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

# CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING	1	А	ctual Performan	nce	
Metric #	PO-1 - Response Time OSS Ordering Interface	Standard	ВА	CLEC	Difference	Observations
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.11	4.30	4.19	1
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD	4.10	
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	Į	J
	PO-2 - OSS Interface Availability*					
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.53	1	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		Ĭ	99.56		70560
PO-2-03	OSS Interf. Avail Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All		100.00		52920
PO-2-03	OSS Interf. Avail Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays		99.94		70560
PO-2-03	OSS Interf. Avail Non-Prime - Pre-order/Order WEB GUI			99.94		70560
	DO 5. Average Natification of Interface Outcome	_			=	
PO-5-01	PO-5 - Average Notification of Interface Outage  Average Notice of Interface Outage	<20 minutes		15.19	1	16
FO-3-01	Average Notice of Interface Outage	<20 minutes		13.19	1	10
	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	1	
PO-7-01 PO-7-02	Delay Hrs S/W Res Change - Xactions Failed, No Workaround	>=95% 48 hours		UD		
PO-7-02 PO-7-03	Delay Hrs S/W Res Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-03	Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD	1	
10-7-04	belay 1113 1 allea/regedea Test beek - Adelions 1 allea, No W/A	40 110013		OB	1	
	Terror and the second s					
	Change Notification*	ı				
	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Emergency Maint.		Ï	100.00	1	7
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	•	NA	]	
PO-4-01	% Notices Sent on Time - Industry Standard	notices and documentation	•	NA		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days		NA		
PO-4-01	% Notices Sent on Time - TC Orig.		į	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	]	
	continued					_

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Legend Notations defined on Legend sheet - last page

# CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

	Change Confirmation*	Ī		
Metric #	Change Commination	Standard	CLEC Perf	CLEC Obs
Wietile #	PO-4 - Timeliness of Change Management Notice	Gtaridard	02201011	OLLO ODS
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.	l	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 NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	NA NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA NA	
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std. Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	NA NA	
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.  Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days >=45 days	NA NA	-
FO-4-03	Change Might. Notice - Delay 6+ Days - TC Ong.	>=45 days	INA	
	TROUBLE REPORTING (OSS)	1		
	TROUBLE REPORTING (033)	1	Actual Performance	
	MR-1 - Response Time OSS Maintenance Interface		BA CLEC Difference	•
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			
	BI-1 - Timeliness of Daily Usage Feed		<u></u>	
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 BI-1-04	% DUF in 5 Business Days % DUF in 8 Business Days		99.66 99.76	
DI-1-04	% DOF III 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
DI 2 01	THIRDINGS OF CATTOL BIII	30 /6 III 10 Dusiness Days	02.00	102
	BI-3 - Billing Accuracy			
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			
		<u> </u>		
	OD-1 - Operator Services - Speed of Answer	_		
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

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

Legend Notations defined on Legend sheet - last page

# CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

Po-3-1		RESALE Pre-Ordering		CI EC Aggregato	CLEC Aggregate
Pol-3-01   Province Service   Pol-1-02   Pol-3-02   P	Metric #	PO-3 - Contact Center Availability	Standard		
PO-5-9-9   Average Speed of Answering - Resears 'A lineary		Average Speed of Answering – Ordering (secs)	000/		9009
POTS & Pre-qualified Complex - Electronically Submitted	PO-3-03	Average Speed of Answering – Repair *& (secs)	80% within 30 Seconds	21.84	
OR -1-01   OR -1-02   OR -1-03   OR -1-03	PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	80.61	67814
OR-1-01   Ventrage Load Service Request Confirmation (LSRC) Trine (Plow Through)   OR-1-02   O		POTS & Pre-qualified Complex - Electronically Submitted			
SR - 1-02   St. On Time LSRC - Flow Through   SR - 1-02   SR - 1	OD 4 04		-	0.00	
SR-1-04   Sign Time LSRC = 10 Lines   Sign Time LSR Repet = Time Time LSR   Sign Time LSR Rept = Time LSR   Sign Time LSR Rept = Time Time LSR   Sign Time LSR Rept = Time LSR   Sign Time LSR Rept = Time LSR   Sign Time LSR			95% within 2 Hours		8760
OR-1-05   Winting ERC Time is 10 Unitine   OR-1-06   OR-1-06   OR-1-07   O			95% within 24 Hours		6051
OR.2-Paper Timeliness	OR-1-05	Average LSRC Time >= 10 Lines		12.85	
OR-2-01   Average Local Services Request (LSR) Report - Time (Flow Through)   Six No. Time LSR Report - Flow Through)   Six No. Time LSR Report - Flow Through   Six No. Time LSR Report - Flow Through   Six No. Time LSR Report - Flow Through   Six No. Time LSR Report - Six No.	OR-1-06		95% within 72 Hours	100.00	2
R-2-03	OR-2-01			0.01	
Second   S			95% within 2 Hours		3765
St. On Time LSR Reject > 10 Lines   99% within 72 Hours   100,000   19	OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	89.19	2619
OR-1-07ter Confirmation Timeliness   OR-1-07ter Confirmation Timeliness   OR-1-05			95% within 72 Hours		19
OR-1-07ter Confirmation Timeliness   OR-1-07ter Confirmation Timeliness   OR-1-05			_		
Ref					
RR-1-04   No. Trime LSRC > 10 Lines   NA   NA   NA   NA   NA   NA   NA   N	OR-1-03		Г	NA I	
Ref.   1.06	OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	NA	
R-2-03			95% within 72 Hours		
Second   S			_		
RR-2-05			95% within 72 Hours		
POTS / Special Services - Aggregate   OR-3- Percent Rejects   No Standard   35.77   17944	OR-2-05	Average LSR Reject Time >= 10 Lines	0504 341 30 11	NA	
OR-3-01   OR-3- Parcent Rejects   No Standard   35.77   17944	OIX-2-00	70 OTI TIITIE LOTT Reject >= TO LITIES	95% WILLIII 72 HOUIS	IVA	
OR-3-01   % Rejects		POTS / Special Services - Aggregate			
OR-4-01   Completion Notice - Average Response Time   OR-4-02   Completion Notice - Word Time   OR-4-03   Worders Excluded from % On Time   OR-4-03   Worders Excluded from % On Time Measurement   OR-4-04   Work Completion Notice - Worders Excluded from % On Time Measurement   OR-4-05   Work Completion Notice - Worders Excluded from % On Time Measurement   OR-4-05   Work Completion Notice - Worders Excluded from % On Time Work Completion Notice - Worders Excluded from % On Time Notice - Worders Notice - W		OR-3 - Percent Rejects			
CR-4-01   Completion Notice - Average Response Time   CR-4-03   Completion Notice - No Time   Completion Notice - No Time   Section	OR-3-01	% Rejects	No Standard	35.77	17944
CR-4-02   Completion Notice - % On Time   99:02   12351	OD 4.04		_	0.00	
OR-4-05   Work Completion Notice - Average Response Time   OR-4-05   Work Completion Notice - % On Time   OR-4-05   OR-5-01   Work Completion Notice - % On Time   OR-5-02   Work Completion Notice - % On Time   OR-5-03   Work Completion Notice - 1	OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon		12351
OR-4-05   Work Completion Notice — % On Time   95% by next bus. day at noon   100.00   12566			95% by next bus, day at noon		
OR-5-01   We Flow Through - Total   OR-5-03   We Flow Through - Total   Me Flow Through - Simple   S7.60   152.11   OR-5-03   We Flow Through Achieved   S7.60   Standard Developed   S9.14   14810   OR-5-03   We Flow Through Achieved   S7.60   S1.211   OR-5-03   We Flow Through Achieved   S7.60   S1.211   OR-5-03   We Accuracy - Orders*   S7.60   OR-5-03   OR-5-03   We Accuracy - Orders*   OR-5-03   OR-5-03   OR-5-03   We Accuracy - Orders*   OR-5-03   OR-5-03   OR-5-03   OR-5-03   OR-5-04   We Accuracy - OR-5-03   OR-5-04   We Accuracy - OR-5-04   We Accuracy - OR-5-04   We Accuracy - OR-5-04   We Accuracy -			95% by next bus. day at noon		12566
OR-5-02   We Flow Through - Simple   Sp.14   14810			_		
Second					
OR-6-01	OR-5-03		95%	UD	
Special Services - Electronically Submitted	OR-6-01		05% Orders without Errors	53.00	405
Special Services - Electronically Submitted	OR-6-02	% Accuracy – Opportunities*	95% Orders without Errors	89.12	7299
OR-1 - Order Confirmation Timeliness	OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	84.87	119
OR-1-03		Special Services - Electronically Submitted			
OR-1-03		OR-1 - Order Confirmation Timeliness			
OR-1-03		Average LSRC Time < 10 Lines	F		
OR-1-04	OR-1-03	Average ASRC Time < 10 Lines DS1	<u> </u>	UD	
Section   Sect			95% within 48 Hours		393
OR-1-04	OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	555
Average LSRC Time >= 10 Lines   11.31   UD					
OR-1-05	OR-1-05	Average LSRC Time >= 10 Lines	F		
OR-1-06	OR-1-05	Average ASRC Time >= 10 Lines DS1	<u> </u>	UD	
OR-1-06			95% within 72 Hours		2
OR-1-06	OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-2-03       Average LSR Reject Time < 10 Lines					
OR-2-03       Average LSR Reject Time < 10 Lines		OR-2 - Reject Timeliness	_		
OR-2-05 Average LSR Reject Time >= 10 Lines 0.00		Average LSR Reject Time < 10 Lines	95% within 48 Hours		17
OR-2-00 95% within 72 Hours NA	OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	.,
	ON-2-00	70 OIT THING LOT INGIGUE 2= TO LINES	95% WITHIN 72 HOURS	INA	

# CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total		Actual	Performance	Number of	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04	PR-1 - Average Interval Offered 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 PR-2-05	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	6.18	6.44 5.67	154 104	16 15	4.20 4.73	1.10 1.31	-0.24 0.43
PR-3-01	PR-3 - Completed within Specified Days  % 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 PR-3-03	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	84.99 90.42	87.28 91.30	115300 115300	4128 4128		0.57 0.47	4.05 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 PR-3-06	% Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	37.22 57.59	24.52 45.40	11462 11462	522 522		2.16 2.21	-5.87 -5.51
PR-3-07 PR-3-08	% Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail Parity with BA Retail	94.67	94.75	126762	4650 4128		0.34	0.24
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	97.80 91.85	99.06 90.80	115300 11462	522		0.23 1.22	5.42 -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-4-02	PR-4 - Missed Appointments		0.04	1.49	0005	45	0.05	1.20	0.00
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	2.84 1.76	0.93	2635	45	9.05	1.36	0.99
PR-4-04 PR-4-05	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail Parity with BA Retail	7.31 0.04	4.60 0.00	34969 187844	979 10462		0.84	3.21 1.99
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.04	0.03	107044	11441		0.02	1.55
	PR-5 - Facility Missed Orders								
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.49 0.01	0.21	222813	11441		0.07 0.01	4.18 1.04
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.00	0.00	222813 222813	11441 11441		0.01	1.04
	PR-6 - Installation Quality								
PR-6-01 PR-6-02	% Installation Troubles reported within 30 Days % Installation Troubles reported within 7 Days	Parity with BA Retail Parity with BA Retail	3.28	1.48 0.77	196060	17598 17598		0.14 0.11	12.80 11.28
PR-6-03	% Installation Proubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.01 2.72	1.19	196060 196060	17598		0.11	11.92
	POTS - Business								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	1.41 3.56	2.11 3.99	16920 2949	1518 394	3.58 2.82	0.10 0.15	-7.30 -2.84
PR-2-01	PR-2 - Average Completed Interval 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-1-01	PR-1 - Average Interval Offered 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						101		0.00
PR-2-01 PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.76 3.05	0.73 2.88	153317 8841	3666 169	1.94 3.25	0.03 0.25	0.93
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10 PR-1-11	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	3.47 1.60	1.88 NA	39219 20	916	8.37 2.76	0.28	5.68
		runy mar by thotal	1.00				20	- 1	
PR-2-10	PR-2 - Average Completed Interval  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								
DB 4 04	PR-1 - Average Interval Offered	Parity with BA Retail	F 40	254	010	20	2.00	0.50	4.05
PR-1-01 PR-1-02	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with BA Retail Parity with BA Retail	5.48 8.11	2.54 10.00	916 498	39 17	3.63 4.40	0.59 1.09	4.95 -1.74
	PR-2 - Average Completed Interval		<u> </u>						<u> </u>
PR-2-01 PR-2-02	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with BA Retail	5.56 8.34	2.61 9.40	875 432	38 15	3.53 4.34	0.58 1.14	5.04
FR-2-U2	•	Parity with BA Retail	0.34	5.40	432	ιĐ	4.34	1.14	-0.93
PR-4-02	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	5.06	NA	52		5.73	<del>                                     </del>	
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Dispatch	None: Analysis Only Parity with BA Retail	7.63 5.16	0.00	930	10		5.40	1.01
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.36	0.00	1102	19 41		5.13 0.95	1.01 0.38
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		60			
PR-6-01	PR-6 - Installation Quality  % Installation Troubles Reported within 30 Days	Parity with DA Data	UD	UD		1			
FK-0-U I	continued	Parity with BA Retail	UU	UU					

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

	Special Services - Provisioning		Actual	Performance	Number of	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
Wictilo #	PR-1 - Average Interval Offered	Otandara					Deviation		
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					2122
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		0.00	0.2 1
	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	0.07	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		Actual	Performance	Number of	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
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 Appointments  White the second seco	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-4-01	MR-4 - Trouble Duration Intervals  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 – Total Mean Time To Repair – Loop Trouble	Parity with BA Retail	17.83	14.90	38179	999	16.73	0.47	5.47
MR-4-03	Mean Time To Repair – Coop Trouble  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	12.07	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 > 41 lours	Parity with BA Retail	56.44	46.23	33524	982		1.61	6.36
MR-4-08	% Out of Service > 12 Hours	Parity with BA Retail	21.13	16.60	33524	982	1	1.32	3.43
		•	-						
	MR-5 - Repeat Trouble Reports						1		
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								
	opecial del vices - maintenance								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.26 0.15	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
I U-C-7IIVI	76 Repeat Reports Within 30 Days	ranty with DA Ketall	10.99	17.54	1109	5/		5.09	-0.11
	Legend Notations defined on Legend sheet - last page								

# CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	LINE Dre andering			
	UNE Pre-ordering	Standard	CLEC Aggregate	CLEC Aggregate
Metric #	PO-3 - Contact Center Availability	Standard	Performance	Observations
PO-3-01	Average Speed of Answering – Ordering * (secs)	ſ	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			
OR-1-01	OR-1 - Order Confirmation Timeliness	Г	0.01	
OR-1-01 OR-1-02	Average Local Service Request Confirmation (LSRC) Time (Flow-Through) % 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 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
OK 1 00	70 OTT TIME DETCO 7 = TO EMISC	0070 William 72 Flouro	101	
	OR-2 - Reject Timeliness	F		
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject – Flow Through	95% within 2 Hours	0.00 100.00	79
OR-2-02 OR-2-03	Average LSR Reject Time < 10 Lines	33 /6 WILLIII Z FIOUIS	56.21	7.5
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	050/ - 14 1 - 70 11	NA 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 OR-6-03	% Accuracy – Opportunities % Accuracy – LSRC	95% orders without errors 95% orders without errors	94.53 96.01	5868 301
OK-6-03	76 Accuracy - Lonco	95% orders without errors	90.01	301
	Loop/Pre-qualified Complex/LNP			
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	Γ	0.32	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.71	2784
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines	95% within 24 Hours	10.84 87.66	4571
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% Within 24 Hours	25.54	4571
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	92.61	203
	OR 2. Reject Timelinese			
OR-2-01	OR-2 - Reject Timeliness  Average Local Service Request (LSR) Reject - Time (Flow-Through)	ſ	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 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 24 Hours	79.31 28.16	793
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	90.09	101
		•		
OR-6-01	OR-6 - Order Accuracy*  % Accuracy - Orders	95% orders without errors	38.14	333
OR-6-02	% Accuracy - Orders  % Accuracy - Opportunities	95% orders without errors	89.52	3618
OR-6-03	% Accuracy – LSRC	95% orders without errors	97.86	420
	Complete Complete Electronically Code with d			
	Complex Services - Electronically Submitted			
	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 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
J				
00.0	OR-2 - Reject Timeliness	F	45.5	
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 72 Hours	15.69 98.66	977
OR-2-04 OR-2-05	Average LSR Reject Time >= 10 Lines	30 /0 WILLIII / 2 FIOUIS	NA	311
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	continued			

OR-3-01

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

## CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

# POTS / Special Services - Aggregate OR-3 - Percent Rejects % Rejects No Standard OR-4 - Timeliness of Completion Notification

	•			
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.01	
DR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	99.98	6309
DR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
R-4-04	Work Completion Notice – Average Response Time		0.06	
R-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	100.00	5109
	OR-5 - Percent Flow-Through			
R-5-01	% Flow Through - Total	No Standard Developed	29.83	10281
R-5-02	% Flow Through - Simple	No Standard Developed	38.75	7914
DR-5-03	% Flow Through Achieved	95%	JI	

OR-5-03	% Flow Through Achieved	95%	UD	
	Special Services - Electronically Submitted	l		
Metric #	OR-1 - Order Confirmation Timeliness	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
OR-1-03	Average LSRC Time < 10 Lines	İ	NA	
OR-1-03 OR-1-03	Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	NA 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

OR-1 - Order Confirmation Timeliness

OR-1-07	Average ASRC Time < 10 Lines DS0 (Days)
OR-1-07	Average ASRC Time < 10 Lines DS1 (Days)
OR-1-07	Average ASRC Time < 10 Lines DS3 (Days)
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) (Days)
OR-1-08	% On Time ASRC < 10 Lines DS0
OR-1-08	% On Time ASRC < 10 Lines DS1
OR-1-08	% On Time ASRC < 10 Lines DS3
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)
OR-1-09	Average ASRC Time >= 10 Lines DS0 (Days)
OR-1-09	Average ASRC Time >= 10 Lines DS1 (Days)
OR-1-09	Average ASRC Time >= 10 Lines DS3 (Days)
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) (Days)
OR-1-10	% On Time ASRC >= 10 Lines DS0
OR-1-10	% On Time ASRC >= 10 Lines DS1
OR-1-10	% On Time ASRC >= 10 Lines DS3

OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)
	OR-2 - Reject Timeliness
OR-2-07	Average LSR Reject Time < 10 Lines
OR-2-08	% On Time LSR Reject < 10 Lines
OR-2-09	Average LSR Reject Time >= 10 Lines
OR-2-10	% On Time LSR Reject >= 10 Lines

	NA	
	7.89	
	6.30	
	NA	
95% within 72 Hours	NA	
95% within 72 Hours	59.52	84
95% within 72 Hours	56.67	60
95% within 72 Hours	NA	
	NA	
95% within 96 Hours	NA	
95% within 96 Hours	NA	
95% within 96 Hours	NA	
95% within 96 Hours	NA	

95% within 72 Hours 95% within 96 Hours 26.18

10139

0.85	
100.00	13
NA	
NA	

Legend Notations defined on Legend sheet - last page

# CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning	Ī	Actual P	erformance	Number of 0	Observations			
Matria #	FO13 - Flovisioning	l					Standard	Campling Free	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Deviation	Sampling Error	Z-Score
DD 4.04	PR-1 - Average Interval Offered	1 40540 10000 1		0.40		140			
PR-1-01 PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1-9=5, 10+=Negotiated Parity with BA Retail	1.41	6.19 NA	16920	449	3.58	T	
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (ONE Switch & INF)  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		
	BB 0 A O								
DD 0.04	PR-2 - Average Completed Interval	1 40540 10000 1		0.40		077			
PR-2-01 PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1-9=5, 10+=Negotiated Parity with BA Retail	1.28	6.40	16365	377	2.67	T	
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (ONE Switch & INF)  Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.28	NA 6.22	16365	50		0.38	-13.06
PR-2-03	Av. Completed Interval - Total No Dispatch - Flationii  Av. Completed Interval - Dispatch (1-5 Lines) – Loop	Parity with BA Retail	3.85	6.23	2621	13	2.67 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)			1					
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 28.54	-1.33 -2.02
PR-3-06 PR-3-07	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	57.59 94.67	0.00 47.50	11462 126762	3 40		3.55	-13.28
PR-3-08	% Completed in 4 Days (1-5 Lines - Total) % 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 – No 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 - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	98.05	55.00	126762	40		2.19	-19.69
110010	70 Completed in C Days (1 o Lines Total)	Tanky with DA Netail	30.00	55.00	120702	-10		2.10	15.05
	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 PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other % Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only None: Analysis Only		0.29		341			
1111-4-00	76 Missed Appl Customer - Due to Late Order Commitmation - Hattom	None. Analysis Only		0.23		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 None: Analysis Only	2.01	2.97	196060	673 1932		0.54	-1.77
PR-6-03 PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other		2.72 2.72	3.05 12.78	196060 196060	1932 673		0.37	-0.90 -16.02
FR-0-03	% installation froubles reported within 30 days - FON TONOFE - Other	None: Analysis Only	2.12	12.70	190000	0/3		0.03	-10.02
	POTS & Complex Aggregate	1							
	1 010 G Complex Aggregate	l							
	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 – No Dispatch	Parity with BA Retail	1.60	NA	20	٥.	2.76		2.0.
		,							
	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	•							

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

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	Complex Services		Actual Performance		Number of 0	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	Otanidard					Deviation		
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 PR-4-04	% Missed Appointment – Customer % Missed Appointment – BA – Dispatch	None: Analysis Only Parity with BA Retail	7.63 5.16	7.43 6.36	930	1117	1	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	ĺ							
	Opecial del vices - i Tovisioning								
	PR-1 - Average Interval Offered	,					_		
PR-1-01 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail Parity with BA Retail	4.86 8.64	NA 12.75	2600 1190	4	3.98 4.50	2.25	-1.82
PR-1-06	Av. Interval Offered – Total Dispatch  Av. Interval Offered – DS0	Parity with BA Retail	9.47	NA	367	-	4.53	2.20	-1.02
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 PR-1-09	Av. Interval Offered – DS3 Av. Interval Offered – Total - EEL – Backbone	Parity with BA Retail EEL Legend	4.50	NA UD	4		5.74		
PR-1-09 PR-1-09	Av. Interval Offered – Total - EEL – Backbone 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 PR-1-11	Av. Interval Offered – Disconnects – No Dispatch Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.64 6.36	NA NA	705 11		3.21 3.35		
FR-1-11	Av. Interval Offered – Disconfiects – Dispatch	Parity With BA Retail	0.30	INA			3.35		
	PR-2 - Average Completed Interval								
PR-2-01 PR-2-02	Av. Interval Completed – Total No Dispatch	Parity with BA Retail Parity with BA Retail	4.72 8.66	NA NA	2475 781		3.85 3.34		
PR-2-02 PR-2-06	Av. Interval Completed – Total Dispatch Av. Interval Completed – DS0	Parity with BA Retail	8.96	NA 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 PR-2-09	Av. Interval Completed – DS3 Av. Interval Completed – Total - EEL - Backbone	Parity with BA Retail EEL Legend	6.00	NA UD	3		6.00		
PR-2-09	Av. Interval Completed – Total - EEL – Backbone 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 PR-2-11	Av. Interval Completed - Disconnects - No Dispatch Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail Parity with BA Retail	4.78 6.36	NA NA	698 11		3.65 3.35		
FR-2-11	Av. Interval Completed – Disconnects – Dispatch	Fally Will BA Retail	0.30	INA	- 11	I	3.33		J
	PR-4 - Missed Appointments								
PR-4-01 PR-4-01	% Missed Appointment – BA – Total % Missed Appointment – BA – Total - EEL	Parity with BA Retail Parity with BA Retail	1.24 1.24	0.00 UD	4038 4038	5		4.95	0.25
PR-4-01	% Missed Appointment – BA – Total - EEL  % 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 PR-4-02	Average Delay Days – Total - EEL Average Delay Days – Total - IOF	Parity with BA Retail Parity with BA Retail	4.82 4.82	UD 33.00	50 50	4	5.94 5.94	3.09	-9.13
PR-4-02 PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.54	33.00 0.00	30	- 4	J.34	3.03	.9.13
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	6.54	UD			1		
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 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.02	0.00	4038 4038	5 5		0.63	0.03
1 N-0-03	70 Orders Field for Facilities > 00 Days	ranty with DA Retail	0.00	0.00	4030	ບ			
	PR-6 - Installation Quality	,							
PR-6-01 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity w/BA RT for Found Troubles	0.67 0.03	0.00	11977 11977	5 5		3.64 0.71	0.18
FN-0-03	70 IIIst. Houbles reported w/ III 30 Days - FON TONOPE	None: Analysis Only	0.03	0.00	118//	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								
	reactions downed on Logotta arroot last page	•							

# CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	POTS - Maintenance	Actual Performance			Number of C	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	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			1		
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 MR-4-07	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with BA Retail	80.05	87.35	33524	166		3.11 3.86	-2.35 -5.98
	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail	56.44 21.13	79.52 40.96	33524 33524	166 166		3.18	-6.24
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	21.13	40.96	33524	100		3.18	-0.24
	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
	DOTO O								
	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		I <del>r.</del>						
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				
		•		*					
	Legend Notations defined on Legend sheet - last page								

## CLEC Aggregate Performance TRUNKS

Company   Comp		ORDERING	Aggregate Interconnection							
Control   Cont	Metric #	•	Standard		Actual Performance					
PR-01   PR-02   PR-02 and University of Training   PR-02   PR-02   PR-02   PR-03   PR-04   P		OR 1 - Order Confirmation Timeliness	Otanidard				Observations			
Section   Test										
PR-1-10   Proceedings   Procedure   Proc										
CR-12   CR-2					100.00					
CR-2-12   CR-2					97.83					
PR-2-10   Revenue Trave As Repair Trave (as 167 Processed Trucks)   Processed Trucks)   Processed Trucks	01(11)	70 OH TIME Design Edyout Necord (DEN)	30 % of time. To business bays		37.00		40	l		
PROVISIONING			•					-		
PR-1-00   PR-1 - Average Interval Officered   Part   Par										
PR-1 - Average interval Offered   PR-1 - Average interval Completed   PR-1 - Average interval Completed   PR-2 - Average interval Completed   PR	OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		85.71		7	J		
PR-1 - Average interval Offered   PR-1 - Average interval Completed   PR-1 - Average interval Completed   PR-2 - Average interval Completed   PR										
PR-1-09   PR-1		PROVISIONING		Actual Pe	erformance	Number of 0	Observations			
PR-1-09   Al. Interval Offices   Total (c=1102 Prescribed Trunks)   Partly with DC/FGD   17.33   0.00   15   2   4.77   3.56   2.51			<u>!</u>	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-0.00   Ac. Immard Offender - Total (5-126 & Althorocasted Trunks)   Partly with NC/FGD   24.35   21.32   17   19   16.44   5.66   0.54     PR-0.00   PR		PR-1 - Average Interval Offered	-							
PR2- Average Interval Completed   Party with DC / FGD   19.27   8.00   11   2   5.20   4.00   2.82										
PR-2-01   Principle   Princi	PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	24.35	21.32	1/	19	16.94	5.66	0.54
PR4-01   PR4-02   PR4-03   PR4-04   P		PR-2 - Average Interval Completed								
PR-4-01   The Missed Apportment - Self Allantic - Total   Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No.	PR-2-09		Parity with IXC / FGD	19.27	8.00	11	2	5.20	4.00	2.82
PR-4-01   The Missed Apportment - Self Allantic - Total   Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 4 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No. 5 Arrange Delay Days - Total Control of the Party with XC / FCD   No.			- -							
PR-4-22   Average Deby Days - Total   Press    DD-4-04	PR-4 - Missed Appointment  % Missed Appointment   Roll Atlantic   Total	Parity with IVC / ECD	0.00	1.60	2070	11444		Т		
PR-4-03   W. Missed Appointment — Customer   September —		% Missed Appointment – Bell Atlantic – Total				3970				
PR-4-07   St. On Time Performance LNP (Policy)   995 to Time   90.03   2895							102			
PR-5-01   % Missed Appointment Bell Alartic - Facilities   Party with IXC / FGD   Part	PR-4-07				99.03		2895			
PR-5-01   % Missed Appointment Bell Alartic - Facilities   Party with IXC / FGD   Part		DD 5 5 111 10 1								
PR-5-02   % Orders Held for Facilities > 6 Duys   Party with DC / FGD   0.00   0.00   3970   2096   Party with DC / FGD   Party with DC / FGD   0.00   0.00   3970   2096   Party with DC / FGD   Party with DC / FGD   0.00   0.00   3970   2096   Party with DC / FGD   None: Analysis Only   None: Analysis Only   None: Analysis Only   0.00   0.00   0.00   3970   11444   0.03   0.0	DD.5.01		Pority with IVC / ECD	0.00	0.00	2070	2006			1
PR-6-03   % Orders Held for Facilities > 80 Deys   Partly with NC / FCD   0.00   0.00   3970   2986										
PR-6-01   % Installation Troubles reported within 30 Days - FÖKTOKCPE   PR-6-03   % Installation Troubles reported within 30 Days - FÖKTOKCPE   Parity with IXC / FGD   0.00		% Orders Held for Facilities > 60 Days								
PR-6-01   % Installation Troubles reported within 30 Days - FÖKTOKCPE   PR-6-03   % Installation Troubles reported within 30 Days - FÖKTOKCPE   Parity with IXC / FGD   0.00			•							
Maintenance   Mire 2 - Trouble Report Rate   Parity with IXC / FGD   Maintenance   Mire 2 - Trouble Report Rate   Parity with IXC / FGD   Maintenance   Mire 2 - Trouble Report Rate   Parity with IXC / FGD   Maintenance   Mire 2 - Trouble Report Rate   Parity with IXC / FGD   Maintenance   Mire 2 - Trouble Report Rate   Parity with IXC / FGD   Maintenance   Mire 2 - Maintenance    DD 0.04		l n : :::::::::::::::::::::::::::::::::				*****		0.00	0.00	
MR-2-1   Trouble Report Rate   Network Trouble Report Rate   Net		% Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days - FOK/TOK/CPE							0.03	-0.03
MR-2-Trouble Report Rate   Parity with IXC / FGD   D.01   D.03   188736   193179   D.00   -5.67	111000	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Trono. 7 that you only	0.00	0.00	00.0				
MR-2-Trouble Report Rate   Parity with IXC / FGD   D.01   D.03   188736   193179   D.00   -5.67			•							
Network Trouble Report Rate   Parity with IXC / FGD   0.01   0.03   188736   193179   0.00   -5.67		MAINTENANCE								
Network Trouble Report Rate   Parity with IXC / FGD   0.01   0.03   188736   193179   0.00   -5.67		MD 0. Trouble December Dete								
MR-4-17   MR-A Time To Repair — Total   Parity with IXC / FGD   2.23   1.37   20   57	MR-2-01		Parity with IXC / FGD	0.01	0.03	188736	193179		0.00	-5.67
MR-4-01   Mean Time To Repair - Total   Parity with IXC / FGD   2.23   1.37   20   5.7	201	However Housie Hoper Hate	r and marino 7 . OB	0.01	0.00	100700	100110		0.00	0.01
MR-4-04   % Cleared (all troubles) within 24 Hours   Parity with IXC / FGD   100.00   100.00   20   57   12.93   2.12   MR-4-06   % Out of Service > 24 Hours   Parity with IXC / FGD   5.00   1.75   20   57   5.66   0.57   MR-4-08   % Out of Service > 24 Hours   Parity with IXC / FGD   0.00   0.00   20   57   5.66   0.57   MR-4-08   % Out of Service > 24 Hours   Parity with IXC / FGD   0.00   0.00   20   57   MR-4-08   MR-5 - Repeat Trouble Report Rates   MR-5 - Repeat Trouble Report Rates   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   0.00   0.00   0.00   20   57   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   Parity with IXC / FGD   MR-5 - Repeat Reports within 30 Days   MR-5 - R										
MR-4-05										
MR-4-06   % Out of Service > 14 Hours   Parity with IXC / FGD   5.00   1.75   20   57   5.66   0.57									12 03	2 12
MR-4-08   % Out of Service > 12 Hours   Parity with IXC / FGD   0.00   0.00   20   57										
MR-5 - Repeat Trouble Report Rates           NR-5-01         MR-5 - Repeat Trouble Report Rates           NR-5-01         NR-5-01         NR-5-01         NR-1-02 Final Trunk Group Blockage           NP-1-01         NP-1-02 Specified Blocking Standard         See Guidelines         1.65         1.49         363         202         1.12         0.14           NP-1-03         Number FTG Exceeding Blocking Std 2 Months         See Guidelines         1.65         3.47         363         202         1.12         0.14           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           NP-2-01         NP-2-Collocation Performance         NONE         202           NP-2-02         % On Time Response to Request for Virtual Collocation         10 Days¹         100.00         98           NP-2-03         Average Interval – Physical Collocation         105 Days         NA         NA           NP-2-05         % On Time – Physical Collocation         95% on time         92.59         81 </td <td></td> <td></td> <td></td> <td></td> <td>0.00</td> <td>20</td> <td>57</td> <td></td> <td></td> <td></td>					0.00	20	57			
NR-5-01   % Repeat Reports within 30 Days	MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	20	57			
NR-5-01   % Repeat Reports within 30 Days		MR-5 - Reneat Trouble Report Rates								
NP-1-01   NP-1-02   NP-1-02   NP-1-03   Number FTG Exceeding Blocking Std. – No	MR-5-01		Parity with IXC / FGD	5.00	1.75	20	57		5.66	0.57
NP-1-01   NP-1-02   NP-1-02   NP-1-03   Number FTG Exceeding Blocking Std. – No										<u>.</u>
NP-1-01   NP-1-02   NP-1-02   NP-1-03   Number FTG Exceeding Blocking Std. – No		NETWORK BEDEODMANCE	Ī							
NP-1-01   % Final Trunk Groups Exceeding Blocking Standard   NP-1-02   % FTG Exceeding Blocking Std (N6 Exceptions)   NP-1-03   Number FTG Exceeding Blocking Std 2 Months   Number FTG Exceeding Blocking Std 2 Months   Number FTG Exceeding Blocking Std 2 Months   NONE		NETWORK PERFORMANCE	l							
NP-1-01   % Final Trunk Groups Exceeding Blocking Standard   NP-1-02   % FTG Exceeding Blocking Std (N6 Exceptions)   NP-1-03   Number FTG Exceeding Blocking Std 2 Months   Number FTG Exceeding Blocking Std 2 Months   Number FTG Exceeding Blocking Std 2 Months   NONE		NP-1 - Percent Final Trunk Group Blockage								
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           NP-2-01         W. On Time Response to Request for Physical Collocation         10 Days¹         100.00         98           NP-2-02         W. On Time Response to Request for Virtual Collocation         10 Days¹         100.00         1           NP-2-03         Average Interval - Physical Collocation         76 Days         81.64         NA           NP-2-05         W. On Time - Physical Collocation         105 Days         NA         NA           NP-2-06         % On Time - Pyriscal Collocation         95% on time         92.59         81           NP-2-07         Average Delay Days - Physical Collocation         See Guidelines         13.83         6           NP-2-08         Average Delay Days - Virtual Collocation         See Guidelines         NA         NA	NP-1-01		See Guidelines	1.65	1.49	363	202			
NP-1-04         Number FTG Exceeding Blocking Std. – 3 Months         See Guidelines         NONE         202           NP-2-01 MP-2-02 We On Time Response to Request for Virtual Collocation         10 Days 1         100.00         98           NP-2-03 Average Interval – Physical Collocation         76 Days         81.64           NP-2-04 Average Interval – Virtual Collocation         10 Days 1         81.64           NP-2-05 Wo On Time – Physical Collocation         95% on time         92.59           NP-2-07 Average Delay Days – Physical Collocation         95% on time         NA           NP-2-08 Average Delay Days – Virtual Collocation         See Guidelines         13.83         6           NP-2-08 Average Delay Days – Virtual Collocation         See Guidelines         NA         NA				1.65		363	202		1.12	-1.63
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         NA           NP-2-05         % On Time - Physical Collocation         105 Days         NA           NP-2-06         % On Time - Virtual Collocation         95% on time         92.59         81           NP-2-07         Average Delay Days - Physical Collocation         See Guidelines         13.83         6           NP-2-08         Average Delay Days - Virtual Collocation         See Guidelines         NA										
NP-2-01         % On Time Response to Request for Physical Collocation         10 Days¹         100.00         98           NP-2-02         % On Time Response to Request for Virtual Collocation         76 Days         100.00         1           NP-2-03         Average Interval – Physical Collocation         76 Days         81.64           NP-2-04         Average Interval – Virtual Collocation         95% on time         92.59           NP-2-05         % 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         NA	INF - I-U4	Trumber 1 10 Exceeding blocking Std 3 Months	See Guidelliles		INOINE		202			
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         NA           NP-2-05         Average Interval – Virtual Collocation         105 Days         NA           NP-2-06         % On Time – Physical Collocation         95% on time         92.59         81           NP-2-07         Average Delay Days – Physical Collocation         See Guidelines         13.83         6           NP-2-08         Average Delay Days – Virtual Collocation         See Guidelines         NA		NP-2 - Collocation Performance	-					_		
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         NA           NP-2-05         Average Interval – Virtual Collocation         105 Days         NA           NP-2-05         % On Time – Physical Collocation         95% on time         92.59         81           NP-2-07         Average Delay Days – Physical Collocation         See Guidelines         13.83         6           NP-2-08         Average Delay Days – Virtual Collocation         See Guidelines         NA	NP-2-01		10 Days1		100.00		98			
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	NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days1		100.00		1			
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         NA	NP-2-03	Average Interval – Physical Collocation	76 Days		81.64					
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	NP-2-04	Average Interval – Virtual Collocation								
NP-2-07 Average Delay Days – Physical Collocation See Guidelines 13.83 6 NP-2-08 Average Delay Days – Virtual Collocation See Guidelines NA							81			
NP-2-08 Average Delay Days – Virtual Collocation See Guidelines NA							6			
Legend Notations defined on Legend sheet - last page		Average Delay Days - Virtual Collocation						]		
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<sup>1</sup> per DTE order issued 7/31/99, Docket 95-58

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

### **LEGEND**

\* = 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

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