Carrier to Carrier
Performance Standards and Reports
Interim Guidelines January 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	PRE-ORDERING	Standard	Actual Performance BA	CLEC	Difference	Observations
	PO-1 - Response Time OSS Ordering Interface					
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.11	4.30	4.19	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.25	2.83	2.58	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	2.56	4.32	1.76	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.35	2.99	2.64	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	3.35	5.41	2.06	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.12	2.07	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		0.56		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.11	6.48	6.38	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
	PO-2 - OSS Interface Availability*					
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.53		178560
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days		99.85		133920
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.88		178560
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.88		178560
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.52		108000
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%		99.75		81000
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.84		108000
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.84		108000
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI			99.56		70560
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		100.00		52920
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)			99.94		70560
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			99.94		70560
	PO-5 - Average Notification of Interface Outage					
PO-5-01	Average Notice of Interface Outage	<20 minutes		15.19		16
	PO-6 - Software Validation					
PO-6-01	Software Validation	<= 5%		UD		
	PO-7 - Software Problem Resolution Timeliness					
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
	Change Notification*					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Emergency Maint.			100.00		7
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days		NA		
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - BA Orig.			NA		
PO-4-01	% Notices Sent on Time - TC Orig.			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		

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Metric #	Change Confirmation*	Standard	CLEC Perf	CLEC Obs
	PO-4 - Timeliness of Change Management Notice			
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation	NA	
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days	100.00	4
PO-4-01	% Notices Sent on Time - TC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days	NA	

TROUBLE REPORTING (OSS)

Metric #	MR-1 - Response Time OSS Maintenance Interface	Standard	Actual Performance BA	CLEC	Difference	CLEC Obs
MR-1-01	Create Trouble	Parity plus < 4 Seconds	7.85	9.43	1.58	1257
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.23	6.22	2.99	18
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	7.85	NA		
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	8.61	6.87	-1.74	13
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.56	7.63	7.07	404
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	65.23	55.29	-9.94	2191

BILLING

Metric #	BI-1 - Timeliness of Daily Usage Feed	Standard	CLEC Perf	CLEC Obs
BI-1-01	% DUF in 3 Business Days		85.26	28923879
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days	97.01	
BI-1-03	% DUF in 5 Business Days		99.66	
BI-1-04	% DUF in 8 Business Days		99.76	
	BI-2 - Timeliness of Carrier Bill			
BI-2-01	Timeliness of Carrier Bill **	98% in 10 Business Days	62.50	152

Metric #	BI-3 - Billing Accuracy	Standard	BA	CLEC	CLEC Obs
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	6.61	7.61	17,380,690
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	UD	

OPERATOR SERVICES & DATABASES

Metric #	OD-1 - Operator Services - Speed of Answer	Standard	BA	CLEC	CLEC Obs
OD-1-01	Average Speed of Answer – Operator Services - NE OSC	Parity with BA Retail	2.1	1.3	21965
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.5	0.8	332561

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Metric #	**RESALE Pre-Ordering**	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering (secs)		35.36	
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	**77.26**	8908
PO-3-03	Average Speed of Answering – Repair *& (secs)		21.84	
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	80.61	67814

Metric #	**POTS & Pre-qualified Complex - Electronically Submitted**	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.03	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.95	8760
OR-1-03	Average LSRC Time < 10 Lines		10.56	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	92.28	6051
OR-1-05	Average LSRC Time >= 10 Lines		12.85	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	2
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.01	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	3765
OR-2-03	Average LSR Reject Time < 10 Lines		13.74	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	89.19	2619
OR-2-05	Average LSR Reject Time >= 10 Lines		9.85	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	19

Metric #	**Complex Services - Electronically Submitted**	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		NA	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	NA	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-03	Average LSR Reject Time < 10 Lines		NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

Metric #	**POTS / Special Services - Aggregate**	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	35.77	17944
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.02	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	99.92	12351
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-4-04	Work Completion Notice – Average Response Time		0.00	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	100.00	12566
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	57.60	15211
OR-5-02	% Flow Through - Simple	No Standard Developed	59.14	14810
OR-5-03	% Flow Through Achieved	95%	UD	
	OR-6 - Order Accuracy			
OR-6-01	% Accuracy - Orders *	95% Orders without Errors	53.09	405
OR-6-02	% Accuracy – Opportunities*	95% Orders without Errors	89.12	7299
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	84.87	119

Metric #	**Special Services - Electronically Submitted**	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		12.62	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	99.23	393
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		11.31	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	2
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		13.09	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00	17
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

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CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #	POTS - Provisioning - Total	Standard	Actual Performance BA	Actual Performance CLEC Aggregate	Number of Observations BA	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-04	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	6.40	6.04	187	24	4.34	0.94	0.38
PR-1-05	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	6.65	5.53	140	19	5.15	1.26	0.89
	PR-2 - Average Completed Interval								
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	6.18	6.44	154	16	4.20	1.10	-0.24
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	6.23	5.67	104	15	4.73	1.31	0.43
	PR-3 - Completed within Specified Days								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	77.18	81.56	115300	4128		0.66	6.59
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	84.99	87.28	115300	4128		0.57	4.05
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	90.42	91.30	115300	4128		0.47	1.89
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	25.62	15.33	11462	522		1.95	-5.27
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	37.22	24.52	11462	522		2.16	-5.87
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	57.59	45.40	11462	522		2.21	-5.51
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	94.67	94.75	126762	4650		0.34	0.24
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail	97.80	99.06	115300	4128		0.23	5.42
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	91.85	90.80	11462	522		1.22	-0.86
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	98.05	98.86	126762	4650		0.21	3.92
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.84	1.49	2635	45	9.05	1.36	0.99
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.76	0.93					
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	7.31	4.60	34969	979		0.84	3.21
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.04	0.00	187844	10462		0.02	1.99
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.03		11441			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.49	0.21	222813	11441		0.07	4.18
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	222813	11441		0.01	1.04
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	222813	11441			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.28	1.48	196060	17598		0.14	12.80
PR-6-02	% Installation Troubles reported within 7 Days	Parity with BA Retail	2.01	0.77	196060	17598		0.11	11.28
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.72	1.19	196060	17598		0.13	11.92
	POTS - Business								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.41	2.11	16920	1518	3.58	0.10	-7.30
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	3.56	3.99	2949	394	2.82	0.15	-2.84
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.28	2.06	16365	1461	2.67	0.07	-10.70
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.85	4.20	2621	353	3.52	0.20	-1.75
	POTS - Residence								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.81	0.74	154342	3681	3.03	0.05	1.39
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	2.91	2.77	9867	186	2.83	0.21	0.67
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.76	0.73	153317	3666	1.94	0.03	0.93
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.05	2.88	8841	169	3.25	0.25	0.67
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	3.47	1.88	39219	916	8.37	0.28	5.68
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	1.60	NA	20		2.76		
	PR-2 - Average Completed Interval								
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	3.34	1.84	39072	915	7.89	0.26	5.68
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	1.60	NA	20		2.76		
	Complex Services								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.48	2.54	916	39	3.63	0.59	4.95
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.11	10.00	498	17	4.40	1.09	-1.74
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	5.56	2.61	875	38	3.53	0.58	5.04
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.34	9.40	432	15	4.34	1.14	-0.93
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	5.06	NA	52		5.73		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.63	0.00					
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	5.16	0.00	930	19		5.13	1.01
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.36	0.00	1102	41		0.95	0.38
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		60			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					

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PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Special Services - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		BA	CLEC Aggregate	BA	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01 Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.86	4.17	2600	241	3.98	0.27	2.57
PR-1-02 Average Interval Offered – Total Dispatch	Parity with BA Retail	8.64	9.58	1190	52	4.50	0.64	-1.47
PR-1-06 Average Interval Offered – DS0	Parity with BA Retail	9.47	7.09	367	11	4.53	1.39	1.72
PR-1-07 Average Interval Offered – DS1	Parity with BA Retail	7.48	8.98	1419	62	4.09	0.53	-2.83
PR-1-08 Average Interval Offered – DS3	Parity with BA Retail	4.50	NA	4		5.74		
PR-1-10 Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.64	5.32	705	38	3.21	0.53	-1.27
PR-1-11 Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	6.36	5.00	11	1	3.35	3.50	0.39
PR-2 - Average Completed Interval								
PR-2-01 Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.72	4.00	2475	235	3.85	0.26	2.74
PR-2-02 Average Interval Completed – Total Dispatch	Parity with BA Retail	8.66	9.83	781	46	3.34	0.51	-2.31
PR-2-06 Average Interval Completed – DS0	Parity with BA Retail	8.96	6.00	315	10	4.09	1.31	2.25
PR-2-07 Average Interval Completed – DS1	Parity with BA Retail	7.28	8.60	1271	58	4.02	0.54	-2.45
PR-2-08 Average Interval Completed – DS3	Parity with BA Retail	6.00	NA	3		6.00		
PR-2-10 Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.78	5.68	698	38	3.65	0.61	-1.48
PR-2-11 Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	6.36	5.00	11	1	3.35	3.50	0.39
PR-4 - Missed Appointments								
PR-4-01 % Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.24	0.64	4038	313		0.65	0.92
PR-4-02 Average Delay Days – Total	Parity with BA Retail	4.82	7.50	50	2	5.94	4.28	-0.63
PR-4-03 % Missed Appointment – Customer	None: Analysis Only	6.54	2.88					
PR-4-08 % Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		313			
PR-5- Facility Missed Orders								
PR-5-01 % Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.22	0.00	4038	313		0.27	0.80
PR-5-02 % Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	4038	313		0.08	0.24
PR-5-03 % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4038	313			
PR-6- Installation Quality								
PR-6-01 % Installation Troubles reported within 30 Days	Parity with BA Retail	0.67	0.55	11977	1808		0.21	0.56
PR-6-03 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.11	11977	1808		0.04	-2.15

Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		BA	CLEC Aggregate	BA	All CLECs			
MR-2 - Trouble Report Rate								
MR-2-02 Network Trouble Report Rate – Loop	Parity with BA Retail	0.89	0.42	4280201	236565		0.02	23.65
MR-2-03 Network Trouble Report Rate – Central Office	Parity with BA Retail	0.11	0.11	4280201	236565		0.01	0.66
MR-2-04 % Subsequent Reports	Assessed I/C/W MRAs	18.40	5.35					
MR-2-05 % CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	0.42	4280201	236565		0.02	24.66
MR-3 - Missed Repair Appointments								
MR-3-01 % Missed Repair Appointment – Loop	Parity with BA Retail	10.17	9.71	38179	999		0.97	0.47
MR-3-02 % Missed Repair Appointment – Central Office	Parity with BA Retail	6.06	8.17	4851	257		1.53	-1.38
MR-3-03 % CPE/TOK/FOK - Missed Appointment	None: Analysis Only	4.98	6.47	39105	989		0.70	-2.13
MR-4 - Trouble Duration Intervals								
MR-4-01 Mean Time To Repair – Total	Parity with BA Retail	16.85	13.70	43030	1256	16.57	0.47	6.64
MR-4-02 Mean Time To Repair – Loop Trouble	Parity with BA Retail	17.83	14.90	38179	999	16.73	0.54	5.47
MR-4-03 Mean Time To Repair – Central Office Trouble	Parity with BA Retail	9.12	8.98	4851	257	12.67	0.81	0.16
MR-4-04 % Cleared (all troubles) within 24 Hours	Parity with BA Retail	78.84	84.79	43030	1256		1.17	5.09
MR-4-06 % Out of Service > 4 Hours	Parity with BA Retail	80.05	72.51	33524	982		1.29	5.83
MR-4-07 % Out of Service > 12 Hours	Parity with BA Retail	56.44	46.23	33524	982		1.61	6.36
MR-4-08 % Out of Service > 24 Hours	Parity with BA Retail	21.13	16.60	33524	982		1.32	3.43
MR-5 - Repeat Trouble Reports								
MR-5-01 % Repeat Reports within 30 Days	Parity with BA Retail	18.64	16.24	43030	1256		1.11	2.15

Special Services - Maintenance	Standard	BA	CLEC Aggregate	BA	All CLECs		Sampling Error	Z-Score
MR-2-01 Network Trouble Report Rate	Parity with BA Retail	0.26	0.45	451202	12728		0.05	-4.00
MR-2-05 % CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	0.42	451202	12728		0.03	-7.85
MR-4 - Trouble Duration Intervals								
MR-4-01 Mean Time To Repair – Total	Parity with BA Retail	6.42	6.52	1189	57	6.97	0.94	-0.11
MR-4-04 % Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.89	96.49	1189	57		2.35	-0.17
MR-4-06 % Out of Service > 4 Hours	Parity with BA Retail	53.11	43.86	1156	57		6.77	1.37
MR-4-08 % Out of Service > 24 Hours	Parity with BA Retail	3.11	3.51	1156	57		2.36	-0.17
MR-5 - Repeat Trouble Reports								
MR-5-01 % Repeat Reports within 30 Days	Parity with BA Retail	16.99	17.54	1189	57		5.09	-0.11

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines January 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Metric #	UNE Pre-ordering	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering * (secs)		71.64	
PO-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds	**79.39**	16812
PO-3-03	Average Speed of Answering – Repair *& (secs)		21.84	
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	80.61	67814

Platform

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.01	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	283
OR-1-03	Average LSRC Time < 10 Lines		88.84	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	64.38	73
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	79
OR-2-03	Average LSR Reject Time < 10 Lines		56.21	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	70.90	55
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	*OR-6 - Order Accuracy**			
OR-6-01	% Accuracy - Orders	95% orders without errors	65.95	370
OR-6-02	% Accuracy – Opportunities	95% orders without errors	94.53	5868
OR-6-03	% Accuracy – LSRC	95% orders without errors	96.01	301

Loop/Pre-qualified Complex/LNP

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.32	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.71	2784
OR-1-03	Average LSRC Time < 10 Lines		10.84	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	87.66	4571
OR-1-05	Average LSRC Time >= 10 Lines		25.54	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	92.61	203
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.01	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	650
OR-2-03	Average LSR Reject Time < 10 Lines		21.18	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	79.31	793
OR-2-05	Average LSR Reject Time >= 10 Lines		28.16	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	90.09	101
	*OR-6 - Order Accuracy**			
OR-6-01	% Accuracy - Orders	95% orders without errors	**38.14**	**333**
OR-6-02	% Accuracy – Opportunities	95% orders without errors	89.52	3618
OR-6-03	% Accuracy – LSRC	95% orders without errors	97.86	420

Complex Services - Electronically Submitted

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		18.50	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	98.31	2367
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		15.69	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.66	977
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

continued

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

POTS / Special Services - Aggregate

OR-3 - Percent Rejects

OR-3-01	% Rejects	No Standard	26.18	10139

OR-4 - Timeliness of Completion Notification

Metric #	Description	Standard	Performance	Observations
OR-4-01	Completion Notice – Average Response Time		0.01	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	99.98	6309
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-4-04	Work Completion Notice – Average Response Time		0.06	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	100.00	5109

OR-5 - Percent Flow-Through

Metric #	Description	Standard	Performance	Observations
OR-5-01	% Flow Through - Total	No Standard Developed	29.83	10281
OR-5-02	% Flow Through - Simple	No Standard Developed	38.75	7914
OR-5-03	% Flow Through Achieved	95%	UD	

Special Services - Electronically Submitted

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		NA	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	NA	
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

Special Services - FAX/MAIL Submitted

Metric #	Description	Standard	Performance	Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-07	Average ASRC Time < 10 Lines DS0 (Days)		NA	
OR-1-07	Average ASRC Time < 10 Lines DS1 (Days)		7.89	
OR-1-07	Average ASRC Time < 10 Lines DS3 (Days)		6.30	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) (Days)		**NA**	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	NA	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	59.52	84
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	56.67	60
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	**NA**	
OR-1-09	Average ASRC Time >= 10 Lines DS0 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS1 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS3 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) (Days)		NA	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		0.85	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00	13
OR-2-09	Average LSR Reject Time >= 10 Lines		NA	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	NA	

Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #			BA	CLEC Aggregate	BA	All CLECs			
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		6.19		449			
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.41	NA	16920		3.58		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.41	6.35	16920	52	3.58	0.50	-9.94
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	3.56	6.00	2949	15	2.82	0.73	-3.34
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	3.56	8.33	2949	3	2.82	1.63	-2.93
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	6.40	5.40	187	5	4.34	1.97	0.51
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	6.40	NA	187		4.34		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	6.65	4.75	140	4	5.15	2.61	0.73
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	6.65	NA	140		5.15		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch – Hot Cut Loop	1-9=5, 10+=Negotiated		6.40		377			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.28	NA	16365		2.67		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.28	6.22	16365	50	2.67	0.38	-13.06
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	3.85	6.23	2621	13	3.52	0.98	-2.43
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	3.85	8.33	2621	3	3.52	2.03	-2.20
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) – Loop	Parity with BA Retail	6.18	5.25	154	4	4.20	2.13	0.44
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	6.18	NA	154		4.20		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) – Loop	Parity with BA Retail	6.23	5.33	104	3	4.73	2.77	0.32
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	6.23	NA	104		4.73		
	PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	77.18	18.92	115300	37		6.90	-8.44
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	84.99	35.14	115300	37		5.87	-8.49
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	90.42	43.24	115300	37		4.84	-9.75
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	25.62	0.00	11462	3		25.21	-1.02
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	37.22	0.00	11462	3		27.91	-1.33
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	57.59	0.00	11462	3		28.54	-2.02
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	94.67	47.50	126762	40		3.55	-13.28
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail	97.80	54.05	115300	37		2.41	-18.14
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	91.85	33.33	11462	3		15.80	-3.70
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	98.05	55.00	126762	40		2.19	-19.69
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.84	8.43	2635	7	9.05	3.43	-1.63
PR-4-03	% Missed Appt. – Customer	None: Analysis Only	1.76	10.76					
PR-4-04	% Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	7.31	2.08	34969	48		3.76	1.39
PR-4-04	% Missed Appt. – BA – Dispatch - Platform	Parity with BA Retail	7.31	5.56	34969	18		6.14	0.29
PR-4-04	% Missed Appt. – BA – Dispatch - Hot Cut	Parity with BA Retail	7.31	5.80	34969	69			
PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop	Parity with BA Retail	0.04	0.26	187844	386		0.10	-2.16
PR-4-05	% Missed Appt. – BA – No Dispatch - Other	Parity with BA Retail	0.04	NA	187844				
PR-4-05	% Missed Appt. – BA – No Dispatch - Platform	Parity with BA Retail	0.04	0.00	187844	323		0.11	0.36
PR-9-01	% On Time Performance – Hot Cut	95% Completed Within Window		99.14		463			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		0.88		455			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only		NA					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only		0.29		341			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.49	0.24	222813	418		0.34	0.73
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	222813	418		0.05	0.20
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	222813	418			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.28	3.62	196060	1932		0.41	-0.85
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.28	8.47	196060	673		0.69	-7.56
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.53		1505			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.01	1.81	196060	1932		0.32	0.63
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.01	2.97	196060	673		0.54	-1.77
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop	None: Analysis Only	2.72	3.05	196060	1932		0.37	-0.90
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Other	None: Analysis Only	2.72	12.78	196060	673		0.63	-16.02

POTS & Complex Aggregate

		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch	Parity with BA Retail	3.47	0.41	39219	51	8.37	1.17	2.61
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	1.60	NA	20		2.76		
	PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects – No Dispatch	Parity with BA Retail	3.34	0.41	39072	51	7.89	1.11	2.65
PR-2-11	Av. Completed Interval - Disconnects – Dispatch	Parity with BA Retail	1.60	NA	20		2.76		

continued

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #	Complex Services	Standard	Actual Performance BA	Actual Performance CLEC Aggregate	Number of Observations BA	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.48	4.55	916	143	3.63	0.33	2.85
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.11	6.87	498	903	4.40	0.25	5.05
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	5.56	4.61	875	139	3.53	0.32	2.95
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.34	8.30	432	820	4.34	0.26	0.16
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	5.06	13.74	52	72	5.73	1.04	-8.32
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.63	7.43					
PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	5.16	6.36	930	1117		0.98	-1.22
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.36	0.50	1102	202		0.46	-0.31
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.08		1319			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.28	7.54	196060	1141		0.53	-8.06
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	4.86	NA	2600		3.98		
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.64	12.75	1190	4	4.50	2.25	-1.82
PR-1-06	Av. Interval Offered – DS0	Parity with BA Retail	9.47	NA	367		4.53		
PR-1-07	Av. Interval Offered – DS1	Parity with BA Retail	7.48	12.75	1419	4	4.09	2.05	-2.57
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	4.50	NA	4		5.74		
PR-1-09	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		17.00		46			
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.64	NA	705		3.21		
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	6.36	NA	11		3.35		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.72	NA	2475		3.85		
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.66	NA	781		3.34		
PR-2-06	Av. Interval Completed – DS0	Parity with BA Retail	8.96	NA	315		4.09		
PR-2-07	Av. Interval Completed – DS1	Parity with BA Retail	7.28	12.75	1271	4	4.02	2.01	-2.72
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	6.00	NA	3		6.00		
PR-2-09	Av. Interval Completed – Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - IOF	IOF Legend		21.68		31			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.78	NA	698		3.65		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	6.36	NA	11		3.35		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – BA – Total	Parity with BA Retail	1.24	0.00	4038	5		4.95	0.25
PR-4-01	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	1.24	UD	4038				
PR-4-01	% Missed Appointment – BA – Total- IOF	Parity with BA Retail	1.24	6.78	4038	59		1.45	-3.82
PR-4-02	Average Delay Days – Total	Parity with BA Retail	4.82	NA	50		5.94		
PR-4-02	Average Delay Days – Total - EEL	Parity with BA Retail	4.82	UD	50		5.94		
PR-4-02	Average Delay Days – Total - IOF	Parity with BA Retail	4.82	33.00	50	4	5.94	3.09	-9.13
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.54	0.00					
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	6.54	UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		5			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.22	0.00	4038	5		2.10	0.10
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	4038	5		0.63	0.03
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4038	5			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.67	0.00	11977	5		3.64	0.18
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	11977	5		0.71	0.04
	PR-7 - Jeopardy Reports								
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					

*Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #	POTS - Maintenance	Standard	Actual Performance BA	Actual Performance CLEC Aggregate	Number of Observations BA	Number of Observations All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.89	1.41	4280201	25888		0.06	-8.90
MR-2-02	Network Trouble Report Rate – Loop - Platform	Parity with BA Retail	0.89	UD	4280201			0.09	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.11	0.22	4280201	25888		0.02	-5.10
MR-2-04	% Subsequent Reports	I/C/W MRAs	18.40	8.24					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	1.77	4280201	25888		0.06	-14.49
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	10.17	21.31	38179	366		1.59	-7.02
MR-3-01	% Missed Repair Appointment – Loop - Platform	Parity with BA Retail	10.17	UD	38179				
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	6.06	15.79	4851	57		3.18	-3.06
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	4.98	11.11	39105	261		1.35	-4.54
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	4.98	UD	39105	5		9.73	
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	16.85	36.12	43030	423	16.57	0.81	-23.80
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	17.83	39.27	38179	366	16.73	0.88	-24.39
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	17.83	UD	38179	8	16.73	5.92	
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	9.12	15.92	4851	57	12.67	1.69	-4.03
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	78.84	58.16	43030	423		2.00	-10.36
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	80.05	87.35	33524	166		3.11	-2.35
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	56.44	79.52	33524	166		3.86	-5.98
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	21.13	40.96	33524	166		3.18	-6.24
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.64	19.62	43030	423		1.90	-0.52
	POTS Complex - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	UD	24.20		219			
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	11.11		36			
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	41.50		255			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	45.08		219			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	19.70		36			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	46.00		100			
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	19.22		255			
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.26	0.00	451202	1935		0.12	2.26
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	0.00	451202	1935		0.09	1.71
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.42	NA	1189		6.97		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.89	NA	1189				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	53.11	NA	1156				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.11	NA	1156				
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	16.99	NA	1189				

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CLEC Aggregate Performance
TRUNKS

ORDERING

Metric #		Standard	Aggregate Interconnection	
			Actual Performance	Number of Observations
	OR 1 - Order Confirmation Timeliness			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)		0.80	
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)		20.65	
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	100.00	5
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process		40
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days	97.83	46
	OR-2 - Reject Timeliness			
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		4.57	
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	85.71	7

PROVISIONING

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
	PR-1 - Average Interval Offered								
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	17.93	9.00	15	2	4.73	3.56	2.51
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	24.35	21.32	17	19	16.94	5.66	0.54
	PR-2 - Average Interval Completed								
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	19.27	8.00	11	2	5.20	4.00	2.82
	PR-4 - Missed Appointment								
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	1.68	3970	11444			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	2.50		192			
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	55.62	57.52					
PR-4-07	% On Time Performance – LNP Only	95% on Time		99.03		2895			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	3970	2096			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	3970	2096			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	3970	2096			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.03	0.03	3970	11444		0.03	-0.03
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	3970	11444			

MAINTENANCE

Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs		Sampling Error	Z-Score
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.03	188736	193179		0.00	-5.67
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	2.23	1.37	20	57			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	20	57			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	45.00	17.54	20	57		12.93	2.12
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	5.00	1.75	20	57		5.66	0.57
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	20	57			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	20	57			
	MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	5.00	1.75	20	57		5.66	0.57

NETWORK PERFORMANCE

Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs		Sampling Error	Z-Score
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.65	1.49	363	202		1.12	0.14
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	1.65	3.47	363	202		1.12	-1.63
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines	NONE			202			
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines	NONE			202			

Metric #		Standard	Actual Performance	Number of Observations
	NP-2 - Collocation Performance			
NP-2-01	% On Time Response to Request for Physical Collocation	**10** Days[1]	100.00	98
NP-2-02	% On Time Response to Request for Virtual Collocation	**10** Days[1]	100.00	1
NP-2-03	Average Interval – Physical Collocation	76 Days	81.64	
NP-2-04	Average Interval – Virtual Collocation	105 Days	NA	
NP-2-05	% On Time – Physical Collocation	95% on time	92.59	81
NP-2-06	% On Time – Virtual Collocation	95% on time	NA	
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines	13.83	6
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines	NA	

Legend Notations defined on Legend sheet - last page

[1] per DTE order issued 7/31/99, Docket 95-58

LEGEND

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                    *  = NY/NE Combined Measurement
                   **  = NE Measurement
                    &  = Resale/UNE Combined Measurement
                   UD = Performance metric is under development
                   NA = No Activity
                  TBD = Performance standard is to be determined
          I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
                          10+ Loops, Negotiated
 95% Completed Within
              Window = Standard for Cut-Over Window
                          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
                  EEL = 1-9 Loops, 15 days
                          10+, Negotiated
                          No Facilities, ECCD+15 Days
                          Disconnects, 2 Days
                  IOF = Facilities Check, 72 Hours
                          Facilities Available (Quantity 1-8), 15 Days
                          Facilities Available (Quantity > 8), Negotiated
                          Facilities not available, Negotiated
             Jeopardy = 100% at least 24 hours before due date with facilities
                          100% at least 48 hours before due date without facilities
```