) - (Date and time interface outage was identified by BA)	Total number of interface outages for which notice was given

Function:

PO-6 Software Validation

Definition:

Bell Atlantic maintains a test deck of transactions that will be used to validate that functionality in a software release works as prescribed. Each transaction in the test deck will be assigned a weight factor, which will be based on the weights that have been assigned to the metrics in any Performance Assurance Plan that the Commission may adopt in relationship to BA-NY's application to provide interLATA services in New York. Within the software validation metric, weight factors will be allocated among transaction types (i.e., pre-order, resale-order, UNE-order, platform-order) and then equally distributed across specific transactions within type. The initial array of weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

The test deck will be executed by Bell Atlantic - New York at the start of the QA and at the completion of QA. Within 1 business day, following a non-emergency software release to production as communicated through Change Management, BA-NY will begin to execute the test deck in production using training mode. Upon completion of the test BA-NY will report the number of test deck transaction that are rejected or otherwise fail while executing the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

Exclusions:

None

Performance Standard:

≤ 5 %

Sub-Metrics

PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	sum of (weights of failed transactions)	sum of (weights of all transactions in the test deck)

Function:		
PO-7 Software Problem Resolution Timeliness		
Definition:		
Each month, Bell Atlantic will track the number of rejected pre-order and order transactions reported to the Help Desk, and resulting from execution of the test deck and the time frame to resolve. Rejected transactions caused by Bell Atlantic code or documentation errors or omissions that result in type 1 changes are production referrals for the purposes of this metric. PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a non-emergency software release.		
Exclusions:		
Pre-orders and orders received after 6:00 PM on Friday and before 9:00 AM on Monday will be treated as received at 9:00 AM Monday.		
Performance Standard:		
≥ 95% according to schedule below:		
Problem Resolution Timeliness Standard measured from time reported to the Help Desk**:** (See Appendix O).		
Change type	Timeliness standard:	
Orders rejected, with no workaround	48 hours	
Orders rejected, with workaround	10 days	
Sub-Metrics		
PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	number of production referrals resolved within timeliness standard	Total number production referrals
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for Identified software resolution changes associated with order rejects with no workaround.	
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Data Value**	
	Number of cumulative delay days (i.e., beyond the 10-day standard) for identified software resolution changes associated with order rejects with a workaround.	
PO-7-04	**Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [6]	
Calculation	**Data Value**	
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with order rejects with no workaround for Test Deck Transactions	

[6] This performance measure is to address the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:		
PO-8 Manual Loop Qualification		
Definition:		
Measures the response time for the provision of loop qualification information required for provision of more complex services, when such information is not available through an electronic data base.		
Exclusions:		
None		
Performance Standard:		
PO-8-01: 95% within 48 Hours PO-8-02: 95% within 72 Hours		
Sub-Metrics		
PO-8-01	**Average Response Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from receipt of request for manual loop qualification to distribution of loop qualification information.	Number of Manual Loop Qualification transactions.
PO-8-02	**Average Response Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from receipt of request for Engineering Record Request to distribution of Engineering Record.	Number of Engineering Record Request transactions.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	14
OR-2	Reject Timeliness	12
OR-3	Percent Rejects	1
OR-4	Timeliness of Completion Notification	8
OR-5	Percent Flow-Through	3
OR-6	Order Accuracy	3

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 Trunks: For CLECs e-mailing a TGSR, BA will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits" [7] are not placed on Completed PON Master File.

(2) Bell Atlantic - New York 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 - New York's error in initial confirmation[8]. The measurements are based on confirmed orders. Also included are cancelled orders.

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

Exclusions:

Resale & UNE:

- BA Test Orders [9]
- 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-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- 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

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

[8] 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.

[9] BA-Test Orders – see Glossary.

Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • 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:* 0Flow-Through Orders: 2 Hours 1Orders with < 10 Lines: 24 Hours 2Orders with ≥ 10 Lines: 72 Hours *Complex Services) (requiring loop qualification)* 32 wire Digital Services: 72 Hours • 2 Wire xDSL Services: 72 Hours *Special Services:* 4Orders with < 10 Lines: 48 Hours 5Orders with ≥ 10 Lines: 72 Hours [10] **Faxed/Mailed Orders**: *Not available for Resale*	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* 6Flow-Through Orders: 2 Hours 7Orders with < 10 Lines: 24 Hours 8Orders with ≥ 10 Lines: 72 Hours *Complex Services(requiring loop qualification)* 92 Wire Digital Services: 72 Hours 102 Wire xDSL Services: 72 Hours *Special Services:* 11Orders with < 10 Lines: 48 Hours 12Orders with ≥ 10 Lines: 72 Hours [4] **Faxed/Mailed Orders**: Add 24 Hours to intervals above. Not available for UNE POTS	**Electronically Submitted Orders:** Firm Order Confirmation: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Design Layout Record • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Inbound Augment Trunks: • ≤ 192 Trunks: 10 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)** [11]	
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.

[10] Also includes orders requiring facility verification as specified in the interval appendix

[11] 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.

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 ³ 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 ³ 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 ³ 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 ³ 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**
	Count of requested with responses within 10 days	Count of Requests for Inbound Augment Trunks requested via e-mail TGSR

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"[12] are not placed on Completed PON Master File.
(2) Measurements are based on rejected orders.
(3) BA-NY 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

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

Performance Standard – Reject Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS:* 13Flow-Through Orders: 2 Hours 14Orders with < 10 Lines: 24 Hours 15Orders with ≥ 10 Lines: 72 Hours *Complex Services (2 Wire Digital and xDSL Services):* 16Orders: 72 Hours *Special Services:* [13] 17Orders with < 10 Lines: 48 Hours 18Orders with ≥ 10 Lines: 72 Hours **Faxed/Mailed Orders**: *Not available for Resale*	**Electronically Submitted Orders:** *POTS:* 19Flow-Through Orders: 2 Hours 20Orders with < 10 Lines: 24 Hours 21Orders with ≥ 10 Lines: 72 Hours *Complex Services :* 22Orders 72 Hours 23 *Special Services:* [14] 24Orders with < 10 Lines: 48 Hours 25Orders with ≥ 10 Lines: 72 Hours **Faxed/Mailed Orders**: Add 24 Hours to intervals above. *Not available for UNE POTS*	**Electronically Submitted Orders:** • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 Hours to intervals above

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.

[13] Also includes orders requiring facility verification as specified in the interval appendix
[14] Also includes orders requiring facility verification as specified in the interval appendix

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 ³ 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 ³ 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	
	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 ³ 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 ³ 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-3 Percent Rejects		
Definition:		
Percent Rejects: The percent of orders received (including supplements and re-submissions) by Bell Atlantic that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission or error of required order information. The percent reject measure is reported against all order submitted transactions processed in the Ordering Interface (DCAS or Request Manager), not just those with associated CRIS completions. Note: Edit Rejects – Orders failing "Basic front-end edits"[15] are not placed on Completed PON Master File.		
Exclusions:		
• BA Test Orders		
Performance Standard:		
No standard.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR transactions [records with REJECT-DATE1 of ORDERING-MASTER-REC > 0 for specified product].	Total number of LSR/ASR records with unique PONs (STATE-CD + CLEC-ID + PON) for specified product.

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

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: Parity with Retail

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.

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

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 [3] 5 Business 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 greater than or equal to five business days.	Number of orders with SOP and Bill Completion.	
OR-4-08	**% SOP to Bill Completion > 1 Business Day**		
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 greater than one business day.	Number of orders with SOP and Bill Completion.	

Function:

OR-5 Percent Flow-Through

Definition:

Total Flow-Through: The percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) and processed directly to the legacy service order processor (Service Order System – SOP) without manual intervention. These service orders require no action by a BA service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.

Simple Flow Through: % of Basic POTS Services (excludes Centrex) that actually flow-through from DCAS to Service Order Processor.

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

A summary of order types that flow-through for BA and are designed to flow-through for CLECs is included in appendix H. Orders designed to flow-through may also fall out for both BA and CLECs. Non Flow Throughs include orders where there are other pending orders on the same line and require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders – Orders failing "Basic front-end edits" [17] are not placed on Completed PON Master File.

Exclusions:

- BA Test Orders
- Orders sent via US Mail or Fax

From Achieved Flow Through:

- Orders not eligible to flow through (i.e., order types that are designed to flow through are specified in the scenarios in appendix H);
- Pending orders
- Orders with CLEC input errors in violation of published business rules (Until March 31, 2000 – for revisit by C2C)
- Special Exclusions pursuant to Case 97-C-0139, *Order Establishing Additional Inter-Carrier Service Quality Guidelines and Granting in Part Petition for Reconsideration, Clarification, and Stay* (issued November 1999). The Special Exclusions are delineated in Appendix H.

Performance Standard:

No Standard Developed for Total Flow-Through or simple flow through.
95% for % Flow Through achieved

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

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

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

Sub-Metrics – OR-5 % Flow Through (continued)		
OR-5-02	**% Flow Through – Simple**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product. (less CENTREX [SVC-ORD TYPR = 2] and Specials [SVC-CLASSIFICATION =1])	Total number of LSR/ASR records (orders) for specified product. (less CENTREX [SVC ORD TYPR =2] and Specials [SVC-CLASSIFICATION =1]).
OR-5-03	**% Flow Through Achieved**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow through eligible orders

Function:		
OR-6 Order Accuracy		
Definition:		
Accuracy is defined as the percent of orders completed as ordered by the CLEC. Two dimensions will be measured. The first is a measure of orders with error. The second measure is focused on the percent of fields that are populated correctly.		
Methodology:		
BA will use a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively) will be pulled from DCAS/Request Manager (for Order Accuracy). BA will compare required fields on the latest version of the LSR to the completed Bell Atlantic service order(s).		
Exclusions:		
• Orders that are entered by the CLEC and Flow through.		
Performance Standard:		
95% Orders without errors.		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • State	
Sub-Metrics		
OR-6-01	**% Accuracy - Orders**	
Products	Resale	UNE: • Loop/Complex/LNP • Platform
Calculation	Numerator	Denominator
	Count of Orders Sampled less Orders with Errors for specified product.	Count of Orders Sampled for specified product.
OR-6-02	**% Accuracy – Opportunities**	
Products	Resale	UNE: • Loop/Complex/LNP • Platform
Calculation	Numerator	Denominator
	Count of Fields Sampled less fields with errors for specified product.	Count of fields sampled for specified product.
OR-6-03	**% Accuracy – LSRC (Interim Measure)**	
Products	Resale	UNE: • Loop/Complex/LNP • Platform
Calculation	Numerator	Denominator
	Count of LSRCs Sampled less LSRCs with errors for specified product.	Count of LSRC's sampled
OR-6-03	**% Accuracy – LSRC (Long Term Measure)**	
Products	Resale	UNE: • Loop/Complex/LNP • Platform
Calculation	Numerator	Denominator
	Count of LSRCs resent due to error	Count of LSRC's

Section 3

Provisioning Performance

(PR)

	Function	Number of Sub-metrics
PR-1	Average Interval Offered	11
PR-2	Average Interval Completed	16
PR-3	Completed within Specified Number of Days (1-5 Lines)	11
PR-4	Missed Appointments	11
PR-5	Facility Missed Orders	3
PR-6	Installation Quality	3
PR-7	Jeopardy Reports	1
PR-8	NOT IN USE IN NY	--
PR-9	Hot Cut Performance	9

Provisioning (PR)

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[18]). • Bell Atlantic Administrative orders. [19] • 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. See Interval Guide for specific products and services.	
Report Dimensions	
Company: • BA Retail • CLEC Aggregate • CLEC Specific	Geography: • POTS and Complex: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

[18] Orders that are or should be X appointment coded. Effective 2/00, BA will automate appointment coding.
[19] BA Administrative Orders – See Glossary

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	**Average Interval Offered – Total No Dispatch**		
Products	*Retail:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP) • 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: • IXC FG D Trunks	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 actual work completion date. The application date is the date that a valid service request is received.
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. [20]
- 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: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

[20] BA Administrative Orders – See Glossary

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:* • IXC FG D Trunks (≤ 192 Trunks) • IXC FG D 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 work completion dates. The application date is the date (day 0) that a valid service request is received.			
Exclusions:			
• BA Test Orders. • Disconnect Orders. • Orders where customers request a due date that is 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: Manhattan, Greater Metro, Suburban and North-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.	

[21] BA Administrative Orders – See Glossary

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. 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: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

[22] BA Administrative Orders – See Glossary
[23] Segments – See Glossary
[24] % Missed Appointment Customer – No Standard – Not in Control of Bell Atlantic

Sub-Metrics				
PR-4-01	**% Missed Appointment – Bell Atlantic – Total**			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to 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 actual work completion date.			
Products	Retail: • POTS • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs. • Specials • IXC FGD Trunks	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 • IXC FGD Trunks	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.	0Count 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.	1Count 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 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: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

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. • IXC FGD Trunks	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.	

[25] BA Administrative Orders – See Glossary

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 • IXC FGD Trunks	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. • IXC FGD Trunks	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: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

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 • IXC FGD Trunks	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 • IXC FGD Trunks	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:		
PR-7 Jeopardy Reports		
Definition:		
The percent of orders completed or cancelled identified with a jeopardy condition. CLECs are provided with jeopardy notices, unless they specifically agree or request, in writing, not to receive them. The jeopardy notifications are now available to all CLEC's and Resellers in NY. These notices are posted twice daily for CLECs to retrieve on the WEB server. All CLEC's and Resellers in NY currently have these posted.		
Exclusions:		
• BA Test Orders • Disconnect Orders • Bell Atlantic Administrative orders [26] • Additional Segments on orders (parts of a whole order are included in the whole) • Orders that are not complete or cancelled.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Performance Standard:		
Jeopardy Status Notification: Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time) [27] • Resale and UNE: • 100% at least 24 hours before due date with facilities • 100% at least 48 hours before due date without facilities • Interconnection Trunks: 2 Days prior to due date % Orders with Jeopardy status: assessed in conjunction with missed appointments		
Sub-Metrics (continued) Installation Quality		
PR-7-01	**% Orders with Jeopardy Status**	
Products	UNE: • EEL	
Calculation	**Numerator**	**Denominator**
	Count of EEL orders with jeopardy status	Total EEL orders completed or cancelled

[26] BA Administrative Orders – See Glossary

[27] To the extent that BA has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date.

Function:

PR-9 Hot Cut Loops

Methodology:

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

- Two work types are used in WFA-DI
  - NDSUB – for pre-wire and testing CLEC dial-tone on DD-2
  - NDSCT – for performing "hot cut" on DD
  - Note: Separate work requests will be created for RCMAC

The work requests include combined order number, lead CKID, number of ckts/segments, NPA-NXX, commitment date & time.

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

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

Exclusions:

- BA Test Orders
- Bell Atlantic Administrative orders [28]
- Additional Segments [29] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- If a CLEC cancels an order before the start of a hot cut window and BA performs the hot cut, this BA error will result in a retail trouble report and need not be reflected elsewhere.

From PR-9-09 % Supplemented or Cancelled Orders at BA-NY request:

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

Performance Standard:

Hot Cuts:

PR-9-01: 95% completed within window

PR-9-02 through PR-9-10: No Standard established

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

- 1 to 9 lines: 1 Hour
- 10 to 49 lines: 2 Hours
- 50 to 99 lines: 3 Hours
- 100 to 199 lines: 4 Hours
- 200 plus lines: 8 Hours

If IDLC is involved – 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)[30]. 4 Hour window applies to start time.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• POTS: Manhattan, Greater Metro, Suburban and North-State

[28] BA Administrative Orders – See Glossary

[29] Segments – See Glossary

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

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

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

Section 4

Maintenance & Repair Performance

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	5
MR-4	Trouble Duration Intervals	10
MR-5	Repeat Trouble Reports	1

Maintenance and Repair (MR) [31]

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform.		
Exclusions:		
• CLEC Create Transactions – complex create trouble transactions not available to retail		
Methodology:		
8 AM to 5 PM. [earlier version Monday – Friday now expanded to 7 days, no holiday exclusions] For BA retail representatives: Retail performance will be reported directly from "Caseworker". For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.		
Performance Standard:		
Parity with Retail plus not more than 4 seconds. 4-second difference allows for variations in functionality		
Report Dimensions		
Company: • BA Retail • CLEC Aggregate	Geography: • State	
Products	• Retail	• CLEC
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

[31] Note: Bell Atlantic uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the appendix at the rear of this document.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Test Trouble transactions.	Number of Trouble test transactions

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the 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 [32]: 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 = IXC FGD. 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: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
POTS:	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

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

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. 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: Manhattan, Greater Metro, Suburban and North-State

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** [33]		
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.]	

[33] 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.

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. 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 • CLEC Specific	• POTS and Complex: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	Resale: • POTS/Complex • 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 • IXC FGD Trunks	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: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	**Numerator**		**Denominator**	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of Total Out of service trunk troubles.(Loop & CO)	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	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 • IXC FGD Trunks	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 • IXC FGD Trunks	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: Manhattan, Greater Metro, Suburban and North-State • Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail: • POTS/ Complex • Specials • IXC FGD Trunks	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)	

Section 5

Network Performance

(NP)

	Function	Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8
NP-3	Switching Performance	0
NP-4	Notification of Network Outage	0

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]
For this measure, BA Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems.
CLEC Trunks are dedicated final trunks carrying traffic from the BA access tandem to the CLEC.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

BA will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that BA has identified a blocked trunk group and that the trunk group should be excluded from BA performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied BA request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements

Performance Standard:

Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.
For individual trunk groups carrying traffic between BA and CLECs, BA will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.
End User Standard:
602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.
603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.
603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • BA Retail • CLEC Aggregate • CLEC Specific	Geography: • NY State	
Products	Retail: • BA Common Final (Local)Trunks	Trunks: • CLEC Trunks
Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – 2 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

Function:

NP-2 Collocation Performance

Definition:

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.

Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted Demand will have the following Interval Start Date:

- No Forecast Received: 3 Months after application date
- Forecast Received 1 month Prior to application date: 2 Months after application date
- Forecast Received 2 months prior to application date: 1 Month after application date
- Forecast received 3 months prior to application date: On the application date

Interval Stops if: (stop clock)

- For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary.

Completions: BA will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:

- None

Formula:

Interval: Σ (Committed Due Date – Application Date) / Number of Cages

% On Time: Number of Cages completed on Due Date (adjusted for milestone misses)/Number of Cages completed x 100

Delay Days: : Σ (Actual Completion Date - Committed Due Date) (adjusted for milestone misses)/Number of Cages where due date is missed

Performance Standard:

Physical:

Notification of Space Availability: 8 Days
Collocation Interval: 76 Days (Intervals are covered by tariffs)
95% On Time

Virtual:

Notification of Space Availability: 14 Days
Collocation Interval: 105 Days (Intervals are covered by tariffs)
95% On Time

Report Dimensions

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

Products	• New Applications • Augment Applications

Sub-Metrics

NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**

	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-03	**Average Interval – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for physical collocation cages completed during report period. (Excludes time for CLEC milestone misses)	Count of physical collocation cages completed.
NP-2-04	**Average Interval – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for virtual collocation arrangements completed during report period. (Excludes time for CLEC milestone misses)	Count of virtual collocation arrangements completed.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of physical collocation cages completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of virtual collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual physical collocation cage due completion date and due date for missed physical collocation cages (including due date extensions resulting from CLEC milestone misses).	Count of Missed physical collocation cages.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual virtual collocation arrangement due completion date and due date for missed virtual collocation cages (including due date extensions resulting from CLEC milestone misses).	Count of Missed virtual collocation arrangements

Function:	
NP-3 Switching Performance	
Performance Standard:	
Parity with Retail - by design of switch	
Metrics Not Reported:	
Reported to NY PSC in Aggregate (Retail/Wholesale):	Reported to NY PSC
Switching Performance - PSC Standards	
• Percent Blockages & Failures	0.0 - 1.0 (weak spot > 2.1)
• Percent Incoming Matching Loss	0.0 - 2.1 (weak spot > 2.8)
• Percent Dial Tone Speed over 3 Seconds	0.0 - 1.5 (weak spot > 2.6)
Not Reported Switching Standards:	
Switching Index Standards by Switch Type: The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance. Thresholds based on industry standard guidelines and vary with switch manufacturer. The performance is grouped into two categories **machine access** and **machine switching. Machine access** measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment. **Machine switching** measurements of customers' call attempts (or incoming call attempts from another switch) that failed during call processing. NOTE: There are no longer any 1AESS switches in NY, hence switching performance plan is removed.	
Switching Performance – Index Plan – 5ESS	Threshold
a.) Machine Access	
• Tone Decoder Overflow	1.00
• Tone Decoder Attached Delay	0.10
• Dial Tone Speed	33.34
• SS7 Link Unavailable	0.27
b.) Machine Switching	
• Facility Cutoff Calls	2.00
• Remote Module Stand Alone Time	0.50
• Initializations SM/RSM	1.00
• Interrupts (AM)	80.00
• Maintenance Usage	50.00
• Audits	10.00
• Equipment Outage	1.00
• Equal Access	100.00
Switching Performance – Index Plan – DMS100	
a.) Machine Access	
• Dial Tone Speed	33.34
• Receiver Queue	0.00
• SS7 Link Unavailable	0.27
b.) Machine Switching	
• Transmitter Time-outs	16.00
• Errors	50.00
• EA Wink Equal Access	100.00
• SS7 Errors	10.00
• Equipment Outage	1.00
• RLCM RSC Emergency Stand Alone	5.00

Function:

NP-4 Notification of Network Outage

Performance Standard:

Parity with Retail – Same notification via e-mail distribution list

Metrics Not Reported:

CLEC Handbook Updates

."

In the CLEC Handbook Series III, Section 8.3.7, insert the following paragraphs after the second to last paragraph of this section (the paragraph that ends in the words, "…via facsimile or Internet e-mail notification.").

Bell Atlantic notifies those CLECs who have chosen to be notified (made request through their Account Manager), of certain events in the Bell Atlantic network. The notification is via Internet e-mail or facsimile. Notification of reportable events is provided as follows: Event notification to CLECs is sent simultaneously with the internal Bell Atlantic event notification. The usual Bell Atlantic practice is for the notification process to begin within 30 minutes after the BA work center has determined that a reportable event has occurred.

The events that Bell Atlantic reports to CLECs are critical and major events in the areas of IOF/Transport, Switch, Signaling, Power, Fire and Local Loop/Sub Cable. A general description of reportable events follows:

IOF/Transport: Failure of one or more T3s for 30 minutes or more. *[Minor: Any failure resulting in a simplex condition having the potential of service interruption]*

Switch: Total switch failure for two minutes or more, *[Minor: Any duration]* or partial switch failure involving 5000 or more lines for 30 minutes or more *[Minor: Any duration]*.

Signaling: SS7 node isolation of five minutes or more *[Minor: Any duration]*. STP or SCP down for two hours or more *[Minor: Any duration]*.

Power: Any power failure resulting in a ~~major~~ service interruption *[Minor: Any commercial or BELL ATLANTIC power failure having the potential of service interruption.]*

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption. *[Minor: False fire alarms to which the Fire Department has responded.]*

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports. *[Minor: Any metallic cable failure affecting less than 25 pairs that requires a property damage report.]*

Section 6

Billing Performance

(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	4
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy	2

Billing Performance (BI)

Function:

BI-1 Timeliness of Daily Usage Feed

Definition:

The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as BA's.

Note:

- BA-NY monitors the level of service order errors with the potential of delaying usage feeds;
- BA-NY monitors the timeliness of the usage feed to the process on a daily basis; and

BA-NY offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery

Exclusions:

- None

Formula:

(Total usage records in "y" business days / total records on file) x 100
(note: y = 3, 4, 5 or 8)

Performance Standard:

Process is Designed at parity with Retail
95% in 4 Business Days

Report Dimensions

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

Sub-Metrics

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

Sub-Metrics BI-1 Timeliness of DUF (continued)		
BI-1-04	**% DUF in 8 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month,

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• None		
Formula:		
(Number of Bills sent within 10 business days / number of bills sent) x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • NY State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Count of carrier bills sent to CLEC [34] within 10 business days of bill date.	Count of Carrier Bills distributed

[34] Sent to Carrier, unless other arrangements are made with CLEC

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percent of carrier bill charges adjusted due to billing errors.		
Exclusions:		
• Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, performance remedies, out of service credits, special promotional credits		
Performance Standard:		
No Performance Standard yet developed.		
Report Dimensions		
Company: • BA Retail • CLEC Aggregate	Geography: • NY State	
Sub-Metrics		
BI-3-01	**% Billing Adjustments – Dollars Adjusted**	
Calculation	**Numerator**	**Denominator**
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-02	**% Billing Adjustments – Number of Adjustments**	
Calculation	**Numerator**	**Denominator**
	Count of adjustments for billing errors	Total Bills

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services – Speed of Answer		
Performance Standard:		
Standard: BA-NY's Operator Call Distribution Systems handle all traffic on a first come first served basis, regardless of CLEC or originating trunk group. (Identification of CLEC for branding or billing does not impact call distribution.) Process Parity.		
Exclusions:		
• None		
Report Dimensions		
Company: • New York Operator Service Center • Massachusetts Operator Service Center [35]	Geography: • NY State	
Sub-Metrics		
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to operator service (0) from call origination to answer by operator	Number of Calls Answered
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to Directory Assistance from call origination to answer by operator	Number of Calls Answered

[35] If no NY CLEC traffic is handled by this center, the data will not be reported.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
BA-NY does not have the capability to report this performance area

Section 8

General and Miscellaneous Standards

(GE)

	Function	Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
BA does not provide directory proofs to CLECs. BA provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
BA-NY does not have the capability to report this performance area

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
BA-NY has filed Engineering and Construction Methods and Procedures that included firm time commitments that are consistent with the applicable Federal and State requirements. BA-NY will respond to requests for its engineering records information within a 45-day time period, and pursuant to the terms and conditions set forth in its conduit licensing agreement 1.
Metrics Not Reported:
BA-NY does not have the capability to report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
BA Administrative Orders	Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front-end edits performed by DCAS prior to order submission. Basic Edits performed against DCAS provided source data include: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.
BFR	Bona Fide Request Process (BFR): See appendix D, Summary of BFR from P.S.C. No. 916, Section 16.
Collocation Milestones	From P.S.C. 914 Tariff, Section 5: <u>Physical Collocation</u> • Day 1 – CLEC submits completed application • Day 9 – BA notifies CLEC that request can be accommodated and estimates costs. • Day 14 – CLEC notifies BA of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse BA for all costs incurred should the CLEC withdraw its collocation request • Day 76 – BA and CLEC attend Methods and Procedures meeting and BA turns over the multiplexing node to the CLEC BA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the BA work completion notice, indicating acceptance of the multiplexing node construction work and providing BA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by BA of the BA work completion notice and any applicable security fee. <u>Virtual Collocation:</u> BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Common Final Trunk Blockage:	Common final trunks carry traffic between BA end offices and the BA access tandem, including local traffic to BA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	(A) *High Usage Trunks* carry two-way local traffic between two BA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic – NY geographies. (B) *Final Trunks*: (All Bell Atlantic except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (C) *Final Trunks - Local* (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (D) *Final Trunks – IXC* (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Bell Atlantic Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a “hot cut”. These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours
DCAS	Direct Customer Access System: The system developed initially for the North States (CT, MA, ME, NH, NY, RI and VT) for a CLEC to transact with Bell Atlantic. DCAS supports GUI and EDI transactions. DCAS will ultimately be replace by Request Manager.
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of

	B.005.

Dedicated Trunks	(E) *High Usage Trunks – CLEC Interconnection*: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office **or** carry two-way local traffic between a Bell Atlantic end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. These trunks are ordered by the CLEC. (F) *Final Trunks – CLEC Interconnection:* carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office **or** carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from BA and engineer to their desired blocking design threshold. (G) *High Usage Trunks – BA to CLEC Interconnection*: carry one-way local traffic from a Bell Atlantic end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs. (H) *Final Trunks – BA to CLEC Interconnection:* carry one-way traffic from a BA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs. (I) *High Usage Trunks – IXC Feature Group D*: carry two-way traffic between a Bell Atlantic end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA. (J) *Final Trunks – IXC Feature Group D* carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.
Dispatched Orders:	An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	Left in Dial tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has beendisconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office Once another customer moves back into the location a second order is written to

	remove the LIDT status to enable the customer order to process. These are not customer requested orders.

Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Bell Atlantic Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby BA-NY and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and BA-NY requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and BA-NY should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a BA representative into the BA Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.
PON	*Purchase Order Number:* Unique purchase order provided by CLEC to BA placed on LSRC or ASR as an identifier of a unique order.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.

Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access.
Suspend/Restore Orders	Orders completed by BA to suspend for non-payment or restore for payment subject to NY PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Bell Atlantic, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • ISDN Primary: Service Code Modifier (SCM) begins with "IB" • 2 Wire Digital Services • 2 Wire xDSL Services

Special Services	*Special Services* ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: • Service order classification of ordering master rec = 1 Provisioning: • CL_FID is not NULL Maintenance: • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.