

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

PRE-ORDERING		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.12	4.12	4.00	
PO-1-01	Customer Service Record - CORBA	UD	UD			
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.19	3.10	2.92	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.67	3.29	-1.38	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.38	2.73	2.35	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.63	4.46	-1.17	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.07	2.35	2.29	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		0.35		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.12	6.08	5.95	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
PO-2 - OSS Interface Availability*						
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days	98.86			178560
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days	100.00			133920
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days	98.43			178560
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days	98.43			178560
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%	99.78			116640
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%	100.00			87480
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%	98.55			116640
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%	98.55			116640
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	97.12			61920
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA		100.00			46440
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)		98.19			61920
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI		98.19			61920
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage	<20 minutes	21.62			26
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%	UD			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness	>=95%	UD			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD			
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours	UD			
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours	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			6
PO-4-01	% Notices Sent on Time - Regulatory		NA			
PO-4-01	% Notices Sent on Time - Industry Standard		NA			
PO-4-01	% Notices Sent on Time - BA Orig.		NA			
PO-4-01	% Notices Sent on Time - TC Orig.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation If Period not set, default to Ind. Std. Time	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation If Period not set, default to Ind. Std. Time	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA			

continued

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation				
Metric #		Standard	CLEC Perf	CLEC Obs
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	
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01	% Notices Sent on Time - BA Orig.		100	2
PO-4-01	% Notices Sent on Time - TC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		>=45 days	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		>=45 days	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		>=45 days	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		>=45 days	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		>=45 days	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		>=45 days	
TROUBLE REPORTING (OSS)				
MR-1 - Response Time OSS Maintenance Interface				
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.67	1261
MR-1-02	Status Trouble		5.77	17
MR-1-03	Modify Trouble		8.67	
MR-1-04	Request Cancellation of Trouble		9.41	21
MR-1-05	Trouble Report History (by TN/Circuit)		0.69	447
MR-1-06	Test Trouble (POTS Only)		67.28	2357
BILLING				
BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	93.01	32338360
BI-1-02	% DUF in 4 Business Days		98.67	
BI-1-03	% DUF in 5 Business Days		98.74	
BI-1-04	% DUF in 8 Business Days		98.86	
BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days	100.00	132
BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	3.69	17,853,073
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	
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	2.5	30977
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.9	409900
Legend Notations defined on Legend sheet - last page				

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

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering (secs)		6.11
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	96.41
PO-3-03	Average Speed of Answering – Repair*& (secs)		21.80
PO-3-04	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds	83.75
POTS & Pre-qualified Complex - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.05
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.63
OR-1-03	Average LSRC Time < 10 Lines		10.72
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.92
OR-1-05	Average LSRC Time >= 10 Lines		9.98
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.01
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.82
OR-2-03	Average LSR Reject Time < 10 Lines		9.45
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	98.00
OR-2-05	Average LSR Reject Time >= 10 Lines		10.56
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
Complex Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		23.40
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	90.90
OR-1-05	Average LSRC Time >= 10 Lines		NA
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-03	Average LSR Reject Time < 10 Lines		11.23
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines		NA
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA
POTS / Special Services - Aggregate			
OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	53.32
OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.07
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	99.90
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD
OR-4-04	Work Completion Notice – Average Response Time		0.00
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	100.00
OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	56.14
OR-5-02	% Flow Through - Simple	No Standard Developed	58.08
OR-5-03	% Flow Through Achieved	95%	UD
OR-6 - Order Accuracy			
OR-6-01	% Accuracy - Orders*	95% Orders without Errors	78.14
OR-6-02	% Accuracy – Opportunities*	95% Orders without Errors	98.14
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	71.80
Special Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		13.28
OR-1-03	Average ASRC Time < 10 Lines DS0		UD
OR-1-03	Average ASRC Time < 10 Lines DS1		UD
OR-1-03	Average ASRC Time < 10 Lines DS3		UD
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	98.63
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
OR-1-05	Average LSRC Time >= 10 Lines		12.36
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		10.38
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	98.78
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total				Actual Performance		Number of Observations							
Metric #		Standard		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score			
PR-1-04	PR-1 - Average Interval Offered												
PR-1-05	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail		6.85	7.07	227	41	4.68	0.79	-0.28			
	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail		7.07	7.28	197	29	5.75	1.14	-0.18			
PR-2-04	PR-2 - Average Completed Interval												
PR-2-05	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail		6.92	6.10	183	29	5.52	1.10	0.74			
	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail		7.60	7.96	158	27	7.46	1.55	-0.23			
PR-3-01	PR-3 - Completed within Specified Days												
PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail		72.95	54.06	148583	2403		0.91	-20.68			
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail		82.08	69.04	148583	2403		0.79	-16.53			
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail		86.00	76.65	148583	2403		0.71	-13.10			
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail		24.86	11.13	17216	566		1.85	-7.44			
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail		31.66	22.08	17216	566		1.99	-4.82			
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail		40.12	49.47	17216	566		2.09	4.47			
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail		88.43	84.44	165799	2969		0.59	-6.74			
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail		96.89	93.09	148583	2403		0.36	-10.65			
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail		85.07	91.87	17216	566		1.52	4.47			
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail		97.52	94.44	165799	2969		0.29	-10.70			
PR-4-02	PR-4 - Missed Appointments												
PR-4-03	Average Delay Days – Total	Parity with BA Retail		2.74	1.98	2886	49	3.20	0.46	1.65			
PR-4-03	% Missed Appointment – Customer	None: Analysis Only		1.39	1.45								
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail		6.71	4.19	38382	1050		0.78	3.22			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail		0.13	0.07	235328	7690		0.04	1.44			
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only			0.02		8740						
PR-5-01	PR-5 - Facility Missed Orders												
PR-5-02	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail		0.53	0.33	273710	8740		0.08	2.53			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail		0.01	0.00	273710	8740		0.01	0.92			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail		0.00	0.00	273710	8740						
PR-6-01	PR-6 - Installation Quality												
PR-6-02	% Installation Troubles reported within 30 Days	Parity with BA Retail		2.93	1.81	247375	18029		0.13	8.64			
PR-6-02	% Installation Troubles reported within 7 Days	Parity with BA Retail		1.70	0.92	247375	18029		0.10	7.88			
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		2.51	1.20	247375	18029		0.12	10.85			
POTS - Business													
PR-1-01	PR-1 - Average Interval Offered												
PR-1-03	Average Interval Offered – Total No Dispatch	Parity with BA Retail		1.44	2.52	18367	1913	3.03	0.07	-14.84			
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail		4.19	3.67	1936	447	3.73	0.20	2.66			
PR-2-01	PR-2 - Average Completed Interval												
PR-2-03	Average Interval Completed – Total No Dispatch	Parity with BA Retail		1.36	2.46	18008	1844	2.79	0.07	-16.12			
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail		4.60	3.63	1723	400	4.34	0.24	4.03			
POTS - Residence													
PR-1-01	PR-1 - Average Interval Offered												
PR-1-03	Average Interval Offered – Total No Dispatch	Parity with BA Retail		0.92	1.60	191690	1448	2.46	0.06	-10.48			
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail		3.64	3.57	16731	190	3.37	0.25	0.28			
PR-2-01	PR-2 - Average Completed Interval												
PR-2-03	Average Interval Completed – Total No Dispatch	Parity with BA Retail		0.89	1.47	190405	1425	2.08	0.06	-10.49			
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail		3.77	3.46	15493	166	3.31	0.26	1.20			
POTS & Complex Aggregate													
PR-1-10	PR-1 - Average Interval Offered												
PR-1-11	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail		4.10	3.65	48875	1139	8.45	0.25	1.78			
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail		2.06	NA	34		3.71					
PR-2-10	PR-2 - Average Completed Interval												
PR-2-11	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail		3.75	3.39	47074	1060	7.58	0.24	1.53			
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail		2.12	NA	33		3.75					
2-Wire Digital Services													
PR-1-01	PR-1 - Average Interval Offered												
PR-1-02	Average Interval Offered – Total No Dispatch	Parity with BA Retail		3.35	3.93	285	58	3.35	0.48	-1.20			
	Average Interval Offered – Total Dispatch	Parity with BA Retail		9.58	14.00	197	20	6.31	1.48	-2.98			
PR-2-01	PR-2 - Average Completed Interval												
PR-2-02	Average Interval Completed – Total No Dispatch	Parity with BA Retail		3.18	3.86	260	56	3.14	0.46	-1.47			
	Average Interval Completed – Total Dispatch	Parity with BA Retail		9.56	11.69	163	16	6.28	1.65	-1.29			
PR-4-02	PR-4 - Missed Appointments												
PR-4-03	Average Delay Days – Total	Parity with BA Retail		4.72	3.00	53	2	4.70	3.39	0.51			
PR-4-03	% Missed Appointment – Customer	None: Analysis Only		10.00	5.00								
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail		5.48	10.53	949	19		5.27	-0.96			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail		0.16	0.00	631	61		0.54	0.30			
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only			0.00		80						
PR-5-01	PR-5 - Facility Missed Orders												
PR-5-02	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail		1.27	1.25	1580	80		1.28	0.02			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail		0.13	0.00	1580	80		0.41	0.31			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail		0.00	0.00	1580	80						
PR-6-01	PR-6 - Installation Quality												
PR-6-03	% Install. Troubles Reported within 30 Days	Parity with BA Retail		UD	UD								
	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail		UD	UD								
	continued												

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

CLEC Aggregate Performance

PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	NA	NA							
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	NA	NA							
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	NA	NA							
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	NA	NA							
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days – Total	Parity with BA Retail	NA	NA							
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	NA	NA							
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	NA	NA							
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	NA	NA							
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		NA							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	NA	NA							
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	NA	NA							
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	NA	NA							
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD							
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail	UD	UD							
Special Services - Provisioning											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.98	5.16	3631	296	3.68	0.22	-0.81		
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.57	9.64	1518	61	4.78	0.62	-1.71		
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	9.51	6.86	569	35	4.58	0.80	3.32		
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	6.54	10.00	2398	67	3.92	0.49	-7.13		
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	NA	NA							
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.51	5.54	991	41	4.38	0.70	-1.48		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	3.86	15.00	7	1	2.19	2.34	-4.76		
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.93	5.00	3399	276	3.57	0.22	-0.31		
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.48	10.26	1275	47	4.94	0.73	-2.43		
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	9.50	6.73	473	30	5.36	1.01	2.74		
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	6.54	10.10	2201	59	4.03	0.53	-6.70		
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	NA	NA							
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.29	5.37	967	38	3.47	0.57	-1.88		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	3.86	NA	7		2.19				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.76	1.01	5728	395		0.68	1.10		
PR-4-02	Average Delay Days – Total	Parity with BA Retail	3.57	10.75	101	4	3.94	2.01	-3.57		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.04	6.08							
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		395					
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.12	0.00	5728	395		0.18	0.67		
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	5728	395					
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5728	395					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	1.05	0.24	12340	2497		0.22	3.61		
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.02	0.00	12340	2497		0.03	0.58		
Legend Notations defined on Legend sheet - last page											

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

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.11	0.52	4270641	253378		0.02	27.33
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.11	0.10	4270641	253378		0.01	1.06
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	18.94	4.30					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.90	0.42	4270641	253378		0.02	24.73
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.97	11.09	47337	1326		0.83	-1.34
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	6.54	7.84	4599	255		1.59	-0.82
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.12	8.19	38518	1074		0.68	-4.50
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	17.65	14.80	51936	1581	17.37	0.44	6.43
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	18.48	15.28	47337	1326	17.50	0.49	6.57
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	9.13	12.30	4599	255	13.22	0.85	-3.72
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	76.43	84.00	51936	1581		1.08	6.99
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	80.42	74.32	40035	1254		1.14	5.36
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	57.10	48.48	40035	1254		1.42	6.07
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	23.18	16.35	40035	1254		1.21	5.64
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	19.50	16.07	51936	1581		1.01	3.39
Special Services - Maintenance									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.36	0.33	451956	17519		0.05	0.53
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.16	0.27	451956	17519		0.03	-3.43
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.48	6.85	1606	58	7.15	0.96	-0.38
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.64	96.55	1606	58		2.41	-0.04
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	51.85	60.71	1564	56		6.80	-1.30
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.39	3.57	1564	56		2.46	-0.07
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	16.31	15.52	1606	58		4.94	0.16
Legend Notations defined on Legend sheet - last page									

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering - Ordering* (secs)		20.26	
PO-3-02	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	84.32	24243
PO-3-03	Average Speed of Answering - Repair* & (secs)		21.80	
PO-3-04	% Answered within 30 Seconds - Repair* &	80% within 30 Seconds	83.75	86053

Platform

	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.01	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	100.00	439
OR-1-03	Average LSRC Time < 10 Lines		15.86	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	92.62	122
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	105
OR-2-03	Average LSR Reject Time < 10 Lines		14.04	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	92.85	84
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	82.35	408
OR-6-02	% Accuracy - Opportunities	95% orders without errors	98.34	5711
OR-6-03	% Accuracy - LSRC	95% orders without errors	98.51	335

Loop/Pre-qualified Complex/LNP

	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.11	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	98.50	3872
OR-1-03	Average LSRC Time < 10 Lines		10.15	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	94.71	6693
OR-1-05	Average LSRC Time >= 10 Lines		16.27	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	97.28	258
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.05	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.25	808
OR-2-03	Average LSR Reject Time < 10 Lines		11.68	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	92.54	1488
OR-2-05	Average LSR Reject Time >= 10 Lines		24.32	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	94.01	117
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	76.24	383
OR-6-02	% Accuracy - Opportunities	95% orders without errors	96.81	3201
OR-6-03	% Accuracy - LSRC	95% orders without errors	98.02	455

Complex Services - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		20.04	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	97.58	3896
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		14.72	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.51	2562
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

POTS / Special Services - Aggregate

	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	34.09	15156
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice - Average Response Time		0.00	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	99.96	9998
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-4-04	Work Completion Notice - Average Response Time		0.23	
OR-4-05	Work Completion Notice - % On Time	95% by next bus. day at noon	100.00	8358
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	28.21	15280
OR-5-02	% Flow Through - Simple	No Standard Developed	37.86	11384
OR-5-03	% Flow Through Achieved	95%	UD	

continued

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

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

Special Services - FAX/MAIL Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-07	Average ASRC Time < 10 Lines DS0		UD	
OR-1-07	Average ASRC Time < 10 Lines DS1		UD	
OR-1-07	Average ASRC Time < 10 Lines DS3		UD	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	UD	
OR-1-09	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		UD	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-09	Average LSR Reject Time >= 10 Lines		UD	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	UD	

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs				
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.09	455					
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)		1.44	NA	18367	3.03			
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform		1.44	2.24	18367	118	3.03	0.28	-2.86
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop		4.19	7.20	1936	15	3.73	0.97	-3.11
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform		4.19	4.00	1936	7	3.73	1.41	0.13
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop		6.85	7.75	227	4	4.68	2.36	-0.38
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform		6.85	1.00	227	2	4.68	3.32	1.76
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop		7.07	6.00	197	3	5.75	3.34	0.32
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform		7.07	2.00	197	1	5.75	5.76	0.88
PR-2 - Average Completed Interval									
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.11	419					
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)		1.36	NA	18008	2.79			
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform		1.36	2.33	18008	114	2.79	0.26	-3.70
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop		4.60	6.64	1723	14	4.34	1.16	-1.75
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform		4.60	3.40	1723	5	4.34	1.94	0.62
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop		6.92	8.33	183	3	5.52	3.21	-0.44
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform		6.92	1.00	183	2	5.52	3.92	1.51
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop		7.60	8.00	158	1	7.46	7.48	-0.05
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform		7.60	2.00	158	1	7.46	7.48	0.75
PR-3 - Completed within X Days - Platform & Other (Switch & INP)									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	72.95	37.23	148583	94	4.58	-7.79	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)		82.08	50.00	148583	94	3.96	-8.11	
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)		86.00	65.96	148583	94	3.58	-5.60	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)		24.86	20.00	17216	5	19.33	-0.25	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)		31.66	20.00	17216	5	20.81	-0.56	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)		40.12	20.00	17216	5	21.92	-0.92	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)		88.43	86.87	165799	99	3.22	-0.49	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)		96.89	98.94	148583	94	1.79	1.14	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)		85.07	100.00	17216	5	15.94	0.94	
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)		97.52	100.00	165799	99	1.56	1.59	
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail None: Analysis Only Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail 95% Completed Within Window None: Analysis Only None: Analysis Only None: Analysis Only	2.74	2.00	2886	1	3.20	3.20	0.23
PR-4-03	% Missed Appt. - Customer		1.39	2.33					
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New		6.71	1.45	38382	69	3.01	1.74	
PR-4-04	% Missed Appt. - BA - Dispatch - Platform		6.71	0.00	38382	23	5.22	1.29	
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut		6.71	3.88	38382	129			
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop		0.13	0.00	235328	660	0.14	0.93	
PR-4-05	% Missed Appt. - BA - No Dispatch - Other		0.13	NA	235328				
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform		0.13	0.00	235328	485	0.16	0.79	
PR-9-01	% On Time Performance - Hot Cut			99.34	754				
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop			0.00	789				
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA						
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform		0.00	508					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail Parity with BA Retail Parity with BA Retail	0.53	0.16	273710	645	0.29	1.29	
PR-5-02	% Orders Held for Facilities > 15 Days		0.01	0.00	273710	645	0.04	0.25	
PR-5-03	% Orders Held for Facilities > 60 Days		0.00	0.00	273710	645			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles Parity w/BA Retail for Found Troubles < = 2% Parity w/BA Retail for Found Troubles Parity w/BA Retail for Found Troubles None: Analysis Only None: Analysis Only	2.93	3.58	247375	4722	0.25	-2.61	
PR-6-01	% Installation Troubles reported within 30 Days - Other		2.93	0.82	247375	973	0.54	3.89	
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop			0.38	2385				
PR-6-02	% Installation Troubles reported within 7 Days - Loop		1.70	1.16	247375	4722	0.19	2.82	
PR-6-02	% Installation Troubles reported within 7 Days - Other		1.70	0.31	247375	973	0.42	3.35	
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop		2.51	5.13	247375	4722	0.23	-11.40	
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other		2.51	0.93	247375	973	0.50	3.15	
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch		Parity with BA Retail Parity with BA Retail	4.10	0.43	48875	157	8.45	0.68
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	2.06		NA	34		3.71		
PR-2 - Average Completed Interval									
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail Parity with BA Retail	3.75	0.41	47074	149	7.58	0.62	5.37
PR-2-11	Av. Completed Interval - Disconnects - Dispatch		2.12	NA	33		3.75		
2-Wire Digital Services									
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail Parity with BA Retail	3.35	4.23	285	52	3.35	0.51	-1.74
PR-1-02	Av. Interval Offered - Total Dispatch		9.58	7.31	197	169	6.31	0.66	3.43
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail Parity with BA Retail	3.18	4.31	260	48	3.14	0.49	-2.29
PR-2-02	Av. Interval Completed - Total Dispatch		9.56	7.68	163	152	6.28	0.71	2.65
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail None: Analysis Only Parity with BA Retail Parity with BA Retail None: Analysis Only 95% on Time 95% on Time 95% on Time 95% on Time 95% on Time	4.72	3.19	53	32	4.70	1.05	1.45
PR-4-03	% Missed Appointment - Customer		10.00	6.57					
PR-4-04	% Missed Appointment - BA - Dispatch		5.48	7.79	949	411		1.34	-1.72
PR-4-05	% Missed Appointment - BA - No Dispatch		0.16	NA	631				
PR-4-08	% Missed Appt. - Customer - Late Order Conf.			0.00		411			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)								
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)								
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)								
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)								
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)								
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail Parity with BA Retail Parity with BA Retail	1.27	6.81	1580	411			
PR-5-02	% Orders Held for Facilities > 15 Days		0.13	0.00					
PR-5-03	% Orders Held for Facilities > 60 Days		0.00	0.00	1580	411			
PR-6 - Installation Quality									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail Parity with BA Retail	UD						
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE		UD						
continued									

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

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services

Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	NA	5.33		203			
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	NA	7.50		1152			
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	NA	5.27		184			
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	NA	7.47		1058			
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days – Total	Parity with BA Retail	NA	4.70		63			
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	NA	6.78					
PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	NA	3.62		1741			
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	NA	NA					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.11		1741			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		UD					
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		UD					
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		UD					
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		UD					
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time		UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	NA	2.87		1741			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	NA	0.06		1741			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	NA	0.00		1741			
PR-6 - Installation Quality									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	UD	UD					

Special Services - Provisioning

PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	4.98	22.87	3631	30	3.68	0.67	-26.52
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	8.57	11.00	1518	28	4.78	0.91	-2.67
PR-1-06	Av. Interval Offered - DS0	Parity with BA Retail	9.51	NA	569		4.58		
PR-1-07	Av. Interval Offered - DS1	Parity with BA Retail	6.54	10.77	2398	31	3.92	0.71	-5.97
PR-1-08	Av. Interval Offered - DS3	Parity with BA Retail	NA	24.44	27				
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		15.01		151			
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.51	NA	991		4.38		
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	3.86	NA	7		2.19		
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	4.93	28.67	3399	24	3.57	0.73	-32.46
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	8.48	10.13	1275	16	4.94	1.24	-1.33
PR-2-06	Av. Interval Completed - DS0	Parity with BA Retail	9.50	NA	473		5.36		
PR-2-07	Av. Interval Completed - DS1	Parity with BA Retail	6.54	9.89	2201	19	4.03	0.93	-3.61
PR-2-08	Av. Interval Completed - DS3	Parity with BA Retail	NA	31.52	21				
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - IOF	IOF Legend		24.18		55			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.29	NA	967		3.47		
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	3.86	NA	7		2.19		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment - BA - Total	Parity with BA Retail	1.76	5.80	5728	69		1.59	-2.54
PR-4-01	% Missed Appointment - BA - Total - EEL	Parity with BA Retail	1.76	UD	5728				
PR-4-01	% Missed Appointment - BA - Total- IOF	Parity with BA Retail	1.76	1.00	5728	200		0.95	0.80
PR-4-02	Average Delay Days - Total	Parity with BA Retail	3.57	43.50	101	4	3.94	2.01	-19.88
PR-4-02	Average Delay Days - Total - EEL	Parity with BA Retail	3.57	UD	101		3.94		
PR-4-02	Average Delay Days - Total - IOF	Parity with BA Retail	3.57	107.00	101	2	3.94	2.81	-36.76
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	6.04	31.88					
PR-4-03	% Missed Appointment - Customer - EEL	None: Analysis Only	6.04	UD					
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		69			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.12	0.00	5728	69		0.42	0.29
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	5728	69			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5728	69			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	1.05	0.00	12340	64		1.27	0.82
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.02	0.00	12340	64		0.16	0.10
PR-7 - Jeopardy Reports									
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					

*Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
MR-2-02 MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop Network Trouble Report Rate – Loop - Platform Network Trouble Report Rate – Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail Parity with BA Retail Parity with BA Retail I/C/W MRAs None: Analysis Only	1.11	0.54	4270641	31918		0.06	9.63
			1.11	UD	4270641			0.10	
			0.11	0.03	4270641	31918		0.02	4.15
			18.94	12.44					
			0.90	1.05	4270641	31918		0.05	-2.72
MR-3-01 MR-3-01 MR-3-02 MR-3-03 MR-3-03	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop % Missed Repair Appointment – Loop - Platform % Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment - Loop % CPE/TOK/FOK - Missed Appointment - Platform	Parity with BA Retail Parity with BA Retail Parity with BA Retail None: Analysis Only None: Analysis Only	9.97	19.08	47337	173		2.28	-3.99
			9.97	UD	47337				
			6.54	10.00	4599	10		7.83	-0.44
			5.12	16.38	38518	708		0.84	-13.47
			5.12	UD	38518	12		6.36	
MR-4-01 MR-4-02 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total Mean Time To Repair – Loop Trouble Mean Time To Repair – Loop Trouble - Platform Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	17.65	31.57	51936	183	17.37	1.29	-10.82
			18.48	32.95	47337	173	17.50	1.33	-10.85
			18.48	UD	47337	12	17.50	5.05	
			9.13	7.68	4599	10	13.22	4.18	0.35
			76.43	54.64	51936	183		3.14	-6.93
			80.42	93.60	40035	125		3.55	-3.71
			57.10	85.60	40035	125		4.43	-6.43
			23.18	47.20	40035	125		3.78	-6.35
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	19.50	10.93	51936	183		2.93	2.92
POTS Complex - Maintenance									
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail Parity with BA Retail None: Analysis Only	UD	UD					
			UD	UD					
			UD	UD					
			UD	UD					
MR-3-01 MR-3-02	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	UD	24.12		257			
			UD	13.89		36			
MR-4-01 MR-4-02 MR-4-03 MR-4-08	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	UD	43.82		293			
			UD	47.97		257			
			UD	14.12		36			
			UD	46.40		125			
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	UD	13.65		293			
Special Services - Maintenance									
MR-2-01 MR-2-05	MR-2 - Trouble Report Rate Network Trouble Report Rate % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail None: Analysis Only	0.36	0.00	451956	1859		0.14	2.57
			0.16	0.00	451956	1859		0.09	1.73
MR-4-01 MR-4-04 MR-4-06 MR-4-08	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	6.48	NA	1606		7.15		
			96.64	NA	1606				
			51.85	NA	1564				
			3.39	NA	1564				
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	16.31	NA	1606				
Legend Notations defined on Legend sheet - last page									

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

CLEC Aggregate Performance
TRUNKS

ORDERING		Aggregate Interconnection							
Metric #	Standard	Actual Performance		Number of Observations					
OR-1-11	OR 1 - Order Confirmation Timeliness Av. FOC Time (<= 192 Forecasted Trunks) Av. FOC Time (> 192 and Unforecasted Trunks) % On Time FOC (<= 192 Forecasted Trunks) % On Time FOC (> 192 and Unforecasted Trunks) % On Time Design Layout Record (DLR)	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days	5.00						
OR-1-11			11.27						
OR-1-12			100.00						
OR-1-12									
OR-1-13			100.00						
OR-2 - Reject Timeliness			5.43						
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	85.71	7					
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)								
PROVISIONING		Actual Performance		Number of Observations					
		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
PR-1-09	PR-1 - Average Interval Offered Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	18.06	17.00	17	3	7.70	4.82	0.22
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	30.85	15.19	20	31	45.00	12.91	1.21
PR-2-09	PR-2 - Average Interval Completed Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	18.00	19.00	7	1	11.20	11.97	-0.08
PR-4-01	PR-4 - Missed Appointment % Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	5050	19021			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	30.89	19.44					
PR-4-07	% On Time Performance –LNP Only	95% on Time		99.24		4981			
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	5050	2403			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	5050	2403			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	5050	2403			
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	5050	19021			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	5050	19021			
MAINTENANCE									
MR-2-01	MR-2 - Trouble Report Rate Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	193032	216905		0.00	-0.32
MR-4-01	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with IXC / FGD	3.52	4.22	7	9			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	7	9			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	85.71	88.89	7	9	17.63	-0.18	
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	28.57	44.44	7	9	22.77	-0.70	
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	7	9			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	7	9			
MR-5-01	MR-5 - Repeat Trouble Report Rates % Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	11.11	7	9			
NETWORK PERFORMANCE									
NP-1-01	NP-1 - Percent Final Trunk Group Blockage % Final Trunk Groups Exceeding Blocking Standard	See Guidelines	2.37	2.76	338	217		1.32	-0.29
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	2.37	3.23	338	217		1.32	-0.65
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		NONE		217			
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		NONE		217			
NP-2-01	NP-2 - Collocation Performance % On Time Response to Request for Physical Collocation	10 Days ¹	100.00			363			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days ¹	NA						
NP-2-03	Average Interval – Physical Collocation	76 Days	70.77						
NP-2-04	Average Interval – Virtual Collocation	105 Days	NA						
NP-2-05	% On Time – Physical Collocation	95% on time	98.61			144			
NP-2-06	% On Time – Virtual Collocation	95% on time	NA						
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines	4.00			2			
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines	NA						
Legend Notations defined on Legend sheet - last page									

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

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

LEGEND

- * = NY/NE Combined Measurement
- ** = NE Measurement
- & = Resale/UNE Combined Measurement
- UD = Performance metric is under development
- NA = No Activity
- TBD = Performance standard is to be determined
- I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
- 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
- 10+ Loops, Negotiated
- 95% Completed Within
 - Window = Standard for Cut-Over Window
 - 1 to 9 lines: 1 hour
 - 10 to 49 lines: 2 hours
 - 50 to 99 lines: 3 hours
 - 100 to 199 lines: 4 hours
 - 200 plus lines: 8 hours
 - EEL = 1-9 Loops, 15 days
 - 10+, Negotiated
 - No Facilities, ECCD+15 Days
 - 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

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

PRE-ORDERING		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.14	4.07	3.93	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	0.14	1.90	1.76	
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.18	2.97	2.79	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.18	0.50	0.32	
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	3.95	3.17	-0.79	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	3.95	1.64	-2.31	
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.31	2.72	2.41	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.31	1.90	1.58	
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	4.79	4.41	-0.37	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	NA	NA		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.43	2.37	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.06	0.78	0.72	
PO-1-08	% Timeouts - EDI	not > .33%		0.09		
PO-1-08	% Timeouts - CORBA	not > .33%		0.34		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.14	6.24	6.10	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	0.14	4.95	4.81	
PO-2 - OSS Interface Availability*						
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.72		172800
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days		99.48		86400
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.30		172800
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.30		172800
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.86		108000
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%		99.16		54000
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.47		54000
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.47		54000
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI			99.49		64800
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All		100.00		32400
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays		99.02		32400
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			99.02		32400
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage (minutes)	<20 minutes		13.00		7
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%		UD		
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
PO-8 - Manual Loop Qualification						
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours		UD		
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours		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		80		5
PO-4-01	% Notices Sent on Time - Regulatory			100		1
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - BA Orig.			100		24
PO-4-01	% Notices Sent on Time - TC Orig.	Notification before Implementation		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.		4		1	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	Notification before Implementation		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		
continued						

continued

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation						
Metric #		Standard	CLEC Perf	CLEC Obs		
	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			
PO-4-01	% Notices Sent on Time - Ind. Std.		NA			
PO-4-01	% Notices Sent on Time - BA Orig.		NA			
PO-4-01	% Notices Sent on Time - TC Orig.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		>=45 days			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		>=45 days			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		>=45 days			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		>=45 days			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		>=45 days			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		>=45 days			
TROUBLE REPORTING (OSS)						
	MR-1 - Response Time OSS Maintenance Interface		Actual Performance			
			BA	CLEC	Difference	
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.49	5.87	-2.62	1116
MR-1-02	Status Trouble	Parity plus < 4 Seconds	4.76	2.78	-1.98	33
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	8.49	NA		
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	9.34	7.27	-2.07	13
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.69	8.18	7.49	293
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	67.50	46.07	-21.43	2427
BILLING						
	BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	95.89		31300707	
BI-1-02	% DUF in 4 Business Days		98.97			
BI-1-03	% DUF in 5 Business Days		99.02			
BI-1-04	% DUF in 8 Business Days		99.15			
	BI-2 - Timeliness of Carrier Bill					
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days	98.33		120	
	BI-3 - Billing Accuracy					
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	0.69		0.21	
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.26		0.01	
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	2.4		1.5	
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.9		1.7	
Legend Notations defined on Legend sheet - last page						

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

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
PO-3-01 PO-3-02 PO-3-03 PO-3-04	PO-3 - Contact Center Availability		
	Average Speed of Answering – Ordering (secs)		6.60
	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	95.45
	Average Speed of Answering – Repair*& (secs)		24.62
	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds	81.27
POTS & Pre-qualified Complex - Electronically Submitted			
OR-1-01 OR-1-02 OR-1-03 OR-1-04 OR-1-05 OR-1-06	OR-1 - Order Confirmation Timeliness		
	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.04
	% On Time LSRC – Flow Through	95% within 2 Hours	99.87
	Average LSRC Time < 10 Lines		9.41
	% On Time LSRC < 10 Lines	95% within 24 Hours	98.84
	Average LSRC Time >= 10 Lines		24.94
	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.33
OR-2-01 OR-2-02 OR-2-03 OR-2-04 OR-2-05 OR-2-06	OR-2 - Reject Timeliness		
	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.00
	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.96
	Average LSR Reject Time < 10 Lines		11.28
	% On Time LSR Reject < 10 Lines	95% within 24 Hours	98.22
	Average LSR Reject Time >= 10 Lines		11.38
	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
Complex Services - Electronically Submitted			
OR-1-03 OR-1-04 OR-1-05 OR-1-06	OR-1 - Order Confirmation Timeliness		
	Average LSRC Time < 10 Lines		64.83
	% On Time LSRC < 10 Lines	95% within 72 Hours	81.81
	Average LSRC Time >= 10 Lines		NA
	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA
OR-2-03 OR-2-04 OR-2-05 OR-2-06	OR-2 - Reject Timeliness - Requiring Loop Qualification		
	Average LSR Reject Time < 10 Lines		17.23
	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00
	Average LSR Reject Time >= 10 Lines		NA
	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA
POTS / Special Services - Aggregate			
OR-3-01	OR-3 - Percent Rejects		
	% Rejects	No Standard	44.31
OR-4-01 OR-4-02 OR-4-03 OR-4-04 OR-4-05	OR-4 - Timeliness of Completion Notification		
	Completion Notice – Average Response Time		1.74
	Completion Notice – % On Time	95% by next bus. day at noon	86.83
	% Orders Excluded from % On Time Measurement		UD
	Work Completion Notice – Average Response Time		0.93
	Work Completion Notice – % On Time	95% by next bus. day at noon	99.87
OR-5-01 OR-5-02 OR-5-03	OR-5 - Percent Flow-Through		
	% Flow Through - Total	No Standard Developed	51.19
	% Flow Through - Simple	No Standard Developed	53.77
	% Flow Through Achieved	95%	UD
OR-6-01 OR-6-02 OR-6-03	OR-6 - Order Accuracy		
	% Accuracy - Orders*	95% Orders without Errors	81.67
	% Accuracy – Opportunities*	95% Orders without Errors	97.98
	% Accuracy – LSRC**	95% Orders without Errors	90.75
Special Services - Electronically Submitted			
OR-1-03 OR-1-03 OR-1-03 OR-1-03 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-06 OR-1-06 OR-1-06	OR-1 - Order Confirmation Timeliness		
	Average LSRC Time < 10 Lines		22.77
	Average ASRC Time < 10 Lines DS0		UD
	Average ASRC Time < 10 Lines DS1		UD
	Average ASRC Time < 10 Lines DS3		UD
	% On Time LSRC < 10 Lines	95% within 48 Hours	95.14
	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
	Average LSRC Time >= 10 Lines		10.62
	Average ASRC Time >= 10 Lines DS0		UD
	Average ASRC Time >= 10 Lines DS1		UD
	Average ASRC Time >= 10 Lines DS3		UD
	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
OR-2-03 OR-2-04 OR-2-05 OR-2-06	OR-2 - Reject Timeliness		
	Average LSR Reject Time < 10 Lines		13.57
	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00
	Average LSR Reject Time >= 10 Lines		0.00
	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Dispatch (6-9 Lines)		7.18	6.68	190	34	5.89	1.10	0.46
	Average Interval Offered – Dispatch (>= 10 Lines)	8.80	7.42	148	31	6.92	1.37	1.01	
PR-2-04 PR-2-05	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Dispatch (6-9 Lines)		7.38	7.41	156	27	6.22	1.30	-0.02
	Average Interval Completed – Dispatch (>= 10 Lines)	8.74	6.92	123	26	6.85	1.48	1.23	
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days	Parity with BA Retail							
	% Completed in 1 Day (1-5 Lines - No Dispatch)		77.67	66.27	125245	3190		0.75	-15.27
	% Completed in 2 Days (1-5 Lines - No Dispatch)		85.26	77.37	125245	3190		0.64	-12.41
	% Completed in 3 Days (1-5 Lines - No Dispatch)		88.85	83.67	125245	3190		0.56	-9.18
	% Completed in 1 Day (1-5 Lines - Dispatch)		24.12	13.04	16282	598		1.78	-6.22
	% Completed in 2 Days (1-5 Lines - Dispatch)		30.68	21.91	16282	598		1.92	-4.57
	% Completed in 3 Days (1-5 Lines - Dispatch)		40.99	45.65	16282	598		2.05	2.28
	% Completed in 4 Days (1-5 Lines - Total)		88.75	87.70	141527	3788		0.52	-2.02
	% Completed in 5 Days (1-5 Lines – No Dispatch)		96.20	93.89	125245	3190		0.34	-6.74
	% Completed in 5 Days (1-5 Lines – Dispatch)		77.61	87.96	16282	598		1.74	5.96
	% Completed in 6 Days (1-5 Lines - Total)		95.93	94.77	141527	3788		0.33	-3.57
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only							
	Average Delay Days – Total		2.81	2.00	2677	60	3.51	0.46	1.77
	% Missed Appointment – Customer		1.49	1.44					
	% Missed Appointment – Bell Atlantic – Dispatch		7.07	4.37	32740	1030		0.81	3.33
	% Missed Appointment – Bell Atlantic – No Dispatch		0.19	0.18	193198	8249		0.05	0.20
	% Missed Appt. – Customer – Late Order Conf.	0.01	0.01		9279				
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail							
	% Missed Appointment – Bell Atlantic – Facilities		0.60	0.31	225938	9279		0.08	3.55
	% Orders Held for Facilities > 15 Days		0.01	0.01	225938	9279		0.01	0
	% Orders Held for Facilities > 60 Days	0.00	0.00	225938	9279				
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality	Parity with BA Retail None: Analysis Only							
	% Installation Troubles reported within 30 Days		3.36	1.89	209420	18067		0.14	10.47
	% Installation Troubles reported within 7 Days		1.92	0.98	209420	18067		0.11	8.86
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.61	1.26	209420	18067		0.12	10.94	
POTS - Business									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Total No Dispatch		1.44	3.45	16157	2125	3.43	0.08	-25.40
	Average Interval Offered – Dispatch (1-5 Lines)	4.69	3.86	1674	466	4.70	0.25	3.37	
PR-2-01 PR-2-03	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Total No Dispatch		1.23	3.07	15079	1861	2.74	0.07	-27.33
	Average Interval Completed – Dispatch (1-5 Lines)	4.77	4.04	1491	427	4.59	0.25	2.90	
POTS - Residence									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Total No Dispatch		1.01	0.89	161660	2373	3.70	0.08	1.57
	Average Interval Offered – Dispatch (1-5 Lines)	4.03	3.30	16091	187	4.51	0.33	2.20	
PR-2-01 PR-2-03	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Total No Dispatch		0.91	0.77	156789	2286	3.03	0.06	2.19
	Average Interval Completed – Dispatch (1-5 Lines)	4.16	3.26	14791	171	3.96	0.30	2.95	
POTS & Complex Aggregate									
PR-1-10 PR-1-11	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Disconnects – No Dispatch		4.73	4.90	53739	1757	7.98	0.19	-0.88
	Average Interval Offered – Disconnects – Dispatch		5.46	7.00	71	3	7.30	4.30	-0.36
PR-2-10 PR-2-11	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Disconnects – No Dispatch		4.30	4.11	48813	1459	7.30	0.19	0.98
	Average Interval Completed – Disconnects – Dispatch	5.24	7.00	68	3	7.29	4.30	-0.41	
2-Wire Digital Services									
PR-1-01 PR-1-02	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Total No Dispatch		4.04	4.38	379	48	5.02	0.77	-0.44
	Average Interval Offered – Total Dispatch		8.70	8.11	124	18	4.87	1.23	0.48
PR-2-01 PR-2-02	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Total No Dispatch		3.03	3.74	284	39	3.38	0.58	-1.23
	Average Interval Completed – Total Dispatch	8.08	8.28	116	18	2.77	0.70	-0.29	
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only							
	Average Delay Days – Total		3.29	NA	42		4.30		
	% Missed Appointment – Customer		10.86	0.00					
	% Missed Appointment – Bell Atlantic – Dispatch		6.66	0.00	586	18		5.97	1.12
	% Missed Appointment – Bell Atlantic – No Dispatch		0.69	0.00	436	46		1.28	0.54
	% Missed Appt. – Customer – Late Order Conf.			0.00		64			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail							
	% Missed Appointment – Bell Atlantic – Facilities		0.88	0.00	1022	64		1.20	0.73
	% Orders Held for Facilities > 15 Days		0.10	0.00	1022	64		0.41	0.25
	% Orders Held for Facilities > 60 Days	0.00	0.00	1022	64				
PR-6-01 PR-6-03	PR-6 - Installation Quality	Parity with BA Retail							
	% Install. Troubles Reported within 30 Days		3.36	UD	209420				
	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		2.61	UD	209420				
	continued								

continued

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	9.17	0.92	2208	13	6.49	1.81	4.57		
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	12.19	10.33	608	3	4.91	2.84	0.65		
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	8.76	0.92	1897	13	5.53	1.54	5.09		
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	12.14	10.33	526	3	4.67	2.70	0.67		
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.21	NA	28		2.38				
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	2.97	0.00							
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	2.57	0.00	622	3		9.16	0.28		
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.55	0.00	2175	13		2.06	0.27		
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		16					
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.07	0.00	2797	16		0.66	0.11		
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	2797	16					
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	2797	16					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.60	UD	209420						
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.61	UD	209420						
Special Services - Provisioning											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	7.19	4.98	4301	301	6.15	0.37	6.03		
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	11.37	8.71	1485	59	5.24	0.70	3.82		
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	10.69	7.92	520	24	4.40	0.92	3.02		
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	10.18	8.96	3243	75	6.46	0.75	1.62		
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	11.50	NA	2		3.54				
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.85	5.32	889	41	4.01	0.64	-0.73		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	9.57	NA	7		8.96				
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	6.69	4.54	3543	264	5.39	0.34	6.25		
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	11.15	10.09	1073	53	5.83	0.82	1.29		
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	10.46	12.00	265	22	6.22	1.38	-1.12		
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	9.63	7.84	2677	61	5.69	0.74	2.43		
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	NA	NA							
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.61	5.31	795	36	3.77	0.64	-1.09		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	9.57	NA	7		8.96				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.12	1.80	5629	389		0.55	-1.23		
PR-4-02	Average Delay Days – Total	Parity with BA Retail	4.65	2.86	63	7	7.00	2.79	0.64		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	8.35	2.57							
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		389					
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.28	0.00	5629	389		0.28	1.01		
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.05	0.00	5629	389		0.12	0.43		
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5629	389					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.56	0.18	11387	2177		0.17	2.16		
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	11387	2177		0.04	0.69		

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.13	0.48	4262750	264121		0.02	30.74
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.09	0.08	4262750	264121		0.01	2.58
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	19.96	5.78					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.81	0.40	4262750	264121		0.02	22.73
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	8.91	9.02	48174	1264		0.81	-0.14
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.30	7.39	3947	203		1.87	-0.05
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.36	8.49	34518	1060		0.70	-4.46
MR-3-04	% Missed Repair Appoint - No Double Dispatch		4.81	3.80	2318	62		2.75	0.37
MR-3-05	% Missed Repair appointment - Double Dispatch		3.49	4.91	1679	50		2.63	-0.54
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	19.15	13.87	52121	1467	18.47	0.49	10.81
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	20.00	14.75	48174	1264	18.57	0.53	9.92
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	8.90	8.42	3947	203	13.62	0.98	0.49
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	72.40	86.71	52121	1467		1.18	12.09
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.94	74.98	40286	1159		1.12	7.10
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	59.91	45.47	40286	1159		1.46	9.89
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	26.95	13.98	40286	1159		1.32	9.81
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.41	15.88	52121	1467		1.03	2.47
Special Services - Maintenance									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.24	0.26	453671	18238		0.04	-0.36
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.12	0.21	453671	18238		0.03	-3.17
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	7.25	6.25	1108	47	7.59	1.13	0.88
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	95.94	97.87	1108	47		2.94	0.66
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	60.39	54.76	1073	42		7.69	0.73
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	4.01	2.38	1073	42		3.09	0.53
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	19.95	25.53	1108	47		5.95	-0.94
Legend Notations defined on Legend sheet - last page									

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

Metric #

	PO-3 - Contact Center Availability
PO-3-01	Average Speed of Answering – Ordering* (secs)
PO-3-02	% Answered within 30 Seconds – Ordering*
PO-3-03	Average Speed of Answering – Repair* & (secs)
PO-3-04	% Answered within 30 Seconds – Repair* &

Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	17.90	
80% within 30 Seconds	83.07	24833
	24.62	
80% within 30 Seconds	81.27	79079

Platform

	OR-1 - Order Confirmation Timeliness
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)
OR-1-02	% On Time LSRC – Flow Through
OR-1-03	Average LSRC Time < 10 Lines
OR-1-04	% On Time LSRC < 10 Lines
OR-1-05	Average LSRC Time >= 10 Lines
OR-1-06	% On Time LSRC >= 10 Lines

	0.02	
95% within 2 Hours	100.00	1161
	9.33	
95% within 24 Hours	100.00	219
	NA	
95% within 72 Hours	NA	

	OR-2 - Reject Timeliness
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)
OR-2-02	% On Time LSR Reject – Flow Through
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

	0.00	
95% within 2 Hours	100.00	210
	7.94	
95% within 24 Hours	100.00	115
	NA	
95% within 72 Hours	NA	

	OR-6 - Order Accuracy*
OR-6-01	% Accuracy - Orders
OR-6-02	% Accuracy – Opportunities
OR-6-03	% Accuracy – LSRC

95% orders without errors	89.02	346
95% orders without errors	98.75	3931
95% orders without errors	98.50	401

Loop/Pre-qualified Complex/LNP

	OR-1 - Order Confirmation Timeliness
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)
OR-1-02	% On Time LSRC – Flow Through
OR-1-03	Average LSRC Time < 10 Lines
OR-1-04	% On Time LSRC < 10 Lines
OR-1-05	Average LSRC Time >= 10 Lines
OR-1-06	% On Time LSRC >= 10 Lines

	0.30	
95% within 2 Hours	99.91	5618
	8.33	
95% within 24 Hours	95.36	6738
	13.60	
95% within 72 Hours	98.76	162

	OR-2 - Reject Timeliness
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)
OR-2-02	% On Time LSR Reject – Flow Through
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

	0.01	
95% within 2 Hours	99.73	762
	13.78	
95% within 24 Hours	92.49	1519
	13.98	
95% within 72 Hours	98.05	103

	OR-6 - Order Accuracy*
OR-6-01	% Accuracy - Orders
OR-6-02	% Accuracy – Opportunities
OR-6-03	% Accuracy – LSRC

95% orders without errors	85.56	270
95% orders without errors	97.90	2336
95% orders without errors	98.00	401

Complex Services - Electronically Submitted

	OR-1 - Order Confirmation Timeliness
OR-1-03	Average LSRC Time < 10 Lines
OR-1-04	% On Time LSRC < 10 Lines (Electronic)
OR-1-05	Average LSRC Time >= 10 Lines
OR-1-06	% On Time LSRC >= 10 Lines

	17.73	
95% within 72 Hours	97.81	3748
	NA	
95% within 72 Hours	NA	

	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

	14.96	
95% within 72 Hours	98.71	2173
	NA	
95% within 72 Hours	NA	

POTS / Special Services - Aggregate

	OR-3 - Percent Rejects
OR-3-01	% Rejects

No Standard	26.89	18194
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	OR-4 - Timeliness of Completion Notification
OR-4-01	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

	0.00	
95% by next bus. day at noon	99.98	10948
	UD	
	0.04	
95% by next bus. day at noon	99.97	7417

	OR-5 - Percent Flow-Through
OR-5-01	% Flow Through - Total
OR-5-02	% Flow Through - Simple
OR-5-03	% Flow Through Achieved

No Standard Developed	38.41	17646
No Standard Developed	48.77	13898
95%	UD	

continued

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

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

Special Services - FAX/MAIL Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-07	Average ASRC Time < 10 Lines DS0		UD	
OR-1-07	Average ASRC Time < 10 Lines DS1		UD	
OR-1-07	Average ASRC Time < 10 Lines DS3		UD	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	UD	
OR-1-09	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		UD	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-09	Average LSR Reject Time >= 10 Lines		UD	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	UD	

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - UNE POTs / SPECIAL SERVICES

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.9-5, 10+=Negotiated	8.22		551			
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.44	NA	16157	3.43		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.44	1.49	16157	263	0.21	-0.23
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.69	5.33	1674	12	4.70	1.36
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.69	3.21	1674	14	4.70	1.26
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.18	10.00	190	1	5.89	5.91
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.18	NA	190		5.89	-0.48
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.80	8.00	148	2	6.92	4.93
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.80	NA	148		6.92	0.16
PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.9-5, 10+=Negotiated	8.17		294			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.23	NA	15079	2.74		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.23	1.44	15079	256	0.17	-1.22
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.77	4.89	1491	9	4.59	1.53
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.77	3.29	1491	14	4.59	1.23
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.38	10.00	156	1	6.22	6.24
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.38	NA	156		6.22	-0.42
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.74	47.00	123	2	6.85	4.88
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.74	NA	123		6.85	-7.84
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	77.67	61.21	125245	232	2.74	-6.01
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.26	69.83	125245	232	2.33	-6.62
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	88.85	73.71	125245	232	2.07	-7.32
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	24.12	21.43	16282	14	11.44	-0.24
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	30.68	28.57	16282	14	12.33	-0.17
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	40.99	28.57	16282	14	13.15	-0.94
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	88.75	95.53	141527	246	2.02	3.36
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.20	100.00	125245	232	1.26	3.02
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	77.61	92.86	16282	14	11.15	1.37
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.93	99.59	141527	246	1.26	2.90
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	Parity with BA Retail	2.81	20.00	2677	4	3.51	1.76
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	1.49	0.77				-9.79
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	7.07	7.69	32740	39	4.11	-0.15
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	7.07	2.08	32740	48	3.70	1.35
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	7.07	0.93	32740	108		
PR-4-04	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.19	0.23	193198	440	0.21	-0.19
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.19	NA	193198			
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.19	0.00	193198	1051	0.13	1.41
PR-9-01	% On Time Performance - Hot Cut	95% Completed Within Window		99.56		676		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		0.00		548		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		NA				
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	None: Analysis Only		0.00		1099		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.60	0.26	225938	1175	0.23	1.51
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.17	225938	1175	0.03	-5.47
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.17	225938	1175		
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.36	4.30	209420	4255	0.28	-3.39
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.36	0.00	209420	1509	0.47	7.21
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.83		2171		
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	1.92	1.50	209420	4255	0.21	1.97
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	1.92	0.00	209420	1509	0.35	5.42
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	2.61	7.10	209420	4255	0.25	-18.19
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	2.61	0.46	209420	1509	0.41	5.21
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.73	4.81	53739	21	7.98	1.74
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	5.46	NA	71		7.30	-0.05
PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	4.30	5.00	48813	14	7.30	1.95
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	5.24	NA	68		7.29	-0.36
2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	4.04	6.01	379	134	5.02	0.50
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	8.70	7.11	124	198	4.87	0.56
PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	3.03	5.50	284	50	3.38	0.52
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	8.08	7.38	116	171	2.77	0.33
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	Parity with BA Retail	3.29	2.92	42	24	4.30	1.10
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	10.86	8.84				0.34
PR-4-04	% Missed Appointment - BA - Dispatch	Parity with BA Retail	6.66	5.44	586	441	1.57	0.78
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.69	NA	436			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		441		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.88	5.22	1022	441	0.53	-8.16
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.10	0.00	1022	441	0.18	0.56
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	1022	441		
PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail	3.36	7.34	209420	354	0.96	-4.16
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.61	11.30	209420	354	0.85	-10.25

continued

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

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	9.17	6.92	2208	794	6.49	0.27		8.38	
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	12.19	7.56	608	1091	4.91	0.25		18.63	
PR-2 - Average Completed Interval											
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	8.76	5.98	1897	279	5.53	0.35		7.84	
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	12.14	7.80	526	992	4.67	0.25		17.23	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	2.21	3.10	28	61	2.38	0.54		-1.64	
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	2.97	7.35							
PR-4-04	% Missed Appointment - BA - Dispatch	Parity with BA Retail	2.57	3.68	622	1659		0.74		-1.49	
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.55	NA	2175						
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		1659					
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		UD							
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		UD							
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		UD							
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		UD							
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time		UD							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.07	3.19	2797	1659		0.08		-38.07	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	2797	1659					
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	2797	1659					
PR-6 - Installation Quality											
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail	3.60	6.58	209420	1475		0.49		-6.13	
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.61	8.68	209420	1475		0.42		-14.57	
Special Services - Provisioning											
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	7.19	16.95	4301	21	6.15	1.35		-7.25	
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	11.37	9.78	1485	18	5.24	1.24		1.28	
PR-1-06	Av. Interval Offered - DS0	Parity with BA Retail	10.69	NA	520		4.40				
PR-1-07	Av. Interval Offered - DS1	Parity with BA Retail	10.18	10.50	3243	32	6.46	1.15		-0.28	
PR-1-08	Av. Interval Offered - DS3	Parity with BA Retail	11.50	28.00	2	7	3.54	2.84		-5.81	
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD							
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD							
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		14.82		121					
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.85	NA	889		4.01				
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	9.57	NA	7		8.96				
PR-2 - Average Completed Interval											
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	6.69	19.27	3543	11	5.39	1.63		-7.73	
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	11.15	9.50	1073	14	5.83	1.57		1.05	
PR-2-06	Av. Interval Completed - DS0	Parity with BA Retail	10.46	NA	265		6.22				
PR-2-07	Av. Interval Completed - DS1	Parity with BA Retail	9.63	9.75	2677	20	5.69	1.28		-0.09	
PR-2-08	Av. Interval Completed - DS3	Parity with BA Retail	NA	30.00		5					
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD							
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD							
PR-2-09	Av. Interval Completed - Total - IOF	IOF Legend		22.95		37					
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.61	NA	795		3.77				
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	9.57	NA	7		8.96				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment - BA - Total	Parity with BA Retail	1.12	4.17	5629	48		1.53		-2.00	
PR-4-01	% Missed Appointment - BA - Total - EEL	Parity with BA Retail	1.12	UD	5629						
PR-4-01	% Missed Appointment - BA - Total - IOF	Parity with BA Retail	1.12	3.08	5629	130		0.93		-2.10	
PR-4-02	Average Delay Days - Total	Parity with BA Retail	4.65	4.50	63	2	7.00	5.03		0.03	
PR-4-02	Average Delay Days - Total - EEL	Parity with BA Retail	4.65	UD	63		7.00				
PR-4-02	Average Delay Days - Total - IOF	Parity with BA Retail	4.65	40.75	63	4	7.00	3.61		-10.00	
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	8.35	12.50							
PR-4-03	% Missed Appointment - Customer - EEL	None: Analysis Only	8.35	UD							
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		48					
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.28	0.00	5629	48		0.77		0.37	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.05	0.00	5629	48		0.32		0.15	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5629	48					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.56	0.00	11387	48		1.08		0.52	
PR-6-03	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	11387	48		0.23		0.11	
PR-7 - Jeopardy Reports											
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD							
*Legend Notations defined on Legend sheet - last page											

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #	Maintenance - POTS Loop	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate	Parity with BA Retail Parity with BA Retail I/C/W MRAs None: Analysis Only	1.13	1.11	4262750	19301		0.08	0.21
	Network Trouble Report Rate – Loop		0.09	0.13	4262750	19301		0.02	-1.68
	% Subsequent Reports		19.96	12.41					
	% CPE/TOK/FOK Trouble Report Rate		0.81	2.64	4262750	19301		0.06	-28.26
MR-3-01 MR-3-02 MR-3-03 MR-3-04 MR-3-05	MR-3 - Missed Repair Appointments	Parity with BA Retail Parity with BA Retail	8.91	19.07	48174	215		1.95	-5.22
	% Missed Repair Appointment – Loop		7.30	0.00	3947	25		5.22	1.40
	% Missed Repair Appointment – Central Office		5.36	18.66	34518	509		1.01	-13.23
	% CPE/TOK/FOK - Missed Appointment		4.81	13.02	2318	28		4.07	-2.02
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-07 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	3.49	3.72	1679	8		6.50	-0.04
	Mean Time To Repair – Total		19.15	25.32	52121	240		1.19	-5.16
	Mean Time To Repair – Loop Trouble		20.00	27.62	48174	215		1.27	-6.00
	Mean Time To Repair – Central Office Trouble		8.90	5.55	3947	25		2.73	1.23
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	72.40	66.67	52121	240		2.89	-1.98
	% Cleared (all troubles) within 24 Hours		59.91	70.89	40286	158		3.91	-2.81
	% Out of Service > 12 Hours		26.95	34.18	40286	158		3.54	-2.04
	% Out of Service > 24 Hours		UD	UD					
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate	Parity with BA Retail Parity with BA Retail I/C/W MRAs None: Analysis Only	1.13	0.17	4262750	12541		0.09	10.18
	Network Trouble Report Rate – Platform		0.09	0.04	4262750	12541		0.03	1.94
	Network Trouble Report Rate – Central Office		19.96	10.34					
	% Subsequent Reports		0.81	0.12	4262750	12541		0.08	8.61
MR-3-01 MR-3-02 MR-3-03 MR-3-04 MR-3-05	MR-3 - Missed Repair Appointments	Parity with BA Retail Parity with BA Retail	8.91	19.05	48174	21		6.22	-1.63
	% Missed Repair Appointment – Platform		7.30	0.00	3947	5		11.64	0.63
	% Missed Repair Appointment – Central Office		5.36	6.67	34518	15		5.82	-0.23
	% CPE/TOK/FOK - Missed Appointment - Platform		4.81	14.29	2318	3		12.36	-0.77
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	3.49	4.76	1679	1		18.36	-0.07
	Mean Time To Repair – Total		19.15	11.88	52121	26		3.62	2.01
	Mean Time To Repair – Loop Trouble - Platform		20.00	14.32	48174	21		4.05	1.40
	Mean Time To Repair – Central Office Trouble		8.90	1.67	3947	5		6.09	1.19
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	72.40	88.46	52121	26		8.77	1.83
	% Cleared (all troubles) within 24 Hours		82.94	76.47	40286	17		9.13	0.71
	% Out of Service > 4 Hours		59.91	58.82	40286	17		11.89	0.09
	% Out of Service > 12 Hours		26.95	17.65	40286	17		10.76	0.86
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate	Parity with BA Retail Parity with BA Retail None: Analysis Only	1.13	0.67	4262750	10240		0.10	4.36
	Network Trouble Report Rate - Loop		0.09	0.13	4262750	10240		0.03	-1.14
	Network Trouble Report Rate - Central Office		0.81	1.24	4262750	10240		0.09	-4.85
	% CPE/TOK/FOK Trouble Report Rate								
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	8.91	10.14	48174	69		3.43	-0.36
	% Missed Repair Appointment – Loop		19.15	38.50	52121	82		2.04	-9.48
	Mean Time To Repair - Total		20.00	39.98	48174	69		2.24	-8.93
	Mean Time To Repair - Loop Trouble		8.90	30.55	3947	13		3.78	-5.72
MR-4-01 MR-4-02 MR-4-03 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	26.95	46.51	40286	43		6.77	-2.89
	Mean Time To Repair - Central Office Trouble		UD	UD					
	% Out of Service > 24 Hours		UD	UD					
	Mean Time To Repair - No Double Dispatch		UD	UD					
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	18.41	15.85	52121	82		4.28	0.60
	% Repeat Reports within 30 Days								
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate	Parity with BA Retail Parity with BA Retail None: Analysis Only	1.13	1.89	4262750	10240		0.10	-7.31
	Network Trouble Report Rate - Loop		0.09	0.35	4262750	10240		0.03	-8.61
	Network Trouble Report Rate - Central Office		0.81	2.79	4262750	10240		0.09	-22.37
	% CPE/TOK/FOK Trouble Report Rate								
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	8.91	13.40	48174	194		2.05	-2.19
	% Missed Repair Appointment – Loop		19.15	44.52	52121	230		1.22	-20.79
	Mean Time To Repair - Total		20.00	50.58	48174	194		1.34	-22.90
	Mean Time To Repair - Loop Trouble		8.90	11.87	3947	36		2.28	-1.30
MR-4-01 MR-4-02 MR-4-03 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	26.95	49.23	40286	130		3.90	-5.72
	Mean Time To Repair - Central Office Trouble		UD	UD					
	% Out of Service > 24 Hours		UD	UD					
	Mean Time To Repair - No Double Dispatch		UD	UD					
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	18.41	13.91	52121	230		2.56	1.76
	% Repeat Reports within 30 Days								

continued

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01
MR-2-05

Network Trouble Report Rate
% CPE/TOK/FOK Trouble Report Rate

Parity with BA Retail
None: Analysis Only

0.24	10.17	453671	177		0.37	-26.73
0.12	5.65	453671	177		0.26	-20.88

MR-4 - Trouble Duration Intervals

MR-4-01
MR-4-04
MR-4-06
MR-4-08

Mean Time To Repair - Total
% Cleared (all troubles) within 24 Hours
% Out of Service > 4 Hours
% Out of Service > 24 Hours

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail

7.25	NA	1108		7.59		
95.94	NA	1108				
60.39	NA	1073				
4.01	NA	1073				

MR-5 - Repeat Trouble Reports

MR-5-01

% Repeat Reports within 30 Days

Parity with BA Retail

19.95	NA	1108				
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Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
TRUNKS

ORDERING		Aggregate Interconnection							
Metric #		Standard	Actual Performance		Number of Observations				
OR-1-11 OR-1-11 OR-1-12 OR-1-12 OR-1-13	OR 1 - Order Confirmation Timeliness								
	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days		5.25					
	Av. FOC Time (> 192 and Unforecasted Trunks)			9.67					
	% On Time FOC (<= 192 Forecasted Trunks)			87.50		8			
	% On Time FOC (> 192 and Unforecasted Trunks)					52			
% On Time Design Layout Record (DLR)			100.00		60				
OR-2-11 OR-2-12	OR-2 - Reject Timeliness								
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		25.33 66.67			6		
PROVISIONING									
			Actual Performance		Number of Observations				
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-09 PR-1-09	PR-1 - Average Interval Offered								
	Av. Interval Offered – Total (<= 192 Forecasted Trunks) Av. Interval Offered – Total (> 192 Forecasted Trunks)	Parity with IXC / FGD Parity with IXC / FGD	17.78 40.60	12.00 17.38	18 25	1 24	5.98 38.39	6.14 10.97	0.94 2.12
PR-2-09	PR-2 - Average Interval Completed								
	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	12.14	8.00	7	1	4.22	4.51	0.92
PR-4-01 PR-4-02 PR-4-03 PR-4-07	PR-4 - Missed Appointment								
	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD Parity with IXC / FGD None: Analysis Only 95% on Time			4600	17019			
	Average Delay Days - Total			NA					
	% Missed Appointment – Customer			39.13	33.40				
	% On Time Performance – LNP Only				98.94		5388		
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	4600	2589			
	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	4600	2589			
	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	4600	2589			
PR-6-01 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with IXC / FGD None: Analysis Only	0.00	0.02	4600	17019			
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		UD	UD	4600	17019			
MAINTENANCE									
MR-2-01	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.01	196732	233204		0.00	1.08
MR-4-01 MR-4-04 MR-4-05 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total	Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD	1.93	4.35	17	13			
	% Cleared (all troubles) within 24 Hours		100.00	100.00	17	13			
	% Out of Service > 2 Hours		29.41	61.54	17	13		16.79	-1.91
	% Out of Service > 4 Hours		11.76	30.77	17	13		11.87	-1.60
	% Out of Service > 12 Hours		0.00	15.38	17	13			
	% Out of Service > 24 Hours		0.00	0.00	17	13			
MR-5-01	MR-5 - Repeat Trouble Report Rates								
	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	17	13			
NETWORK PERFORMANCE									
NP-1-01 NP-1-02 NP-1-03 NP-1-04	NP-1 - Percent Final Trunk Group Blocking								
	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines See Guidelines See Guidelines See Guidelines	1.77	2.18	339	229		1.13	-0.36
	% FTG Exceeding Blocking Std. –(No Exceptions)		1.77	3.93	339	229		1.13	-1.92
	Number FTG Exceeding Blocking Std. – 2 Months			2.00		229			
	Number FTG Exceeding Blocking Std. – 3 Months			NONE		229			
NP-2-01 NP-2-02 NP-2-03 NP-2-04 NP-2-05 NP-2-06 NP-2-07 NP-2-08	NP-2 - Collocation Performance								
	% On Time Response to Request for Physical Collocation	10 Days ¹		100		117			
	% On Time Response to Request for Virtual Collocation	10 Days ¹				1			
	Average Interval – Physical Collocation	76 Days		75					
	Average Interval – Virtual Collocation	105 Days		NA					
	% On Time – Physical Collocation	95% on time		98		99			
	% On Time – Virtual Collocation	95% on time		NA					
	Average Delay Days – Physical Collocation	See Guidelines		4		2			
	Average Delay Days – Virtual Collocation	See Guidelines		NA					

Legend Notations defined on Legend sheet - last page

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

LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within
Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
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

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

PRE-ORDERING		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.16	3.75	3.59	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	0.16	2.71	2.55	
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.17	2.58	2.42	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.17	0.51	0.34	
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.04	3.33	-0.71	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	4.04	1.96	-2.08	
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.28	2.60	2.32	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.28	6.75	6.47	
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	4.87	4.51	-0.36	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	NA	NA		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.10	2.04	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.06	1.04	0.98	
PO-1-08	% Timeouts - EDI	not > .33%		0.34		
PO-1-08	% Timeouts - CORBA	not > .33%		0.00		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.16	5.44	5.28	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	0.16	4.10	3.93	
PO-2 - OSS Interface Availability*						
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days	99.20			133920
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days	99.36			89280
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days	98.76			133920
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days	98.76			133920
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%	99.06			84240
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%	98.99			56160
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%	99.05			56160
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%	99.05			56160
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI		99.43			49680
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All	100.00			33120
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays	98.27			33120
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI		98.27			33120
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage (minutes)	<20 minutes	14.15			13
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%	UD			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness	>=95%	UD			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD			
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			
PO-8 - Manual Loop Qualification						
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours	UD			
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours	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			1
PO-4-01	% Notices Sent on Time - Regulatory		NA			
PO-4-01	% Notices Sent on Time - Industry Standard		NA			
PO-4-01	% Notices Sent on Time - BA Orig.		NA			
PO-4-01	% Notices Sent on Time - TC Orig.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days	NA			
continued						

continued

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation				
Metric #		Standard	CLEC Perf	CLEC Obs
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	100	1
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01	% Notices Sent on Time - BA Orig.		100	15
PO-4-01	% Notices Sent on Time - TC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		>=45 days	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		>=45 days	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		>=45 days	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		>=45 days	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		>=45 days	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		>=45 days	
TROUBLE REPORTING (OSS)				
MR-1 - Response Time OSS Maintenance Interface				
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.24	1313
MR-1-02	Status Trouble		3.26	23
MR-1-03	Modify Trouble		7.73	
MR-1-04	Request Cancellation of Trouble		8.65	24
MR-1-05	Trouble Report History (by TN/Circuit)		0.56	308
MR-1-06	Test Trouble (POTS Only)		71.70	3045
BILLING				
BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	97.58	35285417
BI-1-02	% DUF in 4 Business Days		99.70	
BI-1-03	% DUF in 5 Business Days		99.73	
BI-1-04	% DUF in 8 Business Days		99.78	
BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days	99.23	129
BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	0.42	20,181,878
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.24	129,232
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	2.4	37287
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.8	520270
Legend Notations defined on Legend sheet - last page				

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

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering (secs)		7.16
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	94.30
PO-3-03	Average Speed of Answering – Repair*& (secs)		21.59
PO-3-04	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds	88.10
			125158
POTS & Pre-qualified Complex - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.04
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.62
OR-1-03	Average LSRC Time < 10 Lines		9.98
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.89
OR-1-05	Average LSRC Time >= 10 Lines		21.91
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.36
			61
OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.00
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00
OR-2-03	Average LSR Reject Time < 10 Lines		11.24
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.37
OR-2-05	Average LSR Reject Time >= 10 Lines		13.00
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
			8
Complex Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		43.20
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	93.33
OR-1-05	Average LSRC Time >= 10 Lines		NA
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-03	Average LSR Reject Time < 10 Lines		14.57
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines		NA
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA
POTS / Special Services - Aggregate			
OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	48.35
			12505
OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.17
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	93.29
OR-4-03	% Orders Excluded from % On Time Measurement		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
			7563
OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	44.60
OR-5-02	% Flow Through - Simple	No Standard Developed	47.18
OR-5-03	% Flow Through Achieved	95%	UD
OR-6 - Order Accuracy			
OR-6-01	% Accuracy - Orders*	95% Orders without Errors	77.93
OR-6-02	% Accuracy – Opportunities*	95% Orders without Errors	97.46
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	95.44
			358
			6699
			460
Special Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		18.20
OR-1-03	Average ASRC Time < 10 Lines DS0		UD
OR-1-03	Average ASRC Time < 10 Lines DS1		UD
OR-1-03	Average ASRC Time < 10 Lines DS3		UD
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	97.71
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
OR-1-05	Average LSRC Time >= 10 Lines		42.76
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	92.85
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
			14
OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		11.88
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Dispatch (6-9 Lines)		7.12	7.03	228	36	7.29	1.31	0.07
	Average Interval Offered – Dispatch (>= 10 Lines)	9.61	9.76	171	21	7.35	1.70	-0.09	
PR-2-04 PR-2-05	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed - Dispatch (6-9 Lines)		7.40	6.80	191	30	7.64	1.50	0.40
	Average Interval Completed - Dispatch (>= 10 Lines)	9.46	10.59	141	17	7.89	2.03	-0.56	
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days	Parity with BA Retail							
	% Completed in 1 Day (1-5 Lines - No Dispatch)		80.59	57.36	129946	2024		0.89	-26.22
	% Completed in 2 Days (1-5 Lines - No Dispatch)		89.28	71.49	129946	2024		0.69	-25.67
	% Completed in 3 Days (1-5 Lines - No Dispatch)		91.69	81.08	129946	2024		0.62	-17.16
	% Completed in 1 Day (1-5 Lines - Dispatch)		26.09	7.61	18682	657		1.74	-10.60
	% Completed in 2 Days (1-5 Lines - Dispatch)		32.47	18.57	18682	657		1.86	-7.48
	% Completed in 3 Days (1-5 Lines - Dispatch)		41.56	43.99	18682	657		1.96	1.24
	% Completed in 4 Days (1-5 Lines - Total)		88.91	84.97	148628	2681		0.61	-6.44
	% Completed in 5 Days (1-5 Lines – No Dispatch)		96.37	95.65	129946	2024		0.42	-1.72
	% Completed in 5 Days (1-5 Lines – Dispatch)		78.80	90.41	18682	657		1.62	7.16
	% Completed in 6 Days (1-5 Lines - Total)		95.64	96.05	148628	2681		0.40	1.03
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only							
	Average Delay Days – Total		2.70	2.30	2658	43	3.03	0.47	0.86
	% Missed Appointment – Customer		1.55	2.13					
	% Missed Appointment – Bell Atlantic – Dispatch		6.19	3.17	37312	1074		0.75	4.05
	% Missed Appointment – Bell Atlantic – No Dispatch		0.17	0.15	199619	6013		0.05	0.37
	% Missed Appt. – Customer – Late Order Conf.	0.01			7087				
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail							
	% Missed Appointment – Bell Atlantic – Facilities		0.59	0.37	236931	7087		0.09	2.38
	% Orders Held for Facilities > 15 Days		0.01	0.00	236931	7087		0.01	0.83
	% Orders Held for Facilities > 60 Days	0.00	0.00	236931	7087				
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality	Parity with BA Retail None: Analysis Only							
	% Installation Troubles reported within 30 Days		3.53	2.28	228639	14353		0.16	7.89
	% Installation Troubles reported within 7 Days		2.12	1.15	228639	14353		0.12	7.84
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.63	1.91	228639	14353		0.14	5.24	
POTS - Business									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Total No Dispatch		1.40	2.68	16731	1850	2.89	0.07	-18.08
	Average Interval Offered – Dispatch (1-5 Lines)	4.48	3.91	1692	496	4.07	0.21	2.74	
PR-2-01 PR-2-03	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Total No Dispatch		1.20	2.35	15531	1609	2.55	0.07	-17.22
	Average Interval Completed – Dispatch (1-5 Lines)	4.64	4.01	1502	453	4.27	0.23	2.75	
POTS - Residence									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Total No Dispatch		0.98	1.62	158337	1405	4.15	0.11	-5.76
	Average Interval Offered – Dispatch (1-5 Lines)	4.20	3.84	18685	221	4.83	0.33	1.10	
PR-2-01 PR-2-03	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Total No Dispatch		0.86	1.42	153162	1315	3.39	0.09	-5.96
	Average Interval Completed – Dispatch (1-5 Lines)	4.30	3.88	17180	204	4.64	0.33	1.29	
POTS & Complex Aggregate									
PR-1-10 PR-1-11	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Disconnects – No Dispatch		4.29	3.83	73277	1722	7.55	0.18	2.50
	Average Interval Offered – Disconnects – Dispatch		3.75	1.50	76	2	5.65	4.05	0.56
PR-2-10 PR-2-11	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Disconnects – No Dispatch		3.85	2.68	67297	1413	6.84	0.18	6.36
	Average Interval Completed – Disconnects – Dispatch	3.68	1.50	74	2	5.59	4.01	0.54	
2-Wire Digital Services									
PR-1-01 PR-1-02	PR-1 - Average Interval Offered	Parity with BA Retail							
	Average Interval Offered – Total No Dispatch		3.99	3.45	401	49	3.77	0.57	0.95
	Average Interval Offered – Total Dispatch		9.79	9.85	169	13	5.96	1.72	-0.03
PR-2-01 PR-2-02	PR-2 - Average Completed Interval	Parity with BA Retail							
	Average Interval Completed – Total No Dispatch		3.27	3.05	312	42	3.08	0.51	0.43
	Average Interval Completed – Total Dispatch	10.58	9.36	139	11	7.89	2.47	0.49	
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only							
	Average Delay Days – Total		7.36	NA	56		17.90		
	% Missed Appointment – Customer		10.28	5.41					
	% Missed Appointment – Bell Atlantic – Dispatch		8.10	0.00	642	24		5.67	1.43
	% Missed Appointment – Bell Atlantic – No Dispatch		0.86	0.00	467	50		1.37	0.63
	% Missed Appt. – Customer – Late Order Conf.		0.00		74				
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail							
	% Missed Appointment – Bell Atlantic – Facilities		2.34	0.00	1109	74		1.82	1.29
	% Orders Held for Facilities > 15 Days		0.36	0.00	1109	74		0.72	0.50
	% Orders Held for Facilities > 60 Days	0.00	0.00	1109	74				
PR-6-01 PR-6-03	PR-6 - Installation Quality	Parity with BA Retail							
	% Install. Troubles Reported within 30 Days		1.05	0.41	2480	241		0.69	0.92
	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		2.66	1.66	2480	241		1.09	0.92
	continued								

continued

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services			Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs			
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	6.96	1.82	2662	11	4.96	1.50	3.43
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.90	4.00	688	1	4.04	4.04	1.21
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	6.77	1.82	2375	11	4.13	1.25	3.97
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.96	4.00	605	1	4.33	4.33	1.14
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.95	NA	20		4.65		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	2.76	0.00					
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	1.94	0.00	720	1		13.80	0.14
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.23	0.00	2578	13		1.33	0.17
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		14			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.12	0.00	3298	14		0.93	0.13
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	3298	14		0.46	0.06
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3298	14			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.30	0.00	3148	42		2.78	1.19
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.73	0.00	3148	42		2.53	1.08
Special Services - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	6.39	4.72	4725	257	5.35	0.34	4.87
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	9.84	9.95	1534	58	5.35	0.72	-0.15
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	12.21	6.70	508	30	6.26	1.18	4.68
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	7.91	8.89	3751	56	5.45	0.73	-1.34
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	14.00	NA	2		12.73		
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.87	6.83	946	54	4.62	0.65	-3.03
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	7.50	NA	6		5.65		
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	5.77	4.26	3962	227	4.37	0.30	5.06
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	9.63	9.70	1173	54	5.99	0.83	-0.08
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	11.75	5.93	237	28	8.65	1.73	3.37
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	7.55	8.40	3239	50	4.78	0.68	-1.25
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	14.00	NA	2		12.73		
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.39	6.62	822	42	3.77	0.60	-3.74
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	7.50	NA	6		5.65		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	0.86	0.31	6172	326		0.52	1.05
PR-4-02	Average Delay Days – Total	Parity with BA Retail	3.77	20.00	53	1	4.44	4.48	-3.62
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.37	3.37					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		326			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.15	0.00	6172	326		0.22	0.68
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	6172	326		0.08	0.25
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	6172	326			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.63	0.33	11680	1802		0.20	1.50
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.11	11680	1802		0.04	-2.10
Legend Notations defined on Legend sheet - last page									

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

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance			Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
MR-2 - Trouble Report Rate										
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.25	0.54	4253865	271305		0.02	32.41	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.09	0.08	4253865	271305		0.01	2.59	
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	19.21	4.09						
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	0.48	4253865	271305		0.02	23.18	
MR-3 - Missed Repair Appointments										
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	11.27	12.25	53082	1453		0.84	-1.17	
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	8.14	12.38	3958	210		1.94	-2.19	
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.13	6.41	38864	1294		0.68	-0.41	
MR-3-04	% Missed Repair Appoint - No Double Dispatch		6.77	7.69	3594	92		2.65	-0.35	
MR-3-05	% Missed Repair appointment - Double Dispatch		3.91	6.33	2073	78		2.24	-1.08	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	18.23	14.10	57040	1663	17.67	0.44	9.40	
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	18.88	14.65	53082	1453	17.70	0.47	8.99	
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	9.53	10.23	3958	210	14.63	1.04	-0.68	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	75.11	86.95	57040	1663		1.08	11.01	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.17	76.26	44902	1386		1.04	5.66	
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	57.86	47.26	44902	1386		1.35	7.87	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	24.17	12.77	44902	1386		1.17	9.76	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	19.08	17.56	57040	1663		0.98	1.56	
Special Services - Maintenance										
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.31	0.50	453755	18909		0.04	-4.44	
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.16	0.25	453755	18909		0.03	-3.19	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.57	8.75	1421	94	6.94	0.74	-2.95	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.34	92.55	1421	94		2.00	-1.90	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	52.95	53.93	1341	89		5.46	-0.18	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.65	7.87	1341	89		2.05	-2.06	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	16.75	15.96	1421	94		3.98	0.20	
Legend Notations defined on Legend sheet - last page										

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering* (secs)		11.45	
PO-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds	88.70	28384
PO-3-03	Average Speed of Answering – Repair* & (secs)		21.59	
PO-3-04	% Answered within 30 Seconds – Repair* &	80% within 30 Seconds	88.10	125158

Platform

	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.02	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	2125
OR-1-03	Average LSRC Time < 10 Lines		9.02	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	99.17	242
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	342
OR-2-03	Average LSR Reject Time < 10 Lines		7.14	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	99.36	157
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	92.35	379
OR-6-02	% Accuracy – Opportunities	95% orders without errors	99.11	4717
OR-6-03	% Accuracy – LSRC	95% orders without errors	99.09	441

Loop/Pre-qualified Complex/LNP

	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.06	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.84	3895
OR-1-03	Average LSRC Time < 10 Lines		7.83	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	95.24	9168
OR-1-05	Average LSRC Time >= 10 Lines		14.37	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	99.13	232
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	1022
OR-2-03	Average LSR Reject Time < 10 Lines		10.12	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	91.58	1794
OR-2-05	Average LSR Reject Time >= 10 Lines		17.91	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	99.22	129
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	86.83	372
OR-6-02	% Accuracy – Opportunities	95% orders without errors	98.01	3216
OR-6-03	% Accuracy – LSRC	95% orders without errors	97.50	440

Complex Services - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		14.25	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	99.28	4171
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		13.43	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.96	2216
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

POTS / Special Services - Aggregate

	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	29.13	19482
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.06	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	95.21	12223
OR-4-03	% Orders Excluded from % On Time Measurement		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	99.98	10361
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	30.35	19835
OR-5-02	% Flow Through - Simple	No Standard Developed	38.43	15662
OR-5-03	% Flow Through Achieved	95%	UD	

continued

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines		3.22	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines		100.00	2
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines		0.00	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness				
OR-1-07	Average ASRC Time < 10 Lines DS0		UD	
OR-1-07	Average ASRC Time < 10 Lines DS1		UD	
OR-1-07	Average ASRC Time < 10 Lines DS3		UD	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	UD	
OR-1-09	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	UD	
OR-2 - Reject Timeliness				
OR-2-07	Average LSR Reject Time < 10 Lines		UD	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-09	Average LSR Reject Time >= 10 Lines		UD	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	UD	

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - UNE POTs / SPECIAL SERVICES

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.40	9.64	16731	931	2.89		
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1.40	NA	16731	240	2.89	0.19	1.81
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	4.48	6.00	1692	14	4.07	1.09	-1.39
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.48	2.88	1692	17	4.07	0.99	1.61
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	7.12	6.67	228	3	7.29	4.24	0.11
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	7.12	NA	228	2	7.35		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	9.61	5.00	171	2	7.35	5.23	0.88
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	9.61	NA	171		7.35		
PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.20	10.09	15531	590	2.55		
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1.20	NA	15531	232	2.55	0.17	0.95
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	4.64	5.60	1502	10	4.27	1.35	-0.71
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.64	3.24	1502	17	4.27	1.04	1.34
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	7.40	6.67	191	3	7.64	4.45	0.16
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	7.40	NA	191		7.64		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	9.46	16.00	141	1	7.89	7.92	-0.83
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	9.46	NA	141		7.89		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	80.59	69.16	129946	214	2.71	-4.22	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	89.28	83.64	129946	214	2.12	-2.66	
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	91.69	89.25	129946	214	1.89	-1.29	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	26.09	41.18	18682	17	10.66	1.42	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	32.47	47.06	18682	17	11.36	1.28	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	41.56	47.06	18682	17	11.96	0.46	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	88.91	92.64	148628	231	2.07	1.80	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	96.37	98.13	129946	214	1.28	1.38	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	78.80	76.47	18682	17	9.92	-0.23	
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	95.64	98.70	148628	231	1.34	2.28	
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	2.70	13.25	2658	4	3.03	1.52	-6.96
PR-4-03	% Missed Appt. - Customer	1.55	0.44					
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	6.19	2.78	37312	36	4.02	0.85	
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	6.19	1.96	37312	102	2.39	1.77	
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	6.19	3.57	37312	140			
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	0.17	0.11	199619	870	0.14	0.43	
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	0.17	NA	199619				
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	0.17	0.00	199619	2107	0.09	1.88	
PR-9-01	% On Time Performance - Hot Cut		98.45		772			
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.10		1010			
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform		0.00		2209			
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - BA - Facilities	0.59	0.04	236931	2292	0.16	3.42	
PR-5-02	% Orders Held for Facilities > 15 Days	0.01	0.00	236931	2292	0.02	0.48	
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	236931	2292			
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	3.53	1.80	228639	4839	0.27	6.46	
PR-6-01	% Installation Troubles reported within 30 Days - Other	3.53	0.78	228639	2552	0.37	7.48	
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.77		2719			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	2.12	0.74	228639	4839	0.21	6.58	
PR-6-02	% Installation Troubles reported within 7 Days - Other	2.12	0.31	228639	2552	0.29	6.30	
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.63	2.81	228639	4839	0.23	-0.77	
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	2.63	0.31	228639	2552	0.32	7.27	
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	4.29	3.70	73277	610	7.55	0.31	1.92
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	3.75	NA	76		5.65		
PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	3.85	3.55	67297	585	6.84	0.28	1.06
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	3.68	NA	74		5.59		
2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch	3.99	6.01	401	165	3.77	0.35	-5.79
PR-1-02	Av. Interval Offered - Total Dispatch	9.79	7.28	169	134	5.96	0.69	3.64
PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed - Total No Dispatch	3.27	5.41	312	86	3.08	0.38	-5.70
PR-2-02	Av. Interval Completed - Total Dispatch	10.58	7.88	139	109	7.89	1.01	2.67
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	7.36	3.62	56	26	17.90	4.25	0.88
PR-4-03	% Missed Appointment - Customer	10.28	11.87					
PR-4-04	% Missed Appointment - BA - Dispatch	8.10	6.57	642	396	1.74	0.88	
PR-4-05	% Missed Appointment - BA - No Dispatch	0.86	NA	467				
PR-4-08	% Missed Appt. - Customer - Late Order Conf.		0.51		396			
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	2.34	5.81	1109	396	0.88	-3.92	
PR-5-02	% Orders Held for Facilities > 15 Days	0.36	0.25	1109	396	0.35	0.31	
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	1109	396			
PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	1.05	13.10	2480	313	0.61	-19.72	
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.66	22.68	2480	313	0.97	-20.74	

continued

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

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	6.96	6.54	2662	1078	4.96	0.18	2.35
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.90	7.19	688	999	4.04	0.20	8.54
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	6.77	5.68	2375	418	4.13	0.22	4.98
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.96	7.49	605	836	4.33	0.23	6.36
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.95	2.68	20	57	4.65	1.21	0.22
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	2.76	12.53					
PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	1.94	3.28	720	1740		0.61	-2.19
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.23	NA	2578				
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.17		1740			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		NA					
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		NA					
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		NA					
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		NA					
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time		NA					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic - Facilities	Parity with BA Retail	0.12	2.82	3298	1740		0.10	-26.32
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	3298	1740		0.05	0.58
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3298	1740			
PR-6 - Installation Quality									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail	3.30	7.94	3148	1537		0.56	-8.33
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.73	10.80	3148	1537		0.51	-15.91
Special Services - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	6.39	14.14	4725	22	5.35	1.14	-6.78
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	9.84	10.67	1534	21	5.35	1.18	-0.71
PR-1-06	Av. Interval Offered – DS0	Parity with BA Retail	12.21	NA	508		6.26		
PR-1-07	Av. Interval Offered – DS1	Parity with BA Retail	7.91	9.71	3751	35	5.45	0.93	-1.94
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	14.00	24.38	2	8	12.73	10.06	-1.03
PR-1-09	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total – IOF	IOF Legend		14.87		99			
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.87	NA	946		4.62		
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	7.50	NA	6		5.65		
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	5.77	12.00	3962	11	4.37	1.32	-4.72
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	9.63	11.57	1173	14	5.99	1.61	-1.20
PR-2-06	Av. Interval Completed – DS0	Parity with BA Retail	11.75	NA	237		8.65		
PR-2-07	Av. Interval Completed – DS1	Parity with BA Retail	7.55	9.71	3239	21	4.78	1.05	-2.06
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	14.00	22.50	2	4	12.73	11.02	-0.77
PR-2-09	Av. Interval Completed – Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total – IOF	IOF Legend		14.91		32			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.39	NA	822		3.77		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	7.50	NA	6		5.65		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment – BA – Total	Parity with BA Retail	0.86	2.13	6172	47		1.35	-0.94
PR-4-01	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	0.86	UD	6172				
PR-4-01	% Missed Appointment – BA – Total- IOF	Parity with BA Retail	0.86	0.97	6172	103		0.92	-0.12
PR-4-02	Average Delay Days – Total	Parity with BA Retail	3.77	3.00	53	1	4.44	4.48	0.17
PR-4-02	Average Delay Days – Total - EEL	Parity with BA Retail	3.77	UD	53		4.44		
PR-4-02	Average Delay Days – Total - IOF	Parity with BA Retail	3.77	3.00	53	1	4.44	4.48	0.17
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.37	34.04					
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	7.37	UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		47			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.15	0.00	6172	47		0.57	0.26
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	6172	47		0.21	0.10
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	6172	47			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.63	0.00	11680	45		1.19	0.53
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	11680	45		0.24	0.11
PR-7 - Jeopardy Reports									
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		NA					
*Legend Notations defined on Legend sheet - last page									

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Maintenance - POTS Loop		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate – Loop	Parity with BA Retail	1.25	1.30	4253865	21781		0.08	-0.68
	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.09	0.10	4253865	21781		0.02	-0.16
	% Subsequent Reports	I/C/W MRAs	19.21	12.14					
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	2.43	4253865	21781		0.06	-23.51
MR-3-01 MR-3-02 MR-3-03 MR-3-04 MR-3-05	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Loop	Parity with BA Retail	11.27	22.61	53082	283		1.88	-6.02
	% Missed Repair Appointment – Central Office	Parity with BA Retail	8.14	4.76	3958	21		5.98	0.56
	% CPE/TOK/FOK - Missed Appointment		6.13	17.36	38864	530		1.05	-10.70
	% Missed Repair Appoint - No Double Dispatch		6.77	16.61	3594	47		3.69	-2.67
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-07 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total		3.91	3.53	2073	10		6.14	0.06
	Mean Time To Repair – Loop Trouble								
	Mean Time To Repair – Central Office Trouble								
	% Cleared (all troubles) within 24 Hours								
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	19.08	16.45	57040	304		2.26	1.16
	Maintenance - POTS Platform								
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate – Platform	Parity with BA Retail	1.25	0.17	4253865	14012		0.09	11.46
	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.09	0.06	4253865	14012		0.03	1.12
	% Subsequent Reports	I/C/W MRAs	19.21	5.71					
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	0.19	4253865	14012		0.08	9.04
MR-3-01 MR-3-02 MR-3-03 MR-3-04 MR-3-05	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Platform	Parity with BA Retail	11.27	4.17	53082	24		6.46	1.10
	% Missed Repair Appointment – Central Office	Parity with BA Retail	8.14	0.00	3958	9		9.13	0.89
	% CPE/TOK/FOK - Missed Appointment - Platform		6.13	15.38	38864	26		4.71	-1.97
	% Missed Repair Appointment - No Double Dispatch		6.77	4.17	3594	1		25.13	0.10
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total	Parity with BA Retail	18.23	15.38	57040	33	17.67	3.08	0.93
	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	18.88	17.50	53082	24	17.70	3.61	0.38
	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	9.53	9.73	3958	9	14.63	4.88	-0.04
	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	75.11	75.76	57040	33		7.53	0.09
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	19.08	15.15	57040	33		6.84	0.57
	2-Wire Digital Services - Maintenance								
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Loop	Parity with BA Retail	1.25	1.27	4253865	4060		0.17	-0.11
	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.09	0.22	4253865	4060		0.05	-2.61
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	1.79	4253865	4060		0.15	-5.85
MR-3-01	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Loop	Parity with BA Retail	38.05	15.23	205	151		5.21	4.38
MR-4-01 MR-4-02 MR-4-03 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with BA Retail	24.38	46.65	304	177	28.85	2.73	-8.16
	Mean Time To Repair - Loop Trouble	Parity with BA Retail	27.95	50.90	205	151	28.30	3.03	-7.56
	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	17.03	21.95	99	26	28.73	6.33	-0.78
	% Out of Service > 24 Hours	Parity with BA Retail	34.45	62.50	119	80		6.87	-4.08
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	16.45	20.90	304	177		3.51	-1.27
	2-Wire xDSL Services - Maintenance								
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Loop	Parity with BA Retail	1.25	2.33	4253865	7859		0.13	-8.65
	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.09	0.34	4253865	7859		0.03	-7.29
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	3.70	4253865	7859		0.11	-25.94
MR-3-01	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Loop	Parity with BA Retail	9.50	20.14	242	278		2.58	-4.13
MR-4-01 MR-4-02 MR-4-03 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with BA Retail	20.02	46.63	293	319	17.85	1.44	-18.43
	Mean Time To Repair - Loop Trouble	Parity with BA Retail	21.60	50.72	242	278	18.15	1.60	-18.25
	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	12.48	18.93	51	41	14.25	2.99	-0.16
	% Out of Service > 24 Hours	Parity with BA Retail	28.10	58.73	242	189		4.36	-7.02
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	16.77	30.07	233	215	17.85	1.69	-7.88
	% Repeat Reports within 30 Days	continued	33.72	83.93	54	99	17.85	3.02	-16.63

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01
MR-2-05

Network Trouble Report Rate
% CPE/TOK/FOK Trouble Report Rate

Parity with BA Retail
None: Analysis Only

0.31	0.00	453755	176		0.42	0.74
0.16	0.00	453755	176		0.30	0.52

MR-4 - Trouble Duration Intervals

MR-4-01
MR-4-04
MR-4-06
MR-4-08

Mean Time To Repair - Total
% Cleared (all troubles) within 24 Hours
% Out of Service > 4 Hours
% Out of Service > 24 Hours

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail

6.57	NA	1421		6.94		
96.34	NA	1421				
52.95	NA	1341				
3.65	NA	1341				

MR-5 - Repeat Trouble Reports

MR-5-01

% Repeat Reports within 30 Days

Parity with BA Retail

16.75	NA	1421				
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Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
TRUNKS

ORDERING		Aggregate Interconnection							
Metric #		Standard	Actual Performance		Number of Observations				
OR-1-11 OR-1-11 OR-1-12 OR-1-12 OR-1-13	OR 1 - Order Confirmation Timeliness								
	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days	11.00						
	Av. FOC Time (> 192 and Unforecasted Trunks)		22.10						
	% On Time FOC (<= 192 Forecasted Trunks)		75.00		4				
	% On Time FOC (> 192 and Unforecasted Trunks)				48				
% On Time Design Layout Record (DLR)	100.00		57						
OR-2-11 OR-2-12	OR-2 - Reject Timeliness								
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	27.33 33.33		3				
PROVISIONING									
			Actual Performance		Number of Observations				
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-09 PR-1-09	PR-1 - Average Interval Offered								
	Av. Interval Offered – Total (<= 192 Forecasted Trunks) Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD Parity with IXC / FGD	23.67 19.15	16.00 22.88	6 48	1 16	12.55 9.34	13.56 2.70	0.57 -1.38
PR-2-09	PR-2 - Average Interval Completed								
	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	23.80	NA	5		14.31		
PR-4-01 PR-4-02 PR-4-03 PR-4-07	PR-4 - Missed Appointment								
	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	6393	11945			
	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
	% Missed Appointment – Customer	None: Analysis Only	24.84	32.34					
	% On Time Performance – LNP Only	95% on Time		99.38		6606			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	6393	2781			
	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	6393	2781			
	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	6393	2781			
PR-6-01 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.01	6393	11945			
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD	6393	11945			
MAINTENANCE									
MR-2-01	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.00	200802	241678		0.00	2.32
MR-4-01 MR-4-04 MR-4-05 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total	Parity with IXC / FGD	0.95	1.55	13	2			
	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	13	2			
	% Out of Service > 2 Hours	Parity with IXC / FGD	7.69	0.00	13	2		20.24	0.38
	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	0.00	13	2			
	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	13	2			
	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	13	2			
MR-5-01	MR-5 - Repeat Trouble Report Rates								
	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	13	2			
NETWORK PERFORMANCE									
NP-1-01 NP-1-02 NP-1-03 NP-1-04	NP-1 - Percent Final Trunk Group Blockage								
	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.89	0.85	337	235		0.80	0.05
	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	0.89	2.98	337	235		0.80	-2.62
	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		1.00		235			
	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		NONE		235			
NP-2-01 NP-2-02 NP-2-03 NP-2-04 NP-2-05 NP-2-06 NP-2-07 NP-2-08	NP-2 - Collocation Performance								
	% On Time Response to Request for Physical Collocation	10 Days ¹	100.00				213		
	% On Time Response to Request for Virtual Collocation	10 Days ¹	NA						
	Average Interval – Physical Collocation	76 Days	71.41						
	Average Interval – Virtual Collocation	105 Days	NA						
	% On Time – Physical Collocation	95% on time	97.56				246		
	% On Time – Virtual Collocation	95% on time	NA						
	Average Delay Days – Physical Collocation	See Guidelines	4.83				6		
	Average Delay Days – Virtual Collocation	See Guidelines	NA						
Legend Notations defined on Legend sheet - last page									

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

LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within
Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
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

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

PRE-ORDERING		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	1.04	3.85	2.82	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	1.04	2.84	1.80	
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.21	2.64	2.42	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.21	0.47	0.26	
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.65	3.24	-1.41	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	4.65	1.53	-3.11	
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.27	3.32	3.05	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.27	1.27	0.99	
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.56	4.48	-1.08	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	NA	NA		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.44	2.38	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.06	6.05	5.99	
PO-1-08	% Timeouts - EDI	not > .33%		0.28		
PO-1-08	% Timeouts - CORBA	not > .33%		0.12		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	1.04	4.69	3.66	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	1.04	3.17	2.13	
PO-2 - OSS Interface Availability*						
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.64		129600
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days		99.60		86400
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		97.93		129600
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		97.93		129600
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.71		84240
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%		99.38		56160
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		97.45		56160
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		97.45		56160
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI			99.52		45360
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All		100.00		30240
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays		98.81		30240
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			98.81		30240
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage (minutes)	<20 minutes		16.75		12
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%		UD		
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
PO-8 - Manual Loop Qualification						
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours		UD		
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours		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		93		15
PO-4-01	% Notices Sent on Time - Regulatory			NA		
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - BA Orig.			100		4
PO-4-01	% Notices Sent on Time - TC Orig.	Notification before Implementation		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.		1		1	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		
continued						

continued

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

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation		Standard	CLEC Perf		CLEC Obs		
Metric #							
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				
PO-4-01	% Notices Sent on Time - Ind. Std.		NA				
PO-4-01	% Notices Sent on Time - BA Orig.		NA				
PO-4-01	% Notices Sent on Time - TC Orig.		NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA				
TROUBLE REPORTING (OSS)							
MR-1 - Response Time OSS Maintenance Interface							
MR-1-01	Create Trouble	Parity plus < 4 Seconds	7.58		6.65	-0.93	1478
MR-1-02	Status Trouble		3.34		3.55	0.21	40
MR-1-03	Modify Trouble		7.58		NA		
MR-1-04	Request Cancellation of Trouble		8.94		7.62	-1.32	48
MR-1-05	Trouble Report History (by TN/Circuit)		0.57		3.81	3.24	217
MR-1-06	Test Trouble (POTS Only)		70.39		52.15	-18.24	3150
BILLING							
BI-1 - Timeliness of Daily Usage Feed							
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	96.99			34456376	
BI-1-02	% DUF in 4 Business Days		99.61				
BI-1-03	% DUF in 5 Business Days		99.69				
BI-1-04	% DUF in 8 Business Days		99.74				
BI-2 - Timeliness of Carrier Bill							
BI-2-01	Timeliness of Carrier Bill	98% in 10 Business Days	100.00			136	
BI-3 - Billing Accuracy							
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	1.26		0.74	24,943,231	
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.23		0.00	132,475	
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	3.1		1.0	40397	
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	3.2		3.3	584418	
Legend Notations defined on Legend sheet - last page							

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

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering				
Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering – Ordering (secs)		8.32	
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	92.99	9620
PO-3-03	Average Speed of Answering – Repair*& (secs)		16.63	
PO-3-04	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds	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)		0.06	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.30	5907
OR-1-03	Average LSRC Time < 10 Lines		9.03	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	98.35	6569
OR-1-05	Average LSRC Time >= 10 Lines		37.65	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	93.15	73
OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.01	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	2692
OR-2-03	Average LSR Reject Time < 10 Lines		9.77	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.82	3036
OR-2-05	Average LSR Reject Time >= 10 Lines		8.58	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	11
Complex Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines		16.15	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	97.43	195
OR-1-05	Average LSRC Time >= 10 Lines		3.22	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	2
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines		12.31	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00	137
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	0.00	
POTS / Special Services - Aggregate				
OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard	39.34	15303
OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice – Average Response Time		0.12	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	92.43	10598
OR-4-03	% Orders Excluded from % On Time Measurement		UD	
OR-4-04	Work Completion Notice – Average Response Time		1.34	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	99.99	10517
OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed	43.80	13486
OR-5-02	% Flow Through - Simple	No Standard Developed	47.07	12549
OR-5-03	% Flow Through Achieved	95%	UD	
OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders*	95% Orders without Errors	83.20	381
OR-6-02	% Accuracy – Opportunities*	95% Orders without Errors	98.40	7117
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	95.98	448
Special Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines		13.32	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	99.03	726
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		9.21	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	14
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines		11.43	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	98.95	96
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail	7.33	7.38	241	56	7.21	1.07	-0.05
	Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)		8.78	6.16	201	45	6.55	1.08	2.43
PR-2-04 PR-2-05	PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	7.12	7.09	196	46	6.79	1.11	0.03
	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)		8.22	6.19	155	42	6.77	1.18	1.72
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	80.69	46.26	138828	1913		0.91	-37.89
	% Completed in 1 Day (1-5 Lines - No Dispatch)		89.42	59.75	138828	1913		0.71	-41.90
	% Completed in 2 Days (1-5 Lines - No Dispatch)		91.70	71.09	138828	1913		0.64	-32.45
	% Completed in 3 Days (1-5 Lines - No Dispatch)		20.22	6.50	21508	677		1.57	-8.75
	% Completed in 1 Day (1-5 Lines - Dispatch)		26.24	19.94	21508	677		1.72	-3.67
	% Completed in 2 Days (1-5 Lines - Dispatch)		34.19	44.90	21508	677		1.85	5.78
	% Completed in 3 Days (1-5 Lines - Dispatch)		87.50	78.26	160336	2590		0.66	-14.11
	% Completed in 4 Days (1-5 Lines - Total)		95.97	86.72	138828	1913		0.45	-20.43
	% Completed in 5 Days (1-5 Lines – No Dispatch)		74.71	88.63	21508	677		1.70	8.20
	% Completed in 5 Days (1-5 Lines – Dispatch)		94.84	89.03	160336	2590		0.44	-13.26
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only Parity with BA Retail None: Analysis Only Parity with BA Retail None: Analysis Only	2.91	2.45	3196	66	3.79	0.47	0.98
	Average Delay Days – Total		1.60	1.75					
	% Missed Appointment – Customer		7.35	5.15	42210	1261		0.75	2.95
	% Missed Appointment – Bell Atlantic – Dispatch		0.04	0.01	212249	7631		0.02	1.29
	% Missed Appointment – Bell Atlantic – No Dispatch								
	% Missed Appt. – Customer – Late Order Conf.			0.00		8892			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail Parity with BA Retail Parity with BA Retail	0.66	0.47	254459	8892		0.09	2.18
	% Missed Appointment – Bell Atlantic – Facilities		0.01	0.00	254459	8892		0.01	0.93
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	254459	8892			
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality	Parity with BA Retail Parity with BA Retail None: Analysis Only	3.68	2.17	244676	18916		0.14	10.62
	% Installation Troubles reported within 30 Days		2.17	1.07	244676	18916		0.11	9.99
	% Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		2.84	1.45	244676	18916		0.13	11.07
POTS - Business									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail	1.42	3.20	16879	2431	3.10	0.07	-26.47
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		5.03	3.92	2081	553	4.82	0.23	4.81
PR-2-01 PR-2-03	PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	1.17	2.58	15569	2088	2.48	0.06	-24.40
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		5.50	4.10	1881	482	7.07	0.36	3.88
POTS - Residence									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail	0.96	2.42	170545	1421	3.65	0.10	-15.02
	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)		4.65	4.15	21478	242	5.18	0.33	1.49
PR-2-01 PR-2-03	PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	0.84	2.01	165289	1303	2.90	0.08	-14.51
	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)		4.85	4.15	19627	195	4.88	0.35	1.99
POTS & Complex Aggregate									
PR-1-10 PR-1-11	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail	4.34	5.82	78132	2388	7.50	0.16	-9.50
	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch		4.28	0.00	69	1	6.45	6.50	0.66
PR-2-10 PR-2-11	PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	4.00	3.96	71565	1798	6.94	0.17	0.24
	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch		3.71	0.00	59	1	6.79	6.85	0.54
2-Wire Digital Services									
PR-1-01 PR-1-02	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail	3.76	3.54	400	136	4.30	0.43	0.52
	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch		10.68	9.71	167	17	7.42	1.89	0.51
PR-2-01 PR-2-02	PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	3.03	3.24	320	117	3.20	0.35	-0.61
	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch		10.58	10.88	156	17	7.69	1.96	-0.15
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only Parity with BA Retail Parity with BA Retail None: Analysis Only	4.86	8.75	56	4	4.84	2.50	-1.55
	Average Delay Days – Total		10.32	0.61					
	% Missed Appointment – Customer		6.96	14.29	762	28		4.90	-1.50
	% Missed Appointment – Bell Atlantic – Dispatch		0.73	0.00	411	135		0.84	0.86
	% Missed Appointment – Bell Atlantic – No Dispatch			0.00		163			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail Parity with BA Retail Parity with BA Retail	1.53	1.23	1173	163		1.03	0.29
	% Missed Appointment – Bell Atlantic – Facilities		0.17	0.00	1173	163		0.34	0.49
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	1173	163			
PR-6-01 PR-6-03	PR-6 - Installation Quality	Parity with BA Retail Parity with BA Retail	1.51	1.30	3121	231		0.83	0.25
	% Install. Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE		2.72	2.16	3121	231		1.11	0.50
continued									

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

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services				Actual Performance		Number of Observations					
Metric #		Standard		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail		5.54	3.36	3219	25	3.17	0.64	3.43	
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail		6.66	6.00	652	1	1.84	1.84	0.36	
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail		5.54	2.22	2863	18	3.54	0.84	3.97	
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail		6.69	6.00	551	1	2.27	2.27	0.30	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days – Total	Parity with BA Retail		2.65	NA	26		2.54			
PR-4-03	% Missed Appointment – Customer	None: Analysis Only		3.08	0.00						
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail		2.16	0.00	694	1		14.55	0.15	
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail		0.35	0.00	3135	19		1.36	0.26	
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only			0.00		20				
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail		0.05	0.00	3829	20		0.50	0.10	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail		0.00	0.00	3829	20				
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail		0.00	0.00	3829	20				
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail		2.34	6.25	3668	32		2.69	-1.45	
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail		2.02	0.00	3668	32		2.50	0.81	
Special Services - Provisioning											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail		5.38	4.35	5177	385	4.06	0.21	4.80	
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail		9.20	8.94	1665	84	5.58	0.62	0.42	
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail		6.95	4.71	606	194	6.26	0.52	4.34	
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail		13.15	9.42	394	78	8.64	1.07	3.48	
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail		15.00	NA	1					
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail		4.69	6.58	936	43	4.23	0.66	-2.86	
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail		3.00	5.00	1	3				
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail		4.96	3.93	4350	332	3.65	0.21	4.96	
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail		8.99	8.12	1294	69	5.97	0.74	1.18	
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail		6.06	4.54	449	173	6.07	0.54	2.80	
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail		11.81	8.38	222	56	9.15	1.37	2.51	
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail		NA	NA						
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail		4.39	6.15	835	33	3.84	0.68	-2.58	
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail		3.00	5.00	1	2				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail		0.85	1.71	6600	469		0.44	-1.96	
PR-4-02	Average Delay Days – Total	Parity with BA Retail		3.71	1.88	56	8	3.51	1.33	1.38	
PR-4-03	% Missed Appointment – Customer	None: Analysis Only		6.03	4.05						
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only			0.00		469				
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail		0.14	0.21	6600	469		0.18	-0.39	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail		0.02	0.00	6600	469		0.07	0.30	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail		0.00	0.00	6600	469				
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail		0.94	0.29	12705	2379		0.22	3.01	
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		0.01	0.00	12705	2379		0.02	0.40	
Legend Notations defined on Legend sheet - last page											

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

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance			Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
MR-2 - Trouble Report Rate										
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.39	0.60	4234309	277897		0.02	34.47	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.09	4234309	277897		0.01	0.97	
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	21.78	6.01						
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	0.50	4234309	277897		0.02	28.21	
MR-3 - Missed Repair Appointments										
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	11.41	12.30	58861	1667		0.79	-1.13	
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.78	8.95	4167	257		1.72	-0.68	
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.05	8.31	45095	1384		0.65	-3.47	
MR-3-04	% Missed Repair Appoint - No Double Dispatch		6.67	5.25	3928	95		2.59	0.55	
MR-3-05	% Missed Repair appointment - Double Dispatch		3.67	5.70	2159	92		2.00	-1.01	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	20.27	15.05	63028	1924	18.73	0.43	12.03	
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	20.98	15.97	58861	1667	18.73	0.47	10.78	
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	10.37	9.10	4167	257	15.63	1.00	1.26	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.29	82.43	63028	1924		1.07	12.31	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	85.58	78.91	49881	1560		0.90	7.38	
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	62.07	50.51	49881	1560		1.25	9.27	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	30.45	17.63	49881	1560		1.18	10.83	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.70	16.16	63028	1924		0.90	2.81	
Special Services - Maintenance										
MR-2-01										
Network Trouble Report Rate										
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.32	0.34	456622	19875		0.04	-0.35	
			0.16	0.30	456622	19875		0.03	-4.57	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	7.77	10.68	1473	67	8.06	1.01	-2.90	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	95.18	95.52	1473	67		2.68	0.13	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	60.11	69.49	1429	59		6.51	-1.44	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	4.69	3.39	1429	59		2.81	0.46	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	15.75	17.91	1473	67		4.55	-0.47	
Legend Notations defined on Legend sheet - last page										

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering - Ordering* (secs)		21.73	
PO-3-02	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	83.95	33929
PO-3-03	Average Speed of Answering - Repair* & (secs)		16.63	
PO-3-04	% Answered within 30 Seconds - Repair* &	80% within 30 Seconds	88.35	132417

Platform

	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.05	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	99.74	4302
OR-1-03	Average LSRC Time < 10 Lines		11.70	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.77	1035
OR-1-05	Average LSRC Time >= 10 Lines		10.00	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	3
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.02	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	523
OR-2-03	Average LSR Reject Time < 10 Lines		9.17	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	98.57	702
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	89.69	359
OR-6-02	% Accuracy - Opportunities	95% orders without errors	98.79	4044
OR-6-03	% Accuracy - LSRC	95% orders without errors	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)		0.17	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	97.27	5606
OR-1-03	Average LSRC Time < 10 Lines		7.95	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.15	9054
OR-1-05	Average LSRC Time >= 10 Lines		17.00	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	97.37	343
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	975
OR-2-03	Average LSR Reject Time < 10 Lines		11.12	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	91.41	1747
OR-2-05	Average LSR Reject Time >= 10 Lines		21.60	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	98.77	163
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	92.49	373
OR-6-02	% Accuracy - Opportunities	95% orders without errors	99.11	3242
OR-6-03	% Accuracy - LSRC	95% orders without errors	97.50	440

Complex Services - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		12.52	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	99.05	5176
OR-1-05	Average LSRC Time >= 10 Lines		69.04	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	66.66	3
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		11.47	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	99.17	2555
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

POTS / Special Services - Aggregate

	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	26.05	25783
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice - Average Response Time		0.17	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	85.06	16246
OR-4-03	% Orders Excluded from % On Time Measurement		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	14985
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	38.47	25781
OR-5-02	% Flow Through - Simple	No Standard Developed	48.70	20343
OR-5-03	% Flow Through Achieved	95%	UD	

continued

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

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		17.44	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines			
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	100.00	249
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		5.00	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00	2
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

Special Services - FAX/MAIL Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-07	Average ASRC Time < 10 Lines DS0		UD	
OR-1-07	Average ASRC Time < 10 Lines DS1		UD	
OR-1-07	Average ASRC Time < 10 Lines DS3		UD	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	UD	
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	UD	
OR-1-09	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)		UD	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		UD	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-09	Average LSR Reject Time >= 10 Lines		UD	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	UD	

Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs			
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.9=5, 10+=Negotiated	9.31	1340				
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.42	NA	16879	3.10		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.42	1.44	16879	3.10	0.17	-0.12
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	5.03	5.46	2081	28	4.82	0.92
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	5.03	4.33	2081	24	4.82	0.99
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.33	5.00	241	1	7.21	7.22
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.33	NA	241		7.21	0.32
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.78	3.00	201	1	6.55	6.57
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.78	NA	201		6.55	0.88
PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.9=5, 10+=Negotiated	8.25	751				
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.17	NA	15569	2.48		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.17	1.28	15569	316	2.48	0.14
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	5.50	4.94	1881	18	7.07	1.67
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	5.50	3.70	1881	20	7.07	1.59
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.12	5.00	196	1	6.79	6.81
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.12	NA	196		6.79	0.31
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.22	NA	155		6.77	
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.22	NA	155		6.77	
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	80.69	60.48	138828	291	2.32	-8.72
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.42	83.51	138828	291	1.80	-3.27
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	91.70	89.69	138828	291	1.62	-1.24
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	20.22	40.00	21508	20	8.99	2.20
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	26.24	50.00	21508	20	9.84	2.41
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	34.19	55.00	21508	20	10.61	1.96
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	87.50	91.32	160336	311	1.88	2.03
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	95.97	97.25	138828	291	1.15	1.11
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	74.71	65.00	21508	20	9.72	-1.00
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	94.84	96.78	160336	311	1.26	1.55
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	Parity with BA Retail	2.91	1.00	3196	1	3.79	3.79
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	1.60	1.49				0.50
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	7.35	2.13	42210	47	3.81	1.37
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	7.35	0.00	42210	180	1.95	3.77
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	7.35	4.07	42210	172		
PR-4-04	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.04	0.00	212249	1270	0.06	0.71
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.04	NA	212249			
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.04	0.00	212249	3961	0.03	1.25
PR-9-01	% On Time Performance - Hot Cut	95% Completed Within Window		99.63		1343		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		5.96		1442		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		NA				
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	None: Analysis Only		0.00		4141		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.66	0.02	254459	4240	0.13	5.10
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	254459	4240	0.02	0.65
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	254459	4240		
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.68	1.91	244676	5868	0.25	7.13
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.68	0.59	244676	4548	0.28	10.96
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.54		3535		
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.17	0.80	244676	5868	0.19	7.12
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.17	0.35	244676	4548	0.22	8.35
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	2.84	2.66	244676	5868	0.22	0.81
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	2.84	0.62	244676	4548	0.25	8.94
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.34	2.92	78132	702	7.50	4.99
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	4.28	NA	69		6.45	
PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	4.00	3.35	71565	680	6.94	0.27
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.71	NA	59		6.79	2.43
2-Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	3.76	6.06	400	114	4.30	0.46
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	10.68	7.22	167	152	7.42	0.83
PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	3.03	3.50	320	30	3.20	0.61
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	10.58	8.64	156	122	7.69	0.93
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	Parity with BA Retail	4.86	3.61	56	36	4.84	1.03
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	10.32	14.17				1.21
PR-4-04	% Missed Appointment - BA - Dispatch	Parity with BA Retail	6.96	9.45	762	381	1.60	-1.56
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.73	NA	411			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		381		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	1.53	8.66	1173	381	0.72	-9.85
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.17	0.00	1173	381	0.24	0.70
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	1173	381		
PR-6 - Installation Quality								
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail	1.51	13.54	3121	288	0.75	-16.05
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.72	18.40	3121	288	1.00	-15.64

continued

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

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.54	6.56	3219	801	3.17	0.13	-8.15
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	6.66	6.96	652	1422	1.84	0.09	-3.45
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	5.54	4.07	2863	151	3.54	0.30	4.97
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	6.69	7.16	551	1193	2.27	0.12	-4.02
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.65	3.57	26	72	2.54	0.58	-1.58
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	3.08	12.53					
PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	2.16	3.55	694	2027		0.64	-2.17
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.35	NA	3135				
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.20		2027			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		89.45		787			
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		92.38		787			
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		88.09		596			
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		93.45		687			
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time		NA					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic - Facilities	Parity with BA Retail	0.05	2.71	3829	2027		0.06	-43.32
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3829	2027			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3829	2027			
PR-6 - Installation Quality									
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with BA Retail	2.34	6.20	3668	1838		0.43	-8.92
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.02	9.85	3668	1838		0.40	-19.49
Special Services - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.38	23.62	5177	39	4.06	0.65	-27.95
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	9.20	13.21	1665	57	5.58	0.75	-5.34
PR-1-06	Av. Interval Offered – DS0	Parity with BA Retail	6.95	NA	606		6.26		
PR-1-07	Av. Interval Offered – DS1	Parity with BA Retail	13.15	12.84	394	67	8.64	1.14	0.27
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	15.00	28.07	1	29			
PR-1-09	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		15.21		155			
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.69	NA	936		4.23		
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	3.00	NA	1				
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.96	26.54	4350	24	3.65	0.75	-28.88
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.99	13.09	1294	43	5.97	0.93	-4.43
PR-2-06	Av. Interval Completed – DS0	Parity with BA Retail	6.06	NA	449		6.07		
PR-2-07	Av. Interval Completed – DS1	Parity with BA Retail	11.81	12.86	222	43	9.15	1.52	-0.69
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	NA	26.96		24			
PR-2-09	Av. Interval Completed – Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed – Total - IOF	IOF Legend		17.71		105			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.39	NA	835		3.84		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	3.00	NA	1				
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment – BA – Total	Parity with BA Retail	0.85	1.12	6600	89		0.98	-0.28
PR-4-01	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	0.85	UD	6600				
PR-4-01	% Missed Appointment – BA – Total - IOF	Parity with BA Retail	0.85	3.95	6600	177		0.70	-4.43
PR-4-02	Average Delay Days – Total	Parity with BA Retail	3.71	3.00	56	1	3.51	3.54	0.20
PR-4-02	Average Delay Days – Total - EEL	Parity with BA Retail	3.71	UD	56		3.51		
PR-4-02	Average Delay Days – Total - IOF	Parity with BA Retail	3.71	27.29	56	7	3.51	1.41	-16.76
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.03	21.35					
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	6.03	UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		89			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.14	0.00	6600	89		0.40	0.35
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	6600	89		0.15	0.13
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	6600	89			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.94	0.00	12705	89		1.03	0.92
PR-6-03	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.01	0.00	12705	89		0.09	0.08
PR-7 - Jeopardy Reports									
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		NA					
*Legend Notations defined on Legend sheet - last page									

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Maintenance - POTS Loop		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate – Loop	Parity with BA Retail	1.39	1.29	4234309	24604		0.07	1.36
	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.24	4234309	24604		0.02	-6.85
	% Subsequent Reports	I/C/W MRAs	21.78	13.99					
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	2.59	4234309	24604		0.07	-23.28
MR-3-01 MR-3-02 MR-3-03 MR-3-04 MR-3-05	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Loop	Parity with BA Retail	11.41	23.66	58861	317		1.79	-6.84
	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.78	3.45	4167	58		3.54	1.22
	% CPE/TOK/FOK - Missed Appointment		6.05	18.81	45095	638		0.95	-13.42
	% Missed Repair Appt - No Double Dispatch		6.67	19.24	3928	61		3.22	-3.90
	% Missed Repair appointment - Double Dispatch		3.67	3.15	2159	10		5.96	0.09
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-07 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total	Parity with BA Retail	20.27	24.62	63028	375	18.73	0.97	-4.48
	Mean Time To Repair – Loop Trouble	Parity with BA Retail	20.98	27.58	58861	317	18.73	1.05	-6.26
	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	10.37	8.35	4167	58	15.63	2.07	0.98
	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.29	64.80	63028	375		2.39	-1.88
	% Out of Service > 12 Hours	Parity with BA Retail	62.07	77.05	49881	244		3.11	-4.81
	% Out of Service > 24 Hours	Parity with BA Retail	30.45	35.66	49881	244		2.95	-1.76
	Mean Time To Repair - No Double Dispatch	Parity with BA Retail	19.15	23.57	49968	348	18.73	1.01	-4.38
	Mean Time To Repair - Double Dispatch	Parity with BA Retail	37.30	48.90	6372	17	18.73	4.55	-2.55
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	18.70	16.53	63028	375		2.02	1.07
Maintenance - POTS Platform									
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate – Platform	Parity with BA Retail	1.39	0.33	4234309	15917		0.09	11.44
	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.10	4234309	15917		0.02	-0.08
	% Subsequent Reports	I/C/W MRAs	21.78	6.85					
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	0.42	4234309	15917		0.08	7.90
MR-3-01 MR-3-02 MR-3-03 MR-3-04 MR-3-05	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Platform	Parity with BA Retail	11.41	11.54	58861	52		4.41	-0.03
	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.78	6.25	4167	16		6.71	0.23
	% CPE/TOK/FOK - Missed Appointment - Platform		6.05	11.94	45095	67		2.91	-2.02
	% Missed Repair Appointment - No Double Dispatch		6.67	7.69	3928	4		12.48	-0.08
	% Missed Repair Appointment - Double Dispatch		3.67	1.92	2159	1		18.81	0.09
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total	Parity with BA Retail	20.27	16.80	63028	68	18.73	2.27	1.53
	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	20.98	20.10	58861	52	18.73	2.60	0.34
	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	10.37	6.05	4167	16	15.63	3.92	1.10
	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.29	70.59	63028	68		5.60	0.23
	% Out of Service > 4 Hours	Parity with BA Retail	85.58	82.46	49881	57		4.66	0.67
	% Out of Service > 12 Hours	Parity with BA Retail	62.07	56.14	49881	57		6.43	0.92
	% Out of Service > 24 Hours	Parity with BA Retail	30.45	33.33	49881	57		6.10	-0.47
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	18.70	11.76	63028	68		4.73	1.47
2-Wire Digital Services - Maintenance									
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Loop	Parity with BA Retail	1.39	2.74	4234309	4266		0.18	-7.54
	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.10	0.38	4234309	4266		0.05	-5.76
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	4.76	4234309	4266		0.16	-23.49
MR-3-01	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Loop	Parity with BA Retail	45.29	26.50	170	117		5.98	3.14
MR-4-01 MR-4-02 MR-4-03 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with BA Retail	26.22	41.52	281	133	33.22	3.50	-4.38
	Mean Time To Repair - Loop Trouble	Parity with BA Retail	31.62	43.22	170	117	35.28	4.24	-2.74
	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	18.15	29.10	111	16	28.12	7.52	-1.46
	% Out of Service > 24 Hours	Parity with BA Retail	34.09	58.06	132	93		6.42	-3.74
	Mean Time To Repair - No Double Dispatch	Parity with BA Retail	15.70	29.92	142	88	33.22	4.51	-3.15
	Mean Time To Repair - Double Dispatch	Parity with BA Retail	44.70	65.57	103	44	33.22	5.98	-3.49
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	18.15	27.07	281	133		4.06	-2.20
2-Wire xDSL Services - Maintenance									
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Loop	Parity with BA Retail	1.39	3.08	4234309	9458		0.12	-13.99
	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.10	0.50	4234309	9458		0.03	-12.35
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	5.34	4234309	9458		0.11	-40.45
MR-3-01	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment – Loop	Parity with BA Retail	13.09	18.90	191	291		3.14	-1.85
MR-4-01 MR-4-02 MR-4-03 MR-4-08 MR-4-09 MR-4-10	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with BA Retail	22.65	44.92	233	338	19.88	1.69	-13.15
	Mean Time To Repair - Loop Trouble	Parity with BA Retail	24.33	48.63	191	291	20.70	1.93	-12.61
	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	14.98	21.93	42	47	13.27	2.82	-2.47
	% Out of Service > 24 Hours	Parity with BA Retail	34.57	52.94	188	221		4.72	-3.89
	Mean Time To Repair - No Double Dispatch	Parity with BA Retail	19.80	29.32	182	235	19.88	1.96	-4.85
	Mean Time To Repair - Double Dispatch	Parity with BA Retail	38.55	81.37	39	100	19.88	3.75	-11.41
MR-5-01	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with BA Retail	28.76	14.79	233	338		3.85	3.62
	continued								

continued

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

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Special Services - Maintenance

MR-2 - Trouble Report Rate

MR-2-01
MR-2-05

Network Trouble Report Rate
% CPE/TOK/FOK Trouble Report Rate

Parity with BA Retail
None: Analysis Only

0.32	NA	456622				
0.16	NA	456622				

MR-4 - Trouble Duration Intervals

MR-4-01
MR-4-04
MR-4-06
MR-4-08

Mean Time To Repair - Total
% Cleared (all troubles) within 24 Hours
% Out of Service > 4 Hours
% Out of Service > 24 Hours

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail

7.77	NA	1473		8.06		
95.18	NA	1473				
60.11	NA	1429				
4.69	NA	1429				

MR-5 - Repeat Trouble Reports

MR-5-01

% Repeat Reports within 30 Days

Parity with BA Retail

15.75	NA	1473				
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Legend Notations defined on Legend sheet - last page

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

CLEC Aggregate Performance
TRUNKS

ORDERING		Aggregate Interconnection							
Metric #		Standard	Actual Performance		Number of Observations				
OR-1-11 OR-1-11 OR-1-12 OR-1-12 OR-1-13	OR 1 - Order Confirmation Timeliness								
	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days		11.22					
	Av. FOC Time (> 192 and Unforecasted Trunks)			14.43					
	% On Time FOC (<= 192 Forecasted Trunks)			77.78		9			
	% On Time FOC (> 192 and Unforecasted Trunks)					53			
% On Time Design Layout Record (DLR)			100.00		69				
OR-2-11 OR-2-12	OR-2 - Reject Timeliness								
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		2.67 100.00			9		
PROVISIONING			Actual Performance		Number of Observations				
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-09 PR-1-09	PR-1 - Average Interval Offered								
	Av. Interval Offered – Total (<= 192 Forecasted Trunks) Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD Parity with IXC / FGD	18.07 29.88	29.20 20.52	14 24	5 27	10.13 24.18	5.28 6.78	-2.11 1.38
PR-2-09	PR-2 - Average Interval Completed								
	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	15.33	47.00	6	1	9.35	10.10	-3.14
PR-4-01 PR-4-02 PR-4-03 PR-4-07	PR-4 - Missed Appointment								
	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.02	0.00	4426	16029		0.02	0.83
	Average Delay Days - Total	Parity with IXC / FGD	1.00	NA	1				
	% Missed Appointment – Customer	None: Analysis Only	40.53	33.03					
	% On Time Performance – LNP Only	95% on Time		98.55		6877			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	4426	3389			
	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	4426	3389			
	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	4426	3389			
PR-6-01 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.05	0.00	4426	16029		0.04	1.25
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD					
MAINTENANCE									
MR-2-01	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	204251	251859		0.00	1.59
MR-4-01 MR-4-04 MR-4-05 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total	Parity with IXC / FGD	3.18	3.28	10	4			
	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	10	4			
	% Out of Service > 2 Hours	Parity with IXC / FGD	70.00	50.00	10	4		27.11	0.74
	% Out of Service > 4 Hours	Parity with IXC / FGD	30.00	50.00	10	4		27.11	-0.74
	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	10	4			
	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	10	4			
MR-5-01	MR-5 - Repeat Trouble Report Rates								
	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	10	4			
NETWORK PERFORMANCE									
NP-1-01 NP-1-02 NP-1-03 NP-1-04	NP-1 - Percent Final Trunk Group Blocking								
	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.47	0.80	340	251		1.00	0.67
	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	1.47	1.99	340	251		1.00	-0.52
	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		NONE		251			
NP-1-04 NP-2-01 NP-2-02 NP-2-03 NP-2-04 NP-2-05 NP-2-06 NP-2-07 NP-2-08	NP-2 - Collocation Performance								
	% On Time Response to Request for Physical Collocation	10 Days ¹		100.00			64		
	% On Time Response to Request for Virtual Collocation	10 Days ¹		NA					
	Average Interval – Physical Collocation	76 Days		74.42					
	Average Interval – Virtual Collocation	105 Days		NA					
	% On Time – Physical Collocation	95% on time		95.91			220		
	% On Time – Virtual Collocation	95% on time		NA					
	Average Delay Days – Physical Collocation	See Guidelines		4.89			9		
	Average Delay Days – Virtual Collocation	See Guidelines		NA					
Legend Notations defined on Legend sheet - last page									

1 per DTE order issued 7/31/99, DocId:31111111

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

LEGEND

- * = NY/NE Combined Measurement
- ** = NE Measurement
- & = Resale/UNE Combined Measurement
- UD = Performance metric is under development
- NA = No Activity
- TBD = Performance standard is to be determined
- I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
- 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
- 10+ Loops, Negotiated
- 95% Completed Within
 - Window = Standard for Cut-Over Window
 - 1 to 9 lines: 1 hour
 - 10 to 49 lines: 2 hours
 - 50 to 99 lines: 3 hours
 - 100 to 199 lines: 4 hours
 - 200 plus lines: 8 hours
 - EEL = 1-9 Loops, 15 days
 - 10+, Negotiated
 - No Facilities, ECCD+15 Days
 - 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