

Carrier to Carrier
Performance Standards and Reports
July 1999 through February 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	PRE-ORDERING*	Standard	Jul-99			Aug-99			Sep-99			Oct-99			Nov-99			Dec-99			Jan-00			Feb-00			
			Actual Performance			Actual Performance			Actual Performance			Actual Performance			Actual Performance			Actual Performance			Actual Performance			Actual Performance			
			BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Difference	BA	CLEC	Difference	
PO-1 - Response Time OSS Ordering Interface																											
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.09	2.74	2.65	0.10	5.05	4.96	0.08	5.60	5.52	0.08	5.24	5.16	0.09	8.12	8.03	0.10	6.08	5.98	0.11	4.30	4.19	0.11	4.01	3.89	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.26	1.76	1.50	0.28	2.76	2.48	0.34	3.70	3.36	0.33	3.16	2.83	0.36	6.45	6.10	0.33	4.04	3.71	0.25	2.83	2.58	0.24	2.74	2.51	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	0.91	2.95	2.04	0.94	4.09	3.15	0.96	6.83	5.88	0.90	5.02	4.11	0.86	8.72	7.86	3.48	7.43	3.94	2.56	4.32	1.76	4.17	3.72	-0.45	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.30	2.02	1.72	0.28	3.24	2.96	0.14	4.30	4.16	0.14	3.83	3.69	0.13	6.93	6.80	0.14	4.46	4.32	0.35	2.99	2.64	0.32	2.88	2.56	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	1.80	4.96	3.16	NA	NA		NA	NA		NA	NA		0.86	NA		4.47	8.23	3.76	3.35	5.41	2.06	5.04	4.61	-0.43	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	UD	UD		UD	NA		UD	3.10		UD	14.68		UD	5.96		0.08	3.54	3.46	0.06	2.12	2.07	0.06	1.93	1.87	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-1-08	% Timeouts - EDI	not > 33%	UD	UD		0.11	UD		1.14	UD		0.97	UD		1.99	UD		0.00	UD		0.56	UD		0.11	UD		
PO-1-08	% Timeouts - CORBA	not > 33%	UD	UD		0.11	UD		1.14	UD		0.97	UD		1.99	UD		0.00	UD		0.56	UD		0.11	UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	UD	UD		UD	UD		UD	UD		0.08	6.69	6.61	0.09	9.86	9.77	0.10	7.58	7.48	0.11	6.48	6.38	0.11	5.99	5.88	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		
PO-2 - OSS Interface Availability																											
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days	100.00			100.00			98.85			99.67			99.64			99.96			99.53			99.10			
PO-2-01	OSS Interf. Avail. - Total - CORBA	24 hours x 7 days	UD			UD			UD			99.30			99.49			99.23			99.85			99.44			
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days	UD			UD			UD			99.30			99.49			99.23			99.88			99.65			
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days	UD			UD			UD			99.30			99.49			99.23			99.88			99.65			
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00			100.00			99.94			99.42			99.43			99.97			99.52			99.63			
PO-2-02	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	UD			UD			UD			98.97			99.20			98.97			99.75			99.54			
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	UD			UD			UD			98.97			99.20			98.97			99.84			99.54			
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	UD			UD			UD			98.97			99.20			98.97			99.84			99.54			
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	100.00			100.00			97.01			100.00			100.00			99.94			99.56			99.13			
PO-2-03	OSS Interf. Avail. - Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	UD			UD			UD			99.73			100.00			99.73			99.94			99.84			
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	UD			UD			UD			99.73			100.00			99.73			99.94			99.84			
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	UD			UD			UD			99.73			100.00			99.73			99.94			99.84			
PO-5 - Average Notification of Interface Outage																											
PO-5-01	Average Notice of Interface Outage	<20 minutes	UD			UD			UD			27.90			18.71			23.00			15.19			14.18			
PO-6 - Software Validation																											
PO-6-01	Software Validation	<= 5%	UD			UD			UD			UD			UD			UD			UD			UD			
PO-7 - Software Problem Resolution Timeliness																											
PO-7-01	% Software Problem Res. Timeliness	>=95%	UD			UD			UD			UD			UD			UD			UD			UD			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD			UD			UD			UD			UD			UD			UD			UD			
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD			UD			UD			UD			UD			UD			UD			UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			UD			UD			UD			UD			UD			UD			UD			
Change Notification*																											
PO-4 - Timeliness of Change Management Notice																											
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days	96.00			70.00			58.00			100.00			100.00			100.00			100.00			100.00			
PO-4-01	% Notices Sent on Time - Regulatory		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-01	% Notices Sent on Time - Industry Standard		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-01	% Notices Sent on Time - BA Orig.		100.00			86.00			NA			100.00			NA			25.00			NA			100.00			
PO-4-01	% Notices Sent on Time - TC Orig.	Notification before Implementation	100.00			100.00			NA			NA			NA			NA			NA			NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.		NA			NA			8			NA			NA			NA			NA			NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	Notification before Implementation	NA			NA			NA			NA			NA			13			NA			NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.		NA			150			165			NA			NA			NA			NA			NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	Notification before Implementation	NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA			21			NA			NA			21			NA			NA			NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA			NA			NA			NA			NA			NA			NA			NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA			NA			NA			NA			NA			NA			NA			NA			
continued																											

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines July 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation*			Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	
Metric #	Standard		CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	
PO-4 - Timeliness of Change Management Notice											
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	UD	NA	NA	NA	NA	NA	NA	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.		UD	NA	NA	NA	NA	50.00	NA	0.00	
PO-4-01	% Notices Sent on Time - BA Orig.		UD	75.00	NA	100.00	0.00	20.00	100.00	NA	
PO-4-01	% Notices Sent on Time - TC Orig.		UD	0.00	NA	NA	NA	100.00	NA	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		UD	NA	NA	NA	NA	NA	NA	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	# Period not set, default to Ind. Std. Time	UD	NA	NA	NA	NA	6	NA	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	UD	NA	NA	NA	NA	72	NA	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	UD	NA	NA	NA	NA	NA	NA	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	# Period not set, default to Ind. Std. Time	UD	73	NA	NA	NA	NA	NA	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	UD	45	NA	NA	NA	NA	NA	64.00	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	UD	NA	NA	NA	45	NA	NA	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days	UD	NA	NA	NA	NA	NA	NA	NA	
TROUBLE REPORTING (OSS)*											
MR-1 - Response Time OSS Maintenance Interface											
			Actual Performance			Actual Performance			Actual Performance		
			BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.38	17.76	9.38	6.29	18.34	12.05	6.51	18.20	11.69
MR-1-02	Status Trouble	Parity plus < 4 Seconds	UD	11.64		UD	26.90		UD	16.58	
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	5.68	7.57	1.89	5.97	9.37	3.40	6.14	8.46	2.32
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	7.05	12.00	4.95	7.04	***		7.35	11.69	4.34
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	UD	14.59		UD	32.72		UD	15.08	
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	79.30	68.29	-11.01	82.40	110.72	28.32	83.63	83.17	-0.46
*** Unavailable due											
									New York numbers		
			BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.38	17.76	9.38	6.29	18.34	12.05	6.51	18.20	11.69
MR-1-02	Status Trouble	Parity plus < 4 Seconds	UD	11.64		UD	26.90		UD	16.58	
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	5.68	7.57	1.89	5.97	9.37	3.40	6.14	8.46	2.32
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	7.05	12.00	4.95	7.04	***		7.35	11.69	4.34
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	UD	14.59		UD	32.72		UD	15.08	
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	79.30	68.29	-11.01	82.40	110.72	28.32	83.63	83.17	-0.46
BILLING											
BI-1 - Timeliness of Daily Usage Feed											
			Actual Performance			Actual Performance			Actual Performance		
			BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	99.74			90.39			96.79		
BI-1-02	% DUF in 4 Business Days		99.32			98.57			99.49		
BI-1-03	% DUF in 5 Business Days		99.52			98.91			99.39		
BI-1-04	% DUF in 8 Business Days		99.67			99.49			99.73		
BI-2 - Timeliness of Carrier Bill											
BI-2-01	Timeliness of Carrier Bill **	98% in 10 Business Days	100.00			100.00			100.00		
BI-3 - Billing Accuracy											
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	UD	UD		UD	UD		98.09	98.29	
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	UD		UD	UD		UD	UD	
OPERATOR SERVICES & DATABASES**											
OD-1 - Operator Services - Speed of Answer											
			Actual Performance			Actual Performance			Actual Performance		
			BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta
OD-1-01	Average Speed of Answer - Operator Services - NE OSC	Parity with BA Retail	2.9	4.8		2.6	3.3		2.3	6.3	
OD-1-02	Average Speed of Answer - Directory Assistance - NE OSC	Parity with BA Retail	3.0	2.8		3.1	1.8		3.3	5.1	
Legend Notations defined on Legend sheet - last page											

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July 1999 through February 2000
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CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES
RESALE Pre-Ordering

Metric #			Jul-99 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Aug-99 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Sep-99 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Oct-99 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Nov-99 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Dec-99 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Jan-00 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns	Feb-00 CLEC Aggregate Performan ce	CLEC Aggregate Observatio ns
Standard																		
PO-3 - Contact Center Availability																		
PO-3-01	Average Speed of Answering - Ordering (secs)		16.50		26.95		25.14		24.15		23.40		36.10		35.36		28.43	
PO-3-02	% Answered within 30 Seconds - Ordering	80% within 30 Seconds	73.75	7305	85.46	6920	91.20	7167	85.84	7286	86.60	8218	75.94	8539	77.25	9040	82.23	8462
PO-3-03	Average Speed of Answering - Repair *& (secs)		131.00		25.90		29.00		25		0.24		0.16		21.84		43.07	
PO-3-04	% Answered within 30 Seconds - Repair *&	80% within 30 Seconds	41.00	49454	79.50	44754	76.70	49666	82.80	50507	80.58	51644	81.75	59283	80.61	67814	63.68	79551
POTS & Pre-qualified Complex - Electronically Submitted																		
OR-1 - Order Confirmation Timeliness																		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.16		0.01		3.44		3.48		3.26		0.06		0.03		0.04	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	98.87	4087	99.89	3824	99.81	4283	99.78	3330	99.86	3697	99.73	7633	99.95	8760	99.78	4700
OR-1-03	Average LSRC Time < 10 Lines		13.47		12.26		11.28		15.11		9.09		15.30		10.96		10.14	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	92.77	1813	97.46	2404	97.42	2682	88.30	4326	98.28	4488	86.94	4840	92.28	6051	96.15	4606
OR-1-05	Average LSRC Time >= 10 Lines		11.43		10.41		9.12		7.86		2.98		11.98		12.95		0.58	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	48	98.21	56	100.00	53	100.00	7	100.00	8	98.59	71	100.00	2	100.00	2
OR-2 - Reject Timeliness																		
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.14		0.00		0.01		0.01		0.00		0.00		0.01		0.00	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	97.91	1293	100.00	1362	100.00	1234	99.82	1728	100.00	1641	99.94	1970	100.00	3765	99.97	3346
OR-2-03	Average LSR Reject Time < 10 Lines		13.51		12.08		10.93		15.57		9.60		16.29		13.74		12.15	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	88.26	673	96.99	799	97.74	797	83.61	2533	97.84	2744	84.08	3129	89.19	2619	94.96	2623
OR-2-05	Average LSR Reject Time >= 10 Lines		12.26		10.39		13.52		14.05		7.03		12.94		9.85		16.90	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	26	100.00	49	100.00	27	100.00	46	100.00	25	100.00	60	100.00	19	100.00	21
Complex Services - Electronically Submitted																		
OR-1 - Order Confirmation Timeliness																		
OR-1-03	Average LSRC Time < 10 Lines		UD		UD		UD		UD		UD		UD		NA		NA	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	UD		UD		UD		UD		UD		UD		NA		NA	
OR-1-05	Average LSRC Time >= 10 Lines		UD		UD		UD		UD		UD		UD		NA		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD		UD		UD		UD		UD		UD		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification																		
OR-2-03	Average LSR Reject Time < 10 Lines		UD		UD		UD		UD		UD		UD		NA		NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD		UD		UD		UD		UD		UD		NA		NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		UD		UD		UD		UD		UD		UD		NA		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD		UD		UD		UD		UD		UD		NA		NA	
POTS / Special Services - Aggregate																		
OR-3 - Percent Rejects																		
OR-3-01	% Rejects	No Standard	45.70	9328	43.88	10337	40.37	10564	46.28	9336	44.70	9916	36.11	14638	35.77	17944	54.04	11109
OR-4 - Timeliness of Completion Notification																		
OR-4-01	Completion Notice - Average Response Time		0.00		0.00		0.00		0.00		0.00		0.01		0.02		0.18	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	100.00	5925	100.00	6120	99.97	6827	99.95	6078	99.89	5685	99.96	9639	99.92	12351	99.65	7635
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD		UD		UD		UD		UD		UD		UD		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	100.00	7888
OR-5 - Percent Flow-Through																		
OR-5-01	% Flow Through - Total	No Standard Developed	66.98	6110	59.41	6453	59.83	7183	41.01	8119	43.05	8593	59.13	12934	57.60	15211	49.25	9542
OR-5-02	% Flow Through - Simple	No Standard Developed	68.88	5933	61.09	6259	61.12	7005	43.47	7660	45.14	8190	60.88	12517	59.14	14810	50.51	9305
OR-5-03	% Flow Through Achieved	95%	UD		UD		UD		UD		UD		UD		UD		UD	
OR-6 - Order Accuracy																		
OR-6-01	% Accuracy - Orders	95% Orders without Errors	UD		70.37	432	56.90	429	50.10	411	58.84	379	55.09	403	53.09	405	58.44	397
OR-6-02	% Accuracy - Opportunities	95% Orders without Errors	UD		89.82	5921	90.60	6500	90.01	716	90.86	6006	90.26	7056	89.12	7299	86.88	8981
OR-6-03	% Accuracy - LSRC	95% Orders without Errors	UD		89.40	217	80.00	15	86.90	61	85.71	49	91.80	73	84.87	119	94.40	268
Special Services - Electronically Submitted																		
OR-1 - Order Confirmation Timeliness																		
OR-1-03	Average LSRC Time < 10 Lines		14.10		9.03		11.69		14.58		17.77		13.98		12.62		10.92	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	94.80	154	100.00	157	99.32	149	98.01	453	99.74	394	98.36	368	99.23	393	99.14	233
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-05	Average LSRC Time >= 10 Lines		23.16		1.31		17.60		28.01		12.47		8.44		11.31		20.98	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	2	100.00	2	100.00	1	100.00	3	100.00	3	100.00	7	100.00	2	100.00	1
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
OR-2 - Reject Timeliness																		
OR-2-03	Average LSR Reject Time < 10 Lines		10.49		10.44		11.56		9.43		10.02		15.36		13.09		13.46	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00	99	100.00	123	100.00	97	100.00	11	100.00	16	97.24	109	100.00	17	100.00	13
OR-2-05	Average LSR Reject Time >= 10 Lines		23.12		7		0.00		NA		9		15.81		0.00		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	1	100.00	7	NA		NA		100.00	1	100.00	4	NA		NA	
Legend Notations defined on Legend sheet - last page																		

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Exhibit G1

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines July 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Metric #		Standard	Jul-99			Aug-99			Sep-99			Oct-99			Nov-99			Dec-99			Jan-00			Feb-00		
			Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate	Actual Perf	Volume	CLEC Aggregate
Special Services - Provisioning																										
PR-1 - Average Interval Offered																										
PR-1-01		Average Interval Offered - Total No Dispatch	4.81	3.97	269	5.01	4.19	297	4.76	3.71	315	4.93	3.21	260	5.06	3.65	257	5.46	5.27	422	4.86	4.17	241	4.72	4.52	284
PR-1-02		Average Interval Offered - Total Dispatch	10.05	11.03	29	10.36	9.45	22	10.65	9.74	19	10.39	9.96	56	8.49	8.00	44	8.47	8.83	72	8.64	9.58	52	8.38	8.48	75
PR-1-06		Average Interval Offered - DS0	10.49	5.39	31	8.80	4.91	22	8.05	3.38	39	9.33	5.00	46	8.60	3.92	37	9.01	4.63	43	9.47	7.09	11	10.14	7.21	14
PR-1-07		Average Interval Offered - DS1	11.53	7.00	32	12.00	8.31	29	12.68	7.75	28	10.38	8.68	34	8.43	7.31	36	8.19	9.49	156	7.48	8.98	62	6.99	10.02	66
PR-1-08		Average Interval Offered - DS3	11.50	NA		16.46	NA		15.38	NA		5.67	NA		17.50	NA		7.00	NA		4.50	NA		9.00	NA	
PR-1-10		Average Interval Offered - Disconnects - No Dispatch	4.99	4.80	25	4.68	5.83	42	4.71	5.03	33	4.82	6.65	46	4.62	5.75	52	4.37	8.00	53	4.64	5.32	38	4.47	5.26	43
PR-1-11		Average Interval Offered - Disconnects - Dispatch	5.20	NA		4.88	NA		5.72	5.00	1	5.50	NA		5.17	NA		5.00	NA		6.36	5.00	1	6.00	NA	
PR-2 - Average Completed Interval																										
PR-2-01		Average Interval Completed - Total No Dispatch	4.51	3.40	253	4.94	3.99	287	4.57	3.61	305	4.68	3.06	254	4.84	3.60	245	5.63	5.01	400	4.72	4.00	235	4.57	4.27	266
PR-2-02		Average Interval Completed - Total Dispatch	9.22	11.06	18	14.37	9.60	20	12.13	8.86	14	10.85	10.53	40	8.72	9.34	32	8.97	8.78	54	8.66	9.83	46	8.65	8.53	57
PR-2-06		Average Interval Completed - DS0	10.86	5.07	27	10.28	5.05	21	8.09	3.62	39	8.86	5.07	46	8.37	3.71	35	8.83	4.08	40	8.96	6.00	10	10.51	7.21	14
PR-2-07		Average Interval Completed - DS1	10.18	6.71	28	12.60	7.59	27	13.31	6.25	24	10.33	7.97	30	8.15	8.03	32	8.04	8.97	138	7.28	8.60	58	6.90	9.77	56
PR-2-08		Average Interval Completed - DS3	12.00	NA		25.33	NA		11.00	NA		5.00	NA		80.00	NA		7.00	NA		6.00	NA		9.00	NA	
PR-2-10		Average Interval Completed - Disconnects - No Dispatch	4.92	4.72	25	4.64	5.83	42	4.66	5.03	33	4.87	6.65	46	4.57	6.08	52	4.38	7.92	53	4.78	5.68	38	4.43	5.26	42
PR-2-11		Average Interval Completed - Disconnects - Dispatch	5.23	NA		5.00	NA		5.72	5.00	1	5.50	NA		5.17	NA		5.00	NA		6.36	5.00	1	5.90	NA	
PR-4 - Missed Appointments																										
PR-4-01		% Missed Appointment - Bell Atlantic - Total	2.52	1.31	306	2.46	0.59	337	1.60	0.57	350	1.50	0.30	329	1.46	0.64	313	1.62	0.58	520	1.24	0.64	313	1.33	0.25	396
PR-4-02		Average Delay Days - Total	19.29	5.25	4	40.16	7.00	2	16.17	5.50	2	15.69	3.00	1	4.27	4.00	2	7.52	3.67	3	4.82	7.50	2	8.54	11.00	1
PR-4-03		% Missed Appointment - Customer	15.16	5.23		12.78	3.86		8.98	3.71		9.92	3.95		8.46	4.47		6.40	5.19		6.54	2.88		6.91	6.31	
PR-4-08		% Missed Appt. - Customer - Due to Late Order Conf.		UD			NA			UD			0.00	329		0.00	313		0.00	520		0.00	313		0.00	396
PR-5 - Facility Missed Orders																										
PR-5-01		% Missed Appointment - Bell Atlantic - Facilities	0.23	0.00	306	0.54	0.00	337	0.13	0.00	350	0.11	0.00	329	0.45	0.00	313	0.31	0.00	520	0.22	0.00	313	0.09	0.00	396
PR-5-02		% Orders Held for Facilities > 15 Days	0.03	0.00	306	0.02	0.00	337	0.00	0.00	350	0.02	0.00	329	0.00	0.00	313	0.00	0.00	520	0.02	0.00	313	0.00	0.00	396
PR-5-03		% Orders Held for Facilities > 60 Days	0.00	0.00	306	0.00	0.00	337	0.00	0.00	350	0.00	0.00	329	0.00	0.00	313	0.00	0.00	520	0.00	0.00	313	0.00	0.00	396
PR-6 - Installation Quality																										
PR-6-01		% Installation Troubles reported within 30 Days	1.04	0.00	1250	0.78	0.73	1225	0.80	0.55	1276	0.86	0.35	1157	0.77	0.41	1446	0.70	0.09	4479	0.67	0.55	1808	0.71	0.61	2443
PR-6-03		% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	0.06	0.00	1250	0.00	0.00	1225	0.03	0.00	1276	0.07	0.00	1157	0.05	0.14	1446	0.03	0.02	4479	0.03	0.11	1808	0.01	0.00	2443
Legend Notations defined on Legend sheet - last page																										

Carrier to Carrier
Performance Standards and Reports
July 1999 through February 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance			Jul-99		Aug-99		Sep-99		Oct-99		Nov-99		Dec-99		Jan-00		Feb-00									
Metric #	Standard	Actual Perf	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs						
			BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs						
MR-2 - Trouble Report Rate																										
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.36	0.65	186668	1.16	0.70	190628	1.43	0.73	194963	1.08	0.53	203526	0.92	0.45	209473	0.95	0.45	221964	0.89	0.42	236565	0.99	0.49	244986
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.11	0.09	186668	0.10	0.09	190628	0.11	0.10	194963	0.09	0.11	203526	0.10	0.11	209473	0.12	0.12	221964	0.11	0.11	236565	0.10	0.10	244986
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	31.17	7.02		26.30	7.25		25.23	7.50		22.17	5.30		18.25	7.94		18.80	6.18		18.40	5.35		21.70	6.54	
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.79	0.56	186668	1.60	0.47	190628	1.62	0.55	194963	1.06	0.45	203526	0.79	0.40	209473	0.84	0.39	221964	0.91	0.42	236565	0.84	0.39	244986
MR-3 - Missed Repair Appointments																										
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	16.88	20.95	1217	14.78	14.17	1334	14.15	16.61	1415	11.22	13.11	1083	9.04	8.55	947	10.29	10.60	1000	10.17	9.71	999	12.00	13.55	1196
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	10.39	15.03	173	7.98	9.66	176	8.26	7.50	200	7.83	6.31	222	10.32	15.18	224	6.78	8.33	276	6.06	8.17	257	8.36	7.66	248
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	7.52	13.37	1047	6.37	9.57	888	5.84	10.92	1081	5.88	7.38	908	5.35	7.69	845	5.82	8.28	858	4.98	6.47	889	5.82	8.16	956
MR-4 - Trouble Duration Intervals																										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	30.53	21.35	1390	24.55	15.48	1510	24.65	19.07	1615	20.70	15.25	1305	15.95	14.00	1171	16.52	14.23	1276	16.85	13.70	1256	19.52	16.42	1444
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	31.85	22.53	1217	25.77	16.47	1334	25.73	20.80	1415	21.50	16.58	1083	16.42	14.17	947	17.42	15.70	1000	17.83	14.90	999	20.28	17.97	1196
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	13.53	12.98	173	11.02	7.93	176	10.58	6.80	200	11.22	8.78	222	11.48	13.30	224	9.22	8.95	276	9.12	8.98	257	11.52	9.02	248
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	47.70	65.76	1390	59.75	78.81	1510	59.32	74.37	1615	69.62	81.92	1305	80.50	84.80	1171	79.33	86.21	1276	78.84	84.79	1256	71.39	81.30	1444
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	90.48	85.67	998	85.52	76.43	1031	86.13	77.73	1208	82.02	73.67	1018	76.68	68.12	894	78.87	74.14	932	80.05	72.51	982	83.58	76.99	1078
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	74.98	61.52	998	66.22	50.92	1031	66.93	53.48	1208	60.65	47.45	1018	51.05	42.51	894	55.48	50.43	932	56.44	46.23	982	62.08	51.30	1078
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	53.11	36.67	998	40.70	22.60	1031	40.40	27.48	1208	29.54	18.86	1018	19.60	14.54	894	20.37	14.16	932	21.13	16.60	982	28.70	19.11	1078
MR-5 - Repeat Trouble Reports																										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	25.39	17.77	1390	26.52	19.40	1510	24.47	18.08	1615	24.13	20.38	1305	18.67	16.57	1171	18.45	16.46	1276	18.64	16.24	1256	18.88	17.66	1444
Special Services - Maintenance																										
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.35	0.20	8704	0.33	0.32	9275	0.37	0.31	10046	0.29	0.37	10672	0.30	0.30	11393	0.30	0.29	11935	0.26	0.45	12728	0.27	0.56	17074
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.25	0.37	8704	0.19	0.27	9275	0.20	0.20	10046	0.18	0.35	10672	0.17	0.30	11393	0.15	0.16	11935	0.15	0.42	12728	0.14	0.18	17074
MR-4 - Trouble Duration Intervals																										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	8.23	9.20	17	7.38	8.40	30	7.95	8.92	31	6.97	10.75	39	6.80	4.85	34	6.65	7.42	35	6.42	6.52	57	6.87	5.63	95
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	93.62	88.24	17	94.25	93.33	30	93.48	93.55	31	96.43	92.31	39	96.57	100.00	34	95.88	97.14	35	96.89	96.49	57	96.30	96.84	95
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	59.41	64.71	17	56.79	71.43	28	55.73	70.00	30	59.03	59.46	37	56.77	44.12	34	52.67	73.53	34	53.11	43.86	57	57.49	46.24	93
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	6.32	11.76	17	5.70	7.14	28	6.56	6.67	30	3.63	8.11	37	3.56	0.00	34	4.18	2.94	34	3.11	3.51	57	3.81	3.23	93
MR-5 - Repeat Trouble Reports																										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	16.59	5.88	17	16.36	6.67	30	19.26	19.35	31	18.49	30.77	39	20.79	29.41	34	18.94	20.00	35	16.99	17.54	57	17.61	11.58	95
Legend Notations defined on Legend sheet - last page																										

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

continued

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

POTS / Special Services - Aggregate

OR-3-01	OR-3 - Percent Rejects % Rejects
OR-4-01	OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time
OR-4-02	Completion Notice - % On Time
OR-4-03	% Orders Excluded from % On Time Measurement
OR-4-04	Work Completion Notice - Average Response Time
OR-4-05	Work Completion Notice - % On Time
OR-5-01	OR-5 - Percent Flow-Through % Flow Through - Total
OR-5-02	% Flow Through - Simple
OR-5-03	% Flow Through Achieved
OR-6-01-3000	OR-6 - Order Accuracy % Accuracy - Orders
OR-6-02-3000	% Accuracy - Opportunities
OR-6-03-3000	% Accuracy - LSRC

Special Services - Electronically Submitted

OR-1-03	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines
OR-1-03	Average ASRC Time < 10 Lines DS0
OR-1-03	Average ASRC Time < 10 Lines DS1
OR-1-03	Average ASRC Time < 10 Lines DS3
OR-1-04	% On Time LSRC < 10 Lines
OR-1-04	% On Time ASRC < 10 Lines DS0
OR-1-04	% On Time ASRC < 10 Lines DS1
OR-1-04	% On Time ASRC < 10 Lines DS3
OR-1-05	Average LSRC Time >= 10 Lines
OR-1-05	Average ASRC Time >= 10 Lines DS0
OR-1-05	Average ASRC Time >= 10 Lines DS1
OR-1-05	Average ASRC Time >= 10 Lines DS3
OR-1-06	% On Time LSRC >= 10 Lines
OR-1-06	% On Time ASRC >= 10 Lines DS0
OR-1-06	% On Time ASRC >= 10 Lines DS1
OR-1-06	% On Time ASRC >= 10 Lines DS3

OR-2 - Reject Timeliness

OR-2-03	Average LSR Reject Time < 10 Lines
OR-2-04	% On Time LSR Reject < 10 Lines
OR-2-05	Average LSR Reject Time >= 10 Lines
OR-2-06	% On Time LSR Reject >= 10 Lines

Special Services - FAX/MAIL Submitted

OR-1-07	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines
OR-1-07	Average ASRC Time < 10 Lines DS0
OR-1-07	Average ASRC Time < 10 Lines DS1
OR-1-07	Average ASRC Time < 10 Lines (Fax)
OR-1-08	% On Time LSRC < 10 Lines
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 (Fax)
OR-1-09	Average LSRC Time >= 10 Lines
OR-1-09	Average ASRC Time >= 10 Lines DS0
OR-1-09	Average ASRC Time >= 10 Lines DS1
OR-1-09	Average LSRC Time >= 10 Lines (Fax)
OR-1-10	% On Time LSRC >= 10 Lines
OR-1-10	% On Time ASRC >= 10 Lines DS0
OR-1-10	% On Time ASRC >= 10 Lines DS1
OR-1-10	% On Time LSRC >= 10 Lines (Fax)

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

Legend Notations defined on Legend sheet - last page

	Jul-99 CLEC Aggregate Performan	CLEC Aggregate Observatio	Aug-99 CLEC Aggregate Performan	CLEC Aggregate Observatio	Sep-99 CLEC Aggregate Performan	CLEC Aggregate Observatio	Oct-99 CLEC Aggregate Performan	CLEC Aggregate Observatio	Nov-99 CLEC Aggregate Performan	CLEC Aggregate Observatio	Dec-99 CLEC Aggregate Performan	CLEC Aggregate Observatio	Jan-00 CLEC Aggregate Performan	CLEC Aggregate Observatio	Feb-00 CLEC Aggregate Performan	CLEC Aggregate Observatio
Standard	30.66	5450	30.50	6936	25.59	7922	29.38	10100	22.73	11545	20.82	12560	26.18	10139	28.71	12311
95% by noon next bus. day 95% by next bus. day at noon	0.00		0.00		0.00		0.00		0.00		0.00		0.01		0.00	
	100.00	3766	100.00	3992	100.00	4552	100.00	5616	100.00	6292	100.00	7812	99.98	6309	100.00	6961
	UD		UD		UD		UD		UD		UD		UD		UD	
95% by next bus. day at noon													0.06		0.00	
													100.00	5109	100.00	5587
No Standard Developed	9.95	4408	24.36	4539	31.23	5145	23.15	10348	35.72	11837	34.01	12419	29.83	10261	36.51	12098
No Standard Developed 95%	10.71	4089	26.82	4120	38.80	4141	29.67	8074	45.51	9291	43.26	9291	38.75	7914	46.16	9571
	UD		UD		UD		UD		UD		UD		UD		UD	
95% orders without errors	UD		63.59	835	41.52	843	51.29	776	68.26	734	60.13	790				
95% orders without errors	UD		93.18	10971	90.58	11800	92.69	9458	95.75	9097	94.03	10207				
95% orders without errors	97.97	690	98.39	620	95.08	651	95.35	666	95.08	711	97.63	759				
95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 48 Hours 95% within 72 Hours	33.21		26.32		39.88		33.95		80.65		21.54		NA		NA	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	74.19	31	90.90	55	61.97	71	60.00	5	20.00	5	92.30	13	NA		NA	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	48.08		38.59		17.17		2.36		12.40		NA		NA		NA	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
100.00	1	100.00	2	100.00	18	100.00	1	100.00	1	NA		NA		NA		
UD		UD		UD		UD		UD		UD		UD		UD		
UD		UD		UD		UD		UD		UD		UD		UD		
UD		UD		UD		UD		UD		UD		UD		UD		
95% within 48 Hours	NA		36.56		7.79		0.00		0.00		7.48		NA		NA	
	NA		85.71	14	100.00	3	NA		100.00	15	NA		NA		NA	
	NA		0.00		0.00		1.10		0.00		NA		NA		NA	
95% within 72 Hours	NA		NA		NA		100.00	1	NA		NA		NA		NA	
95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	22.86		18.68		28.67		23.53		18.62		32.57		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	98.85	87	100.00	65	98.72	78	95.92	98	98.95	95	95.00	76	UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	NA		NA		NA		NA		NA		NA		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
	UD		UD		UD		UD		UD		UD		UD		UD	
95% within 96 Hours	NA		NA		NA		NA		NA		NA		UD		UD	
95% within 96 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
95% within 96 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
95% within 96 Hours	UD		UD		UD		UD		UD		UD		UD		UD	
95% within 72 Hours 95% within 96 Hours	24.29		18.86		24.72		22.29		24.53		28.21		UD		UD	
	98.08	52	100.00	28	97.78	45	100.00	33	100.00	39	95.83	23	UD		UD	
	NA		NA		NA		NA		NA		NA		UD		UD	
	NA		NA		NA		NA		NA		NA		UD		UD	

Carrier to Carrier
Performance Standards and Reports
July 1999 through February 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #	Standard	Jul-99			Aug-99			Sep-99			Oct-99			Nov-99			Dec-99			Jan-00			Feb-00			
		Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	
		BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	
POTS - Provisioning																										
PR-1 - Average Interval Offered																										
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.40	NA	68	1.37	NA	231	1.37	NA	271	1.44	NA	174	1.29	NA	161	1.44	NA	220	1.41	NA	449	1.48	NA	492	
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1.40	NA		1.37	NA		1.37	NA		1.44	1.71	24	1.29	2.19	124	1.44	2.57	95	1.41	6.35	52	1.48	0.87	71	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.26	5.50	8	4.21	18.75	8	4.26	4.83	6	4.40	4.89	19	4.22	7.00	11	3.97	4.44	9	3.56	6.00	15	3.33	7.14	7	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	4.26	NA		4.21	NA		4.26	NA		4.40	NA		4.22	1.33	6	3.97	3.50	4	3.56	8.33	3	3.33	2.50	8	
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	7.43	2.00	1	7.31	NA		7.39	5.00	1	7.57	10.00	1	7.60	NA		7.19	5.00	1	6.40	5.40	5	7.44	9.50	2	
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	7.43	NA		7.31	NA		7.39	NA		7.57	NA		7.60	NA		7.19	NA		6.40	NA		7.44	NA		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	11.04	NA		12.29	53.50	2	10.88	8.50	2	8.03	NA		8.25	NA		8.82	NA		6.65	4.75	4	7.78	8.00	6	
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	11.04	NA		12.29	NA		10.88	NA		8.03	NA		8.25	NA		8.82	NA		6.65	NA		7.78	NA		
PR-2 - Average Completed Interval																										
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop		5.90	50		7.17	171		6.56	162		7.18	129		7.70	111		7.05	164		6.40	377		7.32	417	
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1.29	NA		1.30	NA		1.31	NA		1.34	NA		1.19	NA		1.33	NA		1.28	NA		1.38	NA		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	1.29	NA		1.30	NA		1.31	NA		1.34	1.71	24	1.19	2.19	123	1.33	2.58	93	1.28	6.22	50	1.38	0.87	71	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.74	4.67	6	4.75	5.14	7	4.71	4.75	4	4.92	5.41	17	4.56	7.75	8	4.41	4.43	7	3.85	6.23	13	3.61	6.33	6	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	4.74	NA		4.75	NA		4.71	NA		4.92	NA		4.56	1.33	6	4.41	2.75	4	3.85	9.33	3	3.61	2.43	7	
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	8.21	2.00	1	7.21	NA		7.82	NA		7.66	NA		7.61	NA		7.32	4.00	1	6.18	5.25	4	6.77	14.50	2	
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	8.21	NA		7.21	NA		7.82	NA		7.66	NA		7.61	NA		7.32	NA		6.18	NA		6.77	NA		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	11.14	NA		11.25	8.00	1	9.59	8.50	2	7.46	NA		7.68	NA		9.22	NA		6.23	5.33	3	7.38	14.50	2	
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	11.14	NA		11.25	NA		9.59	NA		7.46	NA		7.68	NA		9.22	NA		6.23	NA		7.38	NA		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)																										
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	72.54	NA		75.09	NA		77.08	NA		76.93	30.43	23	78.37	19.44	108	74.75	20.93	86	77.18	18.92	37	75.11	72.00	50	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	81.77	NA		83.08	NA		85.90	NA		85.56	73.91	23	86.24	73.15	108	83.39	65.12	86	84.99	35.14	37	84.06	90.00	50	
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	86.84	NA		86.54	NA		89.64	NA		89.62	100.00	23	91.00	94.44	108	89.04	86.12	86	90.42	43.24	37	89.29	100.00	50	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	6.56	NA		6.59	NA		6.34	NA		20.27	NA		22.50	33.33	6	23.71	0.00	4	25.62	0.00	3	26.78	26.57	7	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	12.84	NA		12.72	NA		12.56	NA		26.95	NA		29.71	100.00	6	34.14	25.00	4	37.22	0.00	3	37.12	28.57	7	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	21.28	NA		20.72	NA		19.24	NA		32.74	NA		39.55	100.00	6	48.01	100.00	4	57.59	0.00	3	55.31	73.45	7	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	85.91	NA		87.58	NA		87.85	NA		89.44	100.00	23	90.73	95.61	114	90.37	89.89	90	94.67	47.50	40	94.03	100.00	57	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	94.63	NA		94.79	NA		95.46	NA		96.43	100.00	23	96.93	95.37	108	96.49	90.70	86	97.80	54.05	37	98.00	100.00	50	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	61.85	NA		76.86	NA		68.26	NA		66.47	NA		75.87	100.00	6	82.09	100.00	4	91.85	33.33	3	92.22	100.00	7	
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	94.55	NA		95.60	NA		95.58	NA		95.33	100.00	23	96.47	98.25	114	96.91	95.56	90	98.05	55.00	40	98.18	100.00	57	
PR-4 - Missed Appointments																										
PR-4-02	Average Delay Days - Total	3.67	4.00	1	4.15	3.50	2	3.83	7.75	8	4.03	2.43	7	2.44	14.50	2	2.61	134.75	4	2.84	8.43	7	2.65	3.63	8	
PR-4-03	% Missed Appt. - Customer	2.11	17.89		1.84	22.81		2.00	30.95		1.87	16.54		1.86	6.00		1.88	7.86		1.76	10.76		1.50	9.67		
PR-4-03	None: Analysis Only	19.63	NA		10.90	NA		10.87	NA		9.81	10.20	49	8.39	5.88	34	9.12	2.44	41	7.31	2.08	48	7.02	1.61	62	
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	19.63	NA		10.90	NA		10.87	NA		9.81	0.00	2	8.39	0.00	28	9.12	0.00	15	7.31	5.56	18	7.02	5.00	20	
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	19.63	0.00	14	10.90	0.00	22	10.87	5.88	34	9.81	2.50	40	8.39	0.00	17	9.12	5.56	54	7.31	5.80	69	7.02	6.59	91	
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	0.14	0.00	68	0.14	0.00	231	0.14	0.37	272	0.06	0.00	170	0.04	0.00	160	0.23	0.00	219	0.04	0.26	386	0.04	0.00	319	
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	0.14	NA		0.14	NA		0.14	NA		0.06	NA		0.04	NA		0.23	NA		0.04	NA		0.04	NA		
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	0.14	NA		0.14	NA		0.14	NA		0.06	0.00	69	0.04	0.00	818	0.23	0.00	691	0.04	0.00	323	0.04	0.00	273	
PR-9-01	% On Time Performance - Hot Cut		91.76	182		91.58	368		99.30	284		96.53	202		95.87	242		99.20	373		99.14	463		98.67	525	
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		UD			UD			UD			0.00	210		0.00	177		0.37	273		0.88	455		0.24	410	
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		UD			UD			UD			NA			NA			NA			NA			NA		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform		UD			UD			UD			0.00	71		0.00	846		0.00	706		0.29	341		0.00	293	
PR-5 - Facility Missed Orders																										
PR-5-01	% Missed Appointment - BA - Facilities	0.99	0.00	108	0.54	0.38	260	0.68	1.04	193	0.35	0.00	308	0.61	0.00	989	0.70	0.00	859	0.49	0.24	418	0.52	0.49	407	
PR-5-02	% Orders Held for Facilities > 15 Days	0.04	0.00	108	0.03	0.00	260	0.03	0.00	193	0.02	0.00	308	0.01	0.00	989	0.01	0.12	859	0.01	0.00	418	0.01	0.00	407	
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	108	0.00	0.00	260	0.00	0.00	193	0.00	0.00	308	0.00	0.00	989	0.00	0.12	859	0.00	0.00	418	0.00	0.00	407	
PR-6 - Installation Quality																										
PR-6-01	% Installation Troubles reported within 30 Days - Loop	4.26	9.55	817	3.72	3.17	1702	4.28	1.99	2008	3.81	3.75	1653	3.58	3.62	1325	3.56	3.78	1665	3.28	3.62	1932	3.29	10.37	1698	
PR-6-01	% Installation Troubles reported within 30 Days - Other	4.26	NA		3.72	NA		4.28	NA		3.81	41.35	133	3.58	4.47	1321	3.56	7.31	1149	3.28	8.47	673	3.29	1.14	612	
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.93	322		0.83	845		0.45	1328		0.53	1127		0.74	816		0.08	1192		0.53	1505		0.86	1166	
PR-6-02	% Installation Troubles reported within 7 Days - Loop	2.43	2.82	817	2.20	1.29	1702	2.29	1.10	2008	2.15	0.85	1653	2.08	1.43	1325	2.16	1.62	1665	2.01	1.81	1932				

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines July 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #	Complex Services	Standard	Jul-99			Aug-99			Sep-99			Oct-99			Nov-99			Dec-99			Jan-00			Feb-00		
			Actual Perf			Actual Perf			Actual Perf			Actual Perf			Actual Perf			Actual Perf			Actual Perf			Actual Perf		
			BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs
PR-1-01	PR-1 - Average Interval Offered	Parity with BA Retail	7.25	5.92	85	5.32	4.14	90	4.31	4.44	48	4.99	4.75	71	4.82	4.27	41	6.10	4.96	96	5.48	4.55	143	5.04	4.26	50
PR-1-02	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	8.49	5.10	215	11.68	6.30	250	12.59	6.08	759	11.08	6.27	953	8.84	6.27	642	8.54	6.72	994	8.11	6.87	903	7.53	7.22	1139
PR-2-01	PR-2 - Average Completed Interval	Parity with BA Retail	4.21	2.97	70	4.58	4.51	76	4.15	5.39	44	4.89	4.41	69	4.76	4.95	40	6.14	4.95	91	5.56	4.61	139	5.05	5.57	47
PR-2-02	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	7.79	5.84	179	11.21	7.40	213	12.18	6.51	714	11.11	7.13	883	9.12	7.95	582	8.70	8.57	888	8.34	8.30	820	7.58	7.91	1011
PR-4-02	PR-4 - Missed Appointments	Parity with BA Retail	9.06	9.50	10	12.02	8.25	24	10.65	5.71	99	10.91	4.17	116	4.85	15.83	60	5.05	22.33	109	5.06	13.74	72	5.63	9.02	85
PR-4-03	Average Delay Days - Total	None: Analysis Only	14.45	18.10		14.01	13.55		9.28	5.22		17.00	7.04		9.63	7.41		6.63	8.53		7.63	7.43		7.74	10.03	
PR-4-04	% Missed Appointment - Customer	Parity with BA Retail	9.54	2.88	313	5.76	6.91	333	4.20	11.45	847	5.00	11.14	1041	6.11	8.49	707	5.99	8.57	1272	5.16	6.36	1117	5.59	5.52	1523
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.00	0.56	151	0.40	0.59	169	0.61	2.20	91	0.09	0.00	110	0.23	0.00	62	1.24	0.00	135	0.36	0.50	202	0.83	1.22	82
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD			UD			UD			0.00	1151		0.00	769		0.00	1407		0.08	1319		0.37	1605
PR-6-01	PR-6 - Installation Quality	Parity with BA Retail	4.26	18.11	381	3.72	6.81	426	4.28	6.32	886	3.81	7.12	1082	3.58	10.94	731	3.56	8.73	1329	3.28	7.54	1141	3.29	6.20	1548
	% Installation Troubles Reported within 30 Days																									
	Special Services - Provisioning																									
PR-1-01	PR-1 - Average Interval Offered	Parity with BA Retail	4.81	NA		5.01	NA		4.76	NA		4.93	NA		5.06	NA		5.46	13.00	1	4.86	NA		4.72	NA	
PR-1-02	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	10.05	6.00	1	10.36	7.00	1	10.65	32.67	3	10.39	13.40	10	8.49	12.69	13	8.47	12.60	5	8.64	12.75	4	8.38	10.15	26
PR-1-06	Av. Interval Offered - DS0	Parity with BA Retail	10.49	NA		8.80	NA		8.05	NA		9.33	NA		8.60	NA		9.01	NA		9.47	NA		10.14	NA	
PR-1-07	Av. Interval Offered - DS1	Parity with BA Retail	11.53	6.00	1	12.00	7.00	1	12.68	5.50	2	10.38	13.40	10	8.43	12.69	13	8.19	12.67	6	7.48	12.75	4	6.99	10.15	26
PR-1-08	Av. Interval Offered - DS3	Parity with BA Retail	11.50	NA		16.46	NA		15.38	NA		5.67	NA		17.50	NA		7.00	NA		4.50	NA		9.00	NA	
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD			UD			UD			UD			UD			UD			UD			UD	
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD			UD			UD			UD			UD			UD			UD			UD	
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		14.13	40		15.29	14		13.35	26		17.33	33		15.73	126		15.91	78		17.00	46		15.77	71
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.99	NA		4.68	NA		4.71	NA		4.82	NA		4.62	NA		4.37	NA		4.64	NA		4.47	NA	
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	5.20	NA		4.88	NA		5.72	NA		5.50	NA		5.17	NA		5.00	NA		6.36	NA		6.00	NA	
PR-2-01	PR-2 - Average Completed Interval	Parity with BA Retail	4.51	NA		4.94	NA		4.57	NA		4.68	NA		4.84	NA		5.63	13.00	1	4.72	NA		4.57	NA	
PR-2-02	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	9.22	NA		14.37	NA		12.13	NA		10.85	NA		8.72	NA		8.97	NA		8.66	NA		8.65	NA	
PR-2-06	Av. Interval Completed - DS0	Parity with BA Retail	10.86	NA		10.28	NA		8.09	NA		8.86	NA		8.37	NA		8.83	NA		8.96	NA		10.51	NA	
PR-2-07	Av. Interval Completed - DS1	Parity with BA Retail	10.18	NA		12.60	9.00	1	13.31	5.00	1	10.33	9.00	1	8.15	26.00	3	8.04	16.00	6	7.28	12.75	4	6.90	11.23	13
PR-2-08	Av. Interval Completed - DS3	Parity with BA Retail	12.00	NA		25.33	NA		11.00	NA		5.00	NA		80.00	NA		7.00	NA		6.00	NA		9.00	NA	
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD			UD			UD			UD			UD			UD			UD			UD	
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD			UD			UD			UD			UD			UD			UD			UD	
PR-2-09	Av. Interval Completed - Total - IOF	IOF Legend		19.33	21		14.71	7		13.20	15		40.31	13		23.18	49		18.40	25		21.68	31		24.47	17
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.92	NA		4.64	NA		4.66	NA		4.87	NA		4.57	NA		4.38	NA		4.78	NA		4.43	NA	
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	5.23	NA		5.00	NA		5.72	NA		5.50	NA		5.17	NA		5.00	NA		6.36	NA		5.90	NA	
PR-4-01	PR-4 - Missed Appointments	Parity with BA Retail	2.52	0.00	1	2.46	100.00	1	1.60	0.00	14	1.50	0.00	14	1.46	9.52	21	1.62	12.50	8	1.24	0.00	5	1.33	0.00	28
PR-4-01	% Missed Appointment - BA - Total	Parity with BA Retail	2.52	UD		2.46	UD		1.60	UD		1.50	UD		1.46	UD		1.62	UD		1.24	UD		1.33	UD	
PR-4-01	% Missed Appointment - BA - Total - EEL	Parity with BA Retail	2.52	16.07	56	2.46	10.00	20	1.60	12.50	32	1.50	23.08	39	1.46	6.57	137	1.62	1.06	94	1.24	6.78	59	1.33	5.49	91
PR-4-02	Average Delay Days - Total	Parity with BA Retail	19.29	NA		40.16	2.00	1	16.17	NA		15.69	NA		4.27	1.00	2	7.52	11.00	1	4.82	NA		8.54	NA	
PR-4-02	Average Delay Days - Total - EEL	Parity with BA Retail	19.29	UD		40.16	UD		16.17	UD		15.69	UD		4.27	UD		7.52	UD		4.82	UD		8.54	UD	
PR-4-02	Average Delay Days - Total - IOF	Parity with BA Retail	19.29	21.00	9	40.16	29.50	2	16.17	25.25	4	15.69	38.89	9	4.27	27.89	9	7.52	26.00	1	4.82	33.00	4	8.54	37.20	5
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	15.16	100.00		12.78	0.00		8.98	71.43		9.92	71.43		8.46	57.14		6.40	12.50		6.54	0.00		6.91	50.00	
PR-4-03	% Missed Appointment - Customer - EEL	None: Analysis Only	15.16	UD		12.78	UD		8.98	UD		9.92	UD		8.46	UD		6.40	UD		6.54	UD		6.91	UD	
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD			UD			UD			0.00	14		0.00	21		0.00	8		0.00	5		0.00	28
PR-5-01	PR-5 - Facility Missed Orders	Parity with BA Retail	0.23	0.00	1	0.54	0.00	1	0.13	0.00	14	0.11	0.00	14	0.45	9.52	21	0.31	12.50	8	0.22	0.00	5	0.09	0.00	28
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	1	0.02	0.00	1	0.00	0.00	14	0.02	0.00	14	0.00	0.00	21	0.00	0.00	8	0.02	0.00	5	0.00	0.00	28
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	1	0.00	0.00	1	0.00	0.00	14	0.00	0.00	14	0.00	0.00	21	0.00	0.00	8	0.00	0.00	5	0.00	0.00	28
PR-6-01	PR-6 - Installation Quality	Parity w/BA RT for Found Troubles	1.04	0.00	1	0.78	0.00	1	0.80	0.00	5	0.86	0.00	14	0.77	0.00	21	0.70	0.00	7	0.67	0.00	5	0.71	0.00	28
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.06	0.00	1	0.00	0.00	1	0.03	0.00	5	0.07	0.00	14	0.05	0.00	21	0.03	0.00	7	0.03	0.00	5	0.01	0.00	28
PR-7-01	PR-7 - Jeopardy Reports	Jeopardy Legend		UD			UD			UD			UD			UD			UD			UD			UD	
	% Orders with Jeopardy Status - EEL			UD			UD			UD			UD			UD			UD			UD			UD	
	*Legend Notations defined on Legend sheet - last page																									

Carrier to Carrier
Performance Standards and Reports
July 1999 through February 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #		POTS - Maintenance																													
		Actual Perf			Volume			Actual Perf			Volume			Actual Perf			Volume			Actual Perf			Volume			Actual Perf			Volume		
		BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs			
MR-2 - Trouble Report Rate																															
MR-2-02	Network Trouble Report Rate – Loop	1.36	1.34	15083	1.16	1.26	16547	1.43	1.13	17856	1.08	1.36	19292	0.92	1.26	21344	0.95	1.47	23605	0.89	1.41	25888	0.99	1.76	28010						
MR-2-02	Network Trouble Report Rate – Loop - Platform	1.36	UD		1.16	UD		1.43	UD		1.08	UD		0.92	UD		0.95	UD		0.89	UD		0.99	UD		0.99	UD				
MR-2-03	Network Trouble Report Rate – Central Office	0.11	0.39	15083	0.10	0.27	16547	0.11	0.20	17856	0.09	0.16	19292	0.10	0.22	21344	0.12	0.31	23605	0.11	0.22	25888	0.10	0.22	28010						
MR-2-04	% Subsequent Reports	31.17	4.74		26.30	2.33		25.23	8.85		22.17	10.70		18.25	21.00		18.80	12.32		18.40	8.24		21.70	10.21		21.70	10.21				
MR-2-05	% CPE/TKO/FOK Trouble Report Rate	1.79	2.04	15083	1.60	1.54	16547	1.62	1.75	17856	1.06	2.00	19292	0.79	1.77	21344	0.84	2.48	23605	0.91	1.77	25888	0.84	2.01	28010						
MR-3 - Missed Repair Appointments																															
MR-3-01	% Missed Repair Appointment – Loop	16.88	59.90	202	14.78	66.83	208	14.15	74.13	201	11.22	69.85	262	9.04	42.91	268	10.29	26.59	346	10.17	21.31	366	12.00	28.05	492						
MR-3-01	% Missed Repair Appointment – Loop - Platform	16.88	UD		14.78	UD		14.15	UD		11.22	UD		9.04	UD		10.29	UD		10.17	UD		12.00	UD		12.00	UD				
MR-3-02	% Missed Repair Appointment – Central Office	10.39	11.86	59	7.98	31.82	44	8.26	41.67	36	7.83	33.33	30	10.32	31.25	48	6.78	20.27	74	6.06	15.79	57	8.36	12.90	62						
MR-3-03	% CPE/TKO/FOK - Missed Appointment - Loop	7.52	47.37	304	6.37	48.95	237	5.84	42.74	248	5.88	45.67	300	5.35	26.41	231	5.82	17.41	379	4.98	11.11	261	5.82	22.96	540						
MR-3-03	% CPE/TKO/FOK - Missed Appointment - Platform	7.52	UD		6.37	UD		5.84	UD		5.88	UD	1	5.35	UD	5	5.82	UD	5	4.98	UD	5	5.82	UD	9						
MR-4 - Trouble Duration Intervals																															
MR-4-01	Mean Time To Repair – Total	30.53	60.17	261	24.55	61.40	252	24.65	82.02	237	20.70	70.72	292	15.95	57.62	316	16.52	40.63	420	16.85	36.12	423	19.52	41.27	554						
MR-4-02	Mean Time To Repair – Loop Trouble	31.85	72.47	202	25.77	68.78	208	25.73	90.65	201	21.50	75.43	262	16.42	62.42	268	17.42	45.77	346	17.83	39.27	366	20.28	45.07	492						
MR-4-03	Mean Time To Repair – Loop Trouble - Platform	31.85	UD		25.77	UD		25.73	UD		21.50	UD		16.42	UD	2	17.42	UD	7	17.83	UD	8	20.28	UD	10						
MR-4-03	Mean Time To Repair – Central Office Trouble	13.53	18.08	59	11.02	26.55	44	10.58	33.80	36	11.22	29.47	30	11.48	30.78	48	9.22	16.68	74	9.12	15.92	57	11.52	11.15	62						
MR-4-04	% Cleared (all troubles) within 24 Hours	47.70	38.70	261	59.75	32.14	252	59.32	28.27	237	69.62	34.59	292	80.50	44.30	316	79.33	55.00	420	78.84	58.16	423	71.39	49.64	554						
MR-4-06	% Out of Service > 4 Hours	90.48	75.00	8	85.52	92.00	25	86.13	94.92	59	82.02	91.67	84	76.68	95.77	71	78.87	82.14	56	80.05	87.35	166	83.58	86.77	310						
MR-4-07	% Out of Service > 12 Hours	74.98	37.50	8	66.22	76.00	25	66.93	84.75	59	60.65	76.19	84	51.05	88.73	71	55.48	62.50	56	56.44	79.52	166	62.08	77.10	310						
MR-4-08	% Out of Service > 24 Hours	53.11	25.00	8	40.70	64.00	25	40.40	71.19	59	29.54	60.71	84	19.60	70.42	71	20.37	35.71	56	21.13	40.96	166	28.70	46.45	310						
MR-5 - Repeat Trouble Reports																															
MR-5-01	% Repeat Reports within 30 Days	25.39	20.69	261	26.52	25.00	252	24.47	16.88	237	24.13	18.84	292	18.67	23.73	316	18.45	14.05	420	18.64	19.62	423	18.88	16.61	554						
POTS Complex - Maintenance																															
MR-2 - Trouble Report Rate																															
MR-2-02	Network Trouble Report Rate - Loop	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD				
MR-2-03	Network Trouble Report Rate - Central Office	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD				
MR-2-05	% CPE/TKO/FOK Trouble Report Rate	UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD		UD	UD				
MR-3 - Missed Repair Appointments																															
MR-3-01	% Missed Repair Appointment – Loop	UD	62.04	137	UD	65.38	130	UD	72.73	121	UD	69.80	149	UD	37.82	156	UD	24.43	221	UD	24.20	219	UD	30.54	239						
MR-3-02	% Missed Repair Appointment – Central Office	UD	14.00	50	UD	18.18	33	UD	40.00	30	UD	40.00	25	UD	37.93	29	UD	20.75	53	UD	11.11	36	UD	16.67	30						
MR-4 - Trouble Duration Intervals																															
MR-4-01	Mean Time To Repair – Total	UD	65.48	187	UD	59.20	163	UD	96.60	151	UD	71.90	174	UD	70.80	185	UD	49.38	274	UD	41.50	255	UD	52.50	269						
MR-4-02	Mean Time To Repair – Loop Trouble	UD	81.88	137	UD	69.40	130	UD	111.38	121	UD	78.40	149	UD	75.95	156	UD	57.13	221	UD	45.08	219	UD	57.27	239						
MR-4-03	Mean Time To Repair – Central Office Trouble	UD	20.52	50	UD	19.00	33	UD	37.00	30	UD	33.17	25	UD	43.10	29	UD	17.05	53	UD	19.70	36	UD	14.42	30						
MR-4-08	% Out of Service > 24 Hours	UD	NA		UD	NA		UD	77.36	53	UD	64.94	77	UD	74.60	63	UD	43.59	39	UD	46.00	100	UD	54.55	121						
MR-5 - Repeat Trouble Reports																															
MR-5-01	% Repeat Reports within 30 Days	UD	22.46	187	UD	32.52	163	UD	16.56	151	UD	13.79	174	UD	20.54	185	UD	12.77	274	UD	19.22	255	UD	17.10	269						
Special Services - Maintenance																															
MR-2 - Trouble Report Rate																															
MR-2-01	Network Trouble Report Rate	0.35	0.00	186	0.33	0.00	585	0.37	0.00	988	0.29	0.00	1564	0.30	0.00	1896	0.30	0.00	1948	0.26	0.00	1935	0.27	0.00	1965						
MR-2-05	% CPE/TKO/FOK Trouble Report Rate	0.25	0.00	186	0.19	0.00	585	0.20	0.00	988	0.18	0.00	1564	0.17	0.00	1896	0.15	0.10	1948	0.15	0.00	1935	0.14	0.00	1965						
MR-4 - Trouble Duration Intervals																															
MR-4-01	Mean Time To Repair – Total	8.23	NA		7.38	NA		7.95	NA		6.97	NA		6.80	NA		6.65	NA		6.42	NA		6.87	NA							
MR-4-04	% Cleared (all troubles) within 24 Hours	93.62	NA		94.25	NA		93.48	NA		96.43	NA		96.57	NA		95.88	NA		96.89	NA		96.30	NA							
MR-4-06	% Out of Service > 4 Hours	59.41	NA		56.79	NA		55.73	NA		59.03	NA		56.77	NA		52.67	NA		53.11	NA		57.49	NA							
MR-4-08	% Out of Service > 24 Hours	6.32	NA		5.70	NA		6.56	NA		3.63	NA		3.86	NA		4.18	NA		3.11	NA		3.81	NA							
MR-5 - Repeat Trouble Reports																															
MR-5-01	% Repeat Reports within 30 Days	16.59	NA		16.36	NA		19.26	NA		18.49	NA		20.79	NA		18.94	NA		16.99	NA		17.61	NA							
Legend Notations defined on Legend sheet - last page																															

Carrier to Carrier
Performance Standards and Reports
July 1999 through February 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
TRUNKS

		Jul-99	Aug-99		Sep-99		Oct-99		Nov-99		Dec-99		Jan-00		Feb-00	
ORDERING																
Metric #	Standard	Actual Performance	Number of Observation	Actual Performance	Number of Observation	Actual Performance	Number of Observation	Actual Performance	Number of Observation	Actual Performance	Number of Observation	Actual Performance	Number of Observation	Actual Performance	Number of Observation	
OR-1 - Order Confirmation Timeliness																
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	12.67		6.80		4.67		4.00		2.14		3.25		0.80		
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	12.18		17.96		19.41		16.98		25.49		17.00		17.00		
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	0.00	3	100.00	5	100.00	3	90.91	11	100.00	7	100.00	4	100.00	7	
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)		33		28		51		65		60		43		18	
OR-1-13	% On Time Design Layout Record (DLR)	100.00	36	96.97	33	100.00	54	100.00	76	100.00	67	100.00	47	97.83	45	
OR-2 - Reject Timeliness																
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	13.33		2.00		17.20		1.80		2.00		6.00		4.57		
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	66.67	3	100.00	1	80.00	5	100.00	5	100.00	2	100.00	2	85.71	7	
PROVISIONING																
		Actual Perf	Volume	Actual Perf	Volume	Actual Perf	Volume	Actual Perf	Volume	Actual Perf	Volume	Actual Perf	Volume	Actual Performance	Actual Performance	
		BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	
PR-1-09	PR-1 - Average Interval Offered															
PR-1-09	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	30.75	29.00	2	22.29	17.00	3	31.92	NA	20.60	14.50	10	18.88	24.00	2	
PR-1-09	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	64.53	27.88	33	33.27	36.85	20	46.65	34.54	26	30.11	29.55	22	40.58	30.64	
PR-2-09	PR-2 - Average Interval Completed															
PR-2-09	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	35.14	32.00	2	19.50	15.33	3	47.14	NA	26.10	12.63	8	27.00	12.00	1	
PR-4-01	PR-4 - Missed Appointment															
PR-4-01	% Missed Appointment - Bell Atlantic - Total	0.00	0.00	8509	0.00	0.00	7907	0.00	0.00	10321	0.00	0.00	26205	0.00	0.00	
PR-4-02	Average Delay Days - Total	NA	NA	0.00	0.00	0.00	0.00	0.00	0.00	NA	NA	1.00	NA	2.50	NA	
PR-4-03	% Missed Appointment - Customer	35.64	20.10	UD	27.31	56.28	UD	63.96	38.70	41.99	23.88	30.97	39.81	45.01	34.56	
PR-4-07	% On Time Performance - LNP Only	UD	UD	UD	UD	UD	UD	UD	UD	98.38	3451	97.33	4052	99.42	4107	
PR-5-01	PR-5 - Facility Missed Orders															
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	0.00	0.00	1367	0.00	0.00	1463	0.00	0.00	2759	0.00	0.00	3756	0.00	0.00	
PR-5-02	% Orders Held for Facilities > 15 Days	0.00	0.00	1367	0.00	0.00	1463	0.00	0.00	2759	0.00	0.00	3756	0.00	0.00	
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	1367	0.00	0.00	1463	0.00	0.00	2759	0.00	0.00	3756	0.00	0.00	
PR-6-01	PR-6 - Installation Quality															
PR-6-01	% Installation Troubles reported within 30 Days	0.00	0.00	8509	0.12	0.00	7907	0.00	0.00	10321	0.00	0.01	26205	0.00	0.23	
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	0.00	0.00	10491	0.00	
MAINTENANCE																
MR-2 - Trouble Report Rate																
MR-2-01	Network Trouble Report Rate	0.00	0.00	137949	0.00	0.01	144678	0.00	0.01	150915	0.00	0.01	162523	0.00	0.02	
MR-4 - Trouble Duration Intervals																
MR-4-01	Mean Time To Repair - Total	1.23	2.38	4	1.98	1.58	9	1.77	3.30	9	2.10	3.75	13	2.38	1.97	
MR-4-04	% Cleared (all troubles) within 24 Hours	100.00	100.00	4	100.00	100.00	9	100.00	100.00	9	100.00	100.00	13	100.00	100.00	
MR-4-05	% Out of Service > 2 Hours	33.33	50.00	4	37.50	22.22	9	50.00	55.56	9	62.50	46.15	13	60.00	46.67	
MR-4-06	% Out of Service > 4 Hours	0.00	25.00	4	12.50	0.00	9	0.00	44.44	9	0.00	23.08	13	20.00	3.33	
MR-4-07	% Out of Service > 12 Hours	0.00	0.00	4	0.00	0.00	9	0.00	0.00	9	0.00	15.38	13	0.00	3.33	
MR-4-08	% Out of Service > 24 Hours	0.00	0.00	4	0.00	0.00	9	0.00	0.00	9	0.00	0.00	13	0.00	0.00	
MR-5 - Repeat Trouble Report Rates																
MR-5-01	% Repeat Reports within 30 Days	0.00	0.00	4	0.00	11.11	9	16.67	11.11	9	0.00	0.00	13	20.00	6.67	
NETWORK PERFORMANCE																
NP-1 - Percent Final Trunk Group Blockage																
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	0.59	1.25	160	0.30	2.48	161	0.84	3.05	164	0.00	1.65	182	0.56	0.53	
NP-1-02	% FTG Exceeding Blocking Std. - (No Exceptions)	0.59	4.38	160	0.30	6.83	161	0.84	6.10	164	0.00	3.85	182	0.56	1.05	
NP-1-03	Number FTG Exceeding Blocking Std. - 2 Months		1.00	160		NONE	161		2	164		NONE	182		NONE	
NP-1-04	Number FTG Exceeding Blocking Std. - 3 Months		1.00	160		1	161		1	164		1.00	182		NONE	
NP-2 - Collocation Performance																
NP-2-01	% On Time Response to Request for Physical Collocation		100.00	77		100.00	189		100.00	97		100.00	36		100.00	
NP-2-02	% On Time Response to Request for Virtual Collocation		100.00	1		NA			100.00	2		100.00	2		NA	
NP-2-03	Average Interval - Physical Collocation		71.19			13.14			80.76			71.96			74.71	
NP-2-04	Average Interval - Virtual Collocation		NA			NA			NA			NA			105	
NP-2-05	% On Time - Physical Collocation		100.00	59		100.00	55		93.67	79		98.39	124		100.00	
NP-2-06	% On Time - Virtual Collocation		NA			NA			NA			NA			100.00	
NP-2-07	Average Delay Days - Physical Collocation		NA			NA			12.40	5		17	2		NA	
NP-2-08	Average Delay Days - Virtual Collocation		NA			NA			NA			NA			NA	
Legend Notations defined on Legend sheet - last page																

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

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

PRE-ORDERING*			Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00												
Metric #	Standard		Actual Performance			Actual Performance			Actual Performance			Actual Performance								
			BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta	BA	CLEC	Delta						
PO-1 - Response Time OSS Ordering Interface																				
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.11	4.30	4.19	0.11	4.01	3.89	0.12	4.12	4.00	0.14	4.07	3.93	0.16	3.75	3.59	1.04	3.85	2.82
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	0.14	1.90	1.76	0.16	2.71	2.55	1.04	2.84	1.80
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.25	2.83	2.58	0.24	2.74	2.51	0.19	3.10	2.92	0.18	2.97	2.79	0.17	2.58	2.42	0.21	2.64	2.42
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	0.18	0.50	0.32	0.17	0.51	0.34	0.21	0.47	0.26
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	2.56	4.32	1.76	4.17	3.72	-0.45	4.67	3.29	-1.38	3.95	3.17	-0.79	4.04	3.33	-0.71	4.65	3.24	-1.41
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	3.95	1.64	-2.31	4.04	1.96	-2.08	4.65	1.53	-3.11
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.35	2.99	2.64	0.32	2.88	2.56	0.38	2.73	2.35	0.31	2.72	2.41	0.28	2.60	2.32	0.27	3.32	3.05
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	0.31	1.90	1.58	0.28	6.75	6.47	0.27	1.27	0.99
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	3.35	5.41	2.06	5.04	4.61	-0.43	5.63	4.46	-1.17	4.79	4.41	-0.37	4.87	4.51	-0.36	5.56	4.48	-1.08
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD	UD
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.12	2.07	0.06	1.93	1.87	0.07	2.35	2.29	0.06	2.43	2.37	0.06	2.10	2.04	0.06	2.44	2.36
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	0.06	0.78	0.72	0.06	1.04	0.98	0.06	6.05	5.99
PO-1-08	% Timeouts - EDI	not > 33%	UD	0.56		UD	0.11		UD	0.35		UD	0.09		UD	0.34		UD	0.28	
PO-1-08	% Timeouts - CORBA	not > 33%	UD			UD			UD			UD	0.34		UD	0.00		UD	0.12	
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.11	6.48	6.38	0.11	5.99	5.88	0.12	6.08	5.95	0.14	6.24	6.10	0.16	5.44	5.28	1.04	4.69	3.66
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD	UD	UD	UD	UD	UD	UD	UD	0.14	4.95	4.81	0.16	4.10	3.93	1.04	3.17	2.13
PO-2 - OSS Interface Availability																				
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days	99.53			99.10			98.86			99.72			99.20			99.64		
PO-2-01	OSS Interf. Avail. - Total - CORBA	24 hours x 7 days	99.85			99.44			99.49			99.48			99.60			99.60		
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days	99.88			99.65			98.43			99.30			98.76			97.93		
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days	99.88			99.65			98.43			99.30			98.76			97.93		
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	99.52			99.43			99.78			99.86			99.06			99.71		
PO-2-02	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	99.75			99.63			100.00			99.16			98.99			99.39		
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	99.84			99.54			98.55			99.47			99.05			97.45		
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	99.84			99.54			98.55			99.47			99.05			97.45		
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	99.56			98.57			97.12			99.49			99.43			99.52		
PO-2-03	OSS Interf. Avail. - Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	100.00			99.13			100.00			100.00			100.00			100.00		
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	99.94			99.84			98.19			99.02			98.27			98.81		
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	99.94			99.84			98.19			99.02			98.27			98.81		
PO-5 - Average Notification of Interface Outage																				
PO-5-01	Average Notice of Interface Outage	<20 minutes	15.19			14.18			21.62			13.00			14.15			16.75		
PO-6 - Software Validation																				
PO-6-01	Software Validation	<= 5%	UD			UD			UD			UD			UD			UD		
PO-7 - Software Problem Resolution Timeliness																				
PO-7-01	% Software Problem Res. Timeliness	>=95%	UD			UD			UD			UD			UD			UD		
PO-7-02	Delay Hrs. - SW Res. - Change - Xactions Failed, No Workaround	48 hours	UD			UD			UD			UD			UD			UD		
PO-7-03	Delay Hrs. - SW Res. - Change - Xactions Failed, With Workaround	10 days	UD			UD			UD			UD			UD			UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			UD			UD			UD			UD			UD		
PO-8 - Manual Loop Qualification																				
PO-8-01	Average Response Time - Manual Loop Qualification								UD			UD			UD			UD		
PO-8-02	Average Response Time - Engineering Record Request								UD			UD			UD			UD		
Change Notification*																				
PO-4 - Timeliness of Change Management Notice																				
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days	100.00			100.00			100			80			100			93		
PO-4-01	% Notices Sent on Time - Regulatory		NA			100.00			NA			NA			NA			NA		
PO-4-01	% Notices Sent on Time - Industry Standard		NA			NA			NA			NA			NA			NA		
PO-4-01	% Notices Sent on Time - BA Orig.		NA			100.00			NA			100			NA			100		
PO-4-01	% Notices Sent on Time - TC Orig.		NA			NA			NA			NA			NA			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before implementation	NA			NA			NA			4			NA			1		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			NA			NA			NA			NA			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	NA			NA			NA			NA			NA			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days	NA			NA			NA			NA			NA			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	NA			NA			NA			NA			NA			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before implementation	NA			NA			NA			NA			NA			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			NA			NA			NA			NA			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	NA			NA			NA			NA			NA			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days	NA			NA			NA			NA			NA			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days	NA			NA			NA			NA			NA			NA		

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Metric #	Change Confirmation*	Standard	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
			CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf	CLEC Perf
PO-4 - Timeliness of Change Management Notice								
PO-4-01	% Notices Sent on Time - Regulatory	>= 95% and no delayed notices and documentation over 8 days	NA	NA	NA	NA	100	NA
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	0.00	NA	NA	NA	NA
PO-4-01	% Notices Sent on Time - BA Orig.		100.00	NA	100	NA	100	NA
PO-4-01	% Notices Sent on Time - TC Orig.		NA	NA	NA	NA	NA	NA
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	NA	NA	NA	NA	NA
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA	NA	NA	NA	NA	NA
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		NA	NA	NA	NA	NA	NA
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA	NA	NA	NA	NA	NA
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA	NA	NA	NA	NA	NA
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA	NA	NA	NA	NA	NA
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA	NA	NA	NA	NA	NA
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA	NA	NA	NA	NA	NA
TROUBLE REPORTING (OSS)*								
MR-1 - Response Time OSS Maintenance Interface								
MR-1-01	Create Trouble	Parity plus < 4 Seconds	7.85 9.43 1.58	7.68 5.30 -2.38	8.67 5.14 -3.53	8.49 5.87 -2.62	8.24 6.54 -1.70	7.58 6.65 -0.93
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.23 6.22 2.99	3.62 1.84 -1.78	5.77 2.17 -3.60	4.76 2.78 -1.98	3.26 3.48 0.22	3.34 3.55 0.21
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	7.85 NA	7.68 6.00 -1.68	8.67 NA	8.49 NA	7.73 NA	7.58 NA
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	8.61 6.87 -1.74	8.56 6.78 -1.78	9.41 5.47 -3.94	9.34 7.27 -2.07	8.65 7.08 -1.57	8.94 7.62 -1.32
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.56 7.63 7.07	0.56 5.78 5.22	0.69 5.66 4.97	0.69 8.18 7.49	0.56 7.79 7.23	0.57 3.81 3.24
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	65.23 55.29 -9.94	66.82 46.39 -20.43	67.28 46.88 -20.40	67.50 46.07 -21.43	71.70 54.41 -17.29	70.39 52.15 -18.24
BILLING								
BI-1 - Timeliness of Daily Usage Feed								
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	85.26	95.39	93.01	95.89	97.58	96.99
BI-1-02	% DUF in 4 Business Days		97.01	98.50	98.67	98.97	99.70	99.61
BI-1-03	% DUF in 5 Business Days		99.66	98.61	98.74	99.02	99.73	99.69
BI-1-04	% DUF in 8 Business Days		99.76	98.78	98.86	99.15	99.78	99.74
BI-2-01	BI-2 - Timeliness of Carrier Bill Timeliness of Carrier Bill **	98% in 10 Business Days	62.50	30.65	100.00	98.33	99.23	100.00
BI-3 - Billing Accuracy								
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	6.61 7.61	1.82 1.51	3.69 12.38	0.69 0.21	0.42 7.36	1.26 0.74
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD UD	UD UD	UD UD	0.26 0.01	0.24 0.02	0.23 0.00
OPERATOR SERVICES & DATABASES**								
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	2.5 1.5	2.5 1.5	2.4 1.5	2.4 1.7	3.1 1.0
OD-1-02	Average Speed of Answer - Directory Assistance - NE OSC	Parity with BA Retail	2.5 0.8	2.6 0.7	2.9 1.6	2.9 1.7	2.8 2.1	3.2 3.3
Legend Notations defined on Legend sheet - last page								

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance

ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering

Metric #		Standard	Perf	Obs	Perf	Obs	Perf	Obs	Perf	Obs	Perf	Obs	
PO-3 - Contact Center Availability													
PO-3-01	Average Speed of Answering – Ordering (secs)	80% within 30 Seconds	35.36		28.43		6.11		6.60		8.32		
PO-3-02	% Answered within 30 Seconds – Ordering		77.26	9040	82.23	8462	96.41	8498	95.45	7935	94.30	8596	92.99
PO-3-03	Average Speed of Answering – Repair % (secs)		21.84		43.07		21.80		24.62		21.59		16.63
PO-3-04	% Answered within 30 Seconds – Repair %	80% within 30 Seconds	80.61	67814	63.68	79551	83.75	86053	81.27	79079	88.10	125158	
88.35 132417													
POTS & Pre-qualified Complex - Electronically Submitted													
OR-1 - Order Confirmation Timeliness													
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	95% within 2 Hours	0.03		0.04		0.05		0.04		0.04		
OR-1-02	% On Time LSRC – Flow Through		99.95	8760	99.78	4700	99.63	6541	99.87	6289	99.62	4813	99.30
OR-1-03	Average LSRC Time < 10 Lines		10.56		10.14		10.72		9.41		9.98		9.03
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	92.28	6051	96.15	4606	97.92	4683	98.84	5345	97.89	5326	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	12.85		0.58		9.98		24.94		21.91		
OR-1-06	% On Time LSRC >= 10 Lines		100.00	2	100.00	2	100.00	38	98.33	60	98.36	61	93.15
73													
OR-2 - Reject Timeliness													
OR-2-01	Average Local Service Request (LSR) Reject – Time (Flow Through)	95% within 2 Hours	0.01		0.00		0.01		0.00		0.00		
OR-2-02	% On Time LSR Reject – Flow Through		100.00	3765	99.97	3346	99.82	3924	99.96	3220	100.00	2780	100.00
OR-2-03	Average LSR Reject Time < 10 Lines		13.74		12.15		9.45		11.28		11.24		9.77
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	89.19	2619	94.96	2623	98.00	3501	98.22	2870	97.37	3123	
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	9.85		10.90		10.56		11.39		13.00		
OR-2-06	% On Time LSR Reject >= 10 Lines		100.00	19	100.00	21	100.00	8	100.00	7	100.00	8	100.00
11													
Complex Services - Electronically Submitted													
OR-1 - Order Confirmation Timeliness													
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	NA		NA		23.40		64.83		43.20		
OR-1-04	% On Time LSRC < 10 Lines		NA		NA		90.90	11	81.81	22	93.33	15	97.43
OR-1-05	Average LSRC Time >= 10 Lines		NA		NA		NA		NA		NA		3.22
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA		NA		NA		NA		NA		
100.00 2													
OR-2 - Reject Timeliness - Requiring Loop Qualification													
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	NA		NA		11.23		17.23		14.57		
OR-2-04	% On Time LSR Reject < 10 Lines		NA		NA		100.00	19	100.00	47	100.00	22	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines		NA		NA		NA		NA		NA		0.00
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA		NA		NA		NA		NA		
0.00													
POTS / Special Services - Aggregate													
OR-3 - Percent Rejects													
OR-3-01	% Rejects	No Standard	35.77	17944	54.04	11109	53.32	14128	44.31	14305	48.35	12505	
99.34 15303													
OR-4 - Timeliness of Completion Notification													
OR-4-01	Completion Notice – Average Response Time	95% by next bus. day at noon	0.02		0.18		0.07		1.74		0.17		
OR-4-02	Completion Notice – % On Time		99.92	12351	99.65	7635	99.90	8811	98.63	10906	93.29	8243	92.43
OR-4-03	% Orders Excluded from % On Time Measurement		UD		UD		UD		UD		UD		10598
OR-4-04	Work Completion Notice – Average Response Time	95% by next bus. day at noon	0.00		0.00		0.00		0.93		0.00		
OR-4-05	Work Completion Notice – % On Time		100.00	12566	100.00	7888	100.00	9036	99.87	9399	100.00	7563	99.99
10517													
OR-5 - Percent Flow-Through													
OR-5-01	% Flow Through - Total	No Standard Developed	57.60	15211	49.25	9542	56.14	11652	51.19	12286	44.60	10805	
OR-5-02	% Flow Through - Simple	No Standard Developed	59.14	14810	50.51	9305	58.08	11262	53.77	11694	47.18	10200	
OR-5-03	% Flow Through Achieved	95%	UD		UD		UD		UD		UD		
97.43 12549													
OR-6 - Order Accuracy													
OR-6-01	% Accuracy – Orders	95% Orders without Errors	53.09	405	58.44	397	78.14	430	81.67	311	77.93	358	
OR-6-02	% Accuracy – Opportunities	95% Orders without Errors	89.12	7299	86.88	8981	98.14	7402	97.98	4905	97.97	6699	
OR-6-03	% Accuracy – LSRC	95% Orders without Errors	84.87	119	94.40	268	71.80	383	90.75	400	95.44	460	
95.98 448													
Special Services - Electronically Submitted													
OR-1 - Order Confirmation Timeliness													
OR-1-03	Average LSRC Time < 10 Lines	95% within 48 Hours	12.62		10.92		13.28		22.77		18.20		
OR-1-03	Average ASRC Time < 10 Lines DS0		UD		UD		UD		UD		UD		UD
OR-1-03	Average ASRC Time < 10 Lines DS1		UD		UD		UD		UD		UD		UD
OR-1-03	Average ASRC Time < 10 Lines DS3	95% within 48 Hours	UD		UD		UD		UD		UD		
OR-1-04	% On Time LSRC < 10 Lines		99.23	393	99.14	233	98.63	367	95.14	556	97.71	569	99.03
OR-1-04	% On Time ASRC < 10 Lines DS0		UD		UD		UD		UD		UD		UD
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD		UD		UD		UD		UD		
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD		UD		UD		UD		UD		
OR-1-05	Average LSRC Time >= 10 Lines	95% within 48 Hours	11.31		20.98		12.36		10.62		42.76		
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD		UD		UD		UD		UD		UD
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD		UD		UD		UD		UD		UD
OR-1-05	Average ASRC Time >= 10 Lines DS3	95% within 72 Hours	UD		UD		UD		UD		UD		
OR-1-06	% On Time LSRC >= 10 Lines		100.00	2	100.00	1	100.00	11	100.00	13	92.85	14	100.00
OR-1-06	% On Time ASRC >= 10 Lines DS0		UD		UD		UD		UD		UD		UD
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD		UD		UD		UD		UD		
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD		UD		UD		UD		UD		
OR-2 - Reject Timeliness													
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 48 Hours	13.09		13.46		10.38		13.57		11.88		
OR-2-04	% On Time LSR Reject < 10 Lines		100.00	17	100.00	13	98.78	82	100.00	118	100.00	93	98.95
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00		0.00		0.00		0.00		0.00		0.00
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA		NA		NA		NA		NA		
Legend Notations defined on Legend sheet - last page													

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total			Jan-00			Feb-00			Mar-00			Apr-00			May-00			Jun-00		
Metric #	Standard		Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume	Actual Perf		Volume
			BA	CLEC Aggregate		BA	CLEC Aggregate		BA	CLEC Aggregate		BA	CLEC Aggregate		BA	CLEC Aggregate		BA	CLEC Aggregate	
PR-1 - Average Interval Offered																				
PR-1-04	Parity with BA Retail	Average Interval Offered - Dispatch (6-9 Lines)	6.40	6.04	24	7.44	8.15	26	6.85	7.07	41	7.18	6.68	34	7.12	7.03	36	7.33	7.38	56
PR-1-05	Parity with BA Retail	Average Interval Offered - Dispatch (>= 10 Lines)	6.65	5.53	19	7.78	8.37	38	7.07	7.28	29	8.80	7.42	31	9.61	9.76	21	8.78	6.16	45
PR-2 - Average Completed Interval																				
PR-2-04	Parity with BA Retail	Average Interval Completed - Dispatch (6-9 Lines)	6.18	6.44	16	6.77	7.95	19	6.92	6.10	29	7.38	7.41	27	7.40	6.80	30	7.12	7.09	46
PR-2-05	Parity with BA Retail	Average Interval Completed - Dispatch (>= 10 Lines)	6.23	5.67	15	7.38	7.68	31	7.60	7.96	27	8.74	6.92	26	9.46	10.59	17	8.22	6.19	42
PR-3 - Completed within Specified Days																				
PR-3-01	Parity with BA Retail	% Completed in 1 Day (1-5 Lines - No Dispatch)	77.18	81.56	4128	75.11	55.83	1834	72.95	54.06	2403	77.67	66.27	3190	80.59	57.36	2024	80.69	46.26	1913
PR-3-02	Parity with BA Retail	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.99	87.28	4128	84.06	67.83	1834	82.08	69.04	2403	85.26	77.37	3190	89.28	71.49	2024	89.42	59.75	1913
PR-3-03	Parity with BA Retail	% Completed in 3 Days (1-5 Lines - No Dispatch)	90.42	91.30	4128	89.29	78.41	1834	86.00	76.65	2403	88.85	83.67	3190	91.69	81.08	2024	91.70	71.09	1913
PR-3-04	Parity with BA Retail	% Completed in 1 Day (1-5 Lines - Dispatch)	25.62	15.33	522	26.78	8.13	504	24.86	11.13	566	24.12	13.04	599	26.09	7.61	657	20.22	6.50	677
PR-3-05	Parity with BA Retail	% Completed in 2 Days (1-5 Lines - Dispatch)	37.22	24.52	522	37.12	20.24	504	31.66	22.08	566	30.68	21.91	598	32.47	18.57	657	26.24	19.94	677
PR-3-06	Parity with BA Retail	% Completed in 3 Days (1-5 Lines - Dispatch)	57.59	45.40	522	55.31	48.21	504	40.12	49.47	566	40.99	45.65	598	41.56	43.99	657	34.19	44.90	677
PR-3-07	Parity with BA Retail	% Completed in 4 Days (1-5 Lines - Total)	94.67	94.75	4650	94.03	88.79	2338	88.43	84.44	2969	88.75	87.70	3788	88.91	84.97	2681	87.50	78.26	2590
PR-3-08	Parity with BA Retail	% Completed in 5 Days (1-5 Lines - No Dispatch)	97.80	99.06	4128	98.00	95.37	1834	96.89	93.09	2403	96.20	93.69	3190	96.37	95.65	2024	96.97	86.72	1913
PR-3-09	Parity with BA Retail	% Completed in 5 Days (1-5 Lines - Dispatch)	91.85	90.80	522	92.22	91.27	504	85.07	91.87	566	77.61	87.96	598	78.80	90.41	657	74.71	88.63	677
PR-3-10	Parity with BA Retail	% Completed in 6 Days (1-5 Lines - Total)	98.05	98.86	4650	98.18	96.19	2338	97.52	94.44	2969	95.93	94.77	3788	95.64	96.05	2681	94.84	89.03	2590
PR-4 - Missed Appointments																				
PR-4-02	Parity with BA Retail	Average Delay Days - Total	2.84	1.49	45	2.65	2.89	47	2.74	1.98	49	2.81	2.00	60	2.70	2.30	43	2.91	2.45	66
PR-4-03	None: Analysis Only	% Missed Appointment - Customer	1.76	0.93		1.50	1.67		1.39	1.45		1.49	1.44		1.55	2.13		1.60	1.75	
PR-4-04	Parity with BA Retail	% Missed Appointment - Bell Atlantic - Dispatch	7.31	4.60	979	7.02	4.57	919	6.71	4.19	1050	7.07	4.37	1030	6.19	3.17	1074	7.35	5.15	1261
PR-4-05	Parity with BA Retail	% Missed Appointment - Bell Atlantic - No Dispatch	0.04	0.00	10462	0.04	0.09	5860	0.13	0.07	7690	0.19	0.18	8249	0.17	0.15	6013	0.04	0.01	7631
PR-4-06	None: Analysis Only	% Missed Appt. - Customer - Late Order Conf.	0.03	0.03	11441		0.04	6779		0.02	8740		0.01	9279		0.01	7087		0.00	8892
PR-5 - Facility Missed Orders																				
PR-5-01	Parity with BA Retail	% Missed Appointment - Bell Atlantic - Facilities	0.49	0.21	11441	0.52	0.32	6779	0.53	0.33	8740	0.60	0.31	9279	0.59	0.37	7087	0.66	0.47	8892
PR-5-02	Parity with BA Retail	% Orders Held for Facilities > 15 Days	0.01	0.00	11441	0.01	0.00	6779	0.01	0.00	8740	0.01	0.01	9279	0.01	0.00	7087	0.01	0.00	8892
PR-5-03	Parity with BA Retail	% Orders Held for Facilities > 60 Days	0.00	0.00	11441	0.00	0.00	6779	0.00	0.00	8740	0.00	0.00	9279	0.00	0.00	7087	0.00	0.00	8892
PR-6 - Installation Quality																				
PR-6-01	Parity with BA Retail	% Installation Troubles reported within 30 Days	3.28	1.48	17598	3.29	2.14	14955	2.93	1.81	18029	3.36	1.89	18067	3.53	2.28	14353	3.68	2.17	18916
PR-6-02	Parity with BA Retail	% Installation Troubles reported within 7 Days	2.01	0.77	17598	1.88	1.11	14955	1.70	0.92	18029	1.92	0.98	18067	2.12	1.15	14353	2.17	1.07	18916
PR-6-03	None: Analysis Only	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.72	1.19	17598	2.71	1.20	14955	2.51	1.20	18029	2.61	1.26	18067	2.63	1.91	14353	2.84	1.45	18916
POTS - Business																				
PR-1 - Average Interval Offered																				
PR-1-01	Parity with BA Retail	Average Interval Offered - Total No Dispatch	1.41	2.11	1518	1.48	2.23	1636	1.44	2.52	1913	1.44	3.45	2125	1.40	2.68	1850	1.42	3.20	2431
PR-1-03	Parity with BA Retail	Average Interval Offered - Dispatch (1-5 Lines)	3.56	3.99	394	3.33	3.71	412	4.19	3.67	447	4.69	3.86	466	4.48	3.91	496	5.03	3.92	553
PR-2 - Average Completed Interval																				
PR-2-01	Parity with BA Retail	Average Interval Completed - Total No Dispatch	1.28	2.06	1461	1.38	2.20	1591	1.36	2.46	1844	1.23	3.07	1861	1.20	2.35	1609	1.17	2.58	2088
PR-2-03	Parity with BA Retail	Average Interval Completed - Dispatch (1-5 Lines)	3.85	4.20	353	3.61	3.93	361	4.60	3.63	400	4.77	4.04	427	4.64	4.01	453	5.50	4.10	482
POTS - Residence																				
PR-1 - Average Interval Offered																				
PR-1-01	Parity with BA Retail	Average Interval Offered - Total No Dispatch	0.81	0.74	3681	0.76	1.65	1278	0.92	1.60	1448	1.01	0.89	2373	0.98	1.62	1405	0.96	2.42	1421
PR-1-03	Parity with BA Retail	Average Interval Offered - Dispatch (1-5 Lines)	2.91	2.77	186	2.86	3.54	164	3.64	3.57	190	4.03	3.30	187	4.20	3.84	221	4.65	4.15	242
PR-2 - Average Completed Interval																				
PR-2-01	Parity with BA Retail	Average Interval Completed - Total No Dispatch	0.76	0.73	3666	0.73	1.58	1263	0.89	1.47	1425	0.91	0.77	2286	0.86	1.42	1315	0.84	2.01	1303
PR-2-03	Parity with BA Retail	Average Interval Completed - Dispatch (1-5 Lines)	3.05	2.88	169	3.07	3.58	143	3.77	3.46	166	4.16	3.26	171	4.30	3.88	204	4.85	4.15	195
POTS & Complex Aggregate																				
PR-1 - Average Interval Offered																				
PR-1-10	Parity with BA Retail	Average Interval Offered - Disconnects - No Dispatch	3.47	1.88	916	3.72	2.53	1187	4.10	3.65	1139	4.73	4.90	1757	4.29	3.83	1722	4.34	5.82	2388
PR-1-11	Parity with BA Retail	Average Interval Offered - Disconnects - Dispatch	1.60	NA		1.36	NA		2.06	NA		5.46	7.00	3	3.75	1.50	2	4.28	0.00	1
PR-2 - Average Completed Interval																				
PR-2-10	Parity with BA Retail	Average Interval Completed - Disconnects - No Dispatch	3.34	1.84	915	3.62	2.57	1183	3.75	3.39	1060	4.30	4.11	1459	3.85	2.68	1413	4.00	3.96	1798
PR-2-11	Parity with BA Retail	Average Interval Completed - Disconnects - Dispatch	1.60	NA		1.36	NA		2.12	NA		5.24	7.00	3	3.68	1.50	2	3.71	0.00	1
Complex Services																				
PR-1 - Average Interval Offered																				
PR-1-01	Parity with BA Retail	Average Interval Offered - Total No Dispatch	5.48	2.54	39	5.04	3.63	104												
PR-1-02	Parity with BA Retail	Average Interval Offered - Total Dispatch	8.11	10.00	17	7.53	13.93	30												
PR-2 - Average Completed Interval																				
PR-2-01	Parity with BA Retail	Average Interval Completed - Total No Dispatch	5.56	2.61	38	5.05	3.58	104												
PR-2-02	Parity with BA Retail	Average Interval Completed - Total Dispatch	8.34	9.40	15	7.58	11.57	28												
PR-4 - Missed Appointments																				

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2-Wire Digital Services			Jan-00			Feb-00			Mar-00			Apr-00			May-00			Jun-00				
			Actual Perf	CLEC Aggregate	Volume	Actual Perf	CLEC Aggregate	Volume	Actual Perf	CLEC Aggregate	Volume	Actual Perf	CLEC Aggregate	Volume	Actual Perf	CLEC Aggregate	Volume	Actual Perf	CLEC Aggregate	Volume		
			BA		All CLECs	BA		All CLECs	BA		All CLECs	BA		All CLECs	BA		All CLECs	BA		All CLECs		
PR-1-01	PR-1 - Average Interval Offered																					
PR-1-02	Average Interval Offered - Total No Dispatch		3.35	3.93	58	4.04	4.38	48	3.99	3.45	49	3.76	3.54	136	3.76	3.54	136	3.76	3.54	136		
	Average Interval Offered - Total Dispatch		9.58	14.00	20	8.70	8.11	18	9.79	9.85	13	10.68	9.71	17	10.68	9.71	17	10.68	9.71	17		
PR-2-01	PR-2 - Average Completed Interval																					
PR-2-02	Average Interval Completed - Total No Dispatch		3.18	3.86	56	3.03	3.74	39	3.27	3.05	42	3.03	3.24	117	3.03	3.24	117	3.03	3.24	117		
	Average Interval Completed - Total Dispatch		9.56	11.69	16	8.08	8.28	18	10.58	9.36	11	10.58	10.88	17	10.58	10.88	17	10.58	10.88	17		
PR-4-02	PR-4 - Missed Appointments																					
PR-4-03	Average Delay Days - Total		4.72	3.00	2	3.29	NA		7.36	NA		4.86	8.75	4	4.86	8.75	4	4.86	8.75	4		
PR-4-04	% Missed Appointment - Customer		10.00	5.00		10.86	0.00		10.28	5.41		10.32	0.61		10.32	0.61		10.32	0.61			
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch		5.48	10.53	19	6.66	0.00	18	8.10	0.00	24	6.96	14.29	28	6.96	14.29	28	6.96	14.29	28		
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch		0.15	0.00	61	0.69	0.00	46	0.86	0.00	50	0.73	0.00	135	0.73	0.00	135	0.73	0.00	135		
PR-4-06	% Missed Appt. - Customer - Late Order Conf.			0.00	80		0.00	64		0.00	74		0.00	163		0.00	163		0.00	163		
PR-5-01	PR-5 - Facility Missed Orders																					
PR-5-02	% Missed Appointment - Bell Atlantic - Facilities		1.27	1.25	80	0.88	0.00	64	2.34	0.00	74	1.53	1.23	163	1.53	1.23	163	1.53	1.23	163		
PR-5-03	% Orders Held for Facilities > 15 Days		0.13	0.00	80	0.10	0.00	64	0.36	0.00	74	0.17	0.00	163	0.17	0.00	163	0.17	0.00	163		
PR-5-03	% Orders Held for Facilities > 60 Days		0.00	0.00	80	0.00	0.00	64	0.00	0.00	74	0.00	0.00	163	0.00	0.00	163	0.00	0.00	163		
PR-6-01	PR-6 - Installation Quality																					
PR-6-03	% Install. Troubles Reported within 30 Days		UD	UD		3.36	UD		1.05	0.41	241	1.51	1.30	231	1.51	1.30	231	1.51	1.30	231		
	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		UD	UD		2.61	UD		2.66	1.66	241	2.72	2.16	231	2.72	2.16	231	2.72	2.16	231		
2-Wire xDSL Services																						
Metric #																						
PR-1-01	PR-1 - Average Interval Offered																					
PR-1-02	Average Interval Offered - Total No Dispatch		NA	NA		9.17	0.92	13	6.96	1.82	11	5.54	3.36	25	5.54	3.36	25	5.54	3.36	25		
	Average Interval Offered - Total Dispatch		NA	NA		12.19	10.33	3	8.90	4.00	1	6.66	6.00	1	6.66	6.00	1	6.66	6.00	1		
PR-2-01	PR-2 - Average Completed Interval																					
PR-2-02	Average Interval Completed - Total No Dispatch		NA	NA		8.76	0.92	13	6.77	1.82	11	5.54	2.22	18	5.54	2.22	18	5.54	2.22	18		
	Average Interval Completed - Total Dispatch		NA	NA		12.14	10.33	3	8.96	4.00	1	6.69	6.00	1	6.69	6.00	1	6.69	6.00	1		
PR-4-02	PR-4 - Missed Appointments																					
PR-4-03	Average Delay Days - Total		NA	NA		2.21	NA		2.85	NA		2.65	NA		2.65	NA		2.65	NA			
PR-4-04	% Missed Appointment - Customer		NA	NA		2.97	0.00		2.76	0.00		3.08	0.00		3.08	0.00		3.08	0.00			
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch		NA	NA		2.57	0.00	3	1.94	0.00	1	2.16	0.00	1	2.16	0.00	1	2.16	0.00	1		
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch		NA	NA		0.55	0.00	13	0.23	0.00	13	0.35	0.00	19	0.35	0.00	19	0.35	0.00	19		
PR-4-06	% Missed Appt. - Customer - Late Order Conf.		NA	NA		0.00	0.00	16	0.00	0.00	14	0.00	0.00	20	0.00	0.00	20	0.00	0.00	20		
PR-5-01	PR-5 - Facility Missed Orders																					
PR-5-02	% Missed Appointment - Bell Atlantic - Facilities		NA	NA		0.07	0.00	16	0.12	0.00	14	0.05	0.00	20	0.05	0.00	20	0.05	0.00	20		
PR-5-03	% Orders Held for Facilities > 15 Days		NA	NA		0.00	0.00	16	0.03	0.00	14	0.00	0.00	20	0.00	0.00	20	0.00	0.00	20		
PR-5-03	% Orders Held for Facilities > 60 Days		NA	NA		0.00	0.00	16	0.00	0.00	14	0.00	0.00	20	0.00	0.00	20	0.00	0.00	20		
PR-6-01	PR-6 - Installation Quality																					
PR-6-03	% Installation Troubles Reported within 30 Days		UD	UD		3.60	UD		3.30	0.00	42	2.34	6.25	32	2.34	6.25	32	2.34	6.25	32		
	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		UD	UD		2.61	UD		2.73	0.00	42	2.02	0.00	32	2.02	0.00	32	2.02	0.00	32		
Special Services - Provisioning																						
Metric #																						
PR-1-01	PR-1 - Average Interval Offered																					
PR-1-02	Average Interval Offered - Total No Dispatch		4.86	4.17	241	4.72	4.52	284	4.98	5.16	296	7.19	4.98	301	6.39	4.72	257	5.38	4.35	385		
PR-1-02	Average Interval Offered - Total Dispatch		8.64	9.58	52	8.38	8.48	75	8.57	9.64	61	11.37	8.71	59	9.84	9.95	58	9.20	8.94	84		
PR-1-06	Average Interval Offered - DS0		9.47	7.09	11	10.14	7.21	14	9.51	6.86	35	10.69	7.92	24	12.21	6.70	30	6.95	4.71	194		
PR-1-07	Average Interval Offered - DS1		7.48	8.98	62	6.99	10.02	66	6.54	10.00	67	10.18	8.96	75	7.91	8.89	56	13.15	9.42	78		
PR-1-08	Average Interval Offered - DS3		4.50	NA		9.00	NA		NA	NA		11.50	NA		14.00	NA		15.00	NA			
PR-1-10	Average Interval Offered - Disconnects - No Dispatch		4.64	5.32	38	4.47	5.26	43	4.51	5.54	41	4.85	5.32	41	4.87	6.53	54	4.69	6.58	43		
PR-1-11	Average Interval Offered - Disconnects - Dispatch		6.35	5.00	1	6.00	NA		3.85	15.00	1	9.57	NA		7.50	NA		3.00	5.00	3		
PR-2-01	PR-2 - Average Completed Interval																					
PR-2-02	Average Interval Completed - Total No Dispatch		4.72	4.00	235	4.57	4.27	266	4.93	5.00	276	6.69	4.54	264	5.77	4.26	227	4.96	3.93	332		
PR-2-02	Average Interval Completed - Total Dispatch		8.66	9.83	46	8.65	8.53	57	8.48	10.26	47	11.15	10.09	53	9.63	9.70	54	8.99	8.12	69		
PR-2-06	Average Interval Completed - DS0		8.96	6.00	10	10.51	7.21	14	9.50	6.73	30	10.46	12.00	22	11.75	5.93	28	6.06	4.54	173		
PR-2-07	Average Interval Completed - DS1		7.28	8.60	58	6.90	9.77	56	6.54	10.10	59	9.63	7.84	61	7.55	8.40	50	11.81	8.38	56		
PR-2-08	Average Interval Completed - DS3		6.00	NA		9.00	NA		NA	NA		NA	NA		14.00	NA		NA	NA			
PR-2-10	Average Interval Completed - Disconnects - No Dispatch		4.78	5.68	38	4.43	5.26	42	4.29	5.37	38	4.61	5.31	36	4.39	6.62	42	4.39	6.15	33		
PR-2-11	Average Interval Completed - Disconnects - Dispatch		6.35	5.00	1	5.90	NA		3.86	NA		9.57	NA		7.50	NA		3.00	5.00	2		
PR-4-01	PR-4 - Missed Appointments																					
PR-4-02	% Missed Appointment - Bell Atlantic - Total		1.24	0.64	313	1.33	0.25	396	1.76	1.01	395	1.12	1.80	389	0.86	0.31	326	0.85	1.71	469		
PR-4-03	Average Delay Days - Total		4.92	7.50	2	9.54	11.00	1	3.57	10.75	4	4.65	2.86	7	3.77	20.00	1	3.71	1.88	8		
PR-4-03	% Missed Appointment - Customer		6.54	2.88		6.91	6.31		6.04	6.08		8.35	2.57									

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance			Jan-00		Feb-00		Mar-00		Apr-00		May-00		Jun-00							
Metric #		Standard	Actual Perf	Volume	Actual Perf	Volume	Actual Performance	CLEC Aggregate	All CLECs	Actual Performance	CLEC Aggregate	All CLECs	Actual Performance	CLEC Aggregate	All CLECs					
			BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs			
MR-2 - Trouble Report Rate																				
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	0.89	0.42	236565	0.99	0.49	244986	1.11	0.52	253378	1.13	0.48	264121	1.25	0.54	271305	1.39	0.60	277897
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.11	0.11	236565	0.10	0.10	244986	0.11	0.10	253378	0.09	0.08	264121	0.09	0.08	271305	0.10	0.09	277897
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	18.40	5.35		21.70	6.54		18.94	4.30		19.96	5.78		19.21	4.09		21.78	6.01	
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	0.42	236565	0.84	0.39	244986	0.90	0.42	253378	0.81	0.40	264121	0.91	0.48	271305	1.06	0.50	277897
MR-3 - Missed Repair Appointments																				
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	10.17	9.71	999	12.00	13.55	1196	9.97	11.09	1326	8.91	9.02	1264	11.27	12.25	1453	11.41	12.30	1667
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.06	8.17	257	8.36	7.66	248	6.54	7.84	255	7.30	7.39	203	8.14	12.38	210	7.78	8.95	257
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	4.98	6.47	989	5.82	8.16	956	5.12	8.19	1074	5.36	6.49	1060	6.13	6.41	1294	6.05	8.31	1384
MR-3-04	% Missed Repair Appoint - No Double Dispatch											4.81	3.80	62	6.77	7.69	92	6.67	5.25	95
MR-3-05	% Missed Repair appointment - Double Dispatch											3.49	4.91	50	3.91	6.33	78	3.67	5.70	92
MR-4 - Trouble Duration Intervals																				
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	16.85	13.70	1256	19.52	16.42	1444	17.65	14.80	1581	19.15	13.87	1467	18.23	14.10	1663	20.27	15.05	1924
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	17.83	14.90	999	20.28	17.97	1196	18.48	15.28	1326	20.00	14.75	1264	18.88	14.65	1453	20.98	15.97	1667
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	9.12	8.98	257	11.52	9.02	248	9.13	12.30	255	8.90	8.42	203	9.53	10.23	210	10.37	9.10	257
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	78.84	84.79	1256	71.39	81.30	1444	76.43	84.00	1581	72.40	86.71	1467	75.11	86.95	1663	69.29	82.43	1924
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	80.05	72.51	982	83.58	76.99	1078	80.42	74.32	1254	82.94	74.98	1159	82.17	76.26	1386	85.58	78.91	1560
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	56.44	46.23	982	62.08	51.30	1078	57.10	48.48	1254	59.91	45.47	1159	57.86	47.26	1386	62.07	50.51	1560
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	21.13	16.60	982	28.70	19.11	1078	23.18	16.35	1254	26.95	13.98	1159	24.17	12.77	1386	30.45	17.63	1560
MR-5 - Repeat Trouble Reports																				
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.64	16.24	1256	18.88	17.66	1444	19.50	16.07	1581	18.41	15.88	1467	19.08	17.56	1663	18.70	16.16	1924
Special Services - Maintenance																				
MR-2 - Trouble Report Rate																				
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.26	0.45	12728	0.27	0.56	17074	0.36	0.33	17519	0.24	0.26	18238	0.31	0.50	18909	0.32	0.34	19875
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.15	0.42	12728	0.14	0.18	17074	0.16	0.27	17519	0.12	0.21	18238	0.16	0.25	18909	0.16	0.30	19875
MR-4 - Trouble Duration Intervals																				
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	6.42	6.52	57	6.87	5.63	95	6.48	6.85	58	7.25	6.25	47	6.57	8.75	94	7.77	10.68	67
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.89	96.49	57	96.30	96.84	95	96.64	96.55	58	95.94	97.87	47	96.34	92.55	94	95.18	95.52	67
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	53.11	43.86	57	57.49	46.24	93	51.85	60.71	56	60.39	54.76	42	52.95	53.93	89	60.11	69.49	59
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.11	3.51	57	3.81	3.23	93	3.39	3.57	56	4.01	2.38	42	3.65	7.87	89	4.69	3.39	59
MR-5 - Repeat Trouble Reports																				
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	16.99	17.54	57	17.61	11.58	95	16.31	15.52	58	19.95	25.53	47	16.75	15.96	94	15.75	17.91	67
Legend Notations defined on Legend sheet - last page																				

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering		Jan-00Feb-00Mar-00Apr-00May-00Jun-00											
Metric #	Standard	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs
PO-3 - Contact Center Availability													
PO-3-01	Average Speed of Answering - Ordering * (secs)	71.64		21.65		20.26		17.90		11.45		21.73	
PO-3-02	% Answered within 30 Seconds - Ordering * (secs)	79.39	17247	83.68	19324	84.32	24243	83.07	24833	88.70	28384	83.95	33929
PO-3-03	Average Speed of Answering - Repair *&	21.84		43.07		21.80		24.62		21.59		16.63	
PO-3-04	% Answered within 30 Seconds - Repair *&	80.61	67814	63.68	79551	83.75	86053	81.27	79079	88.10		88.35	132417
Platform													
OR-1 - Order Confirmation Timeliness													
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	0.01		0.02		0.01		0.02		0.02		0.05	
OR-1-02	% On Time LSRC - Flow Through	100.00	283	100.00	198	100.00	439	100.00	1161	100.00	2125	99.74	4302
OR-1-03	Average LSRC Time < 10 Lines	88.84		13.13		15.86		9.33		9.02		11.70	
OR-1-04	% On Time LSRC < 10 Lines	64.38	73	95.34	82	92.62	122	100.00	219	95.17	242	97.77	1035
OR-1-05	Average LSRC Time >= 10 Lines	NA		NA		NA		NA		NA		10.00	
OR-1-06	% On Time LSRC >= 10 Lines	NA		NA		NA		NA		NA		100.00	3
OR-2 - Reject Timeliness													
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	0.00		0.75		0.00		0.00		0.00		0.02	
OR-2-02	% On Time LSR Reject - Flow Through	100.00	79	94.33	53	100.00	105	100.00	210	100.00	342	100.00	523
OR-2-03	Average LSR Reject Time < 10 Lines	56.21		13.08		14.04		7.94		7.14		9.17	
OR-2-04	% On Time LSR Reject < 10 Lines	70.90	55	90.14	71	92.85	84	100.00	115	99.36	157	98.57	702
OR-2-05	Average LSR Reject Time >= 10 Lines	NA		NA		NA		NA		NA		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	NA		NA		NA		NA		NA		NA	
OR-6 - Order Accuracy*													
OR-6-01	% Accuracy - Orders	65.95	370	70.90	402	82.35	408	89.02	346	92.35	379	89.69	359
OR-6-02	% Accuracy - Opportunities	94.53	5868	96.34	5840	98.34	5711	98.75	3931	99.11	4717	98.79	4044
OR-6-03	% Accuracy - LSRC	95.01	301	95.58	339	98.51	335	98.50	401	98.09	441	97.80	409
Loop/Pre-qualified Complex/LNP													
OR-1 - Order Confirmation Timeliness													
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	0.32		0.05		0.11		0.30		0.06		0.17	
OR-1-02	% On Time LSRC - Flow Through	99.71	2784	99.43	4220	98.50	3872	99.91	5618	99.84	3895	97.27	5606
OR-1-03	Average LSRC Time < 10 Lines	10.84		9.13		10.15		8.33		7.83		7.95	
OR-1-04	% On Time LSRC < 10 Lines	87.66	4571	94.40	4865	94.71	6693	95.36	6738	95.24	9168	97.15	9054
OR-1-05	Average LSRC Time >= 10 Lines	25.54		15.94		16.27		13.60		14.37		17.00	
OR-1-06	% On Time LSRC >= 10 Lines	92.61	203	98.54	206	97.28	258	98.76	162	99.13	232	97.37	343
OR-2 - Reject Timeliness													
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	0.01		0.04		0.05		0.01		0.00		0.00	
OR-2-02	% On Time LSR Reject - Flow Through	100.00	650	99.39	832	99.25	808	99.73	762	100.00	1022	100.00	975
OR-2-03	Average LSR Reject Time < 10 Lines	21.18		13.28		11.68		13.78		10.12		11.12	
OR-2-04	% On Time LSR Reject < 10 Lines	79.31	793	86.92	964	92.54	1488	92.49	1519	91.58	1794	91.41	1747
OR-2-05	Average LSR Reject Time >= 10 Lines	28.16		20.77		24.32		13.98		17.91		21.60	
OR-2-06	% On Time LSR Reject >= 10 Lines	90.09	101	97.00	100	94.01	117	98.05	103	99.22	129	98.77	163
OR-6 - Order Accuracy*													
OR-6-01	% Accuracy - Orders	38.14	334	68.60	328	76.24	383	85.56	270	86.83	372	92.49	373
OR-6-02	% Accuracy - Opportunities	89.52	3618	95.63	3316	96.81	3201	97.90	2336	98.01	3216	98.11	3242
OR-6-03	% Accuracy - LSRC	97.86	420	98.32	417	98.02	455	98.00	401	97.50	440	97.50	440
Complex Services - Electronically Submitted													
OR-1 - Order Confirmation Timeliness													
OR-1-03	Average LSRC Time < 10 Lines	18.50		20.08		20.04		17.73		14.25		12.52	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	98.31	2367	97.94	2527	97.58	3896	97.81	3748	99.28	4171	99.05	5176
OR-1-05	Average LSRC Time >= 10 Lines	NA		NA		NA		NA		NA		69.04	
OR-1-06	% On Time LSRC >= 10 Lines	NA		NA		NA		NA		NA		66.66	3
OR-2 - Reject Timeliness													
OR-2-03	Average LSR Reject Time < 10 Lines	15.69		17.26		14.72		14.96		13.43		11.47	
OR-2-04	% On Time LSR Reject < 10 Lines	98.66	977	97.94	1511	98.51	2562	98.71	2173	98.96	2216	99.17	2555
OR-2-05	Average LSR Reject Time >= 10 Lines	NA		NA		NA		NA		NA		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	NA		NA		NA		NA		NA		NA	

continued

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

OR-3 - Percent Rejects

Jan-00		Feb-00		Mar-00		Apr-00		May-00		Jun-00	
CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs	CLEC Perf	CLEC Obs
26.18	101.99	28.71	123.11	34.09	151.56	26.89	181.94	29.13	194.82	26.05	257.83
0.01		0.00		0.00		0.00		0.06		0.17	
99.98	6309	100.00	6961	99.96	9998	99.98	10948	95.21	12223	85.06	16246
UD		UD		UD		UD		UD		UD	
0.00		0.00		0.00		0.00		0.00		0.00	
100.00	5109	100.00	5587	100.00	8358	99.97	7417	99.98	10361	100.00	14985
29.83	10281	36.51	12098	26.21	15280	38.41	17646	30.35	19835	38.47	25781
78.75	7914	46.16	9571	37.86	11304	48.77	13988	38.43	15667	48.70	20343
UD		UD		UD		UD		UD		UD	

Standard

NA	NA	NA	NA	3.22		17.44	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
NA	NA	NA	NA	100.00	2	100.00	249
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
NA	NA	NA	NA	NA		NA	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
NA	NA	NA	NA	NA		NA	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
UD	UD	UD	UD	UD		UD	
NA	NA	NA	NA	0.00		5.00	
NA	NA	NA	NA	NA		100.00	2
NA	NA	NA	NA	NA		NA	
NA	NA	NA	NA	NA		NA	

[illegible]

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #	POTS - Provisioning	Standard	Jan-00		Feb-00		Mar-00		Apr-00		May-00		Jun-00		Volume					
			Actual Perf		Actual Perf		Actual Perf		Actual Perf		Actual Perf		Actual Perf							
			BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs						
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP) Av. Interval Offered - Dispatch (1-5 Lines) - Loop Av. Interval Offered - Dispatch (1-5 Lines) - Platform Av. Interval Offered - Dispatch (6-9 Lines) - Loop Av. Interval Offered - Dispatch (6-9 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	1-9-5, 10+Negotiated Parity with BA Retail	6.19	449	6.95	492	8.09	455	8.22	551	9.64	931	9.31	1340						
PR-1-01		Parity with BA Retail	1.41	NA	1.48	NA	1.44	NA	1.44	NA	1.40	NA	1.42	NA						
PR-1-01		Parity with BA Retail	1.41	6.35	52	1.48	0.87	71	1.44	2.24	118	1.44	1.49	263	1.40	1.06	240	1.42	1.44	324
PR-1-03		Parity with BA Retail	3.56	6.00	15	3.33	7.14	7	4.19	7.20	15	4.69	5.33	12	4.48	6.00	14	5.03	5.46	28
PR-1-03		Parity with BA Retail	3.56	8.33	3	3.33	2.50	8	4.19	4.00	7	4.69	3.21	14	4.48	2.88	17	5.03	4.33	24
PR-1-04		Parity with BA Retail	6.40	5.40	5	7.44	9.50	2	6.85	7.75	4	7.18	10.00	1	7.12	6.67	3	7.33	5.00	1
PR-1-04		Parity with BA Retail	6.40	NA		7.44	NA		6.85	1.00	2	7.18	NA		7.12	NA		7.33	NA	
PR-1-05		Parity with BA Retail	6.65	4.75	4	7.78	8.00	6	7.07	6.00	3	8.80	8.00	2	9.61	5.00	2	8.78	3.00	1
PR-1-05		Parity with BA Retail	6.65	NA		7.78	NA		7.07	2.00	1	8.80	NA		9.61	NA		8.78	NA	
PR-2-01	PR-2 - Average Completed Interval Av. Completed Interval - Total No Dispatch - Hot Cut Loop Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP) Av. Completed Interval - Total No Dispatch - Platform Av. Completed Interval - Dispatch (1-5 Lines) - Loop Av. Completed Interval - Dispatch (1-5 Lines) - Platform Av. Completed Interval - Dispatch (6-9 Lines) - Loop Av. Completed Interval - Dispatch (6-9 Lines) - Platform Av. Completed Interval - Dispatch (>= 10 Lines) - Loop Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	1-9-5, 10+Negotiated Parity with BA Retail	6.40	377	7.32	417	8.11	419	8.17	294	10.09	590	8.25	751						
PR-2-01		Parity with BA Retail	1.29	NA	1.38	NA	1.36	NA	1.23	NA	1.20	NA	1.17	NA						
PR-2-01		Parity with BA Retail	1.28	6.22	50	1.38	0.87	71	1.36	2.33	114	1.23	1.44	256	1.20	1.04	232	1.17	1.28	316
PR-2-03		Parity with BA Retail	3.85	6.23	13	3.61	6.33	6	4.60	6.64	14	4.77	4.89	9	4.64	5.60	10	5.50	4.94	18
PR-2-03		Parity with BA Retail	3.85	8.33	3	3.61	2.43	7	4.60	3.40	5	4.77	3.29	14	4.64	3.24	17	5.50	3.70	20
PR-2-04		Parity with BA Retail	6.18	5.25	4	6.77	14.50	2	6.92	8.33	3	7.38	10.00	1	7.40	6.67	3	7.12	5.00	1
PR-2-04		Parity with BA Retail	6.18	NA		6.77	NA		6.92	1.00	2	7.38	NA		7.40	NA		7.12	NA	
PR-2-05		Parity with BA Retail	6.23	5.33	3	7.38	14.50	2	7.60	8.00	1	8.74	47.00	2	9.46	16.00	1	8.22	NA	
PR-2-05		Parity with BA Retail	6.23	NA		7.38	NA		7.60	2.00	1	8.74	NA		9.46	NA		8.22	NA	
PR-3-01	PR-3 - Completed within X Days - Platform & Other (Switch & INP) % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	77.18	18.92	37	75.11	72.00	50	72.95	37.23	94	77.67	61.21	232	80.59	69.16	214	80.69	60.48	291
PR-3-02		Parity with BA Retail	84.99	35.14	37	84.05	90.00	50	82.08	50.00	94	85.26	69.83	232	89.28	83.64	214	89.42	83.51	291
PR-3-03		Parity with BA Retail	90.42	43.24	37	89.29	100.00	50	86.00	65.96	94	88.85	73.71	232	91.69	89.25	214	91.70	89.69	291
PR-3-04		Parity with BA Retail	25.62	0.00	3	26.78	28.57	7	24.86	20.00	5	24.12	21.43	14	26.09	41.18	17	20.22	40.00	20
PR-3-05		Parity with BA Retail	37.22	0.00	3	37.12	28.57	7	31.66	20.00	5	30.68	28.57	14	32.47	47.06	17	26.24	50.00	20
PR-3-06		Parity with BA Retail	57.59	0.00	3	55.31	71.43	7	40.12	20.00	5	40.99	28.57	14	41.56	47.06	17	34.19	55.00	20
PR-3-07		Parity with BA Retail	94.67	47.50	40	94.03	100.00	57	88.43	86.87	99	88.75	95.53	246	88.91	92.64	231	87.50	91.32	311
PR-3-08		Parity with BA Retail	97.80	54.05	37	98.00	100.00	50	96.89	98.94	94	96.20	100.00	232	96.37	98.13	214	96.87	97.25	291
PR-3-09		Parity with BA Retail	91.85	33.33	3	92.22	100.00	7	85.07	100.00	5	77.61	92.86	14	78.80	76.47	17	74.71	65.00	20
PR-3-10		Parity with BA Retail	98.05	55.00	40	98.18	100.00	57	97.52	100.00	99	95.93	99.59	246	95.64	98.70	231	94.84	96.78	311
PR-4-02	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appt. - Customer % Missed Appt. - BA - Dispatch - Loop New % Missed Appt. - BA - Dispatch - Platform % Missed Appt. - BA - Dispatch - Hot Cut % Missed Appt. - BA - No Dispatch - Hot Cut Loop % Missed Appt. - BA - No Dispatch - Other % Missed Appt. - BA - No Dispatch - Platform % On Time Performance - Hot Cut % Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop % Missed Appt. - Customer - Due to Late Order Confirmation - Other % Missed Appt. - Customer - Due to Late Order Confirmation - Platform	Parity with BA Retail None: Analysis Only	2.84	8.43	7	2.65	3.63	8	2.74	2.00	1	2.81	20.00	4	2.70	13.25	4	2.91	1.00	1
PR-4-03		Parity with BA Retail	1.76	10.76		1.50	9.67		1.39	2.33		1.49	0.77		1.55	0.44		1.60	1.49	
PR-4-04		Parity with BA Retail	7.31	2.08	48	7.02	1.61	62	6.71	1.45	69	7.07	7.69	39	6.19	2.78	36	7.35	2.13	47
PR-4-04		Parity with BA Retail	7.31	5.56	18	7.02	5.00	20	6.71	0.00	23	7.07	2.08	48	6.19	1.96	102	7.35	0.00	180
PR-4-04		Parity with BA Retail	7.31	5.00	99	7.02	6.59	91	6.71	3.88	129	7.07	0.93	108	6.19	3.57	140	7.35	4.07	172
PR-4-05		Parity with BA Retail	0.04	0.26	386	0.04	0.00	319	0.13	0.00	660	0.19	0.23	440	0.17	0.11	870	0.04	0.00	1270
PR-4-05		Parity with BA Retail	0.04	NA		0.04	NA		0.13	NA		0.19	NA		0.17	NA		0.04	NA	
PR-4-05		Parity with BA Retail	0.04	0.00	323	0.04	0.00	273	0.13	0.00	485	0.19	0.00	1051	0.17	0.00	2107	0.04	0.00	3961
PR-4-01		50% Completed Within Window None: Analysis Only	99.14	463		98.67	525.34		99.34	754		99.56	676		98.45	714		99.63	1343	
PR-4-08		None: Analysis Only	0.88	455		0.24	410		0.00	789		0.00	548		0.10	1010		5.96	1442	
PR-4-08		None: Analysis Only	NA	NA		NA	NA		NA	NA		NA	NA		NA	NA		NA	NA	
PR-4-08		None: Analysis Only	0.29	341		0.00	293		0.00	508		0.00	1099		0.00	2209		0.00	4141	
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment - BA - Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.49	0.24	418	0.52	0.49	407	0.53	0.16	645	0.60	0.26	1175	0.59	0.04	2292	0.66	0.02	4240
PR-5-02		Parity with BA Retail	0.01	0.00	418	0.01	0.00	407	0.01	0.00	645	0.01	0.17	1175	0.01	0.00	2292	0.01	0.00	4240
PR-5-03		Parity with BA Retail	0.00	0.00	418	0.00	0.00	407	0.00	0.00	645	0.00	0.17	1175	0.00	0.00	2292	0.00	0.00	4240
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days - Loop % Installation Troubles reported within 30 Days - Other % Installation Troubles reported within 7 Days - Hot Cut Loop % Installation Troubles reported within 7 Days - Loop % Installation Troubles reported within 7 Days - Other % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	Parity w/BA Retail for Found Troubles	3.28	3.62	1932	3.29	10.37	1698	2.93	3.58	4722	3.36	4.30	4255	3.53	1.80	4839	3.68	1.91	5868
PR-6-01		Parity w/BA Retail for Found Troubles	3.28	8.47	673	3.29	1.14	612	2.93	0.82	973	3.36	0.00	1509	3.53	0.78	2552	3.68	0.59	4548
PR-6-02		< 2%	0.53	1505		0.86	1166		0.83	2385		0.93	2171		0.77	2719		0.54	3535	
PR-6-02		Parity w/BA Retail for Found Troubles	2.01	1.81	1932	1.88	4.06	1698	1.70	1.16	4722	1.92	1.50	4255	2.12	0.74	4839	2.17	0.80	5868
PR-6-02		Parity w/BA Retail for Found Troubles	2.01	2.97	673	1.88	0.33	612	1.70	0.31	973	1.92	0.00	1509	2.12	0.31	2552	2.17	0.35	4548
PR-6-03		None: Analysis Only	2.72	3.05	1932	2.71	10.01	1698	2.51	5.13	4722	2.61	7.10	4255	2.63	2.81	4839	2.84	2.66	5868
PR-6-03		None: Analysis Only	2.72	12.78	673	2.71	0.65	612	2.51	0.93	973	2.61	0.46	1509	2.63	0.31	2552	2.84	0.62	4548
POTS & Complex Aggregate																				
PR-1-10	PR-1 - Average Interval Offered Av. Interval Offered - Disconnects - No Dispatch Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	3.47	0.41	51	3.72	0.62	47	4.10	0.43	157	4.73	4.81	21	4.29	3.70	610	4.34	2.92	702
PR-1-11		Parity with BA Retail	1.60	NA		1.36	NA		2.06	NA		5.46	NA		3.75	NA		4.28	NA	
PR-2-10	PR-2 - Average Completed Interval Av. Completed Interval - Disconnects - No Dispatch Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.34	0.41	51	3.62	0.62	47	3.75	0.41	149	4.30	5.00	14	3.85	3.55	585	4.00	3.35	680
PR-2-11		Parity with BA Retail	1.60	NA		1.36	NA		2.12	NA		5.24	NA		3.68	NA		3.71	NA	
2-Wire Digital Services																				
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	Parity with BA Retail							3.35	4.23	52	4.04	6.01	134	3.99	6.01	165	3.76	6.06	114
PR-1-02		Parity with BA Retail							9.58	7.31	169	8.70	7.11	198	9.79	7.28	134	10.68	7.22	152
PR-2-01	PR-2 - Average Completed Interval Av. Interval Completed - Total No Dispatch Av. Interval Completed - Total Dispatch	Parity with BA Retail							3.18	4.31	49	3.03	5.50	50	3.27	5.41	86	3.03	3.50	30
PR-2-02		Parity with BA Retail							9.56	7.68	152	8.08	7.38							

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

*Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

POTS - Maintenance			Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume		
Metric #		Standard	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs
MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail	0.89	1.41	25888	0.99	1.76	28010	1.11	0.54	31918	1.13	1.11	19301	1.25	1.30	21781	1.39	1.29	24604			
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.11	0.22	25888	0.10	0.22	28010	0.11	0.03	31918	0.09	0.13	19301	0.09	0.10	21781	0.10	0.24	24604			
MR-2-04	% Subsequent Reports	IC/W MRAs	18.40	8.24		21.70	10.21		18.94	12.44		19.96	12.41		19.21	12.14		21.78	13.99				
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	1.77	25888	0.84	2.01	28010	0.90	1.05	31918	0.81	2.64	19301	0.91	2.43	21781	1.06	2.59	24604			
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	10.17	21.31	366	12.00	28.05	492	9.97	19.08	173	8.91	19.07	215	11.27	22.61	283	11.41	23.66	317			
MR-3-02	% Missed Repair Appointment - Loop	Parity with BA Retail	6.06	15.79	57	8.36	12.90	62	6.54	10.00	10	7.30	0.00	25	8.14	4.76	21	7.78	3.45	58			
MR-3-03	% CPE/TOK/FOK - Missed Appointment		4.98	11.11	261	5.82	22.96	540	5.12	16.38	708	5.38	18.66	509	6.13	17.36	530	6.05	18.81	638			
MR-3-04	% Missed Repair Appoint - No Double Dispatch											4.81	13.02	28	6.77	16.61	47	6.67	19.24	61			
MR-3-05	% Missed Repair appointment - Double Dispatch											3.49	3.72	8	3.91	3.53	10	3.67	3.15	10			
MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail	16.85	36.12	423	19.52	41.27	554	17.65	31.57	183	19.15	25.32	240	18.23	23.43	304	20.27	24.62	375			
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail	17.83	39.27	366	20.28	45.07	492	18.48	32.95	173	20.00	27.62	215	18.88	24.88	283	20.98	27.58	317			
MR-4-03	Mean Time To Repair - Loop Trouble	Parity with BA Retail	9.12	15.92	57	11.52	11.15	62	9.13	7.68	10	8.90	5.55	25	9.53	3.90	21	10.37	8.35	58			
MR-4-04	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	78.84	58.16	423	71.39	49.64	554	76.43	54.64	183	72.40	66.67	240	75.11	67.11	304	69.29	64.80	375			
MR-4-06	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	80.05	87.35	166	83.58	86.77	310	80.42	93.60	125												
MR-4-07	% Out of Service > 4 Hours	Parity with BA Retail	56.44	79.52	166	62.08	77.10	310	57.10	85.60	125	59.91	70.89	158	57.86	62.89	194	62.07	77.05	244			
MR-4-08	% Out of Service > 12 Hours	Parity with BA Retail	21.13	40.96	166	28.70	46.45	310	23.18	47.20	125	26.95	34.18	158	24.17	31.96	194	30.45	35.66	244			
MR-4-09	% Out of Service > 24 Hours	Parity with BA Retail										UD	UD		16.97	22.98	273	19.15	23.57	348			
MR-4-10	Mean Time To Repair - No Double Dispatch	Parity with BA Retail										UD	UD		35.23	50.18	14	37.30	48.90	17			
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	18.64	19.62	423	18.88	16.61	554	19.50	10.93	183	18.41	14.17	240	19.08	16.45	304	18.70	16.53	375			
Maintenance - POTS Platform																							
MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail	1.13	0.17	12541	1.25	0.17	14012	1.39	0.33	15917												
MR-2-03	Network Trouble Report Rate - Platform	Parity with BA Retail	0.09	0.04	12541	0.09	0.06	14012	0.10	0.10	15917												
MR-2-04	Network Trouble Report Rate - Central Office	IC/W MRAs	19.96	10.34		19.21	5.71		21.78	6.85													
MR-2-05	% Subsequent Reports	None: Analysis Only	0.81	0.12	12541	0.91	0.19	14012	1.06	0.42	15917												
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	8.91	19.05	21	11.27	4.17	24	11.41	11.54	52												
MR-3-02	% Missed Repair Appointment - Loop	Parity with BA Retail	7.30	0.00	5	8.14	0.00	9	7.78	6.25	16												
MR-3-03	% Missed Repair Appointment - Central Office		5.36	6.67	15	6.13	15.38	26	6.05	11.94	67												
MR-3-04	% CPE/TOK/FOK - Missed Appointment - Platform		4.81	14.29	3	6.77	4.17	1	6.67	7.69	4												
MR-3-05	% Missed Repair Appointment - No Double Dispatch																						
MR-3-06	% Missed Repair Appointment - Double Dispatch		3.49	4.76	1	3.91	NA		3.67	1.92	1												
MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail	19.15	11.88	26	18.23	15.38	33	20.27	16.80	68												
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail	20.00	14.32	21	18.88	17.50	24	20.98	20.10	52												
MR-4-03	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	8.90	1.67	5	9.53	9.73	9	10.37	6.05	16												
MR-4-04	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	72.40	88.46	26	75.11	75.76	33	69.29	70.59	68												
MR-4-06	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	82.94	76.47	17	82.17	83.33	24	85.58	82.46	57												
MR-4-07	% Out of Service > 4 Hours	Parity with BA Retail	59.91	58.82	17	57.86	66.67	24	62.07	56.14	57												
MR-4-08	% Out of Service > 12 Hours	Parity with BA Retail	26.95	17.65	17	24.17	29.17	24	30.45	33.33	57												
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	18.41	11.54	26	19.08	15.15	33	18.70	11.76	68												
POTS Complex - Maintenance																							
MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail	UD	UD		UD	UD		UD	UD													
MR-2-03	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD		UD	UD		UD	UD													
MR-2-04	Network Trouble Report Rate - Central Office	IC/W MRAs	UD	UD		UD	UD		UD	UD													
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD		UD	UD		UD	UD													
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	UD	24.20	219	UD	30.54	239	UD	24.12	257												
MR-3-02	% Missed Repair Appointment - Loop	Parity with BA Retail	UD	11.11	36	UD	16.67	30	UD	13.89	36												
MR-3-03	% Missed Repair Appointment - Central Office																						
MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail	UD	41.50	255	UD	52.50	269	UD	43.82	293												
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail	UD	45.08	219	UD	57.27	239	UD	47.97	257												
MR-4-03	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	19.70	36	UD	14.42	30	UD	14.12	36												
MR-4-08	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	46.00	100	UD	54.55	121	UD	46.40	125												
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	UD	19.22	255	UD	17.10	269	UD	13.65	293												
continued																							

Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

2-Wire Digital Services - Maintenance

MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail
MR-2-03	Network Trouble Report Rate - Loop	Parity with BA Retail
MR-2-05	Network Trouble Report Rate - Central Office	None: Analysis Only
	% CPE/TOK/FOK Trouble Report Rate	

MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail
	% Missed Repair Appointment - Loop	

MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail
MR-4-03	Mean Time To Repair - Loop Trouble	Parity with BA Retail
MR-4-04	Mean Time To Repair - Central Office Trouble	Parity with BA Retail
MR-4-05	% Out of Service > 24 Hours	Parity with BA Retail
MR-4-06	Mean Time To Repair - No Double Dispatch	Parity with BA Retail
MR-4-07	Mean Time To Repair - Double Dispatch	Parity with BA Retail

MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail
	% Repeat Reports within 30 Days	

2-Wire xDSL Services - Maintenance

MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail
MR-2-03	Network Trouble Report Rate - Loop	Parity with BA Retail
MR-2-05	Network Trouble Report Rate - Central Office	None: Analysis Only
	% CPE/TOK/FOK Trouble Report Rate	

MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail
	% Missed Repair Appointment - Loop	

MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail
MR-4-03	Mean Time To Repair - Loop Trouble	Parity with BA Retail
MR-4-04	Mean Time To Repair - Central Office Trouble	Parity with BA Retail
MR-4-05	% Out of Service > 24 Hours	Parity with BA Retail
MR-4-06	Mean Time To Repair - No Double Dispatch	Parity with BA Retail
MR-4-07	Mean Time To Repair - Double Dispatch	Parity with BA Retail

MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail
	% Repeat Reports within 30 Days	

Special Services - Maintenance

MR-2-01	MR-2 - Trouble Report Rate	Parity with BA Retail
MR-2-05	Network Trouble Report Rate	None: Analysis Only
	% CPE/TOK/FOK Trouble Report Rate	

MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail
MR-4-04	Mean Time To Repair - Total	Parity with BA Retail
MR-4-06	% Cleared (all troubles) within 24 Hours	Parity with BA Retail
MR-4-08	% Out of Service > 4 Hours	Parity with BA Retail
	% Out of Service > 24 Hours	

MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail
	% Repeat Reports within 30 Days	

Legend Notations defined on Legend sheet - last page

Jan-00				Feb-00				Mar-00				Apr-00				May-00				Jun-00						
Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume		Actual Perf		Volume				
BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs	BA	CLEC Aggregate	All CLECs			
1.13	0.67	10240	1.25	1.27	4060	1.39	2.74	4266	0.09	0.13	10240	0.09	0.22	4060	0.10	0.38	4266	0.81	1.24	10240	0.91	1.79	4060	1.06	4.76	4266
8.91	10.14	69	38.05	15.23	151	45.29	26.50	117	19.15	38.50	82	24.38	46.65	177	26.22	41.52	133	20.00	39.98	69	27.95	50.90	151	31.62	43.22	117
8.90	30.55	13	17.03	21.95	26	18.15	29.10	16	26.95	46.51	43	34.45	62.50	80	34.09	58.06	93	UD	UD		16.25	35.50	126	15.70	29.92	88
UD	UD		39.13	75.67	49	44.70	65.57	44	UD	UD		39.13	75.67	49	44.70	65.57	44	UD	UD		39.13	75.67	49	44.70	65.57	44
18.41	15.85	82	16.45	20.90	177	18.15	27.07	133	1.13	1.89	10240	1.25	2.33	7859	1.39	3.08	9458	0.09	0.35	10240	0.09	0.34	7859	0.10	0.50	9458
0.81	2.79	10240	0.91	3.70	7859	1.06	5.34	9458	8.91	13.40	194	9.50	20.14	278	13.09	18.90	291	19.15	44.52	230	20.02	46.63	319	22.65	44.92	338
20.00	50.58	194	21.60	50.72	278	24.33	48.63	291	8.90	11.87	36	12.48	18.93	41	14.98	21.93	47	26.95	49.23	130	28.10	58.73	189	34.57	52.94	221
UD	UD		16.77	30.07	215	19.80	29.32	235	UD	UD		33.72	83.93	99	38.55	81.37	100	UD	UD		33.72	83.93	99	38.55	81.37	100
18.41	13.91	230	26.96	14.42	319	28.76	14.79	338	0.26	0.00	1935	0.27	0.00	1965	0.36	0.00	1859	0.24	10.17	177	0.31	0.00	176	0.32	NA	
0.15	0.00	1935	0.14	0.00	1965	0.16	0.00	1859	0.12	5.65	177	0.16	0.00	176	0.16	NA		0.15	0.00	1935	0.14	0.00	1965	0.16	0.00	1859
6.42	NA		6.87	NA		6.48	NA		7.25	NA		6.57	NA		7.77	NA		96.89	NA		96.30	NA		95.94	NA	
53.11	NA		57.49	NA		51.85	NA		60.39	NA		52.95	NA		60.11	NA		3.11	NA		3.81	NA		3.39	NA	
16.99	NA		17.61	NA		16.31	NA		19.95	NA		16.75	NA		15.75	NA		16.99	NA		17.61	NA		16.31	NA	

**Carrier to Carrier
Performance Standards and Reports
2000 Summary Report
Bell Atlantic - Massachusetts**

**CLEC Aggregate Performance
TRUNKS**

ORDERING		Jan-00		Feb-00		Mar-00		Apr-00		May-00		Jun-00	
Metric #	Standard	Actual Performance	Number of Observations	Actual Performance	Number of Observations	Actual Performance	Number of Observations	Actual Performance	Number of Observations	Actual Performance	Number of Observations	Actual Performance	Number of Observations
OR-1 - Order Confirmation Timeliness													
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	0.80		3.71		5.00		5.25		11.00		11.22	
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	17.00		39.00		11.27		9.67		22.10		14.43	
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	100.00	5	100.00	7	100.00	3	87.50	8	75.00	4	77.78	9
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)		39		18		48		52		48		53
OR-1-13	% On Time Design Layout Record (DLR)	97.83	45	100.00	25	100.00	53	100.00	60	100.00	57	100.00	69
95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days													
OR-2 - Reject Timeliness													
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	4.57		3.14		5.43		25.33		27.33		2.67	
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	85.71	7	100.00	7	85.71	7	66.67	6	33.33	3	100.00	9
95% on time: 10 Business Days													
PROVISIONING													
PR-1 - Average Interval Offered													
PR-1-09	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	17.93	9.00	2	20.82	14.50	4	18.06	17.00	3	17.78	12.00	1
PR-1-09	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	24.35	21.32	19	31.36	51.00	15	30.85	15.19	31	40.60	17.38	24
Parity with IXC / FGD Parity with IXC / FGD													
PR-2-09	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	19.27	8.00	2	20.50	NA		18.00	19.00	1	12.14	8.00	1
Parity with IXC / FGD													
PR-4 - Missed Appointment													
PR-4-01	% Missed Appointment - Bell Atlantic - Total	0.00	1.68	11444	0.00	0.00	11013	0.00	0.00	19021	0.00	0.00	17019
PR-4-02	Average Delay Days - Total	NA	2.50	192	NA	NA	NA	NA	NA	NA	NA	1.00	NA
PR-4-03	% Missed Appointment - Customer	55.62	57.52	41.16	38.94	30.89	19.44	39.13	33.40	24.84	32.34	40.53	33.03
PR-4-07	% On Time Performance - LNP Only	99.03	2895		99.29	3225		99.24	4981		98.94	5388	
None: Analysis Only 95% on Time													
PR-5 - Facility Missed Orders													
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	0.00	0.00	2048	0.00	0.00	1172	0.00	0.00	2403	0.00	0.00	2589
PR-5-02	% Orders Held for Facilities > 15 Days	0.00	0.00	2048	0.00	0.00	1172	0.00	0.00	2403	0.00	0.00	2589
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	2048	0.00	0.00	1172	0.00	0.00	2403	0.00	0.00	2589
Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD													
PR-6 - Installation Quality													
PR-6-01	% Installation Troubles reported within 30 Days	0.03	0.03	11444	0.00	0.00	11013	0.00	0.00	19021	0.00	0.02	17019
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	0.00	0.00	11444	0.00	0.00	11013	0.00	0.00	19021	UD	UD	17019
Parity with IXC / FGD None: Analysis Only													
MAINTENANCE													
MR-2 - Trouble Report Rate													
MR-2-01	Network Trouble Report Rate	0.01	0.03	193179	0.00	0.01	202650	0.00	0.00	216905	0.01	0.01	233204
Parity with IXC / FGD													
MR-4 - Trouble Duration Intervals													
MR-4-01	Mean Time To Repair - Total	2.23	1.37	57	2.32	1.95	16	3.52	4.22	9	1.93	4.35	13
MR-4-04	% Cleared (all troubles) within 24 Hours	100.00	100.00	57	100.00	100.00	16	100.00	100.00	9	100.00	100.00	13
MR-4-05	% Out of Service > 2 Hours	45.00	17.54	57	40.00	37.50	16	85.71	88.89	9	29.41	61.54	13
MR-4-06	% Out of Service > 4 Hours	5.00	1.75	57	0.00	6.25	16	28.57	44.44	9	11.76	30.77	13
MR-4-07	% Out of Service > 12 Hours	0.00	0.00	57	0.00	0.00	16	0.00	0.00	9	0.00	15.38	13
MR-4-08	% Out of Service > 24 Hours	0.00	0.00	57	0.00	0.00	16	0.00	0.00	9	0.00	0.00	13
Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD													
MR-5 - Repeat Trouble Report Rates													
MR-5-01	% Repeat Reports within 30 Days	5.00	1.75	57	0.00	6.25	16	0.00	11.11	9	0.00	0.00	13
Parity with IXC / FGD													
NETWORK PERFORMANCE													
NP-1 - Percent Final Trunk Group Blockage													
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	1.65	1.49	202	1.93	1.44	209	2.37	2.76	217	1.77	2.18	229
NP-1-02	% FTG Exceeding Blocking Std. - (No Exceptions)	1.65	3.47	202	1.93	5.26	209	2.37	3.23	217	1.77	3.93	229
NP-1-03	Number FTG Exceeding Blocking Std. - 2 Months		NONE	202		2.00	209		NONE	217		2.00	229
NP-1-04	Number FTG Exceeding Blocking Std. - 3 Months		NONE	202		NONE	209		NONE	217		NONE	229
See Guidelines See Guidelines See Guidelines See Guidelines													
NP-2 - Collocation Performance													
NP-2-01	% On Time Response to Request for Physical Collocation	100.00	98		100.00	186		100.00	363		100	117	
NP-2-02	% On Time Response to Request for Virtual Collocation	100.00	1		100.00	1		NA			NA		1
NP-2-03	Average Interval - Physical Collocation	81.64			71.69			70.77			75		
NP-2-04	Average Interval - Virtual Collocation	NA			NA			NA			NA		
NP-2-05	% On Time - Physical Collocation	92.59	81		100.00	48		98.61	144		98	99	
NP-2-06	% On Time - Virtual Collocation	NA			NA			NA			NA		
NP-2-07	Average Delay Days - Physical Collocation	13.83	6		NA			4.00	2		4	2	
NP-2-08	Average Delay Days - Virtual Collocation	NA			NA			NA			NA		
95% on time 95% on time See Guidelines See Guidelines See Guidelines													
Legend Notations defined on Legend sheet - last page													

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

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines July 1999
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
- 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