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

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	DRE ODDERING		,	Actual Performar		
Metric #	PRE-ORDERING	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 PO-1-02	Customer Service Record - CORBA Due Date Availability - EDI	Parity plus < 4 Seconds	UD 0.19	3.10	2.92	
PO-1-02 PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds Parity plus < 4 Seconds	UD	UD	2.92	
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 UD	4.46	-1.17	
PO-1-05 PO-1-06	Telephone Number Availability & Reservation - CORBA Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds Parity plus < 4 Seconds	UD	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 PO-2-02	OSS Interf. Avail. – Prime Time - CORBA OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5% >=99.5%		100.00 98.55		87480 116640
PO-2-02 PO-2-02	OSS Interf. Avail. – Prime Time - Wallit. Web Got (NETAS) OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		98.55		116640
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI	1		97.12		61920
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All		100.00		46440
PO-2-03	OSS Interf. Avail Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays		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	1	26
	Priorago Pronos of Internace Catago	120 1111114100		202		20
	PO-6 - Software Validation	_				
PO-6-01	Software Validation	<= 5%		UD		
	PO-7 - Software Problem Resolution Timeliness					
PO-7-01		050/		LID	1 1	
PO-7-01 PO-7-02	% Software Problem Res. Timeliness Delay Hrs S/W Res Change - Xactions Failed, No Workaround	>=95% 48 hours		UD 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*	1				
	Change Nouncation					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Emergency Maint.			100		6
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed		NA		
PO-4-01	% Notices Sent on Time - Industry Standard	notices and documentation		NA		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days		NA		
PO-4-01 PO-4-02	% Notices Sent on Time - TC Orig.	National and American		NA NA		
PO-4-02 PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. Change Mgmt. Notice - Delay 1-7 Days - Regulatory	Notification before Implementation If Period not set, default to Ind. Std. Time		NA NA		
PO-4-02 PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days		NA 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 NA		
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig. Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days >=66 days		NA NA		
1 0-4-00	continued			INA	ı İ	

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Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

	Change Confirmation	1			
Metric #	g	Standard	CLEC	Perf	CLEC Obs
	PO-4 - Timeliness of Change Management Notice				
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	NA NA		
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation	NA.		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days	100		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 NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days	NA NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	NA.		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days	NA NA		
	TROUBLE REPORTING (OCC)	1			
	TROUBLE REPORTING (OSS)	J			
			Actual Perf		
	MR-1 - Response Time OSS Maintenance Interface	-	BA CLE		
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.67 5.1		1261
MR-1-02	Status Trouble	Parity plus < 4 Seconds	5.77 2.1		17
MR-1-03 MR-1-04	Modify Trouble	Parity plus < 4 Seconds	8.67 NA 9.41 5.4		24
MR-1-04 MR-1-05	Request Cancellation of Trouble Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	9.41 5.4 0.69 5.6		21 447
MR-1-05	Test Trouble (POTS Only)	Parity plus < 4 Seconds Parity plus < 4 Seconds	67.28 46.8		2357
WIIX-1-00	Test Houble (FOTS Only)	Failty plus < 4 Seconds	07.20 40.0	-20.40	2331
	BILLING	1			
	DILLING	4			
	BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Davs	1	93.0	1	32338360
BI-1-01 BI-1-02	% DUF in 4 Business Days	95% in 4 Business Davs	98.6		32330300
BI-1-02 BI-1-03	% DUF in 5 Business Days	95% in 4 Business Days	98.7		
BI-1-03	% DUF in 8 Business Days		98.8		
DI I O	70 DOT III O DUSINOSO DUYS	4	30.0	0	
	BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days	100.	00	132
2.20.	THIS MISSO OF CATION SIM	oo /o iii To Basiiisas Bays	1001	,,,	.02
	BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	3.69 12.3	8	17,853,073
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD UD		11 10001010
	<u>g</u>	-			
	OPERATOR SERVICES & DATABASES**	1			
	OD-1 - Operator Services - Speed of Answer				
OD-1-01	Average Speed of Answer – Operator Services - NE OSC	Parity with BA Retail	2.5 1.5		30977
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.9 1.6		409900

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

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

	RESALE Pre-Ordering			
Metric #	PO-3 - Contact Center Availability	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3-01 PO-3-02	Average Speed of Answering – Ordering (secs) % Answered within 30 Seconds – Ordering	80% within 30 Seconds	6.11 96.41	8498
PO-3-03 PO-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	21.80 83.75	86053
PO-3-04		80% Within 30 Seconds	63.73	80033
	POTS & Pre-qualified Complex - Electronically Submitted			
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.05	
OR-1-02 OR-1-03	% On Time LSRC – Flow Through Average LSRC Time < 10 Lines	95% within 2 Hours	99.63 10.72	6541
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	97.92 9.98	4683
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	38
OR-2-01	OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow Through)	ı	0.01	
OR-2-02 OR-2-03	% On Time LSR Reject – Flow Through Average LSR Reject Time < 10 Lines	95% within 2 Hours	99.82 9.45	3924
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 24 Hours	98.00 10.56	3501
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	8
	Complex Services - Electronically Submitted	1		
	OR-1 - Order Confirmation Timeliness			
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 72 Hours	23.40 90.90	11
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	11
OK-1-00		95% Within 72 Hours	INA	
OR-2-03	OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR Reject Time < 10 Lines	l [11.23	
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours	100.00 NA	19
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	14128
OR-4-01	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time	i F	0.07	
OR-4-02 OR-4-03	Completion Notice – % On Time % Orders Excluded from % On Time Measurement	95% by next bus. day at noon 95% by next bus. day at noon	99.90 UD	8811
OR-4-04 OR-4-05	Work Completion Notice – Average Response Time Work Completion Notice – W On Time		0.00 100.00	9036
010-4-03		95% by next bus. day at noon	100.00	9030
OR-5-01	OR-5 - Percent Flow-Through % Flow Through - Total	No Standard Developed	56.14	11652
OR-5-02 OR-5-03	% Flow Through - Simple % Flow Through Achieved	No Standard Developed 95%	58.08 UD	11262
00.004	OR-6 - Order Accuracy	950 0 1 31 45 F	70.44	400
OR-6-01 OR-6-02	% Accuracy - Orders* % Accuracy – Opportunities*	95% Orders without Errors 95% Orders without Errors	78.14 98.14	430 7402
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	71.80	383
	Special Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-03 OR-1-03	Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0	-	13.28 UD	
OR-1-03 OR-1-03	Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3	 	UD UD	
OR-1-04 OR-1-04	% On Time LSRC < 10 Lines % On Time ASRC < 10 Lines DS0	95% within 48 Hours 95% within 48 Hours	98.63 UD	367
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04 OR-1-05	% On Time ASRC < 10 Lines DS3 Average LSRC Time >= 10 Lines	95% within 48 Hours	UD 12.36	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	[UD UD	
OR-1-05 OR-1-06	Average ASRC Time >= 10 Lines DS3 % On Time LSRC >= 10 Lines	95% within 72 Hours	UD 100.00	11
OR-1-06 OR-1-06	% On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours	UD UD	
OR-1-06 OR-1-06	% On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours	UD	
OB 2.22	OR-2 - Reject Timeliness	, <u>-</u>	40.00	
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 48 Hours	10.38 98.78	82
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	0.00 NA	
		_		

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total		Actual I	Performance	Number of (Observations			
Metric #	PR-1 - Average Interval Offered	Standard	ВА	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	6.85 7.07	7.07 7.28	227 197	41 29	4.68 5.75	0.79 1.14	-0.28 -0.18
111100	PR-2 - Average Completed Interval	rany mar brittona	7.01	7.20		20	0.70	1.17	0.10
PR-2-04 PR-2-05	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	6.92 7.60	6.10 7.96	183 158	29 27	5.52 7.46	1.10 1.55	0.74 -0.23
111200	PR-3 - Completed within Specified Days	rany mar brittona	7.00	7.00	100		7.40	1.00	0.20
PR-3-01 PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	72.95 82.08	54.06 69.04	148583 148583	2403 2403		0.91 0.79	-20.68 -16.53
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	86.00 24.86	76.65 11.13	148583 17216	2403 566		0.71 1.85	-13.10 -7.44
PR-3-05 PR-3-06	% Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	31.66 40.12	22.08 49.47	17216 17216	566 566		1.99 2.09	-4.82 4.47
PR-3-07 PR-3-08	% Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	88.43 96.89	84.44 93.09	165799 148583	2969 2403		0.59 0.36	-6.74 -10.65
PR-3-09 PR-3-10	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 6 Days (1-5 Lines – Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	85.07 97.52	91.87 94.44	17216 165799	566 2969		1.52 0.29	4.47 -10.70
110 10	PR-4 - Missed Appointments	Tality Wal DA Notali	31.52	34.44	103799	2909		0.29	-10.70
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	2.74 1.39	1.98 1.45	2886	49	3.20	0.46	1.65
PR-4-04 PR-4-05	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail Parity with BA Retail	6.71 0.13	4.19 0.07	38382 235328	1050 7690		0.78 0.04	3.22 1.44
PR-4-08	% Missed Appointment – Ben Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.13	0.07	233326	8740		0.04	1.44
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.53	0.33	273710	8740		0.08	2.53
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.01 0.00	0.00 0.00	273710 273710 273710	8740 8740 8740		0.08	0.92
F 10-0-00	PR-6 - Installation Quality	Failty Will BA Retail	0.00	0.00	2/3/10	6740			
PR-6-01 PR-6-02	% Installation Troubles reported within 30 Days % Installation Troubles reported within 7 Days	Parity with BA Retail Parity with BA Retail	2.93 1.70	1.81	247375 247375	18029		0.13 0.10	8.64 7.88
PR-6-02 PR-6-03	% Inst. Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.51	0.92 1.20	247375	18029 18029		0.10	10.85
	POTO Purium								
	POTS - Business								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.44	2.52	18367	1913	3.03	0.07	-14.84
PR-1-03	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 Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.36	2.46	18008	1844	2.79	0.07	-16.12
PR-2-03	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 - Average Interval Offered								
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.92 3.64	1.60 3.57	191690 16731	1448 190	2.46 3.37	0.06 0.25	-10.48 0.28
	PR-2 - Average Completed Interval								
PR-2-01 PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.89 3.77	1.47 3.46	190405 15493	1425 166	2.08 3.31	0.06 0.26	-10.49 1.20
			•						
	POTS & Complex Aggregate								
PR-1-10	PR-1 - Average Interval Offered Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.10	3.65	48875	1139	8.45	0.25	1.78
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	2.06	NA	34		3.71		
PR-2-10	PR-2 - Average Completed Interval Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	3.75	3.39	47074	1060	7.58	0.24	1.53
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	2.12	NA	33		3.75		
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-02	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with BA Retail	3.35	3.93	285	58	3.35	0.48	-1.20
PR-1-02		Parity with BA Retail	9.58	14.00	197	20	6.31	1.48	-2.98
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	3.18	3.86	260	56	3.14	0.46	-1.47
PR-2-02	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 Average Delay Days - Total	Parity with BA Retail	4.72	3.00	53	2	4.70	3.39	0.51
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Dispatch	None: Analysis Only Parity with BA Retail	10.00 5.48	5.00 10.53	949	19		5.27	-0.96
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.16	0.00	631	61 80		0.54	0.30
DD - **	PR-5 - Facility Missed Orders	B. W			1500	**			0.00
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days	Parity with BA Retail Parity with BA Retail	1.27 0.13	1.25 0.00	1580 1580	80 80		1.28 0.41	0.02 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 % Install. Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE continued	Parity with BA Retail	UD	UD					

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	Sampling Error	Z-Score
WELLIC #	PR-1 - Average Interval Offered	Statidard					Deviation		
R-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	NA	NA					
R-1-01 R-1-02	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with BA Retail	NA NA	NA NA				+	
11-1-02	Average interval Offered - Total Dispatch	Failty Will BA Retail	INA	INA		1			
	PR-2 - Average Completed Interval		_						
R-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	NA	NA					
R-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	NA	NA					
	PR-4 - Missed Appointments								
R-4-02	Average Delay Days – Total	Parity with BA Retail	NA	NA					
R-4-03	% Missed Appointment – Customer	None: Analysis Only	NA	NA		*			
R-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	NA	NA			Ī		
R-4-05	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	NA	NA NA			Ì		
R-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	147.	NA NA					
									
R-5-01	PR-5 - Facility Missed Orders % Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	NA	NA		1			
R-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	NA NA	NA NA					
R-5-02 R-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		NA NA	NA NA		+			
K-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	NA.	INA					
	PR-6 - Installation Quality								
R-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
R-6-03	% Install. Troubles Reported w/in 30 Days - FÓK/TOK/CPE	Parity with BA Retail	UD	UD					
	Special Services - Provisioning								
	PR-1 - Average Interval Offered	<u> </u>							
R-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.98	5.16	3631	296	3.68	0.22	-0.81
R-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.57	9.64	1518	61	4.78	0.62	-1.71
R-1-06	Average Interval Offered – DS0	Parity with BA Retail	9.51	6.86	569	35	4.58	0.80	3.32
R-1-07	Average Interval Offered – DS1	Parity with BA Retail	6.54	10.00	2398	67	3.92	0.49	-7.13
R-1-08	Average Interval Offered – DS3	Parity with BA Retail	NA	NA		-		77.10	
R-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.51	5.54	991	41	4.38	0.70	-1.48
R-1-11	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	3.86	15.00	7	1	2.19	2.34	-4.76
	DD 2. Assessme Commissional Internal								
R-2-01	PR-2 - Average Completed Interval			5.00	3399	276	3.57	0.22	-0.31
	Average Interval Completed - Total No Dispatch								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.93	10.26					
R-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail	8.48	10.26	1275	47	4.94	0.73	
R-2-02 R-2-06	Average Interval Completed – Total Dispatch Average Interval Completed – DS0	Parity with BA Retail Parity with BA Retail	8.48 9.50	6.73	1275 473	47 30	4.94 5.36	0.73 1.01	2.74
R-2-02 R-2-06 R-2-07	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1	Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.48 9.50 6.54	6.73 10.10	1275	47	4.94	0.73	2.74
R-2-02 R-2-06 R-2-07 R-2-08	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.48 9.50 6.54 NA	6.73 10.10 NA	1275 473 2201	47 30 59	4.94 5.36 4.03	0.73 1.01 0.53	2.74 -6.70
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.48 9.50 6.54 NA 4.29	6.73 10.10 NA 5.37	1275 473 2201 967	47 30	4.94 5.36 4.03	0.73 1.01	2.74 -6.70
R-2-02 R-2-06	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.48 9.50 6.54 NA	6.73 10.10 NA	1275 473 2201	47 30 59	4.94 5.36 4.03	0.73 1.01 0.53	2.74 -6.70
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments	Parity with BA Retail Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86	6.73 10.10 NA 5.37 NA	1275 473 2201 967 7	47 30 59 38	4.94 5.36 4.03	0.73 1.01 0.53 0.57	2.74 -6.70 -1.88
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86	6.73 10.10 NA 5.37 NA	1275 473 2201 967 7	47 30 59 38	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57	2.74 -6.70 -1.88
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-02	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total Average Delay Days – Total	Parity with BA Retail Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57	6.73 10.10 NA 5.37 NA	1275 473 2201 967 7	47 30 59 38	4.94 5.36 4.03	0.73 1.01 0.53 0.57	2.74 -6.70 -1.88
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-02 R-4-03	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86	6.73 10.10 NA 5.37 NA	1275 473 2201 967 7	47 30 59 38	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57	2.74 -6.70 -1.88
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total Average Delay Days – Total	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57	6.73 10.10 NA 5.37 NA	1275 473 2201 967 7	47 30 59 38	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57	-2.43 2.74 -6.70 -1.88 1.10 -3.57
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-01 R-4-02 R-4-03	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total Average Delay Days – Total % Missed Appointment – Customer % Missed Appointment – Customer % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08	1275 473 2201 967 7	47 30 59 38	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57	2.74 -6.70 -1.88
R-2-02 R-2-06 R-2-06 R-2-08 R-2-10 R-2-11 R-4-01 R-4-01 R-4-02 R-4-03 R-4-08	Average Interval Completed — Total Dispatch Average Interval Completed — DSO Average Interval Completed — DSO Average Interval Completed — DS1 Average Interval Completed — DS3 Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — Dispatch PR-4 - Missed Appointment — Bell Atlantic — Total Average Delay Days — Total % Missed Appointment — Customer % Missed Appt — Customer — Due to Late Order Conf. PR-5 - Facility Missed Orders	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57 6.04	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08 0.00	1275 473 2201 967 7 5728 101	395 4 395	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57 0.57	2.74 -6.70 -1.88 1.10 -3.57
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-02 R-4-03 R-4-08	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total Average Delay Days – Total % Missed Appointment – Customer % Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail None: Analysis Only None: Analysis Only Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57 6.04	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08 0.00	1275 473 2201 967 7 5728 101	47 30 59 38 38 395 4	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57	2.74 -6.70 -1.88 1.10 -3.57
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-01 R-4-02 R-4-03	Average Interval Completed — Total Dispatch Average Interval Completed — DSO Average Interval Completed — DSO Average Interval Completed — DS1 Average Interval Completed — DS3 Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — Dispatch PR-4 - Missed Appointment — Bell Atlantic — Total Average Delay Days — Total % Missed Appointment — Customer % Missed Appt — Customer — Due to Late Order Conf. PR-5 - Facility Missed Orders	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57 6.04	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08 0.00	1275 473 2201 967 7 5728 101	395 4 395	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57 0.57	2.74 -6.70 -1.88
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-02 R-4-03 R-4-08	Average Interval Completed — Total Dispatch Average Interval Completed — DSO Average Interval Completed — DSO Average Interval Completed — DS1 Average Interval Completed — DS3 Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — Dispatch PR-4 - Missed Appointments 9 Missed Appointment — Bell Atlantic — Total Average Delay Days — Total 9 Missed Appointment — Customer 9 Missed Appointment — Dell Atlantic — Total PR-5 - Facility Missed Orders 9 Missed Appointment — Bell Atlantic — Facilities 9 Missed Appointment — Bell Atlantic — Facilities 9 Missed Appointment — Bell Atlantic — Facilities	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57 6.04	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08 0.00	1275 473 2201 967 7 5728 101 5728 5728 5728	47 30 59 38 38 395 4 395	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57 0.57	2.74 -6.70 -1.88 1.10 -3.57
R-2-02 R-2-06 R-2-07 R-2-08 R-2-11 R-4-01 R-4-02 R-4-03 R-4-08 R-5-01 R-5-02 R-5-03	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total Average Delay Days – Total % Missed Appointment – Customer % Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 50 Days PR-6- Installation Quality	Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57 6.04	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08 0.00	1275 473 2201 967 7 5728 101 5728 5728 5728 5728	47 30 59 38 38 395 4 395	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57 0.57	2.74 -6.70 -1.88 1.10 -3.57 0.67
R-2-02 R-2-06 R-2-07 R-2-08 R-2-10 R-2-11 R-4-01 R-4-02 R-4-03 R-4-08	Average Interval Completed – Total Dispatch Average Interval Completed – DS0 Average Interval Completed – DS1 Average Interval Completed – DS3 Average Interval Completed – Dispatch Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments % Missed Appointment – Bell Atlantic – Total Average Delay Days – Total % Missed Appointment – Customer % Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Facilities PR-5 - Facility Missed Orders % Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail None: Analysis Only None: Analysis Only Parity with BA Retail	8.48 9.50 6.54 NA 4.29 3.86 1.76 3.57 6.04	6.73 10.10 NA 5.37 NA 1.01 10.75 6.08 0.00	1275 473 2201 967 7 5728 101 5728 5728 5728	47 30 59 38 38 395 4 395 395 395 395 395	4.94 5.36 4.03 3.47 2.19	0.73 1.01 0.53 0.57 0.57	2.74 -6.70 -1.88 1.10 -3.57

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	POTS / Complex - Maintenance		Actual	Performance	Number of C	bservations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	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-3-01	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Desir with DA Detell	0.07	11.09	47337	1326		0.00	-1.34
MR-3-01 MR-3-02	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with BA Retail	9.97	7.84	47337	255		0.83 1.59	-1.34
MR-3-02 MR-3-03	% Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment	Parity with BA Retail	6.54 5.12	7.84 8.19	4599 38518	255 1074			
IVIK-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.12	0.19	30310	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
MD 5 04	MR-5 - Repeat Trouble Reports		40.50	40.07	F4000	4504		1.01	0.00
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								
	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	7110	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
WIIX 4 00	70 Out 01 Oct 100 > 24 Flouis	ranty with DA Retail	3.33	5.57	1504			2.40	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								
	Legend Notations delined on Legend Sheet - last page								

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	UNE Pre-ordering			
Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			Observations
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 PO-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	21.80 83.75	86053
	707 monorod within oo oocondo Propan a	0070 Maint 00 0000100	00.70	00000
	DI-11			
	Platform			
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.01	
OR-1-02 OR-1-03	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	439
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	15.86 92.62	122
OR-1-05	Average LSRC Time >= 10 Lines		NA NA	122
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)	İ	0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	105
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours	14.04	84
OR-2-04 OR-2-05	Average LSR Reject Time >= 10 Lines	33 /6 Widini 24 Hodis	92.85 NA	04
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)	Ī	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	2000
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	94.71 16.27	6693
OR-1-05 OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	97.28	258
OR-2-01	OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow-Through)	i	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 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	24.32 94.01	117
OR-6-01	OR-6 - Order Accuracy* % 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			
	complex contract Electrically cashinted			
OR-1-03	OR-1 - Order Confirmation Timeliness	ı	20.04	
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	20.04 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	OFOVV TO	14.72	0500
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours	98.51 NA	2562
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
		•		
	POTS / Special Services - Aggregate			
	, 55 5			
OR-3-01	OR-3 - Percent Rejects % Rejects	No Standard	34.09	15156
010 01		No Statiuatu	04.00	10100
00.4.34	OR-4 - Timeliness of Completion Notification	i	0.00	
OR-4-01 OR-4-02	Completion Notice – Average Response Time Completion Notice – % On Time	95% by next bus, day at noon	0.00 99.96	9998
OR-4-02 OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus, day at noon	99.96 UD	3330
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 OR-5-03	% Flow Through - Simple % Flow Through Achieved	No Standard Developed 95%	37.86 UD	11384
UN-0-03	% Flow Through Achieved continued	95%	טט	

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

	•	Standard	CLEC Aggregate	CLEC Aggregate
Metric #	OR-1 - Order Confirmation Timeliness	Standard	Performance	Observations
R-1-03	Average LSRC Time < 10 Lines		NA	
R-1-03	Average ASRC Time < 10 Lines DS0		UD	
R-1-03	Average ASRC Time < 10 Lines DS1		UD	
R-1-03	Average ASRC Time < 10 Lines DS3		UD	
R-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	NA NA	
R-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	ÜD	
R-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
R-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
R-1-05	Average LSRC Time >= 10 Lines		NA NA	
R-1-05	Average ASRC Time >= 10 Lines DS0		UD	
R-1-05	Average ASRC Time >= 10 Lines DS1		UD	
R-1-05	Average ASRC Time >= 10 Lines DS3		UD	
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
R-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	ÜD	
R-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
R-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
				l.
	OR-2 - Reject Timeliness		r-	
R-2-03	Average LSR Reject Time < 10 Lines		NA	
R-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
R-2-05	Average LSR Reject Time >= 10 Lines		NA	
	% On Time LSR Reject >= 10 Lines			
0R-2-06		95% within 72 Hours	NA	
JR-2-06	Special Services - FAX/MAIL Submitted	95% within 72 Hours	NA NA	
PK-2-06		95% within 72 Hours	NA NA	
	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0	95% within 72 Hours	UD	
0R-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness	95% within 72 Hours		
PR-1-07 PR-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0	95% within 72 Hours	UD	
PR-1-07 PR-1-07 PR-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1	95% within 72 Hours	UD UD	-
R-1-07 R-1-07 R-1-07 R-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3	95% within 72 Hours	UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD UD UD UD	-
PR-1-07 PR-1-07 PR-1-07 PR-1-07 PR-1-08 PR-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD UD UD UD UD	-
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 Von Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS1 On Time ASRC < 10 Lines DS1	95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD	
PR-1-07 PR-1-07 PR-1-07 PR-1-08 PR-1-08 PR-1-08 PR-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD	
PR-1-07 IR-1-07 IR-1-07 IR-1-07 IR-1-08 IR-1-08 IR-1-08 IR-1-08 IR-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 White Confirmation Confirm	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 0R-1-07 0R-1-07 0R-1-07 0R-1-08 0R-1-08 0R-1-08 0R-1-09 0R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 While Confirmed < 10 Lines DS0 Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS1 On Time ASRC < 10 Lines DS1 On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 0R-1-07 0R-1-07 0R-1-07 0R-1-08 0R-1-08 0R-1-08 0R-1-09 0R-1-09 0R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 0R-1-07 0R-1-07 0R-1-08 0R-1-08 0R-1-08 0R-1-08 0R-1-09 0R-1-09 0R-1-09 0R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 0R-1-07 0R-1-07 0R-1-07 0R-1-08 0R-1-08 0R-1-08 0R-1-09 0R-1-09 0R-1-09 0R-1-09 0R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 1R-1-07 1R-1-07 1R-1-07 1R-1-08 1R-1-08 1R-1-08 1R-1-09 1R-1-09 1R-1-09 1R-1-09 1R-1-10 1R-1-10 1R-1-10 1R-1-10 1R-1-10 1R-1-10	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3) OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-109 R-1-10 R-1-10 R-1-10 R-1-10 R-1-10 R-1-10 R-1-10	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
0R-1-07 	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3) OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	

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

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning		Actual Pe	rformance	Number of C	bservations			
Metric #		Standard	ВА	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
DD 4.61	PR-1 - Average Interval Offered					455	SevialiUII		
PR-1-01 PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1-9=5, 10+=Negotiated Parity with BA Retail	1.44	8.09 NA	18367	455	3.03	T I	
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.44	2.24	18367	118	3.03	0.28	-2.86
PR-1-03 PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail Parity with BA Retail	4.19 4.19	7.20 4.00	1936 1936	15 7	3.73 3.73	0.97 1.41	-3.11 0.13
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail Parity with BA Retail	6.85	7.75	227	4	4.68	2.36	-0.38
PR-1-04 PR-1-05	Av. Interval Offered - Dispatch (6-9 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	6.85 7.07	1.00 6.00	227 197	3	4.68 5.75	3.32 3.34	1.76 0.32
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.07	2.00	197	1	5.75	5.76	0.88
	PR-2 - Average Completed Interval								
PR-2-01 PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP	1-9=5, 10+=Negotiated Parity with BA Retail	1.36	8.11 NA	18008	419	2.79	1	
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.36	2.33	18008	114	2.79	0.26	-3.70
PR-2-03 PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail Parity with BA Retail	4.60 4.60	6.64 3.40	1723 1723	14 5	4.34 4.34	1.16 1.94	-1.75 0.62
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	6.92	8.33	183	3	5.52	3.21	-0.44
PR-2-04 PR-2-05	Av. Completed Interval - Dispatch (6-9 Lines) - Platform Av. Completed Interval - Dispatch (>= 10 Lines) – Loop	Parity with BA Retail Parity with BA Retail	6.92 7.60	1.00 8.00	183 158	1	5.52 7.46	3.92 7.48	1.51 -0.05
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	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 PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	72.95 82.08	37.23 50.00	148583 148583	94 94		4.58 3.96	-7.79 -8.11
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.00	65.96	148583	94		3.58	-5.60
PR-3-04 PR-3-05	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	24.86 31.66	20.00 20.00	17216 17216	5 5		19.33 20.81	-0.25 -0.56
PR-3-06	% Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	40.12	20.00	17216	5		21.92	-0.92
PR-3-07 PR-3-08	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	88.43 96.89	86.87 98.94	165799 148583	99 94		3.22 1.79	-0.49 1.14
PR-3-09	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	85.07	100.00	17216	5		15.94	0.94
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	97.52	100.00	165799	99		1.56	1.59
	PR-4 - Missed Appointments								
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appt. – Customer	Parity with BA Retail None: Analysis Only	2.74 1.39	2.00	2886	1	3.20	3.20	0.23
PR-4-04	% Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	6.71	1.45	38382	69		3.01	1.74
PR-4-04 PR-4-04	% Missed Appt. – BA – Dispatch - Platform % Missed Appt. – BA – Dispatch - Hot Cut	Parity with BA Retail Parity with BA Retail	6.71 6.71	0.00 3.88	38382 38382	23 129		5.22	1.29
PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop	Parity with BA Retail	0.13	0.00	235328	660		0.14	0.93
PR-4-05 PR-4-05	% Missed Appt. – BA – No Dispatch – Other % Missed Appt. – BA – No Dispatch - Platform	Parity with BA Retail	0.13 0.13	0.00	235328	485		0.16	0.79
PR-9-01	% Missed Appt. – BA – No Dispatch - Platform % On Time Performance – Hot Cut	Parity with BA Retail 95% Completed Within Window	0.13	99.34	235328	754		0.10	0.79
PR-4-08 PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loo % Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only None: Analysis Only		0.00		789			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only		0.00		508			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.53	0.16	273710	645		0.29	1.29
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.01	0.00	273710 273710	645 645		0.04	0.25
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	2.93	3.58	247375	4722		0.25	-2.61
PR-6-01 PR-6-02	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	2.93	0.82	247375	973		0.54	3.89
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop % Installation Troubles reported within 7 Days - Loop	< = 2% Parity w/BA Retail for Found Troubles	1.70	0.38 1.16	247375	2385 4722		0.19	2.82
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	1.70	0.31	247375	973		0.42	3.35 -11.40
PR-6-03 PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Lo % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Ot	None: Analysis Only None: Analysis Only	2.51 2.51	5.13 0.93	247375 247375	4722 973		0.23	3.15
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.10	0.43	48875	157	8.45	0.68	5.43
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	2.06	NA	34		3.71		
PR-2-10	PR-2 - Average Completed Interval Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	2.75	0.41	47074	149	7.58	0.62	F 27
PR-2-11	Av. Completed Interval - Disconnects - No Dispatch Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.75 2.12	NA	33	143	3.75	0.02	5.37
	2-Wire Digital Services								
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatch	Parity with BA Retail	3.35	4.23	285	52	3.35	0.51	-1.74
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	9.58	7.31	197	169	6.31	0.66	3.43
	PR-2 - Average Completed Interval								
PR-2-01 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	3.18 9.56	4.31 7.68	260 163	48 152	3.14 6.28	0.49 0.71	-2.29 2.65
111202	•	runy murb/rroun	0.00	7.00	100	102	0.20	0.77	2.00
PR-4-02	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	4.72	3.19	53	32	4.70	1.05	1.45
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	10.00	6.57					
PR-4-04 PR-4-05	% Missed Appointment – BA – Dispatch % Missed Appointment – BA – No Dispatch	Parity with BA Retail Parity with BA Retail	5.48 0.16	7.79 NA	949 631	411		1.34	-1.72
PR-4-08	% Missed Appt Customer - Late Order Conf.	None: Analysis Only		0.00		411			
PR-4-14 PR-4-15	% Completed On Time - Complex (DD-2 Test & Serial Number) % Completed On Time - Complex (DD-2 Test Total)	95% on Time 95% on Time	-						
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time							
PR-4-17 PR-4-18	% Completed On Time - Complex (No DD-2 Test & 800# Provided) % Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time 95% on Time							
	, ,							_	
PR-5-01	PR-5 - Facility Missed Orders % Missed Apointment - Bell Atlantic - Facilities	Parity with BA Retail	1.27	6.81	1580	411			
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.13	0.00			1		
FR-0-03	· · · · · · · · · · · · · · · · · · ·	Parity with BA Retail	0.00	0.00	1580	411			
PR-6-01	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days	Parity with BA Retail	UD						
PR-6-01 PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail	UD						
	continued								-

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

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric # PR-1-01 PR-1-02 PR-2-01 PR-2-02 PR-4-02 PR-4-03	2-Wire xDSL Services PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch PR-2 - Average Completed Interval	Standard Parity with BA Retail Parity with BA Retail	BA NA	CLEC Aggregate 5.33	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-01 PR-1-02 PR-2-01 PR-2-02 PR-4-02 PR-4-03	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail	NA				Deviation	-3	
PR-1-02 PR-2-01 PR-2-02 PR-4-02 PR-4-03	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch			E 22		000			
PR-1-02 PR-2-01 PR-2-02 PR-4-02 PR-4-03	Av. Interval Offered – Total Dispatch	Parity with BA Retail				203	i		
PR-2-02 PR-4-02 PR-4-03	PR-2 - Average Completed Interval		NA	7.50		1152			
PR-2-02 PR-4-02 PR-4-03	PR-2 - Average Completed Interval								
PR-2-02 PR-4-02 PR-4-03		1		5.07	ı	101			
PR-4-02 PR-4-03	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	NA NA	5.27 7.47		184 1058			
PR-4-03	74. Interval completed Total Dispatch	I dilly will by Netali	1973	7.47		1000			
PR-4-03	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	NA	4.70		63			
	% Missed Appointment – Customer	None: Analysis Only	NA	6.78					
PR-4-04 PR-4-05	% Missed Appointment – BA – Dispatch % Missed Appointment – BA – No Dispatch	Parity with BA Retail Parity with BA Retail	NA NA	3.62 NA		1741			
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 PR-4-16	% Completed On Time - Complex (DD-2 Test Total)	95% on Time 95% on Time		UD					
PR-4-10 PR-4-17	% Completed On Time - Complex (No DD-2 Test & Serial Number) % Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time 95% on Time		UD					
PR-4-18	% Completed On Time - Complex (No DD-2 Test & No 800# Provided)	95% on Time		UD					
	•			•					
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Apointment - Bell Atlantic - Facilities	Parity with BA Retail Parity with BA Retail	NA NA	2.87		1741			
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	NA NA	0.06		1741 1741			
		. any mul Dr. Notal		0.00	i				
	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	1							
	opecial del vices - i Tovisioning	J							
	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 PR-1-07	Av. Interval Offered – DS0 Av. Interval Offered – DS1	Parity with BA Retail Parity with BA Retail	9.51 6.54	NA 10.77	569 2398	31	4.58 3.92	0.71	-5.97
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	NA	24.44	2390	27	3.92	0.71	-5.97
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 PR-1-11	Av. Interval Offered – Disconnects – No Dispatch Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.51 3.86	NA NA	991 7		4.38 2.19		
FIX-1-11	Av. Interval Officed Disconfects Dispatch	I dilly will by Netali	3.00	INA	,	l .	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 PR-2-06	Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	9.50	10.13 NA	1275 473	16	4.94	1.24	-1.33
PR-2-06 PR-2-07	Av. Interval Completed – DS0 Av. Interval Completed – DS1	Parity with BA Retail Parity with BA Retail	6.54	9.89	2201	19	5.36 4.03	0.93	-3.61
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	NA	31.52	ELU.	21	1.00	0.00	0.01
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 PR-2-10	Av. Interval Completed – Total - IOF Av. Interval Completed - Disconnects - No Dispatch	IOF Legend Parity with BA Retail	4.29	24.18 NA	967	55	3.47		
PR-2-10 PR-2-11	Av. Interval Completed - Disconnects - No Dispatch Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	3.86	NA NA	7		2.19	+	
		,				1			-
	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 PR-4-01	% Missed Appointment – BA – Total - EEL	Parity with BA Retail Parity with BA Retail	1.76 1.76	UD 1.00	5728 5728	200		0.95	0.80
PR-4-01 PR-4-02	% Missed Appointment – BA – Total- IOF Average Delay Days – Total	Parity with BA Retail Parity with BA Retail	1.76 3.57	1.00 43.50	5728 101	200	3.94	0.95 2.01	-19.88
PR-4-02 PR-4-02	Average Delay Days – Total Average Delay Days – Total - EEL	Parity with BA Retail	3.57	43.50 UD	101	-	3.94	2.01	-13.00
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 PR-4-08	% Missed Appointment – Customer - EEL % Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	6.04	UD 0.00		69			
F IN-4-U0	70 IVIISSEU APPL CUSTOTIIEI - LATE OTUEI COTTI.	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		4	
	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	1							
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD		l			
	*Legend Notations defined on Legend sheet - last page	1							

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	POTS - Maintenance		Actual F	Performance	Number of C	bservations			
Metric #		Standard	ВА	CLEC Aggregate	ВА	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	0.54	4270641	31918		0.06	9.63
MR-2-02	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	1.11 0.11	UD	4270641			0.10	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail		0.03	4270641	31918		0.02	4.15
MR-2-04	% Subsequent Reports	I/C/W MRAs	18.94	12.44			1		
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.90	1.05	4270641	31918		0.05	-2.72
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.97	19.08	47337	173		2.28	-3.99
MR-3-01	% Missed Repair Appointment – Loop - Platform	Parity with BA Retail	9.97	UD	47337				
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	6.54	10.00	4599	10		7.83	-0.44
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	5.12	16.38	38518	708		0.84	-13.47
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	5.12	UD	38518	12		6.36	
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	17.65	31.57	51936	183	17.37	1.29	-10.82
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	18.48	32.95	47337	173	17.50	1.33	-10.85
MR-4-02	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	18.48	UD	47337	12	17.50	5.05	
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	9.13	7.68	4599	10	13.22	4.18	0.35
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	76.43	54.64	51936	183		3.14	-6.93
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	80.42	93.60	40035	125		3.55	-3.71
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	57.10	85.60	40035	125		4.43	-6.43
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	23.18	47.20	40035	125		3.78	-6.35
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	19.50	10.93	51936	183		2.93	2.92
	POTS Complex - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	UD	24.12		257			
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	13.89		36			
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	43.82		293			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	47.97		257			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	14.12		36			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	46.40		125			
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	13.65		293			
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.36	0.00	451956	1859		0.14	2.57
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.16	0.00	451956	1859		0.09	1.73
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.48	NA	1606		7.15		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.64	NA	1606				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	51.85	NA	1564				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.39	NA	1564				
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	16.31	NA	1606				
	Legend Notations defined on Legend sheet - last page								
	Legena riotations defined on Legena sneet - last page								

CLEC Aggregate Performance TRUNKS

	monto								
	ORDERING			Age	gregate Interconnect	ion			
Metric #		•		Actual Performance	5 5	Number of			
Wetric #		Standard		Actual Performance		Observations			
OR-1-11	OR 1 - Order Confirmation Timeliness Av. FOC Time (<= 192 Forecasted Trunks)	1		5.00			1		
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks) Av. FOC Time (> 192 and Unforecasted Trunks)			11.27					
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00		3			
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process				48			
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days		100.00		53			
	000 01 17 1								
OD 0.44	OR-2 - Reject Timeliness	1		F 40			•		
OR-2-11 OR-2-12	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		5.43 85.71		7			
OICE IE	70 OH 11110 Train(710) (14 102 Foresacted Train(9)	35 % of time. To business bays		00.71		· · · · · · · · · · · · · · · · · · ·	1		
	PROVISIONING		Actual P	erformance	Number of	Observations			
	•	-	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-09	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 - Average Interval Completed								
PR-2-09	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 - Missed Appointment	<u></u>							
PR-4-01	% 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 10					
PR-4-03 PR-4-07	% Missed Appointment – Customer % On Time Performance – LNP Only	None: Analysis Only 95% on Time	30.89	19.44 99.24		4981	T		
F1X-4-07	78 On Time Penormance – Live Only	93 /6 OH TIME		33.24		4301			
	PR-5 - Facility Missed Orders								
PR-5-01	% 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 - Installation Quality								
PR-6-01	% 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 - FÓK/TOK/CPE	None: Analysis Only	0.00	0.00	5050	19021			
									•
		1							
	MAINTENANCE								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	193032	216905		0.00	-0.32

	MR-4 - Trouble Duration Intervals	<u> </u>							
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	3.52	4.22	7	9			
MR-4-04 MR-4-05	% Cleared (all troubles) within 24 Hours % Out of Service > 2 Hours	Parity with IXC / FGD Parity with IXC / FGD	100.00 85.71	100.00 88.89	7	9		17.63	-0.18
MR-4-06	% Out of Service > 2 Hours % 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 > 4 Hours	Parity with IXC / FGD	0.00	0.00	7	9		22.11	0.70
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	7	9			
		_		<u> </u>		<u> </u>			
110 5 04	MR-5 - Repeat Trouble Report Rates	D : : : : : : : : : : : : : : : : : : :	0.00		7				
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	11.11		9			
	NETWORK PERFORMANCE	1							
		ı							
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	2.37	2.76	338	217		1.32	-0.29
NP-1-02 NP-1-03	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	2.37	3.23	338	217		1.32	-0.65
NP-1-03 NP-1-04	Number FTG Exceeding Blocking Std. – 2 Months Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines See Guidelines		NONE NONE		217			
.41 - 1 - 0 - 7	Trained 1 To Exceeding Diocking Old. O World's	Sec Guidellines		HOHE		217			
	NP-2 - Collocation Performance	_							
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days1		100.00		363	1		
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days1		NA			1		
NP-2-03	Average Interval – Physical Collocation	76 Days		70.77			1		
NP-2-04	Average Interval – Virtual Collocation	105 Days		NA					
NP-2-05 NP-2-06	% On Time – Physical Collocation % On Time – Virtual Collocation	95% on time 95% on time		98.61 NA		144	1		
NP-2-06 NP-2-07	% On Time – Virtual Collocation Average Delay Days – Physical Collocation	95% on time See Guidelines		4.00		2	1		
NP-2-07 NP-2-08	Average Delay Days – Physical Collocation Average Delay Days – Virtual Collocation	See Guidelines		NA			1		
	- , ,					-	•		

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

Legend Notations defined on Legend sheet - last page

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
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

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

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING	1	A	ctual Performan	ice	
Metric #		Standard	ВА	CLEC	Difference	Observations
PO-1-01	PO-1 - Response Time OSS Ordering Interface 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 4.41	1.58 -0.37	
PO-1-05 PO-1-05	Telephone Number Availability & Reservation - EDI Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds Parity plus < 4 Seconds	4.79 NA	4.41 NA	-0.37	
PO-1-05 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	
DO 0.5:	PO-2 - OSS Interface Availability*	1		00 =0	i .	170000
PO-2-01 PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.72 99.48		172800 86400
PO-2-01 PO-2-01	OSS Interf. Avail. – Total - CORBA OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days 24 hours x 7 days		99.46		172800
PO-2-01 PO-2-01	OSS Interf. Avail. – Total - Maint. Web GOI (RETAS) 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		İ	99.49		64800
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All	ļ	100.00		32400
PO-2-03	OSS Interf. Avail Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays	İ	99.02		32400
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI	<u></u>	İ	99.02		32400
PO-5-01	PO-5 - Average Notification of Interface Outage 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	•			i :	
PO-8-01 PO-8-02	Average Response Time - Manual Loop Qualification Average Response Time - Engineering Record Request	95% within 48 Hours 95% within 72 Hours		UD UD		
1 0 0 02	r rango r roupondo Timo Enginocinig (recond request	5570 WIGHT 72 FIGURE		35		
	Change Notification*	1				
		J				
DO 4.64	PO-4 - Timeliness of Change Management Notice	T	ř	60	į į	
PO-4-01 PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed		80 100		<u>5</u>
PO-4-01 PO-4-01	% Notices Sent on Time - Regulatory % Notices Sent on Time - Industry Standard	> = 95% and no delayed notices and documentation		100 NA		
PO-4-01 PO-4-01	% Notices Sent on Time - Industry Standard % Notices Sent on Time - BA Orig.	over 8 days		100		24
PO-4-01	% Notices Sent on Time - TC Orig.	2.2.0 44,0		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	•	4		1
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 NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA NA		
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std. Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days >=66 days		NA NA		
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA NA		
1 0 4 00	continued	>=00 days		14/5	l l	
	- Continuos					

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	ĭ	NA		
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation	İ	NA.		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days		NA NA		
PO-4-01	% Notices Sent on Time - DA Orig. % Notices Sent on Time - TC Orig.	over o days	l	NA NA		-
			İ			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days		NA		
		•			ll .	
	TROUBLE REPORTING (OSS)	1				
	TROUBLE REPORTING (USS)					
				ctual Performan		
	MR-1 - Response Time OSS Maintenance Interface	_	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
	Tool Housis (Fore Sing)	r any place a recoonac	01.00	10.07	20	
	DILLING	1				
	BILLING					
	BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days			95.89		31300707
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days		98.97		
BI-1-03	% DUF in 5 Business Days	3070 III 4 Dusiness Days		99.02		
BI-1-03	% DUF in 8 Business Days			99.15		
DI-1-04	70 DOI 111 0 Dusiness Days	1		33.13		
	BI-2 - Timeliness of Carrier Bill					
		_			ı	
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		18,271,867
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.26	0.01		124.978
2.002	70 Dinning Flaguetino incompany of Flaguetino inco		0.20	0.01		12 1,010
	ODED ATOD OFDIVIOES & DATABASES	1				
	OPERATOR SERVICES & DATABASES**	J				
	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		33957
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.9	1.7		430738
		,			li .	

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

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

	RESALE Pre-Ordering			
Metric #	PO-3 - Contact Center Availability	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3-01 PO-3-02	Average Speed of Answering – Ordering (secs) % Answered within 30 Seconds – Ordering	80% within 30 Seconds	6.60 95.45	7935
PO-3-03 PO-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	24.62 81.27	79079
	POTS & Pre-qualified Complex - Electronically Submitted			
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow Through)	·	0.04	
OR-1-02 OR-1-03	% On Time LSRC – Flow Through Average LSRC Time < 10 Lines	95% within 2 Hours	99.87 9.41	6289
OR-1-03 OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	98.84 24.94	5345
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.33	60
OD 0.04	OR-2 - Reject Timeliness		0.00	
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow Through) % On Time LSR Reject – Flow Through	95% within 2 Hours	0.00 99.96	3220
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours	11.28 98.22	2870
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	11.38 100.00	7
	Compley Comices Floring is ally Cubmitted			
	Complex Services - Electronically Submitted OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines	059/ within 70 Harris	64.83	22
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 72 Hours	81.81 NA	22
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-2-03	OR-2 - Reject Timeliness - Requiring Loop Qualification Average LSR Reject Time < 10 Lines		17.23	
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours	100.00 NA	47
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	44.31	14305
OR-4-01	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time	г	1.74	
OR-4-02 OR-4-03	Completion Notice – % On Time % Orders Excluded from % On Time Measurement	95% by next bus. day at noon	86.83 UD	10906
OR-4-04 OR-4-05	Work Completion Notice – Average Response Time Work Completion Notice – % On Time	95% by next bus, day at noon	0.93 99.87	9399
	OR-5 - Percent Flow-Through	5070 by 11000 basi day at 110011	00.07	0000
OR-5-01 OR-5-02	% Flow Through - Total % Flow Through - Simple	No Standard Developed No Standard Developed	51.19 53.77	12286 11694
OR-5-03	% Flow Through Achieved	95%	UD	11034
OR-6-01	OR-6 - Order Accuracy % Accuracy - Orders*	95% Orders without Errors	81.67	311
OR-6-01 OR-6-02 OR-6-03	% Accuracy – Orders % Accuracy – Opportunities* % Accuracy – LSRC**	95% Orders without Errors	97.98	4905
OR-6-03	% Accuracy – Long	95% Orders without Errors	90.75	400
	Special Services - Electronically Submitted			
00.400	OR-1 - Order Confirmation Timeliness	,		
OR-1-03 OR-1-03	Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0		22.77 UD	
OR-1-03 OR-1-03	Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3	-	UD UD	
OR-1-04 OR-1-04	% On Time LSRC < 10 Lines % On Time ASRC < 10 Lines DS0	95% within 48 Hours 95% within 48 Hours	95.14 UD	556
OR-1-04 OR-1-04	% On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 48 Hours 95% within 48 Hours	UD UD	
OR-1-05 OR-1-05	Average LSRC Time >= 10 Lines Average ASRC Time >= 10 Lines DS0		10.62 UD	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3		UD UD	
OR-1-05 OR-1-06 OR-1-06	% On Time LSRC >= 10 Lines % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours	100.00 UD	13
OR-1-06	% On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
OR-1-06		95% within 72 Hours	UD	
OR-2-03	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	J [13.57	412
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 48 Hours	100.00 0.00	118
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total		Actual F	Performance	Number of	Observations	Standard		
Metric #	PR-1 - Average Interval Offered	Standard	ВА	CLEC Aggregate	BA	All CLECs	Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	Average Interval Offered - Dispatch (6-9 Lines) Average Interval Offered - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.18 8.80	6.68 7.42	190 148	34 31	5.89 6.92	1.10 1.37	0.46 1.01
PR-2-04 PR-2-05	PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.38 8.74	7.41 6.92	156 123	27 26	6.22 6.85	1.30 1.48	-0.02 1.23
	PR-3 - Completed within Specified Days	·							
PR-3-01 PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	77.67 85.26	66.27 77.37	125245 125245	3190 3190		0.75 0.64	-15.27 -12.41
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	88.85	83.67	125245 16282	3190 598		0.56 1.78	-9.18 -6.22
PR-3-04 PR-3-05	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	24.12 30.68	13.04 21.91	16282	598		1.92	-4.57
PR-3-06 PR-3-07	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	40.99 88.75	45.65 87.70	16282 141527	598 3788		2.05 0.52	2.28 -2.02
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	96.20	93.89	125245	3190		0.34	-6.74
PR-3-09 PR-3-10	% Completed in 5 Days (1-5 Lines – Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	77.61 95.93	87.96 94.77	16282 141527	598 3788		1.74 0.33	5.96 -3.57
DD 4.00	PR-4 - Missed Appointments		0.04	2.00	0077	60	0.54	0.40	4.77
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	2.81 1.49	2.00 1.44	2677	60	3.51	0.46	1.77
PR-4-04 PR-4-05	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail Parity with BA Retail	7.07 0.19	4.37 0.18	32740 193198	1030 8249		0.81	3.33 0.20
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.15	0.01	133130	9279		0.00	0.20
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.60	0.31	225938	9279		0.08	3.55
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.01	225938	9279		0.01	0
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	225938	9279			
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with BA Retail	3.36	1.89	209420	18067		0.14	10.47
PR-6-02 PR-6-03	% Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with BA Retail None: Analysis Only	1.92 2.61	0.98 1.26	209420 209420	18067 18067		0.11 0.12	8.86 10.94
	POTS - Business								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.44	3.45	16157	2125	3.43	0.08	-25.40
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.69	3.86	1674	466	4.70	0.06	3.37
PD 0.04	PR-2 - Average Completed Interval	B % W B4 B . %	1.00	0.07	45070	1001	2.74	0.07	-27.33
PR-2-01 PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	1.23 4.77	3.07 4.04	15079 1491	1861 427	4.59	0.07	2.90
	POTS - Residence								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.01	0.89	161660	2373	3.70	0.08	1.57
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.03	3.30	16091	187	4.51	0.33	2.20
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.91	0.77	156789	2286	3.03	0.06	2.19
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.16	3.26	14791	171	3.96	0.30	2.95
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10 PR-1-11	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.73 5.46	4.90 7.00	53739 71	1757 3	7.98 7.30	0.19 4.30	-0.88 -0.36
	PR-2 - Average Completed Interval	•							
PR-2-10 PR-2-11	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.30 5.24	4.11 7.00	48813 68	1459 3	7.30 7.29	0.19 4.30	0.98 -0.41
		·							-
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-02	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with BA Retail Parity with BA Retail	4.04 8.70	4.38 8.11	379 124	48 18	5.02 4.87	0.77 1.23	-0.44 0.48
	PR-2 - Average Completed Interval								
PR-2-01 PR-2-02	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	3.03 8.08	3.74 8.28	284 116	39 18	3.38 2.77	0.58 0.70	-1.23 -0.29
2 02	PR-4 - Missed Appointments	. Gray and Dr. Notell	3.00	5.20			//	5.70	0.20
PR-4-02	Average Delay Days – Total	Parity with BA Retail	3.29	NA 0.00	42		4.30		
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Dispatch	None: Analysis Only Parity with BA Retail	10.86 6.66	0.00	586	18		5.97	1.12
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.69	0.00	436	46 64		1.28	0.54
	PR-5 - Facility Missed Orders								
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days	Parity with BA Retail Parity with BA Retail	0.88 0.10	0.00	1022 1022	64 64		1.20 0.41	0.73 0.25
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.10	0.00	1022	64		0.41	0.23
	PR-6 - Installation Quality								
PR-6-01 PR-6-03	% Install. Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail Parity with BA Retail	3.36 2.61	UD UD	209420 209420			\vdash	
	continued								

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Standard	ВА	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Sco
	Average Interval Offered – Total No Dispatch	Standard							
	Average Interval Offered – Total No Dispatch						Deviation		
		Parity with BA Retail	9.17	0.92	2208	13	6.49	1.81	4.57
		Parity with BA Retail	12.19	10.33	608	3	4.91	2.84	0.65
,		I ality with DA Notali	12.13	10.55	000	J	4.31	2.04	0.00
L	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	8.76	0.92	1897	13	5.53	1.54	5.09
4	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch		12.14	10.33	526	3			
	Average interval Completed – Total Dispatch	Parity with BA Retail	12.14	10.33	526	3	4.67	2.70	0.6
	PR-4 - Missed Appointments	_							
	Average Delay Days – Total	Parity with BA Retail	2.21	NA	28		2.38		
	% Missed Appointment – Customer	None: Analysis Only	2.97	0.00			1		
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	2.57	0.00	622	3		9.16	0.2
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.55	0.00	2175	13		2.06	0.2
L	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		16			
	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.07	0.00	2797	16		0.66	0.1
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	2797	16			
C	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	2797	16			
	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.60	UD	209420				
C	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.61	UD	209420				
ſ	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	7.19	4.98	4301	301	6.15	0.37	6.0
	Average Interval Offered – Total Dispatch	Parity with BA Retail	11.37	8.71	1485	59	5.24	0.70	3.8
	Average Interval Offered – DS0	Parity with BA Retail	10.69	7.92	520	24	4.40	0.92	3.
- 1	Average Interval Offered – DS1	Parity with BA Retail	10.18	8.96	3243	75	6.46	0.75	1.0
	Average Interval Offered – DS3	Parity with BA Retail	11.50	NA	2		3.54		
- 1	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.85	5.32	889	41	4.01	0.64	-0.
L	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	9.57	NA	7		8.96		
,	PR-2 - Average Completed Interval								
1	Average Interval Completed – Total No Dispatch	Parity with BA Retail	6.69	4.54	3543	264	5.39	0.34	6.2
	Average Interval Completed - Total Dispatch	Parity with BA Retail	11.15	10.09	1073	53	5.83	0.82	1.2
	Average Interval Completed – DS0	Parity with BA Retail	10.46	12.00	265	22	6.22	1.38	-1.
	Average Interval Completed – DS1	Parity with BA Retail	9.63	7.84	2677	61	5.69	0.74	2.
	Average Interval Completed – DS3	Parity with BA Retail	NA	NA					
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.61	5.31	795	36	3.77	0.64	-1
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	9.57	NA	7		8.96		
1	PR-4 - Missed Appointments								
	% Missed Appointment - Bell Atlantic - Total	Parity with BA Retail	1.12	1.80	5629	389		0.55	-1.
	Average Delay Days – Total	Parity with BA Retail	4.65	2.86	63	7	7.00	2.79	0.0
	% Missed Appointment – Customer	None: Analysis Only	8.35	2.57		•			
	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		389			
	PR-5- Facility Missed Orders		_						
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.28	0.00	5629	389		0.28	1.0
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.05	0.00	5629	389		0.12	0.4
Ľ	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5629	389			
	PR-6- Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.56	0.18	11387	2177		0.17	2.1
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	11387	2177		0.04	0.6

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

	POTS / Complex - Maintenance		Actual	Performance	Number of C	bservations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate	olandara -					Deviation		
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
	· · · · · · · · · · · · · · · · · · ·								
MD 0.04	MR-3 - Missed Repair Appointments	Death with DA Detell	0.04	0.00	40474	4004		0.04	0.44
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	8.91 7.30	9.02 7.39	48174 3947	1264 203		0.81	-0.14 -0.05
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	5.36					1.87 0.70	-0.05 -4.46
MR-3-03 MR-3-04	% CPE/TOK/FOK - Missed Appointment % Missed Repair Appoint - No Double Dispatch	None: Analysis Only	4.81	8.49 3.80	34518 2318	1060		2.75	0.37
MR-3-05	% Missed Repair Appoint - No Double Dispatch % Missed Repair approintment - Double Dispatch		3.49	4.91	1679	62 50		2.75	-0.54
IVIK-3-05	% Missed Repair apppointment - Double Dispatch		3.49	4.91	1079	50		2.03	-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
MD 5 04	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Death with DA Detell	40.44	15.88	52121	1467		4.00	0.47
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.41	15.88	52121	1467		1.03	2.47
	Consider Maintenance								
	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
IVII X-3-0 I	70 Nepeat Nepolis William 30 Days	ranty with BA Retail	19.95	23.33	1100	47		5.95	-0.94
	Legend Notations defined on Legend sheet - last page								
	Logona reductions domina on Logona sheet last page								

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 PO-3-02	Average Speed of Answering – Ordering* (secs) % Answered within 30 Seconds – Ordering*	80% within 30 Seconds	17.90 83.07	24833
PO-3-03	Average Speed of Answering – Repair*& (secs)	0070 Within 30 Occords	24.62	24000
PO-3-04	% Answered within 30 Seconds – Repair*&	80% within 30 Seconds	81.27	79079
	Platform			
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	Ī	0.02	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	1161
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	9.33 100.00	219
OR-1-05	Average LSRC Time >= 10 Lines		NA	210
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)	95% within 2 Hours	0.00	240
OR-2-02 OR-2-03	% On Time LSR Reject – Flow Through Average LSR Reject Time < 10 Lines	95% Within 2 Hours	100.00 7.94	210
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	100.00	115
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
	•			
OR-6-01	OR-6 - Order Accuracy* % Accuracy - Orders	95% orders without errors	89.02	346
OR-6-02	% Accuracy – Opportunities	95% orders without errors	98.75	3931
OR-6-03	% Accuracy – LSRC	95% orders without errors	98.50	401
	Loop/Pre-qualified Complex/LNP			
	OR 4 Order Confirmation Timeliness			
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	Ī	0.30	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.91	5618
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	8.33 95.36	6738
OR-1-05	Average LSRC Time >= 10 Lines		13.60	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.76	162
	OR-2 - Reject Timeliness			
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject – Flow Through	95% within 2 Hours	0.01 99.73	762
OR-2-02 OR-2-03	Average LSR Reject Time < 10 Lines	55 /6 WILLIII Z FIOUIS	13.78	702
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	92.49	1519
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	13.98 98.05	103
		•		
OR-6-01	OR-6 - Order Accuracy* % Accuracy - Orders	95% orders without errors	85.56	270
OR-6-02	% Accuracy - Opportunities	95% orders without errors	97.90	2336
OR-6-03	% Accuracy – LSRC	95% orders without errors	98.00	401
	Complex Services - Electronically Submitted			
	OR 4. Codes Confirmation Timelians			
OR-1-03	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines	1	17.73	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	97.81	3748
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
01(100		50% William 72 Flouro	14/1	
OR-2-03	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	i	14.96	
OR-2-03 OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.71	2173
OR-2-05	Average LSR Reject Time >= 10 Lines	050/this 70 Herre	NA NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	DOTO (O '-1 O			
	POTS / Special Services - Aggregate			
	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	26.89	18194
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.00	100:5
OR-4-02 OR-4-03	Completion Notice – % On Time % Orders Excluded from % On Time Measurement	95% by next bus, day at noon	99.98 UD	10948
OR-4-04	Work Completion Notice – Average Response Time		0.04	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	99.97	7417
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	38.41	17646
OR-5-02 OR-5-03	% Flow Through - Simple % Flow Through Achieved	No Standard Developed 95%	48.77 UD	13898
	continued			

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	Special Services - Electronically Submitted	Standard	CLEC Aggregate	CLEC Aggregate
Metric #	OR-1 - Order Confirmation Timeliness	Standard	Performance	Observations
OR-1-03	Average LSRC Time < 10 Lines		NA	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
DR-1-03	Average ASRC Time < 10 Lines DS1		UD	
DR-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	'
DR-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 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	
31(1 00	70 OH THIC MONO PE TO EMICS BOO	3576 WIGHIN 72 HOGIS	OD.	
	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	
	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
OR-2-05 OR-2-06	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted	95% within 72 Hours		
OR-2-06	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness	95% within 72 Hours	NA NA	
OR-2-06 OR-1-07	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0	95% within 72 Hours	NA NA UD	
OR-2-06 OR-1-07 OR-1-07	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1	95% within 72 Hours	NA NA UD UD UD	
DR-2-06 DR-1-07 DR-1-07 DR-1-07	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3	95% within 72 Hours	NA NA UD UD UD UD	
DR-2-06 DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-07	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD UD UD UD UD	
DR-2-06 DR-1-07 DR-1-07 DR-1-07 DR-1-08	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD UD UD UD UD UD	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0	95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	-
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD	-
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-08	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1	95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-08 DR-1-08	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-09	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % Verage ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-09 DR-1-09 DR-1-09 DR-1-09	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 No n Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-109 DR-1-109	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
OR-2-06 OR-1-07 OR-1-07 OR-1-07 OR-1-07 OR-1-08 OR-1-08 OR-1-08 OR-1-09 OR-1-09 OR-1-09 OR-1-109 OR-1-109 OR-1-109 OR-1-100 OR-1-100 OR-1-100	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Non Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-109 DR-1-109	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-109	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Non Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-10 DR-1-10 DR-1-10	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-109 DR-1-109 DR-1-109 DR-1-109 DR-1-100	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
DR-1-07 DR-1-07 DR-1-07 DR-1-07 DR-1-08 DR-1-08 DR-1-08 DR-1-09 DR-1-09 DR-1-09 DR-1-109	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning	1	Actual Pe	rformance	Number of C	bservations			
Metric #	-	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	_					Deviation		
PR-1-01 PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1-9=5, 10+=Negotiated Parity with BA Retail	1.44	8.22 NA	16157	551	2.42		
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (ONE Switch & INP) Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.44	1.49	16157	263	3.43 3.43	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	-0.47
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	1.17
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail Parity with BA Retail	7.18	10.00	190	1	5.89	5.91	-0.48
PR-1-04 PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.18 8.80	NA 8.00	190 148	2	5.89 6.92	4.93	0.16
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.80	NA NA	148	-	6.92	1.00	0.10
		•							
PR-2-01	PR-2 - Average Completed Interval 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 NA	15079		2.74		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.23	1.44	15079	256	2.74 2.74	0.17	-1.22
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop	Parity with BA Retail Parity with BA Retail	4.77	4.89	1491	9	4.59	1.53	-0.08
PR-2-03 PR-2-04	Av. Completed Interval - Dispatch (1-5 Lines) - Platform Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	4.77 7.38	3.29 10.00	1491 156	14 1	4.59 6.22	1.23 6.24	1.20 -0.42
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.38	NA NA	156		6.22	0.24	-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	-7.84
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.74	NA	123		6.85		
	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 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	88.85 24.12	73.71 21.43	125245 16282	232 14		2.07	-7.32 -0.24
PR-3-05	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	30.68	28.57	16282	14		12.33	-0.24
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 PR-3-09	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail Parity with BA Retail	96.20 77.61	100.00 92.86	125245 16282	232 14		1.26 11.15	3.02 1.37
PR-3-10	% Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.93	99.59	141527	246		1.26	2.90
		,						1.20	2.00
DD 4.02	PR-4 - Missed Appointments	Parity with BA Retail	2.04	20.00	2677	4	2.54	1 170 '	0.70
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appt. – Customer	Parity with BA Retail None: Analysis Only	2.81 1.49	20.00 0.77	2677	4	3.51	1.76	-9.79
PR-4-04	% Missed Appt. – Gustomer % 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-4-05 PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop % Missed Appt. – BA – No Dispatch – Other	Parity with BA Retail Parity with BA Retail	0.19 0.19	0.23 NA	193198 193198	440		0.21	-0.19
PR-4-05	% Missed Appt. – BA – No Dispatch – Other	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	2111	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 PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other % Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only None: Analysis Only		0.00		1099			
F IX=4=00	% Missed Appl. – Customer – Due to Eate Order Commitmation Frationin	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 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.01	0.17 0.17	225938 225938	1175 1175		0.03	-5.47
110-5-05	70 Orders Fried for Facilities > 00 Days	ranky with DA Retail	0.00	0.17	223330	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 PR-6-02	% Installation Troubles reported within 30 Days - Other % Installation Troubles reported within 7 Days - Hot Cut Loop	Parity w/BA Retail for Found Troubles < = 2%	3.36	0.00	209420	1509 2171		0.47	7.21
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 PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	2.61 2.61	7.10 0.46	209420 209420	4255 1509		0.25	-18.19
PR-0-03	% Installation Troubles reported within 30 Days - FOR TORCEE — Other	None: Analysis Only	2.01	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	-0.05
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	5.46	NA	71		7.30		
	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	-0.36
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	5.24	NA NA	68		7.29	1.00	0.00
		1							
	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	-3.90
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.70	7.11	124	198	4.87	0.56	2.85
	DD 0. Assessment Occupation of International								
DD 2.04	PR-2 - Average Completed Interval	Parity with BA Retail	2.02	F.F0	204	50	2.20	0.50	4.70
PR-2-01 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail	3.03 8.08	5.50 7.38	284 116	50 171	3.38 2.77	0.52 0.33	-4.76 2.10
					· ·	·			
	PR-4 - Missed Appointments	1							
PR-4-02 PR-4-03	Average Delay Days – Total	Parity with BA Retail None: Analysis Only	3.29	2.92	42	24	4.30	1.10	0.34
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – BA – Dispatch	Parity with BA Retail	10.86 6.66	8.84 5.44	586	441		1.57	0.78
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.69	NA	436			1.07	0.70
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		441			
	PR-5 - Facility Missay Orders								
PR-5-01	PR-5 - Facility Missed Orders Missed Apointment - 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			· <u></u>					_

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	2-Wire xDSL Services		Actual Pe	rformance	Number of C	Observations			
Metric #		Standard	BA	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-01	PR-1 - Average Interval Offered 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 No 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 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	8.76 12.14	5.98 7.80	1897 526	279 992	5.53 4.67	0.35 0.25	7.84 17.23
	PR-4 - Missed Appointments	,							
PR-4-02	Average Delay Days - Total	Parity with BA Retail	2.21 2.97	3.10	28	61	2.38	0.54	-1.64
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – BA – Dispatch	None: Analysis Only Parity with BA Retail	2.97 2.57	7.35 3.68	622	1659	1	0.74	-1.49
PR-4-05 PR-4-08	% Missed Appointment – BA – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.55	NA 0.00	2175	1659			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		UD		1009			
PR-4-15 PR-4-16	% Completed On Time - Complex (DD-2 Test Total) % Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time 95% on Time		UD					
PR-4-17 PR-4-18	% Completed On Time - Complex (No DD-2 Test & 800# Provided) % Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time 95% on Time		UD					
PR-4-10		95% on Time		UD					
PR-5-01	PR-5 - Facility Missed Orders Missed Apointment - Bell Atlantic - Facilities	Parity with BA Retail	0.07	3.19	2797	1659		0.08	-38.07
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.00	0.00	2797 2797	1659			
PK-5-03		Fally Will BA Retail	0.00	0.00	2191	1659			
PR-6-01	PR-6 - Installation Quality % 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								
DD 4 04	PR-1 - Average Interval Offered	D-2	7.40	10.05	1001	- 04	0.45	1 405	7.05
PR-1-01 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail Parity with BA Retail	7.19 11.37	16.95 9.78	4301 1485	21 18	6.15 5.24	1.35 1.24	-7.25 1.28
PR-1-06 PR-1-07	Av. Interval Offered – DS0 Av. Interval Offered – DS1	Parity with BA Retail Parity with BA Retail	10.69 10.18	NA 10.50	520 3243	32	4.40 6.46	1.15	-0.28
PR-1-08 PR-1-09	Av. Interval Offered – DS3	Parity with BA Retail EEL Legend	11.50	28.00	2	7	3.54	2.84	-5.81
PR-1-09	Av. Interval Offered – Total - EEL – Backbone Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09 PR-1-10	Av. Interval Offered – Total - IOF Av. Interval Offered – Disconnects – No Dispatch	IOF Legend Parity with BA Retail	4.85	14.82 NA	889	121	4.01	Т	
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 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	6.69 11.15	19.27 9.50	3543 1073	11 14	5.39 5.83	1.63 1.57	-7.73 1.05
PR-2-06 PR-2-07	Av. Interval Completed – DS0 Av. Interval Completed – DS1	Parity with BA Retail Parity with BA Retail	10.46 9.63	NA 9.75	265 2677	20	6.22 5.69	1.28	-0.09
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	NA NA	30.00	2011	5	3.03	1.20	-0.09
PR-2-09 PR-2-09	Av. Interval Completed – Total - EEL - Backbone Av. Interval Completed – Total - EEL - Loop	EEL Legend EEL Legend		UD					
PR-2-09 PR-2-10	Av. Interval Completed – Total - IOF Av. Interval Completed - Disconnects - No Dispatch	IOF Legend Parity with BA Retail	4.61	22.95 NA	706	37	3.77	T	
PR-2-11	Av. Interval Completed - Disconnects - No Dispatch Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	9.57	NA NA	795 7		8.96		
	PR-4 - Missed Appointments								
PR-4-01 PR-4-01	% Missed Appointment – BA – Total % Missed Appointment – BA – Total - EEL	Parity with BA Retail Parity with BA Retail	1.12 1.12	4.17 UD	5629 5629	48		1.53	-2.00
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 PR-4-02	Average Delay Days – Total Average Delay Days – Total - EEL	Parity with BA Retail Parity with BA Retail	4.65 4.65	4.50 UD	63 63	2	7.00 7.00	5.03	0.03
PR-4-02 PR-4-03	Average Delay Days – Total - IOF % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	4.65 8.35	40.75 12.50	63	4	7.00	3.61	-10.00
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	8.35	UD			1		
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		48			
PR-5-01	PR-5 - Facility Missed Orders % 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-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity w/BA RT for Found Trouble	s 0.56	0.00	11387	48		1.08	0.52
PR-6-03	% Inst. Troubles reported within 30 Days % 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								

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	Maintenance - POTS Loop		Actual I	Performance	Number of O	bservations			
Metric #	maintenance 1 010 200p	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate	Statiuaru		33 3			Deviation		
MR-2-02 MR-2-03	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with BA Retail Parity with BA Retail	1.13 0.09	1.11 0.13	4262750 4262750	19301 19301		0.08	0.21 -1.68
MR-2-04	% Subsequent Reports	I/C/W MRAs	19.96	12.41					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.81	2.64	4262750	19301		0.06	-28.26
	MR-3 - Missed Repair Appointments								1
MR-3-01 MR-3-02	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	8.91 7.30	19.07 0.00	48174 3947	215 25		1.95 5.22	-5.22 1.40
MR-3-03	% CPE/TOK/FOK - Missed Appointment		5.36	18.66	34518	509		1.01	-13.23
MR-3-04 MR-3-05	% Missed Repair Appoint - No Double Dispatch % Missed Repair apppointment - Double Dispatch		4.81 3.49	13.02 3.72	2318 1679	28 8		4.07 6.50	-2.02 -0.04
MR-4-01	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with BA Retail	19.15	25.32	52121	240	18.47	1.19	-5.16
MR-4-02 MR-4-03	Mean Time To Repair – Loop Trouble	Parity with BA Retail	20.00 8.90	27.62	48174 3947	215 25	18.57 13.62	1.27 2.73	-6.00 1.23
MR-4-04	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with BA Retail Parity with BA Retail	72.40	5.55 66.67	52121	240	13.02	2.89	-1.98
MR-4-07 MR-4-08	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail	59.91 26.95	70.89 34.18	40286 40286	158 158		3.91 3.54	-2.81 -2.04
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with BA Retail	UD	UD	40200	130		0.04	2.04
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	UD	UD					
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.41	14.17	52121	240		2.51	1.69
	Maintenance - POTS Platform								
	MDO To Ma Day ADM								
MR-2-02	MR-2 - Trouble Report Rate Network Trouble Report Rate – Platform	Parity with BA Retail	1.13	0.17	4262750	12541		0.09	10.18
MR-2-03 MR-2-04	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with BA Retail I/C/W MRAs	0.09 19.96	0.04 10.34	4262750	12541		0.03	1.94
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.81	0.12	4262750	12541		0.08	8.61
	MR-3 - Missed Repair Appointments	•							
MR-3-01	% Missed Repair Appointment – Platform	Parity with BA Retail	8.91	19.05	48174	21		6.22	-1.63
MR-3-02 MR-3-03	% Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment - Platform	Parity with BA Retail	7.30 5.36	0.00 6.67	3947 34518	5 15		11.64 5.82	0.63 -0.23
MR-3-04	% Missed Repair Appointment - No Double Dispatch		4.81	14.29	2318	3		12.36	-0.77
MR-3-05	% Missed Repair Appointment - Double Dispatch		3.49	4.76	1679	1		18.36	-0.07
	MR-4 - Trouble Duration Intervals								1
MR-4-01 MR-4-02	Mean Time To Repair – Total Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail Parity with BA Retail	19.15 20.00	11.88 14.32	52121 48174	26 21	18.47 18.57	3.62 4.05	2.01 1.40
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	8.90	1.67	3947	5	13.62	6.09	1.19
MR-4-04 MR-4-06	% Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours	Parity with BA Retail Parity with BA Retail	72.40 82.94	88.46 76.47	52121 40286	26 17		8.77 9.13	1.83 0.71
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	59.91	58.82	40286	17		11.89	0.09
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	26.95	17.65	40286	17		10.76	0.86
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	18.41	11.54	52121	26		7.60	0.90
WIX-3-01	76 Nepeat Neports within 30 Days	ranty with DA Netali	10.41	11.54	32121	20		7.00	0.30
	2-Wire Digital Services - Maintenance								
	2-Wife Digital Services - Maintenance								
MR-2-02	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with BA Retail	1.13	0.67	4262750	10240		0.10	4.36
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.09	0.13	4262750	10240		0.03	-1.14
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.81	1.24	4262750	10240		0.09	-4.85
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	8.91	10.14	48174	69		3.43	-0.36
	MR-4 - Trouble Duration Intervals								
MR-4-01 MR-4-02	Mean Time To Repair - Total Mean Time To Repair - Loop Trouble	Parity with BA Retail Parity with BA Retail	19.15 20.00	38.50 39.98	52121 48174	82 69	18.47 18.57	2.04 2.24	-9.48 -8.93
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	8.90	30.55	3947	13	13.62	3.78	-5.72
MR-4-08 MR-4-09	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch	Parity with BA Retail Parity with BA Retail	26.95 UD	46.51 UD	40286	43		6.77	-2.89
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	UD	UD					
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.41	15.85	52121	82		4.28	0.60
	2-Wire xDSL Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.13	1.89	4262750	10240		0.10	-7.31
MR-2-03 MR-2-05	Network Trouble Report Rate - Central Office % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail None: Analysis Only	0.09	0.35 2.79	4262750 4262750	10240 10240		0.03	-8.61 -22.37
WIIX-Z-00		140110. Allalysis Ullly	0.01	2.13	7202130	10240		0.03	EE.UI
MR-3-01	MR-3 - Missed Repair Appointments Missed Repair Appointment – Loop	Parity with BA Retail	8.91	13.40	48174	194		2.05	-2.19
001	· · · · · · · · · · · · · · · · · · ·	. any marbanonal	5.51	.0.40	10.17			2.00	4.13
MR-4-01	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total	Parity with BA Retail	19.15	44.52	52121	230	18.47	1.22	-20.79
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	20.00	50.58	48174	194	18.57	1.34	-22.90
MR-4-03 MR-4-08	Mean Time To Repair - Central Office Trouble % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail	8.90 26.95	11.87 49.23	3947 40286	36 130	13.62	2.28 3.90	-1.30 -5.72
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with BA Retail	UD	UD	.0200	.50		5.50	J., Z
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	UD	UD					
MD 5	MR-5 - Repeat Trouble Reports	B. 9. 91 B. B. C.	46	10.51	5045:	00-		0	1.76
MR-5-01	% Repeat Reports within 30 Days continued	Parity with BA Retail	18.41	13.91	52121	230		2.56	1.76

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

Chanial	Comicos	- Maintenance	
Special	Services .	· Maintenance	

	operation of the control of the cont								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.24	10.17	453671	177		0.37	-26.73
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.12	5.65	453671	177		0.26	-20.88
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	7.25	NA	1108		7.59		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	95.94	NA	1108				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	60.39	NA	1073				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	4.01	NA	1073				
	MD 5 D To 11 D to								
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	19.95	NIA	1108				
IVIK-5-01	76 Repeat Reports Within 30 Days	Failty Willi BA Retail	19.95	NA	1106				
	Legend Notations defined on Legend sheet - last page								

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

CLEC Aggregate Performance TRUNKS

	ORDERING			Ag	gregate Interconnection				
Metric #	•	Standard		Actual Performance		Number of			
	OR 1 - Order Confirmation Timeliness	Standard				Observations			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	1		5.25					
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)			9.67					
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		87.50		8			
OR-1-12 OR-1-13	% On Time FOC (> 192 and Unforecasted Trunks) % On Time Design Layout Record (DLR)	Negotiated Process 95% on time: 10 Business Days		100.00		52 60			
OK-1-13	% Off Tillie Design Layout Record (DLR)	95% on time: 10 Business Days		100.00		60			
	OR-2 - Reject Timeliness								
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)			25.33					
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		66.67		6			
	PROVISIONING	1	A-tI D	erformance	No contract of 6	Observations			
	PROVISIONING	l	BA Actual P	CLEC Aggregate	BA BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered		ВА	CLEC Aggregate	BA	All CLECS	Standard Deviation	Sampling Error	Z-Score
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	17.78	12.00	18	1	5.98	6.14	0.94
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	40.60	17.38	25	24	38.39	10.97	2.12
		· ·							
DD 0.00	PR-2 - Average Interval Completed	1 n : 31 NO (500 F	40.44		7		100		0.00
PR-2-09	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 - Missed Appointment								
PR-4-01	% Missed Appointment - Bell Atlantic - Total	Parity with IXC / FGD	0.00	0.00	4600	17019			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	39.13	33.40					
PR-4-07	% On Time Performance – LNP Only	95% on Time		98.94		5388			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	4600	2589			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	4600	2589			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	4600	2589			
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.02	4600	17019			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	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
WIK-2-01	Network Trouble Report Rate	ranty with IAC / FGD	0.01	0.01	190732	233204		0.00	1.00
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with IXC / FGD	1.93	4.35	17	13			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	17	13			
MR-4-05 MR-4-06	% Out of Service > 2 Hours % Out of Service > 4 Hours	Parity with IXC / FGD Parity with IXC / FGD	29.41 11.76	61.54	17 17	13 13		16.79 11.87	-1.91 -1.60
MR-4-06 MR-4-07	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with IXC / FGD	0.00	30.77 15.38	17	13		11.87	-1.00
MR-4-08	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	17	13			
**		v · · · · · · ·							<u>_</u>
	MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	17	13			
	NETWORK PERFORMANCE	1							
	TELLION ON PROPERTY	ı							
	NP-1 - Percent Final Trunk Group Blockage	_							
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.77	2.18	339	229		1.13	-0.36
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	1.77	3.93	339	229		1.13	-1.92
NP-1-03 NP-1-04	Number FTG Exceeding Blocking Std. – 2 Months Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines See Guidelines		2.00 NONE		229 229			
ME-1-04	Trumber 1 10 Exceeding blocking Std 3 World's	See Guidelines		INOINE		223			
	NP-2 - Collocation Performance	_					_		
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days1		100		117			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days ¹				1			
NP-2-03	Average Interval – Physical Collocation	76 Days		75					
NP-2-04	Average Interval – Virtual Collocation	105 Days		NA					
NP-2-05 NP-2-06	% On Time – Physical Collocation % On Time – Virtual Collocation	95% on time 95% on time		98 NA		99			
NP-2-06 NP-2-07	Average Delay Days – Physical Collocation	See Guidelines		4		2			
NP-2-08	Average Delay Days – Physical Collocation Average Delay Days – Virtual Collocation	See Guidelines		NA NA					
		•					•		
	Legend Notations defined on Legend sheet - last page								

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
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

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

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING	1		Actual Performance	ce	
Metric #		Standard	ВА	CLEC	Difference	Observations
	PO-1 - Response Time OSS Ordering Interface	•				7
PO-1-01 PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.16	3.75	3.59	
PO-1-01 PO-1-02	Customer Service Record - CORBA Due Date Availability - EDI	Parity plus < 4 Seconds Parity plus < 4 Seconds	0.16 0.17	2.71 2.58	2.55 2.42	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.17	0.51	0.34	1
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 UD	NA UB		
PO-1-06 PO-1-06	Facility Availability (Loop Qualification) - EDI Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD UD	UD UD		
PO-1-00 PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds 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	J
	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 PO-2-02	OSS Interf. Avail. – Prime Time - CORBA OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5% >=99.5%		98.99 99.05		56160 56160
PO-2-02 PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web Got (NETAS) OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.05		56160
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI	2=33.070	ľ	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	İ	98.27		33120
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI		<u> </u>	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 UD		
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours		UD		
	Change Notification*	ı				
	PO-4 - Timeliness of Change Management Notice		v			
PO-4-01	% Notices Sent on Time - Emergency Maint.		•	100		1
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed		NA		
PO-4-01	% Notices Sent on Time - Industry Standard	notices and documentation	•	NA NA		\vdash
PO-4-01 PO-4-01	% Notices Sent on Time - BA Orig. % Notices Sent on Time - TC Orig.	over 8 days		NA NA		——
PO-4-01 PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	<u>I</u>	NA NA		
PO-4-02 PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days		NA 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 NA		\vdash
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA NA		——
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig. Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days >=66 days		NA NA		
1 0-4-03	continued	>=00 days		11/4		
	oorminada.					

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	7	100	1	1
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation	į	NA.		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days	ļ	100		15
PO-4-01	% Notices Sent on Time - TC Orig.	over o days		NA		13
PO-4-01 PO-4-02			1	NA NA		
PO-4-02 PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA NA		
	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		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days		NA		
		_				
	TROUBLE REPORTING (OSS)					
		1	Α	ctual Performan	ice	
	MR-1 - Response Time OSS Maintenance Interface		BA	CLEC	Difference	
MR-1-01	Create Trouble	Parity plus < 4 Seconds	8.24	6.54	-1.70	1313
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.26	3.48	0.22	23
MR-1-02	Modify Trouble	Parity plus < 4 Seconds	7.73	NA	0.22	23
MR-1-03	Request Cancellation of Trouble		8.65	7.08	-1.57	24
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.56	7.79	7.23	308
MR-1-05	Test Trouble (POTS Only)	Parity plus < 4 Seconds	71.70	54.41	-17.29	3045
IVIR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	71.70	34.41	-17.29	3045
		1				
	BILLING					
		- ''				
	BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days	1		97.58		35285417
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days		99.70		
BI-1-03	% DUF in 5 Business Days	Sovern i Basiness Bays		99.73		
BI-1-04	% DUF in 8 Business Days			99.78		
5	70 Del in o Businoso Buyo	ı		00.10		
	BI-2 - Timeliness of Carrier Bill					
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days		99.23	ı	129
DI-Z-U I	Tillelilless of Carrier Bill	96% In 10 Business Days		99.23		129
	PL2 Pilling Acquirosy					
DI 0 04	BI-3 - Billing Accuracy	1	0.40	7.00	i	00 404 070
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	0.42	7.36		20,181,878
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.24	0.02		129,232
		1				
	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	1.7		37287
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.8	2.1		520270
		,				

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

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

Martin M		RESALE Pre-Ordering			
PO-2-10	Metric #	BO 3 Contact Contax Availability	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-0-01 Average Secret of Asserting — Regard & Good) Po-0-01		Average Speed of Answering – Ordering (secs)			
PO-3-04			80% within 30 Seconds		8596
OR. 1-01 OR. 1-02 Complete Confirmation Transferests			80% within 30 Seconds		125158
OR - 1		POTS & Pre-qualified Complex - Electronically Submitted			
St. Parison St. Parison St. Parison Pa			_		
RR-1-03			95% within 2 Hours		4813
OR	OR-1-03	Average LSRC Time < 10 Lines	l [9.98	
OR-2-01 OR-2-02 OR-2-02 OR-2-02 OR-2-02 OR-2-02 OR-2-03 OR-2-04 OR-2	OR-1-05	Average LSRC Time >= 10 Lines		21.91	
Receipt Rece	OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.36	61
Second Content Seco	OR-2-01		Γ	0.00	
Record Work of the LSR Regist < 10 Lines Services		% On Time LSR Reject – Flow Through	95% within 2 Hours		2780
Complex Services - Electronically Submitted	OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.37	3123
OR -1 - Order Confirmation Timeliness			95% within 72 Hours		8
OR -1 - Order Confirmation Timeliness			-		
RA-1-03		Complex Services - Electronically Submitted			
Second Competition Second	OB 1.00		, F	42.00	
Section Sect	OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	93.33	15
OR-2-03			95% within 72 Hours		
OR-2-03		OR-2 - Reject Timeliness - Requiring Loop Qualification	<u>-</u>		
OR-2-06 Average LSR Reject = 10 Lines NA NA NA NA NA NA NA N		Average LSR Reject Time < 10 Lines	250/ 31/ 70/1		00
POTS / Special Services - Aggregate OR-3 - Percent Rejects Wr. Rejects Wr. Rejects Wr. Rejects Wr. Rejects Wr. Rejects Wr. Rejects OR-4-01 OR-4-02 OR-4-02 OR-4-02 OR-4-03 OR-4-04 OR-4-04 OR-4-04 OR-4-05	OR-2-05	Average LSR Reject Time >= 10 Lines		NA	22
OR-3-01 OR-3- Percent Rejects No Standard 48.35 12505	OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
OR-3-01 OR-3- Percent Rejects No Standard 48.35 12505		POTS / Special Services - Aggregate	1		
OR-3-01 % Rejects		OR-3 - Percent Rejects	•		
CRR-4-01 Completion Notice - Average Response Time Completion Notice - Mon Time Completion Notice - Won Time September Completion Notice - Won Time September	OR-3-01		No Standard	48.35	12505
CR-4-02 Completion Notice - % On Time Sp. 243 Sp. 43 Sp. 444 CR-4-04 Work Completion Notice - Average Response Time Sp. 40 CR-4-05 Work Completion Notice - Average Response Time Sp. 40 CR-4-05 Work Completion Notice - Average Response Time Sp. 40 CR-4-05 CR-5-01 Work Completion Notice - Work Through Simple Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 CR-5-01 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44 CR-4-05 Sp. 44					
OR-4-05 Work Completion Notice - Average Response Time OR-4-05 OR-4-05 OR-4-05 OR-4-05 OR-5-01 OR-5-01 OR-5-01 Sy Flow Through - Total OR-5-02 Sy Flow Through - Total OR-5-03 OR-		Completion Notice – Average Response Time Completion Notice – % On Time	95% by next bus. day at noon		8243
OR-4-05 Work Completion Notice - % On Time 95% by next bus. day at noon 100.00 7563			-		
OR-5-01 % Flow Through - Total No Standard Developed 44,60 10805 No Standard Developed 47,18 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standard Developed 10200 No Standa			95% by next bus. day at noon		7563
OR-5-02 OR-5-03 OR-6 Order Accuracy	OD 5 04		No Otendard Developed	44.00	40005
OR-6-01 Sk Accuracy - Orders' Sk Accuracy - Orders' Sk Accuracy - Orders' Sk Accuracy - Opportunities' Sk Accuracy - Electronically Submitted Sp Sc Orders without Errors Sc Sc Orders without Errors Sc Accuracy - LSRC'* Sk Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - LSRC'* Sc Accuracy - Sc Ac	OR-5-02	% Flow Through - Simple	No Standard Developed	47.18	
Second S	OR-5-03	% Flow Through Achieved	95%	UD	
OR-6-02 % Accuracy - Opportunities* 95% Orders without Errors 97.46 6699 95% Orders without Errors 95.44 460	OR-6-01		95% Orders without Errors	77.93	358
Special Services - Electronically Submitted				97.46	6699
OR-1 - Order Confirmation Timeliness	0.1.0.00	70 Noodiday 2010	00% Gladio Milioat Eliolo	30.44	400
OR.1-03		Special Services - Electronically Submitted			
OR-1-03					
OR-1-03			ſ		
OR-1-04 % On Time LSRC < 10 Lines	OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-04 % On Time ASRC < 10 Lines DS1	OR-1-04	% On Time LSRC < 10 Lines			569
OR-1-04					
OR-1-05	OR-1-04	% On Time ASRC < 10 Lines DS3		UD	
OR-1-05	OR-1-05	Average ASRC Time >= 10 Lines DS0	<u> </u>	UD	
OR-1-06	OR-1-05				
OR-1-06	OR-1-06	% On Time LSRC >= 10 Lines			14
OR-2 - Reject Timeliness OR-2-03 Average LSR Reject Time < 10 Lines	OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-2-03 Average LSR Reject Time < 10 Lines	UK-1-06		95% within 72 Hours	טט	
OR-2-04 % On Time LSR Reject < 10 Lines		Average LSR Reject Time < 10 Lines			
		% On Time LSR Reject < 10 Lines	95% within 48 Hours		93
			95% within 72 Hours		

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total		Actual I	Performance	Number of	Observations			
Metric #	-	Standard	ВА	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	PR-1 - Average Interval Offered Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.12 9.61	7.03 9.76	228 171	36 21	7.29 7.35	1.31 1.70	0.07 -0.09
	PR-2 - Average Completed Interval					,			
PR-2-04 PR-2-05	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.40 9.46	6.80 10.59	191 141	30 17	7.64 7.89	1.50 2.03	0.40 -0.56
	PR-3 - Completed within Specified Days		<u>, </u>						<u> </u>
PR-3-01 PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	80.59 89.28	57.36 71.49	129946 129946	2024 2024		0.89	-26.22 -25.67
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	91.69 26.09	81.08 7.61	129946 18682	2024 657		0.62 1.74	-17.16 -10.60
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	32.47	18.57	18682	657		1.86	-7.48
PR-3-06 PR-3-07	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	41.56 88.91	43.99 84.97	18682 148628	657 2681		1.96 0.61	1.24 -6.44
PR-3-08 PR-3-09	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail Parity with BA Retail	96.37 78.80	95.65 90.41	129946 18682	2024 657		0.42 1.62	-1.72 7.16
PR-3-10	% Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.64	96.05	148628	2681		0.40	1.03
PR-4-02	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	2.70	2.30	2658	43	3.03	0.47	0.86
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.55	2.13			3.03		
PR-4-04 PR-4-05	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail Parity with BA Retail	6.19 0.17	3.17 0.15	37312 199619	1074 6013		0.75 0.05	4.05 0.37
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.01		7087			
PR-5-01	PR-5 - Facility Missed Orders Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.59	0.37	236931	7087		0.09	2.38
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.01 0.00	0.00	236931 236931	7087 7087		0.01	0.83
FR-3-03		Parity with BA Retail	0.00	0.00	230931	7087			
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with BA Retail	3.53	2.28	228639	14353		0.16	7.89
PR-6-02 PR-6-03	% Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with BA Retail None: Analysis Only	2.12 2.63	1.15 1.91	228639 228639	14353 14353		0.12 0.14	7.84 5.24
	POTS - Business								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.40	2.68	16731	1850	2.89	0.07	-18.08
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.48	3.91	1692	496	4.07	0.21	2.74
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.20	2.35	15531	1609	2.55	0.07	-17.22
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.64	4.01	1502	453	4.27	0.23	2.75
	POTS - Residence	l							
	PR-1 - Average Interval Offered	ļ							
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.98 4.20	1.62 3.84	158337 18685	1405 221	4.15 4.83	0.11 0.33	-5.76 1.10
F IX-1-03	PR-2 - Average Completed Interval	Parity Will BA Retail	4.20	3.04	10003	221	4.03	0.33	1.10
PR-2-01 PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.86 4.30	1.42 3.88	153162 17180	1315 204	3.39 4.64	0.09	-5.96 1.29
F IX-2-03	Average interval completed — Dispatch (1-3 Lines)	Panty with BA Retail	4.30	3.00	17100	204	4.04	0.33	1.29
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10 PR-1-11	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.29 3.75	3.83 1.50	73277 76	1722 2	7.55 5.65	0.18 4.05	2.50 0.56
	PR-2 - Average Completed Interval	İ							
PR-2-10 PR-2-11	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	3.85 3.68	2.68 1.50	67297 74	1413 2	6.84 5.59	0.18 4.01	6.36 0.54
	2-Wire Digital Services								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	3.99	3.45	401	49	3.77	0.57	0.95
PR-1-02	Average Interval Offered – Total No Dispatch	Parity with BA Retail	9.79	9.85	169	13	5.96	1.72	-0.03
DD 0.04	PR-2 - Average Completed Interval		0.07	0.05	040	40	0.00	0.54	0.40
PR-2-01 PR-2-02	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	3.27 10.58	3.05 9.36	312 139	42 11	3.08 7.89	0.51 2.47	0.43 0.49
	PR-4 - Missed Appointments	i							
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	7.36 10.28	NA 5.41	56		17.90		
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	8.10	0.00	642	24		5.67	1.43
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.86	0.00	467	50 74		1.37	0.63
	PR-5 - Facility Missed Orders		1						
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days	Parity with BA Retail Parity with BA Retail	2.34 0.36	0.00	1109 1109	74 74		1.82 0.72	1.29 0.50
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	1109	74			
DD. 6 04	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days	Parity with DA Date:	1.05	0.44	2400	244		0.69	0.92
PR-6-01 PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail Parity with BA Retail	1.05 2.66	0.41 1.66	2480 2480	241 241		1.09	0.92
	continued								

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	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			1		
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 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.23	0.00	2578	13 14	-	1.33	0.17
	70 microca 7 pp. a. Gastermor Late Graci Com.	reality and only		0.00					
	PR-5 - Facility Missed Orders								
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days	Parity with BA Retail Parity with BA Retail	0.12	0.00	3298 3298	14 14	-	0.93	0.13
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.03	0.00	3298	14	-	0.46	0.06
110 00	70 Orders field for Facilities > 00 Days	Tally Will DA Retail	0.00	0.00	0200	1-7			
	PR-6 - Installation Quality								
PR-6-01 PR-6-03	% Installation Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail Parity with BA Retail	3.30 2.73	0.00	3148 3148	42 42		2.78	1.19 1.08
FR-0-03	76 Ilistali. Houbles Reported Will 30 Days - FOR/TORCEE	Parity With BA Retail	2.13	0.00	3140	42		2.33	1.00
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-02	Average Interval Offered – Total No Dispatch	Parity with BA Retail Parity with BA Retail	6.39 9.84	4.72 9.95	4725 1534	257 58	5.35 5.35	0.34	4.87 -0.15
PR-1-02 PR-1-06	Average Interval Offered – Total Dispatch 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 – DS0 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	- 50	12.73	0.70	1.04
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
								<u> </u>	
	Legend Notations defined on Legend sheet - last page								

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	POTS / Complex - Maintenance		Actual	Performance	Number of 0	Observations			
Metric #		Standard	ВА	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	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 apppointment - 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	14.00	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-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	19.08	17.56	57040	1663		0.98	1.56
IVIK-5-01	% Repeat Reports within 30 Days	ranty with DA Retail	19.06	17.30	37040	1003		0.96	1.50
	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								
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CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	ORDERING - ONE POTS / SPECIAL SERVICES			
	UNE Pre-ordering			
Metric #		Standard	CLEC Aggregate	CLEC Aggregate
Wictio #	PO-3 - Contact Center Availability		Performance	Observations
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 PO-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	21.59 88.10	125158
	Platform			
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	E	0.02	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	2125
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	9.02 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	0.40
OR-2-02 OR-2-03	% On Time LSR Reject – Flow Through Average LSR Reject Time < 10 Lines	95% within 2 Hours	100.00 7.14	342
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	99.36	157
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	050/ within 70 House	NA NA	
JK-2-00	% Of Time LSK Reject >= 10 Lines	95% within 72 Hours	IVA	
DD 0 04	OR-6 - Order Accuracy*	050/	00.05	070
DR-6-01 DR-6-02	% Accuracy - Orders % Accuracy - Opportunities	95% orders without errors 95% orders without errors	92.35 99.11	379 4717
DR-6-03	% Accuracy – Opportunities % Accuracy – LSRC	95% orders without errors	99.09	441
	Loop/Pre-qualified Complex/LNP			
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	Г	0.06	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.84	3895
DR-1-03	Average LSRC Time < 10 Lines		7.83	
DR-1-04 DR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	95.24 14.37	9168
DR-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)	The state of the s	0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	1022
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours	10.12 91.58	1794
OR-2-05	Average LSR Reject Time >= 10 Lines	0070 Midim 21710dio	17.91	1734
DR-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 OR-6-03	% Accuracy – Opportunities % Accuracy – LSRC	95% orders without errors 95% orders without errors	98.01 97.50	3216 440
2.1.0.00	Complex Services - Electronically Submitted		07.00	
	OR-1 - Order Confirmation Timeliness			
DR-1-03	Average LSRC Time < 10 Lines	050/	14.25	4171
DR-1-04 DR-1-05	% On Time LSRC < 10 Lines (Electronic) Average LSRC Time >= 10 Lines	95% within 72 Hours	99.28 NA	4171
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
	OR-2 - Reject Timeliness			
R-2-03	Average LSR Reject Time < 10 Lines	Г	13.43	
DR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.96	2216
DR-2-05 DR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
		-		
	POTS / Special Services - Aggregate			
OR-3-01	OR-3 - Percent Rejects % Rejects	No Standard	29.13	19482
DR-4-01	OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time	Г	0.06	
DR-4-01 DR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	95.21	12223
DR-4-03	% Orders Excluded from % On Time Measurement	· [UD	
OR-4-04 OR-4-05	Work Completion Notice – Average Response Time Work Completion Notice – % On Time	95% by next bus, day at noon	0.00 99.98	10361
/IX-4-03		55 /6 by HeAt bus, day at 1100h	33.30	10001
D E 04	OR-5 - Percent Flow-Through	No Clander D	20.05	10005
DR-5-01	% Flow Through - Total % Flow Through - Simple	No Standard Developed No Standard Developed	30.35 38.43	19835 15662
DR-5-02				

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	•	Standard	CLEC Aggregate	CLEC Aggregate
Metric #	OR-1 - Order Confirmation Timeliness	Standard	Performance	Observations
DR-1-03	Average LSRC Time < 10 Lines		3.22	
)R-1-03	Average ASRC Time < 10 Lines DS0		UD	i
R-1-03	Average ASRC Time < 10 Lines DS1		UD	
R-1-03	Average ASRC Time < 10 Lines DS3		UD	
R-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	100.00	2
R-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	_
R-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
R-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
R-1-05	Average LSRC Time >= 10 Lines		NA	
R-1-05	Average ASRC Time >= 10 Lines DS0		UD	
R-1-05	Average ASRC Time >= 10 Lines DS1		UD	
R-1-05	Average ASRC Time >= 10 Lines DS3		UD	
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
R-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
R-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
R-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
R-2-03	Average LSR Reject Time < 10 Lines		0.00	
R-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
R-2-05	Average LSR Reject Time >= 10 Lines		NA	
DR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
)R-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
DR-2-06		95% within 72 Hours	NA NA	
PR-2-06	% On Time LSR Reject >= 10 Lines Special Services - FAX/MAIL Submitted	95% within 72 Hours	NA	
R-2-06	Special Services - FAX/MAIL Submitted	95% within 72 Hours	NA NA	
	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness	95% within 72 Hours		
R-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0	95% within 72 Hours	UD	
R-1-07 R-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1	95% within 72 Hours	UD UD	
R-1-07 R-1-07 R-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3	95% within 72 Hours	UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-07	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		UD UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD UD UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1	95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08 R-1-08 R-1-08	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0, DS1 & DS3) Average ASRC Time >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS1 On Time ASRC < 10 Lines DS1 On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time > = 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-09	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS1 On Time ASRC < 10 Lines DS3 Average ASRC Time > 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-09 R-1-09 R-1-109	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 No Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-09 R-1-109 R-1-109 R-1-109	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines LS1 Average ASRC Time < 10 Lines LS1 % On Time ASRC < 10 Lines LS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines LS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 76 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-109 R-1-109 R-1-100	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS0 On Time ASRC < 10 Lines DS3 On Time ASRC < 10 Lines DS3 On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-109 R-1-109 R-1-109 R-1-109 R-1-109	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines LS1 Average ASRC Time < 10 Lines LS1 % On Time ASRC < 10 Lines LS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines LS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 76 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-109 R-1-109 R-1-109 R-1-109 R-1-109	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-109 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 Average LSRC Time SD3 % On Time ASRC >= 10 Lines DS3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-109 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100 R-1-100	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3) OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines % On Time LSR Reject Time < 10 Lines	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	
R-2-06 R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-109 R-1-100	Special Services - FAX/MAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 Average ASRC Time >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3 % On Time ASRC >= 10 Lines DS3 Average LSRC Time SD3 % On Time ASRC >= 10 Lines DS3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3 Average LSRC Time SD3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	UD UD UD UD UD UD UD UD UD UD UD UD UD U	

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning	1	Actual Pe	rformance	Number of C	bservations			
Metric #	-	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	_					Deviation		
PR-1-01 PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1-9=5, 10+=Negotiated Parity with BA Retail	1.40	9.64 NA	16701	931	2.00		
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (ONE Switch & INP) Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.40	1.06	16731 16731	240	2.89	0.19	1.81
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.48	6.00	1692	14	4.07	1.09	-1.39
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.48	2.88	1692	17	4.07	0.99	1.61
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail Parity with BA Retail	7.12	6.67	228	3	7.29	4.24	0.11
PR-1-04 PR-1-05	Av. Interval Offered - Dispatch (6-9 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.12 9.61	NA 5.00	228 171	2	7.29 7.35	5.23	0.88
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	9.61	NA NA	171	-	7.35	0.20	0.00
		•							
PR-2-01	PR-2 - Average Completed Interval Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		10.09		590			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.20	NA NA	15531	000	2.55		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.20	1.04	15531	232	2.55 2.55	0.17	0.95
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail Parity with BA Retail	4.64	5.60	1502	10	4.27	1.35	-0.71
PR-2-03 PR-2-04	Av. Completed Interval - Dispatch (1-5 Lines) - Platform Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.40	3.24 6.67	1502 191	17 3	7.64	1.04 4.45	1.34 0.16
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.40	NA	191	J	7.64	7.75	0.10
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	9.46	16.00	141	1	7.89	7.92	-0.83
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	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)	Parity with BA Retail	80.59	69.16	129946	214		2.71	-4.22
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.28	83.64	129946	214		2.12	-2.66
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	91.69 26.09	89.25 41.18	129946 18682	214 17		1.89	-1.29 1.42
PR-3-05	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	32.47	47.06	18682	17		11.36	1.28
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	41.56	47.06	18682	17		11.96	0.46
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	88.91	92.64	148628	231		2.07	1.80
PR-3-08 PR-3-09	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail Parity with BA Retail	96.37 78.80	98.13 76.47	129946 18682	214 17		1.28 9.92	1.38
PR-3-10	% Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.64	98.70	148628	231		1.34	-0.23 2.28
		,						1.01	L.LO
DD 4.00	PR-4 - Missed Appointments	I	2.70	12.25	2050		0.00	1.50	0.00
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appt. – Customer	Parity with BA Retail None: Analysis Only	2.70 1.55	13.25 0.44	2658	4	3.03	1.52	-6.96
PR-4-04	% Missed Appt. – Odstonier % Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	6.19	2.78	37312	36		4.02	0.85
PR-4-04	% Missed Appt. – BA – Dispatch - Platform	Parity with BA Retail	6.19	1.96	37312	102		2.39	1.77
PR-4-04	% Missed Appt. – BA – Dispatch - Hot Cut	Parity with BA Retail	6.19	3.57	37312	140			
PR-4-05 PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop % Missed Appt. – BA – No Dispatch – Other	Parity with BA Retail Parity with BA Retail	0.17 0.17	0.11 NA	199619 199619	870		0.14	0.43
PR-4-05	% Missed Appt. – BA – No Dispatch – Other	Parity with BA Retail	0.17	0.00	199619	2107		0.09	1.88
PR-9-01	% On Time Performance – Hot Cut	95% Completed Within Window		98.45		772			
PR-4-08	% Missed Appt Customer - Due to Late Order Conf Hot Cut Loop	None: Analysis Only		0.10		1010			
PR-4-08 PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other % Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only None: Analysis Only		0.00		2209			
F IX=4=00	% Wissed Appt Customer - Due to Eate Order Commitmation - Flationn	None. Analysis Only		0.00		2209			
	PR-5 - Facility Missed Orders	_							
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.59	0.04	236931	2292		0.16	3.42
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.01	0.00	236931 236931	2292 2292		0.02	0.48
110-5-05	70 Orders Fried for Facilities 2 00 Days	ranty with DA Retail	0.00	0.00	230331	2232			
	PR-6 - Installation Quality	1							
PR-6-01 PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.53	1.80 0.78	228639	4839 2552		0.27	6.46 7.48
PR-6-02	% Installation Troubles reported within 30 Days - Other % Installation Troubles reported within 7 Days - Hot Cut Loop	Parity w/BA Retail for Found Troubles < = 2%	3.53	0.77	228639	2719		0.37	7.40
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.12	0.74	228639	4839		0.21	6.58
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.12	0.31	228639	2552		0.29	6.30
PR-6-03 PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only None: Analysis Only	2.63	2.81 0.31	228639 228639	4839 2552		0.23	-0.77 7.27
PR-0-03	% installation froubles reported within 30 days - FOR TORCPE — Other	None: Analysis Only	2.03	0.31	220039	2552		0.32	1.21
		_							
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.29	3.70	73277	610	7.55	0.31	1.92
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	3.75	NA	76		5.65		
	PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	3.85	3.55	67297	585	6.84	0.28	1.06
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.68	NA NA	74	000	5.59	0.20	1.00
	- M	1							
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	3.99	6.01	401	165	3.77	0.35	-5.79
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	9.79	7.28	169	134	5.96	0.69	3.64
		='							<u>-</u>
DD 0.04	PR-2 - Average Completed Interval	1	0.07	5.44	040	00	0.00	0.00	5.70
PR-2-01 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	3.27 10.58	5.41 7.88	312 139	86 109	3.08 7.89	0.38 1.01	-5.70 2.67
52		, 5/11/0/4/			.55	.55	03		2.01
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	7.36	3.62	56	26	17.90	4.25	0.88
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – BA – Dispatch	None: Analysis Only Parity with BA Retail	10.28 8.10	11.87 6.57	642	396		1.74	0.88
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.86	NA NA	467			1.74	0.00
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.51		396			
	DD 5 See With Mineral Contents							-	
PR-5-01	PR-5 - Facility Missed Orders % Missed Apointment - Bell Atlantic - Facilities	Parity with BA Retail	2.34	5.81	1109	396		0.88	-3.92
PR-5-01 PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.36	0.25	1109	396		0.88	0.31
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	1109	396			
	DD C Installation Conflict								
PR-6-01	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days	Parity with BA Retail	1.05	13.10	2/18/0	312		0.64	-10.72
PR-6-01 PR-6-03	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with BA Retail Parity with BA Retail	1.05 2.66	13.10 22.68	2480 2480	313 313		0.61 0.97	-19.72 -20.74
	continued	•				- 1			

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	2-Wire xDSL Services		Actual P	Performance	Number of	Observations			
Metric #	Z WIIO ADDE GOI WOOD	Standard	ВА	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail Parity with BA Retail	6.96 8.90	6.54 7.19	2662 688	1078 999	4.96 4.04	0.18	2.35 8.54
PR-2-01	PR-2 - Average Completed Interval 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 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	2.95 2.76	2.68 12.53	20	57	4.65	1.21	0.22
PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	1.94	3.28	720	1740		0.61	-2.19
PR-4-05 PR-4-08	% Missed Appointment – BA – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.23	NA 0.17	2578	1740			
PR-4-06 PR-4-14	% Missed Appt. – Customer – Late Order Coni. % Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		NA		1740			
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		NA					
PR-4-16 PR-4-17	% Completed On Time - Complex (No DD-2 Test & Serial Number) % Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time 95% on Time		NA NA					
PR-4-18	% Completed On Time - Complex (No DD-2 Test & No 800# Provided)	95% on Time		NA NA					
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Apointment - Bell Atlantic - Facilities	Parity with BA Retail	0.12	2.82	3298	1740		0.10	-26.32
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.03	0.00	3298 3298	1740 1740		0.05	0.58
110-5-05	•	runy war britten	0.00	0.00	0200	1740			
PR-6-01	PR-6 - Installation Quality % 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 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail Parity with BA Retail	6.39	14.14	4725	22	5.35	1.14	-6.78
PR-1-02 PR-1-06	Av. Interval Offered – Total Dispatch Av. Interval Offered – DS0	Parity with BA Retail	9.84 12.21	10.67 NA	1534 508	21	5.35 6.26	1.18	-0.71
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 PR-1-09	Av. Interval Offered – DS3 Av. Interval Offered – Total - EEL – Backbone	Parity with BA Retail EEL Legend	14.00	24.38 UD	2	8	12.73	10.06	-1.03
PR-1-09	Av. Interval Offered – Total - EEL – Backbone Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		14.87		99			
PR-1-10 PR-1-11	Av. Interval Offered – Disconnects – No Dispatch Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.87 7.50	NA NA	946 6		4.62 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 PR-2-07	Av. Interval Completed – DS0 Av. Interval Completed – DS1	Parity with BA Retail Parity with BA Retail	7.55	NA 9.71	237 3239	21	8.65 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 Av. Interval Completed – Total - EEL – Loop	EEL Legend EEL Legend		UD UD					
PR-2-09 PR-2-09	Av. Interval Completed – Total - EEL – Loop 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	UL.	3.77		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	7.50	NA	6	l	5.65		
PR-4-01	PR-4 - Missed Appointments	Parity with BA Retail	0.00	242	6170	47		1.05	0.04
PR-4-01 PR-4-01	% Missed Appointment – BA – Total % Missed Appointment – BA – Total - EEL	Parity with BA Retail Parity with BA Retail	0.86	2.13 UD	6172 6172	4/		1.35	-0.94
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 PR-4-02	Average Delay Days – Total Average Delay Days – Total - EEL	Parity with BA Retail Parity with BA Retail	3.77	3.00 UD	53	1	4.44	4.48	0.17
PR-4-02 PR-4-02	Average Delay Days - Total - IOF	Parity with BA Retail	3.77	3.00	53 53	1	4.44 4.44	4.48	0.17
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.37	34.04			•	•	
PR-4-03 PR-4-08	% Missed Appointment – Customer - EEL % Missed Appt. – Customer – Late Order Conf.	None: Analysis Only None: Analysis Only	7.37	UD 0.00		47			
50				5.50					
PR-5-01	PR-5 - Facility Missed Orders % 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 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity w/BA RT for Found Trouble None: Analysis Only	0.63	0.00	11680 11680	45 45		1.19 0.24	0.53
	PR-7 - Jeopardy Reports				2 2 2				
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		NA					
	*Legend Notations defined on Legend sheet - last page								
	Logona mountain defined on Legend affect - last page								

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	Maintenance - POTS Loop		Actual Performance Number of Observations						
Metric #	маппенапсе - РОТЗ СООР	Standard	BA Actual F	CLEC Aggregate	BA BA	All CLECs	Standard	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate	Standard					Deviation	--	
MR-2-02 MR-2-03	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with BA Retail Parity with BA Retail	1.25 0.09	1.30 0.10	4253865 4253865	21781 21781		0.08	-0.68 -0.16
MR-2-04	% Subsequent Reports	I/C/W MRAs	19.21	12.14			,		
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	2.43	4253865	21781		0.06	-23.51
	MR-3 - Missed Repair Appointments								
MR-3-01 MR-3-02	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	11.27 8.14	22.61 4.76	53082 3958	283 21		1.88 5.98	-6.02 0.56
MR-3-03	% CPE/TOK/FOK - Missed Appointment	Tanty with DA Retail	6.13	17.36	38864	530		1.05	-10.70
MR-3-04 MR-3-05	% Missed Repair Appoint - No Double Dispatch % Missed Repair apppointment - Double Dispatch		6.77 3.91	16.61 3.53	3594 2073	47 10		3.69 6.14	-2.67 0.06
0 00			0.01	0.00	20.0			0.14	0.00
MR-4-01	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with BA Retail	18.23	23.43	57040	304	17.67	1.02	-5.12
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	18.88	24.88	53082	283	17.70	1.05	-5.69
MR-4-03 MR-4-04	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with BA Retail Parity with BA Retail	9.53 75.11	3.90 67.11	3958 57040	21 304	14.63	3.20 2.49	1.76 -3.22
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	57.86	62.89	44902	194		3.55	-1.42
MR-4-08 MR-4-09	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch	Parity with BA Retail Parity with BA Retail	24.17 16.97	31.96 22.98	44902 46415	194 273	17.67	3.08 1.07	-2.53 -5.61
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	35.23	50.18	5763	14	17.67	4.73	-3.16
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	19.08	16.45	57040	304		2.26	1.16
	Maintenance - POTS Platform								
	mantenance 10101 tations								
MD 0 00	MR-2 - Trouble Report Rate	Desit with DA Deteil	4.05	0.47	4050005	14040		0.00	44.40
MR-2-02 MR-2-03	Network Trouble Report Rate – Platform Network Trouble Report Rate – Central Office	Parity with BA Retail Parity with BA Retail	1.25 0.09	0.17 0.06	4253865 4253865	14012 14012		0.09	11.46 1.12
MR-2-04	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	I/C/W MRAs	19.21 0.91	5.71 0.19	4253865	14012	1		9.04
MR-2-05	% CFE/TONFOR Houble Report Rate	None: Analysis Only	0.91	0.19	4203000	14012		0.08	9.04
MR-3-01	MR-3 - Missed Repair Appointments	Desit with DA Deteil	11.27	4.17	53082	24		6.46	1.10
MR-3-02	% Missed Repair Appointment – Platform % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	8.14	0.00	3958	9		9.13	0.89
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform		6.13	15.38	38864	26 1		4.71	-1.97
MR-3-04 MR-3-05	% Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - Double Dispatch		6.77 3.91	4.17 NA	3594 2073	1		25.13	0.10
	MD 4 Transle Direction Internals								
MR-4-01	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
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	18.88	17.50	53082	24	17.70	3.61	0.38
MR-4-03 MR-4-04	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with BA Retail Parity with BA Retail	9.53 75.11	9.73 75.76	3958 57040	9 33	14.63	4.88 7.53	-0.04 0.09
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.17	83.33	44902	24		7.82	-0.15
MR-4-07 MR-4-08	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail	57.86 24.17	66.67 29.17	44902 44902	24 24		10.08 8.74	-0.87 -0.57
	,	,							
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
									<u> </u>
	2-Wire Digital Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.25	1.27	4253865	4060		0.17	-0.11
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.09	0.22	4253865	4060		0.05	-2.61
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	1.79	4253865	4060		0.15	-5.85
MD 0.04	MR-3 - Missed Repair Appointments	D 11 11 DAD 1 1	20.05	45.00	005	454			100
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	38.05	15.23	205	151		5.21	4.38
MD 4.04	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total	D 11 11 DAD 1 1	24.00	40.05	004	477	20.05	0.70	0.40
MR-4-01 MR-4-02	Mean Time To Repair - Total Mean Time To Repair - Loop Trouble	Parity with BA Retail Parity with BA Retail	24.38 27.95	46.65 50.90	304 205	177 151	28.85 28.30	2.73 3.03	-8.16 -7.56
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	17.03	21.95	99	26	28.73	6.33	-0.78
MR-4-08 MR-4-09	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch	Parity with BA Retail Parity with BA Retail	34.45 16.25	62.50 35.50	119 170	80 126	28.85	6.87 3.39	-4.08 -5.68
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	39.13	75.67	115	49	28.85	4.92	-7.42
	MR-5 - Repeat Trouble Reports								
MR-5-01	% 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 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.25	2.33	4253865	7859		0.13	-8.65
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.09	0.34	4253865	7859		0.03	-7.29
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.91	3.70	4253865	7859		0.11	-25.94
MD 2 04	MR-3 - Missed Repair Appointments	Dority with DA Data"	0.50	20.44	242	270		2.50	4.40
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.50	20.14	242	278		2.58	-4.13
MD 4 04	MR-4 - Trouble Duration Intervals	Desite with DA D	00.00	40.00	000	242	47.05	4.4	40.40
MR-4-01 MR-4-02	Mean Time To Repair - Total Mean Time To Repair - Loop Trouble	Parity with BA Retail Parity with BA Retail	20.02 21.60	46.63 50.72	293 242	319 278	17.85 18.15	1.44 1.60	-18.43 -18.25
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	12.48	18.93	51	41	14.25	2.99	-2.16
MR-4-08 MR-4-09	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch	Parity with BA Retail Parity with BA Retail	28.10 16.77	58.73 30.07	242 233	189 215	17.85	4.36 1.69	-7.02 -7.88
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	33.72	83.93	54	99	17.85	3.02	-16.63
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	26.96	14.42	293	319		3.59	3.49
	continued								

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

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	0.31 0.16	0.00 0.00	453755 453755	176 176	_	0.42	0.74 0.52
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	6.57	NA	1421		6.94		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.34	NA	1421				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	52.95	NA	1341				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.65	NA	1341				
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	16.75	NA	1421				

CLEC Aggregate Performance TRUNKS

	monto								
	ORDERING				Aggregate Interconnection	n			
Metric #		•		Actual Performance		Number of			
	OR 1 - Order Confirmation Timeliness	Standard				Observations			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	1		11.00	7 1		1		
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)			22.10					
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		75.00		4			
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process				48			
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days		100.00	<u> </u>	57			
	OD 0 Paint Timelines								
OR-2-11	OR-2 - Reject Timeliness Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	1		27.33	т г		I		
OR-2-11	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		33.33		3			
0112 12	13 O. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	55% of time. To Business Buys		00.00	L		ı		
		_							
	PROVISIONING		Actual F	Performance	Number of C	bservations			
	•	-	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	23.67	16.00	6	1	12.55	13.56	0.57
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	19.15	22.88	48	16	9.34	2.70	-1.38
	PR-2 - Average Interval Completed								
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	23.80	NA	5		14.31		
									•
	PR-4 - Missed Appointment	_							
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	6393	11945			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03 PR-4-07	% Missed Appointment – Customer % On Time Performance – LNP Only	None: Analysis Only 95% on Time	24.84	32.34 99.38	-	6606	1		
FR-4-07	% Of Time Fenomiance – LNF Only	95% OII TIME		99.30		6606			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	6393	2781			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	6393	2781			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	6393	2781			
BB 0.04	PR-6 - Installation Quality	I 5 % % NO / 505 F	2.22	0.04	2000	44045			
PR-6-01 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days - FOK/TOK/CPE	Parity with IXC / FGD None: Analysis Only	0.00 UD	0.01 UD	6393 6393	11945 11945			
F IX-0-03	76 Ilist. Houbles reported within 30 Days - FOR TORCE L	None. Analysis Only	OD	OD	0393	11545			
	MAINTENANCE	1							
		-							
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.00	200802	241678		0.00	2.32
	MR-4 - Trouble Duration Intervals						1		
MR-4-01 MR-4-04	Mean Time To Repair – Total % Cleared (all troubles) within 24 Hours	Parity with IXC / FGD Parity with IXC / FGD	0.95 100.00	1.55 100.00	13 13	2 2			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	7.69	0.00	13	2		20.24	0.38
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	0.00	13	2		20.21	0.00
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	13	2			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	13	2			
MD F 04	MR-5 - Repeat Trouble Report Rates % Repeat Reports within 30 Days	1 Bititt-IVG / FGB	0.00	0.00	40				
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	13	2			
	NETWORK PERFORMANCE	1							
	NP-1 - Percent Final Trunk Group Blockage	_							
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.89	0.85	337	235		0.80	0.05
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	0.89	2.98	337	235		0.80	-2.62
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		1.00		235			
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		NONE		235			
	NP-2 - Collocation Performance								
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days ¹		100.00	7 1	213	1		
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days		NA	1	-10	1		
NP-2-02 NP-2-03	Average Interval – Physical Collocation	76 Days		71.41	†		1		
NP-2-04	Average Interval – Virtual Collocation	105 Days		NA	† I				
NP-2-05	% On Time – Physical Collocation	95% on time		97.56]	246			
NP-2-06	% On Time – Virtual Collocation	95% on time		NA	.	-			
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines		4.83	4	6			
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines		NA	ı l		J		
	Legend Notations defined on Legend sheet - last page	7							
	Legena inotations delined on Legena Sneet - last page	1							

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
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

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CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING	1		Actual Performance	e	
Metric #		Standard	ВА	CLEC	Difference	Observations
PO-1-01	PO-1 - Response Time OSS Ordering Interface Customer Service Record - EDI	Parity plus < 4 Seconds	1.04	3.85	2.82	1
PO-1-01 PO-1-01	Customer Service Record - EDI 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	1
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 PO-1-06	Telephone Number Availability & Reservation - CORBA Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	NA UD	NA UD		
PO-1-06 PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.44	2.38	1
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 PO-2-02	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI OSS Interf. Avail. – Prime Time - EDI	24 hours x 7 days >=99.5%		97.93 99.71		129600 84240
PO-2-02 PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=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
DO 0 04	PO-6 - Software Validation	1				
PO-6-01	Software Validation	<= 5%		UD		
00704	PO-7 - Software Problem Resolution Timeliness	1				
PO-7-01 PO-7-02	% Software Problem Res. Timeliness	>=95% 48 hours		UD UD		
PO-7-02 PO-7-03	Delay Hrs S/W Res Change - Xactions Failed, No Workaround Delay Hrs S/W Res Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-03 PO-7-04	Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
	· · · · · · · · · · · · · · · · · · ·	io nodio				
PO-8-01	PO-8 - Manual Loop Qualification Average Response Time - Manual Loop Qualification	95% within 48 Hours		UD		
PO-8-02	Average Response Time - Mandal Loop Qualification Average Response Time - Engineering Record Request	95% within 72 Hours		UD		
	<u> </u>					
	Change Notification*	1				
		1				
PO-4-01	PO-4 - Timeliness of Change Management Notice Notices Sent on Time - Emergency Maint.	1	i	93		15
PO-4-01 PO-4-01	% Notices Sent on Time - Emergency Maint. % Notices Sent on Time - Regulatory	> = 95% and no delayed		NA		10
PO-4-01 PO-4-01	% Notices Sent on Time - Regulatory % Notices Sent on Time - Industry Standard	notices and documentation		NA NA		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days		100		4
PO-4-01	% Notices Sent on Time - TC Orig.	1		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	-	1		1
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 NA		
PO-4-02 PO-4-03	Change Mgmt. Notice - Delay 1-7 Days - TC Orig. Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	>=66 days		NA NA		——
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. Change Mgmt. Notice - Delay 8+ Days - Regulatory	Notification before Implementation If Period not set, default to Ind. Std. Time		NA NA		
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Old.	>=66 days		NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		
	continued	-				

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CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

	Change Confirmation	Ī				
Metric #	Change Commination	Standard		CLEC Perf		CLEC Obs
Wictio "	PO-4 - Timeliness of Change Management Notice	Otanaara		0220.0		0220 020
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	Ţ	NA		
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation		NA		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days		NA		
PO-4-01	% Notices Sent on Time - TC Orig.		<u> </u>	NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days		NA		
PO-4-02 PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig. Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days >=45 days		NA NA		
PO-4-02 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	>=45 days If Period not set, default to Ind. Std. Time		NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Negulatory Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days		NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days		NA		
	<u> </u>	·				
		_				
	TROUBLE REPORTING (OSS)					
		_	A	Actual Performand	e	
	MR-1 - Response Time OSS Maintenance Interface		BA	CLEC	Difference	
MR-1-01	Create Trouble	Parity plus < 4 Seconds	7.58	6.65	-0.93	1478
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.34	3.55	0.21	40
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	7.58	NA 7.00	4.00	40
MR-1-04 MR-1-05	Request Cancellation of Trouble Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds Parity plus < 4 Seconds	8.94 0.57	7.62 3.81	-1.32 3.24	48 217
MR-1-05	Test Trouble (POTS Only)	Parity plus < 4 Seconds	70.39	52.15	-18.24	3150
WIIC T GO	rest riodbie (i e re emy)	Tanty plas < 4 occords	7 0.00	02.10	10.2-1	0100
	BILLING					
		•				
	BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days	1		96.99		34456376
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days		99.61		
BI-1-03	% DUF in 5 Business Days			99.69		
BI-1-04	% DUF in 8 Business Days	1		99.74		
	BI-2 - Timeliness of Carrier Bill					
BI-2-01		1		400.00		100
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
	7g					,
	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

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-3-01	PO-3 - Contact Center Availability Average Speed of Answering – Ordering (secs)	ı -	8.32	
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	92.99	9620
PO-3-03 PO-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	16.63 88.35	132417
10004		0070 Within 50 Occords	00.00	102411
	POTS & Pre-qualified Complex - Electronically Submitted			
05.4.04	OR-1 - Order Confirmation Timeliness			
OR-1-01 OR-1-02	Average Local Service Request Confirmation (LSRC) Time (Flow Through) % On Time LSRC – Flow Through	95% within 2 Hours	0.06 99.30	5907
OR-1-03	Average LSRC Time < 10 Lines	l [9.03	
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	98.35 37.65	6569
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	93.15	73
00.004	OR-2 - Reject Timeliness		0.04	
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow Through) % On Time LSR Reject – Flow Through	95% within 2 Hours	0.01 100.00	2692
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines	95% within 24 Hours	9.77 97.82	3036
OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% WILTIIT 24 Hours	8.58	3036
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	11
	Complex Services - Electronically Submitted	1		
OR-1-03	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines	Г	16.15	
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 72 Hours	97.43 3.22	195
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 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours	100.00 0.00	137
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	0.00	
		•		
	POTS / Special Services - Aggregate			
OR-3-01	OR-3 - Percent Rejects % Rejects	No Standard	39.34	15303
OK-3-01	76 Nejects	No Standard	39.34	15505
OR-4-01	OR-4 - Timeliness of Completion Notification 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 OR-4-04	% Orders Excluded from % On Time Measurement Work Completion Notice – Average Response Time	-	UD 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 OR-5-02	% Flow Through - Total % Flow Through - Simple	No Standard Developed No Standard Developed	43.80 47.07	13486 12549
OR-5-02 OR-5-03	% Flow Through - Shriple % Flow Through Achieved	95%	47.07 UD	12549
	OR-6 - Order Accuracy			
OR-6-01	% Accuracy - Orders*	95% Orders without Errors	83.20	381
OR-6-02 OR-6-03	% Accuracy – Opportunities* % Accuracy – LSRC**	95% Orders without Errors 95% Orders without Errors	98.40 95.98	7117 448
	Special Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness	<u>.</u>		
OR-1-03 OR-1-03	Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0	[13.32 UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03 OR-1-04	Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines	95% within 48 Hours	UD 99.03	726
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	. 20
OR-1-04 OR-1-04	% On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 48 Hours 95% within 48 Hours	UD UD	
OR-1-05	Average LSRC Time >= 10 Lines	22.2 10 110010	9.21	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	-	UD UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3	0507 343 5533	UD	4.4
OR-1-06 OR-1-06	% On Time LSRC >= 10 Lines % On Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours	100.00 UD	14
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-2-03	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	ı	11.43	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	98.95	96
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	0.00 NA	
		•		

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total	1	Actual Performance Number of Observations						
Metric #	PR-1 - Average Interval Offered	Standard	ВА	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.33 8.78	7.38 6.16	241 201	56 45	7.21 6.55	1.07 1.08	-0.05 2.43
	PR-2 - Average Completed Interval	•							-
PR-2-04 PR-2-05	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.12 8.22	7.09 6.19	196 155	46 42	6.79 6.77	1.11 1.18	0.03 1.72
	PR-3 - Completed within Specified Days								
PR-3-01 PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	80.69 89.42	46.26 59.75	138828 138828	1913 1913		0.91 0.71	-37.89 -41.90
PR-3-03	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	91.70	71.09	138828	1913		0.64	-32.45
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	20.22	6.50	21508	677		1.57	-8.75
PR-3-05 PR-3-06	% Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	26.24 34.19	19.94 44.90	21508 21508	677 677		1.72 1.85	-3.67 5.78
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	87.50	78.26	160336	2590		0.66	-14.11
PR-3-08 PR-3-09	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail Parity with BA Retail	95.97 74.71	86.72 88.63	138828 21508	1913 677		0.45 1.70	-20.43 8.20
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	94.84	89.03	160336	2590		0.44	-13.26
	PR-4 - Missed Appointments	•	·						
PR-4-02 PR-4-03	Average Delay Days – Total Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	2.91 1.60	2.45 1.75	3196	66	3.79	0.47	0.98
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	7.35	5.15	42210	1261		0.75	2.95
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.04	0.01	212249	7631 8892		0.02	1.29
11(400		None. Analysis Only		0.00		0032			
PR-5-01	PR-5 - Facility Missed Orders Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.66	0.47	254459	8892		0.09	2.18
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	254459	8892		0.01	0.93
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	254459	8892			
DD 0.04	PR-6 - Installation Quality			0.47	044070	40040		0.11	40.00
PR-6-01 PR-6-02	% Installation Troubles reported within 30 Days % Installation Troubles reported within 7 Days	Parity with BA Retail Parity with BA Retail	3.68 2.17	2.17 1.07	244676 244676	18916 18916		0.14 0.11	10.62 9.99
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.84	1.45	244676	18916		0.13	11.07
	POTS - Business								
	PR-1 - Average Interval Offered	•							
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	1.42 5.03	3.20 3.92	16879 2081	2431 553	3.10 4.82	0.07 0.23	-26.47 4.81
1100	<u> </u>	Tally wat DA Retail	3.00	5.52	2001	555	4.02	0.20	4.01
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.17	2.58	15569	2088	2.48	0.06	-24.40
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	5.50	4.10	1881	482	7.07	0.36	3.88
	POTS - Residence								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.96 4.65	2.42 4.15	170545 21478	1421 242	3.65 5.18	0.10 0.33	-15.02 1.49
F IX-1-03		Fally Will BA Retail	4.00	4.13	21470	242	3.10	0.33	1.43
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.84	2.01	165289	1303	2.90	0.08	-14.51
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.85	4.15	19627	195	4.88	0.35	1.99
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10 PR-1-11	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.34 4.28	5.82 0.00	78132 69	2388	7.50 6.45	0.16 6.50	-9.50 0.66
FR-1-11		Parity with BA Retail	4.20	0.00	69	'	6.45	6.50	0.00
PR-2-10	PR-2 - Average Completed Interval Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.00	3.96	71565	1798	6.94	0.17	0.24
PR-2-11	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	3.71	0.00	59	1	6.79	6.85	0.54
	2-Wire Digital Services								
	PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	3.76	3.54	400	136	4.30	0.43	0.52
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	10.68	9.71	167	17	7.42	1.89	0.51
	PR-2 - Average Completed Interval	-							
PR-2-01 PR-2-02	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	3.03 10.58	3.24 10.88	320 156	117 17	3.20 7.69	0.35 1.96	-0.61 -0.15
111 2 02	•	Tally Wal DA Retail	10.50	10.00	100	.,	7.00	1.50	0.10
PR-4-02	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	4.86	8.75	56	4	4.84	2.50	-1.55
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	10.32	0.61					
PR-4-04 PR-4-05	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail Parity with BA Retail	6.96 0.73	14.29 0.00	762 411	28 135		4.90 0.84	-1.50 0.86
PR-4-05 PR-4-08	% Missed Appointment – Beil Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.73	0.00	411	163		0.04	0.00
	PR-5 - Facility Missed Orders		·						•
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	1.53	1.23	1173	163		1.03	0.29
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.17 0.00	0.00	1173 1173	163 163		0.34	0.49
2 50	•	yr. or records	3.00	2.00		.50			
PR-6-01	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days	Parity with BA Retail	1.51	1.30	3121	231		0.83	0.25
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.72	2.16	3121	231		1.11	0.50
	continued								

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

	2-Wire xDSL Services		Actual	Performance	Number of	Observations			
letric#		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Scor
iletile #	PR-1 - Average Interval Offered	Otandara					Deviation		
01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.54	3.36	3219	25	3.17	0.64	3,43
)2	Average Interval Offered – Total Dispatch	Parity with BA Retail	6.66	6.00	652	1	1.84	1.84	0.36
1	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	5.54	2.22	2863	18	3.54	0.84	3.97
!	Average Interval Completed – Total Dispatch	Parity with BA Retail	6.69	6.00	551	1	2.27	2.27	0.3
	PR-4 - Missed Appointments								
	Average Delay Days - Total	Parity with BA Retail	2.65	NA	26		2.54		
	% Missed Appointment – Customer	None: Analysis Only	3.08	0.00		*			
	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	2.16	0.00	694	1		14.55	0.1
	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.35	0.00	3135	19		1.36	0.2
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		20		,	
	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.05	0.00	3829	20		0.50	0.1
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3829	20			
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3829	20			
	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	2.34	6.25	3668	32		2.69	-1.4
	% Installation Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with BA Retail	2.34	0.00	3668	32		2.50	0.8
	76 Ilistali. Houbles Reported Will 30 Days - FOR TOROGE	Fally Will BA Retail	2.02	0.00	3000	32		2.50	0.0
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.38	4.35	5177	385	4.06	0.21	4.8
	Average Interval Offered – Total Dispatch	Parity with BA Retail	9.20	8.94	1665	84	5.58	0.62	0.4
i	Average Interval Offered – DS0	Parity with BA Retail	6.95	4.71	606	194	6.26	0.52	4.3
,	Average Interval Offered – DS1	Parity with BA Retail	13.15	9.42	394	78	8.64	1.07	3.4
3	Average Interval Offered – DS3	Parity with BA Retail	15.00	NA	1				
	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.69	6.58	936	43	4.23	0.66	-2.
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	3.00	5.00	11	3			
	PR-2 - Average Completed Interval								
	Average Interval Completed - Total No Dispatch	Parity with BA Retail	4.96	3.93	4350	332	3.65	0.21	4.9
	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.99	8.12	1294	69	5.97	0.74	1.1
	Average Interval Completed – DS0	Parity with BA Retail	6.06	4.54	449	173	6.07	0.54	2.8
	Average Interval Completed – DS1	Parity with BA Retail	11.81	8.38	222	56	9.15	1.37	2.5
	Average Interval Completed – DS3	Parity with BA Retail	NA	NA NA					
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.39	6.15	835	33	3.84	0.68	-2.
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	3.00	5.00	1	2	0.01	0.00	۷.,
	PR-4 - Missed Appointments								
	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	0.85	1.71	6600	469		0.44	-1.9
	Average Delay Days – Total	Parity with BA Retail	3.71	1.88	56	8	3.51	1.33	1.3
	% Missed Appointment – Customer	None: Analysis Only	6.03	4.05	50		0.01	1.00	1.0
	% Missed Appointment – Customer % Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only	0.03	0.00		469			
	PR-5- Facility Missed Orders	•	<u> </u>						
	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.14	0.21	6600	469		0.18	-0.3
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	6600	469		0.07	0.3
3	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	6600	469			
	PR-6- Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.94	0.29	12705	2379		0.22	3.0
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.01	0.00	12705	2379		0.02	0.4
	Legend Notations defined on Legend sheet - last page								

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 C	bservations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	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
MD 0.04	MR-3 - Missed Repair Appointments	Dealth with DA Detell	44.44	40.00	50004	1007		0.70	4.40
MR-3-01 MR-3-02	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	11.41 7.78	12.30 8.95	58861 4167	1667 257		0.79 1.72	-1.13 -0.68
MR-3-02 MR-3-03	% Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.05	8.95	45095	1384		0.65	-0.68
MR-3-03 MR-3-04	% Missed Repair Appoint - No Double Dispatch	None: Analysis Only	6.67	5.25	45095 3928	95		2.59	0.55
MR-3-05	% Missed Repair Appoint - No Double Dispatch		3.67	5.25	2159	92		2.00	-1.01
IVIK-3-US	% Missed Repair apppointment - Double Dispatch		3.07	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
	MD F. Banast Travible Banasta								
MD 5.04	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Dealth with DA Detell	40.70	40.40	00000	4004		0.00	0.04
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								
	Special Services - Maintenance								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.32	0.34	456622	19875		0.04	-0.35
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.16	0.30	456622	19875		0.03	-4.57
MR-4-01	MR-4 - Trouble Duration Intervals	Dority with DA Datail	7.77	10.68	1473	67	8.06	1.01	-2.90
MR-4-01 MR-4-04	Mean Time To Repair – Total	Parity with BA Retail Parity with BA Retail	95.18	95.52	1473	67	8.06	2.68	0.13
MR-4-04 MR-4-06	% Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours	Parity with BA Retail	60.11	95.52 69.49	1473	59		6.51	-1.44
MR-4-06 MR-4-08	% Out of Service > 4 Hours % Out of Service > 24 Hours	Parity with BA Retail	4.69	3.39	1429	59 59		2.81	0.46
IVII\"-4=UO	70 Out of Service > 24 Flours	i anty with DA Netall	4.08	3.38	1423	ວອ		2.01	0.40
	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
		•							

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	ONDERING - ONE POTS / SPECIAL SERVICES			
	UNE Pre-ordering			
Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability		renormance	Observations
O-3-01	Average Speed of Answering – Ordering* (secs)		21.73	
O-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds	83.95	33929
D-3-03 D-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	16.63 88.35	132417
J-J-0 4	76 Alisweled within 30 Seconds - Nepali &	60 % Within 30 Seconds	00.33	132417
	Platform			
	OR-1 - Order Confirmation Timeliness			
R-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.05	
R-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.74	4302
R-1-03 R-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	11.70 97.77	1035
R-1-05	Average LSRC Time >= 10 Lines	3570 WILLIII 24 FIGUIS	10.00	1033
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	3
	OR-2 - Reject Timeliness			
R-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.02	
R-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	523
R-2-03 R-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours	9.17 98.57	702
R-2-04	Average LSR Reject Time >= 10 Lines	3570 WILLIII 24 FIGUIS	0.00	702
R-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	OR-6 - Order Accuracy*			
R-6-01	% Accuracy - Orders	95% orders without errors	89.69	359
R-6-02	% Accuracy – Opportunities	95% orders without errors	98.79	4044
R-6-03	% Accuracy – LSRC	95% orders without errors	97.80	409
	Loop/Pre-qualified Complex/LNP			
	OR-1 - Order Confirmation Timeliness			
R-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.17	
R-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	97.27	5606
R-1-03 R-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	7.95 97.15	9054
R-1-04	Average LSRC Time >= 10 Lines	3570 WILLIII 24 FIGUIS	17.00	3034
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	97.37	343
	OR-2 - Reject Timeliness			
R-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
R-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	975
R-2-03 R-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours	11.12 91.41	1747
R-2-04	Average LSR Reject Time >= 10 Lines	3570 WILLIII 24 FIGUIS	21.60	1747
R-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	98.77	163
	OR-6 - Order Accuracy*			
R-6-01	% Accuracy - Orders	95% orders without errors	92.49	373
R-6-02	% Accuracy – Opportunities	95% orders without errors	99.11	3242
R-6-03	% Accuracy – LSRC	95% orders without errors	97.50	440
	Complex Services - Electronically Submitted			
R-1-03	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines	ř	12.52	
R-1-03 R-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	99.05	5176
R-1-05	Average LSRC Time >= 10 Lines		69.04	
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	66.66	3
	OR-2 - Reject Timeliness	-		
R-2-03	Average LSR Reject Time < 10 Lines	050/	11.47	0555
R-2-04 R-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours	99.17 0.00	2555
R-2-05 R-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	DOTS / Caraini Carriana Annual	-		
	POTS / Special Services - Aggregate			
R-3-01	OR-3 - Percent Rejects % Rejects	No Standard	26.05	25783
	OR-4 - Timeliness of Completion Notification	-		
R-4-01	Completion Notice – Average Response Time	Г	0.17	
R-4-02	Completion Notice – Average Response Time Completion Notice – % On Time	95% by next bus. day at noon	85.06	16246
	% Orders Excluded from % On Time Measurement		UD	
	Work Completion Notice – Average Response Time		0.00	4 1005
R-4-04	World Completion Notice / Weight Response Time			14985
R-4-04	Work Completion Notice – % On Time	95% by next bus, day at noon	100.00	14905
R-4-03 R-4-04 R-4-05	Work Completion Notice – % On Time OR-5 - Percent Flow-Through	, , ,		
R-4-04	Work Completion Notice – % On Time	95% by next bus. day at noon No Standard Developed No Standard Developed	38.47 48.70	25781 20343

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		· onormanos	0200114110110
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	95% within 48 Hours	100.00	249
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	95% within 72 Hours	UD	
OR-1-06 OR-1-06	% On Time LSRC >= 10 Lines % On Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours	NA UD	
OR-1-06 OR-1-06	% On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1		UD	
OR-1-06 OR-1-06		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-2-03 OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00	2
OR-2-04 OR-2-05	Average LSR Reject Time >= 10 Lines	93 /6 WILLIII 46 Flours	NA	
OR-2-05 OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA 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	

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

		POTS - Provisioning	Ī	Actual Pe	rformance	Number of Observations				
Proceedings	Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs		Sampling Error	Z-Score
Proceedings	DD 1 01	PR-1 - Average Interval Offered	1.0-6 10+-Nonstiated		0.24		1240			
Person P				1.42		16879	1340	3.10	T 1	
Property of the Property of Section Property of the Proper		Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail		1.44					
Protect Prot		Av. Interval Offered - Dispatch (1-5 Lines) - Loop Av. Interval Offered - Dispatch (1-5 Lines) - Platform							0.92	
Post Post				7.33						
Part of the Residence Topics Topi		Av. Interval Offered - Dispatch (6-9 Lines) - Platform								
## 22-20 PR-2-10 PR-2-		Av. Interval Offered - Dispatch (>= 10 Lines) - Loop Av. Interval Offered - Dispatch (>= 10 Lines) - Platform		8.78 8.78		201	1		6.57	0.88
PR-2-12 All Completed internal Test No Department - Internal Sharp March				0.70		LUI		0.00	1	
Proceedings Procedure Teach to Department Charle College Procedure	DD 2.04	PR-2 - Average Completed Interval	1 0 5 10. Nameliated		0.05		751			
Procedure Process Pr		Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)		1.17		15569	751	2.48	T 1	
PR-2-02 As Completed Interval - Depletant (1-5 Lines - Protection Protection	PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.17	1.28	15569		2.48		
PR-2-01 Proceedings Procedure Proc		Av. Completed Interval - Dispatch (1-5 Lines) - Loop		5.50						0.33
Per-1	PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop								
Pick	PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform		7.12	NA	196		6.79		
PR-0-01 PR-0-10 PR-0-1		Av. Completed Interval - Dispatch (>= 10 Lines) - Loop Av. Completed Interval - Dispatch (>= 10 Lines) - Platform								
## Scompleted in 1 Day (1-6 Lines - No Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the North Completed in 1 Day (1-6 Lines - Disposition) ## Part of the										
PR-0.01 St. Complexed in 20 July 11-6 Lines - Published Publ	DD 0.04		I	00.00	00.40	100000	204		0.00	0.70
PR-3-03 S. Compress in S. Days 15.6 Lines - No Dispatch) Proj. with bit Read 9,77, 8,8565 138523 201 1.52										
PR-5-07 15 Completed in 2 Days (15 Lines - Disputch)		% Completed in 3 Days (1-5 Lines - No Dispatch)								
PR-2-00 (S. Completion of Super (1-6 Lines - Disputation) PR-2-01 (S. Completion of Super (1-6 Lines - Disputation) PR-2-02 (S. Completion of Super (1-6 Lines - Disputation) PR-2-03 (S. Completion of Super (1-6 Lines - Disputation) PR-2-03 (S. Completion of Super (1-6 Lines - Disputation) PR-2-04 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion of Super (1-6 Lines - Disputation) PR-2-05 (S. Completion)										
PR-3-00 S. Completed in S. Diny (1-5 Lines Diologacidy)	PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	34.19	55.00		20		10.61	1.96
RR-0-00 % Completed in S Days 1.6 Line = Depatch Prefront No. Reed Prefront	PR-3-07	% Completed in 4 Days (1-5 Lines - Total)					311			2.03
PR-9-10 15 Completion in Elbory (16-Elbors - Total)		% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)		95.97 74.71					9.72	
PR-4-02 Average Debry Devr Total PR-4-02 Average Debry Devr Total PR-4-03 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-05 Average Debry Devr Total PR-4-05 Average Debry Devr Total PR-4-05 Average Debry Devr Total PR-4-06 Average Debry Devr Total PR-4-06 Average Debry Devr Total PR-4-07 Average Debry Devr Total PR-4-08 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4	PR-3-10	% Completed in 6 Days (1-5 Lines - Total)			96.78	160336	311			1.55
PR-4-02 Average Debry Devr Total PR-4-02 Average Debry Devr Total PR-4-03 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-04 Average Debry Devr Total PR-4-05 Average Debry Devr Total PR-4-05 Average Debry Devr Total PR-4-05 Average Debry Devr Total PR-4-06 Average Debry Devr Total PR-4-06 Average Debry Devr Total PR-4-07 Average Debry Devr Total PR-4-08 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-09 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4-10 Average Debry Devr Total PR-4		DD 4 Minor d Americanous	•							
PR-4-03 % Missed Appl Customer Missed Appl Disposition - Hook New Preference Pre	PR-4-02		Parity with BA Retail	2.91	1.00	3196	1	3.79	3.79	0.50
PR-4-04 W. Missed Agit. = B. — Dispatch - Pietrom Pietry with BA Reast 7.35 0.00 4/2/10 180 190		% Missed Appt. – Customer	None: Analysis Only		1.49			911.9		
PR4-040 W. Missed Appl. = Ba - Dispatch - Hot Cut Loop Park - No. Missed Appl. = Ba - Dispatch - Hot Cut Loop Park - No. Missed Appl. = Ba - Dispatch - Hot Cut Loop Park - No. Missed Appl. = Ba - No. Dispatch - Pattern Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl. = Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Hot Cut Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Loop Park - No. Missed Appl Cuttomer - Use to List Order Cort Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl Loop Park - No. Missed Appl	PR-4-04	% Missed Appt. – BA – Dispatch - Loop New		7.35						1.37
PR-4-65 PR-4-65 PR-4-67 PR-4-67 PR-4-67 PR-4-67 PR-4-68 PR-4-68 PR-4-68 PR-4-68 PR-4-68 PR-4-69 PR-4-6		% Missed Appt. – BA – Dispatch - Hot Cut							1.55	3.77
PR-4-05 M. Massed Appl BA No Dispatch - Perform Perfor	PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop	Parity with BA Retail	0.04	0.00	212249	1270		0.06	0.71
PR-9-01 Fig. 1		% Missed Appt. – BA – No Dispatch – Other % Missed Appt. – BA – No Dispatch - Platform					3061		0.03	1 25
PR-4-68 % Missed Appt — Quistorner — Due to Late Order Confirmation — Other Prevail PR-4-68 Missed Appt — Quistorner — Due to Late Order Confirmation — Patish PR-4-68 Missed Appt — Quistorner — Due to Late Order Confirmation — Patish PR-4-69 PR-5-61 PR-5-62 % Missed Appt — State Order — State Or		% On Time Performance – Hot Cut		0.04		212243			0.03	1.23
PR-4-08 % Missed Appt — Customer — Due to Late Order Confirmation — Platform None Analysis City \$\ \)	PR-4-08	% Missed Appt Customer - Due to Late Order Conf Hot Cut Loop					1442			
PR-0-12 PR-0-12 PR-0-12 Professional	PR-4-08 PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other % Missed Appt. – Customer – Due to Late Order Confirmation- Platform			0.00		4141			
PRS-01 % Missed Appointment—BA. Facilities Park yith BA. Read Pa										
PRS-02 So Corden Held for Facilities > 15 Days	PP-5-01		Parity with BA Retail	0.66	0.02	25//50	4240		0.13	5.10
PR-0-33 No. Offices Held for Facilities > 60 Days										
PRE-01 Sinstallation Troubles reported within 30 Days - Loop Press - With 1 Press - Variety Pr							4240			
PRE-01 Sinstallation Troubles reported within 30 Days - Loop Press - With 1 Press - Variety Pr		PR-6 - Installation Quality								
PR-6-02 % Installation Troubles reported within 7 Days - Hot Cut Loop PR-6-02 % Installation Troubles reported within 7 Days - Completed Press PR-6-03 % Installation Troubles reported within 7 Days - Conter PR-6-04 % Installation Troubles reported within 7 Days - Conter PR-6-05 % Installation Troubles reported within 7 Days - Conter PR-6-05 % Installation Troubles reported within 7 Days - Conter PR-6-05 % Installation Troubles reported within 7 Days - Conter PR-6-05 % Installation Troubles reported within 7 Days - PR-7 Conter PR-6-05 % Installation Troubles reported within 7 Days - PR-7 Conter PR-7 Co	PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.68		244676	5868		0.25	
PR8-02 % Installation Troubles reported within 7 Days - Loop PR8-03 % Installation Troubles reported within 7 Days - Loop PR8-03 % Installation Troubles reported within 7 Days - Loop PR8-03 % Installation Troubles reported within 30 Days - FOKTOKICPE - Loop PR8-03 % Installation Troubles reported within 30 Days - FOKTOKICPE - Other PR8-04 % Installation Troubles reported within 30 Days - FOKTOKICPE - Other PR8-04 % Installation Troubles reported within 30 Days - FOKTOKICPE - Other PR8-04 % Installation Troubles reported within 30 Days - FOKTOKICPE - Other PR8-04 % Installation Troubles reported within 30 Days - FOKTOKICPE - Other PR8-04 % Installation Troubles reported within 30 Days - FOKTOKICPE - Other PR8-04 PR8				3.68		244676			0.28	10.96
PR-6-02 % Installation Troubles reported within 2D ays - CMET OKCPE - Loop PR-6-03 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Loop PR-6-03 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-03 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-03 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-03 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-03 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles Reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles Reported within 3D Days - FOKITOK/CPE - Other PR-6-01 % Installation Troubles Reported within 3D Days - FOKITOK/CPE Parky with BA Retail 1.5				2.17		244676			0.19	7.12
PR-6-03 % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	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-1-10		% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop			2.66	244676				
PR-1-10 PR-1-10 Av. Interval Offered - Disconnects - No Dispatch Av. Interval Offered - Disconnects - Dispatch Party with BA Retail 4.34 2.92 78132 702 7.50 0.28 4.99 PR-1-10 Av. Interval Offered - Disconnects - No Dispatch Party with BA Retail 4.28 NA 69 6.45 C.	FR-0-03	76 Installation Houbles reported within 30 Days - PORTOROFE - Other	None. Analysis Only	2.04	0.02	244070	4546		0.25	0.94
PR-1-10 PR-1-10 Av. Interval Offered - Disconnects - No Dispatch Av. Interval Offered - Disconnects - Dispatch Party with BA Retail 4.34 2.92 78132 702 7.50 0.28 4.99 PR-1-10 Av. Interval Offered - Disconnects - No Dispatch Party with BA Retail 4.28 NA 69 6.45 C.			•							
PR-1-10 Rv. Interval Offered - Disponnects — No Dispatch Party with BA Retail A.34 2.92 78132 702 7.50 0.28 4.99 PR-1-11 Av. Interval Offered - Dispatch Party with BA Retail Party with BA Retail A.28 NA 69 6.45		POTS & Complex Aggregate								
PR-1-10 Rv. Interval Offered - Disponnects — No Dispatch Party with BA Retail A.34 2.92 78132 702 7.50 0.28 4.99 PR-1-11 Av. Interval Offered - Dispatch Party with BA Retail Party with BA Retail A.28 NA 69 6.45		PR-1 - Average Interval Offered								
PR-2-10		Av. Interval Offered - Disconnects - No Dispatch					702		0.28	4.99
PR-2-10	PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	4.28	NA	69		6.45		
PR-2-10		PR-2 - Average Completed Interval								
PR-1-01 PR-1-02 PR-1-1 Av. Interval Offered — Total No Dispatch Parity with BA Retail Pari		Av. Completed Interval - Disconnects - No Dispatch					680		0.27	2.43
PR-1-101	PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.71	NA	59		6.79		
PR-1-101		2-Wire Digital Services	1							
PR-1-01		-								
PR-1-02	DD 4 04		I B	0.70	0.00	100	444	4.00	0.40	5.04
PR-2-01		Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch		10.68					0.46	
PR-2-01 PR-2-02 AV. Interval Completed – Total No Dispatch PR-2-02 AV. Interval Completed – Total No Dispatch Parity with BA Retail Parity with BA Retail 10.58 8.64 156 122 7.69 0.93 2.09 PR-4-02 PR-4-02 Average Delay Days – Total PR-4-03 5 Missed Appointment – Customer PR-4-04 5 Missed Appointment – BA – No Dispatch PR-4-08 5 Missed Appointment – BA – No Dispatch PR-4-08 6 Missed Appointment – BA – No Dispatch PR-4-08 6 Missed Appointment – BA – No Dispatch PR-4-08 7 Missed Appointment – BA – No Dispatch Parity with BA Retail Parity with BA R										
PR-2-02 Av. Interval Completed — Total Dispatch Parity with BA Retail 10.58 8.64 156 122 7.69 0.93 2.09	DD 0.04		I	0.00	0.50	000	20	0.00	0.04	0.77
PR-4-02		Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch						7.69		
PR-4-02	-=		•							
PR-4-03 % Missed Appointment - Customer PR-4-04 % Missed Appointment - BA - Dispatch PR-4-08 PR-4-08 % Missed Appointment - BA - Dispatch PR-4-08 PR	DD 4 00		Parity with DA Data?	4.00	264	E.P.	26	4.04	100	1.24
PR-4-04 % Missed Appointment - BA - Dispatch PR-4-05 % Missed Appointment - BA - No Dispatch Party with BA Retail Party with BA Retail None: Analysis Only None:	PR-4-03	% Missed Appointment – Customer	None: Analysis Only	4.8b 10.32		90	36	4.84	1.03	1.27
PR-4-08	PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	6.96	9.45		381		1.60	-1.56
PR-5-01 PR-5-01 PR-5-02 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-03 PR-5-04 PR-5-05 PR-5		% Missed Appointment – BA – No Dispatch % Missed Appt – Customer – Late Order Conf		0.73		411	381			
PR-5-01 9k Missed Apointment - Bell Altantic - Facilities PR-5-02 9k Orders Held for Facilities > 15 Days PR-5-03 9k Orders Held for Facilities > 60 Days PR-5-03 9k Orders Held for Facilities > 60 Days PR-6-01 9k Installation Quality PR-6-01 9k Installa Troubles Reported within 30 Days PR-6-03 9k Installa Troubles Reported within 30 Days - FOK/TOK/CPE Parity with BA Retail Parity with BA Retai	FIX-4-00	70 MIGGGG APPL GUSTOTHEI - LATE OTDEI COIII.	None. Analysis Only		0.00		JU			
PR-5-02		PR-5 - Facility Missed Orders	1							
PR-5-03 % Orders Held for Facilities > 60 Days Parity with BA Retail 0.00 0.00 1173 381	PR-5-01 PR-5-02						381 381			-9.85 0.70
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 Parity with BA Retail 2.72 18.40 3121 288 1.00 -15.64									0.24	0.70
PR-6-01 % Install. Troubles Reported within 30 Days PR-6-03 % Install. Troubles Reported within 30 Days - FOK/TOK/CPE Parity with BA Retail 2.72 18.40 3121 288 0.75 -16.05 Parity with BA Retail 2.72 18.40 3121 288 1.00 -15.64			•							
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	PR-6-01		Parity with RA Retail	1.51	13.54	3121	288		0.75	-16.05
continued	PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE								
		continued							·	

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	2-Wire xDSL Services		Actual Performance		Number of Observations				
Metric #		Standard	ВА	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-01	PR-1 - Average Interval Offered 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 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	5.54 6.69	4.07 7.16	2863 551	151 1193	3.54 2.27	0.30 0.12	4.97 -4.02
FR-2-02		ranty with DA Netali	0.09	7.10	331	1133	2.21	0.12	-4.02
PR-4-02	PR-4 - Missed Appointments 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 PR-4-05	% Missed Appointment – BA – Dispatch % Missed Appointment – BA – No Dispatch	Parity with BA Retail Parity with BA Retail	2.16 0.35	3.55 NA	694 3135	2027		0.64	-2.17
PR-4-08 PR-4-14	% Missed Appt. – Customer – Late Order Conf. % Completed On Time - Complex (DD-2 Test & Serial Number)	None: Analysis Only 95% on Time		0.20 89.45		2027 787			
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		92.38		787			
PR-4-16 PR-4-17	% Completed On Time - Complex (No DD-2 Test & Serial Number) % Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time 95% on Time		88.09 93.45		596 687			
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time		NA NA		001			
	PR-5 - Facility Missed Orders								
PR-5-01 PR-5-02	% Missed Apointment - Bell Atlantic - Facilities % Orders Held for Facilities > 15 Days	Parity with BA Retail Parity with BA Retail	0.05	2.71 0.00	3829 3829	2027		0.06	-43.32
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3829	2027 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
		i							
	Special Services - Provisioning								
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.38	23.62	5177	39	4.06	0.65	-27.95
PR-1-01	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail	9.20	13.21	1665	57	5.58	0.65 0.75	-5.34
PR-1-06 PR-1-07	Av. Interval Offered – DS0 Av. Interval Offered – DS1	Parity with BA Retail Parity with BA Retail	6.95 13.15	NA 12.84	606 394	67	6.26 8.64	1.14	0.27
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	15.00	28.07	1	29	0.04	1.14	0.21
PR-1-09 PR-1-09	Av. Interval Offered – Total - EEL – Backbone Av. Interval Offered – Total - EEL – Loop	EEL Legend EEL Legend		UD UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		15.21		155			
PR-1-10 PR-1-11	Av. Interval Offered – Disconnects – No Dispatch Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.69 3.00	NA NA	936 1		4.23		
	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 PR-2-06	Av. Interval Completed – Total Dispatch Av. Interval Completed – DS0	Parity with BA Retail Parity with BA Retail	8.99 6.06	13.09 NA	1294 449	43	5.97 6.07	0.93	-4.43
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 PR-2-09	Av. Interval Completed – DS3 Av. Interval Completed – Total - EEL - Backbone	Parity with BA Retail EEL Legend	NA	26.96 UD		24			
PR-2-09 PR-2-09	Av. Interval Completed – Total - EEL – Loop Av. Interval Completed – Total - IOF	EEL Legend IOF Legend		UD 17.71		105			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.39	NA	835	105	3.84		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	3.00	NA	1				
PD 4.04	PR-4 - Missed Appointments		0.05	1 110	0000			0.00	0.00
PR-4-01 PR-4-01	% Missed Appointment – BA – Total % Missed Appointment – BA – Total - EEL	Parity with BA Retail Parity with BA Retail	0.85 0.85	1.12 UD	6600 6600	89		0.98	-0.28
PR-4-01 PR-4-02	% Missed Appointment – BA – Total- IOF	Parity with BA Retail Parity with BA Retail	0.85	3.95	6600	177	0.54	0.70	-4.43
PR-4-02	Average Delay Days – Total Average Delay Days – Total - EEL	Parity with BA Retail	3.71 3.71	3.00 UD	56 56	·	3.51 3.51	3.54	0.20
PR-4-02 PR-4-03	Average Delay Days – Total - IOF % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	3.71 6.03	27.29 21.35	56	7	3.51	1.41	-16.76
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-5-01	PR-5 - Facility Missed Orders	Parity with BA Retail	0.14	0.00	6600	89		0.40	0.35
PR-5-02	% Missed Appointment – BA – Facilities % Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	6600 6600	89		0.40	0.35
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 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity w/BA RT for Found Trouble None: Analysis Only	0.94	0.00	12705 12705	89 89		1.03 0.09	0.92
	PR-7 - Jeopardy Reports								****
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		NA					
	*Legend Notations defined on Legend sheet - last page]		·					
	M	1							

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	Maintenance - POTS Loop		Actual Performance		Number of Observations				
Metric #	Maintenance - FO 13 Loop	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02 MR-2-03	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with BA Retail Parity with BA Retail	1.39 0.10	1.29 0.24	4234309 4234309	24604 24604		0.07	1.36 -6.85
MR-2-04 MR-2-05	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	I/C/W MRAs None: Analysis Only	21.78 1.06	13.99 2.59	4234309	24604	1	0.07	-23.28
2 00	<u> </u>	riono. / inalyolo omy	1.00	2.00	1201000	21001		0.01	LOILO
MR-3-01	MR-3 - Missed Repair Appointments Missed Repair Appointment – Loop	Parity with BA Retail	11.41	23.66	58861	317		1.79	-6.84
MR-3-02 MR-3-03	% Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment	Parity with BA Retail	7.78	3.45 18.81	4167	58 638		3.54	1.22 -13.42
MR-3-04	% Missed Repair Appoint - No Double Dispatch		6.05 6.67	19.24	45095 3928	61		0.95 3.22	-3.90
MR-3-05	% Missed Repair apppointment - Double Dispatch		3.67	3.15	2159	10		5.96	0.09
ND 4 04	MR-4 - Trouble Duration Intervals	D 11 11 DAD 1 1	20.07	24.00	00000	075	40.70	0.07	1.10
MR-4-01 MR-4-02	Mean Time To Repair – Total Mean Time To Repair – Loop Trouble	Parity with BA Retail Parity with BA Retail	20.27	24.62 27.58	63028 58861	375 317	18.73 18.73	0.97 1.05	-4.48 -6.26
MR-4-03 MR-4-04	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with BA Retail Parity with BA Retail	10.37 69.29	8.35 64.80	4167 63028	58 375	15.63	2.07	0.98 -1.88
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	62.07	77.05	49881	244		3.11	-4.81
MR-4-08 MR-4-09	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch	Parity with BA Retail Parity with BA Retail	30.45 19.15	35.66 23.57	49881 49968	244 348	18.73	2.95 1.01	-1.76 -4.38
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with BA Retail	37.30	48.90	6372	17	18.73	4.55	-2.55
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.70	16.53	63028	375		2.02	1.07
	Maintenance - POTS Platform								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Platform	Parity with BA Retail	1.39	0.33	4234309	15917		0.09	11.44
MR-2-03 MR-2-04	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with BA Retail I/C/W MRAs	0.10 21.78	0.10 6.85	4234309	15917		0.02	-0.08
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	0.42	4234309	15917		0.08	7.90
	MR-3 - Missed Repair Appointments								
MR-3-01 MR-3-02	% Missed Repair Appointment – Platform % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	11.41 7.78	11.54 6.25	58861 4167	52 16		4.41 6.71	-0.03 0.23
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	Parity With BA Retail	6.05	11.94	45095	67		2.91	-2.02
MR-3-04 MR-3-05	% Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - Double Dispatch		6.67 3.67	7.69 1.92	3928 2159	<u>4</u> 1		12.48 18.81	-0.08 0.09
	MR-4 - Trouble Duration Intervals			,					
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	20.27	16.80	63028	68	18.73	2.27	1.53
MR-4-02 MR-4-03	Mean Time To Repair – Loop Trouble - Platform Mean Time To Repair – Central Office Trouble	Parity with BA Retail Parity with BA Retail	20.98 10.37	20.10 6.05	58861 4167	52 16	18.73 15.63	2.60 3.92	0.34 1.10
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.29	70.59	63028	68		5.60	0.23
MR-4-06 MR-4-07	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with BA Retail Parity with BA Retail	85.58 62.07	82.46 56.14	49881 49881	57 57		4.66 6.43	0.67 0.92
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	30.45	33.33	49881	57		6.10	-0.47
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.70	11.76	63028	68		4.73	1.47
	2-Wire Digital Services - Maintenance								
	2-Wire Digital Services - Maintenance								
MR-2-02	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with BA Retail	1.39	2.74	4234309	4266		0.18	-7.54
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.10	0.38	4234309	4266		0.05	-5.76
MR-2-05	% 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
WIX-3-01		ranty with DA Netali	43.23	20.30	170	117		3.30	3.14
MR-4-01	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
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	31.62	43.22	170	117	35.28	4.24	-2.74 -1.46
MR-4-03 MR-4-08	Mean Time To Repair - Central Office Trouble % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail	18.15 34.09	29.10 58.06	111 132	16 93	28.12	7.52 6.42	-3.74
MR-4-09 MR-4-10	Mean Time To Repair - No Double Dispatch Mean Time To Repair - Double Dispatch	Parity with BA Retail Parity with BA Retail	15.70 44.70	29.92 65.57	142 103	88 44	33.22 33.22	4.51 5.98	-3.15 -3.49
		rany mar brittonan	11.70	00.07	100		55.22	0.50	0.40
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 Wins a DCI Commission Maintenance	,							
	2-Wire xDSL Services - Maintenance								
MR-2-02	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with BA Retail	1.39	3.08	4234309	9458		0.12	-13.99
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.10	0.50	4234309	9458		0.03	-12.35
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	5.34	4234309	9458		0.11	-40.45
MP-3-04	MR-3 - Missed Repair Appointments	Parity with BA Retail	12.00	19.00	101	291		244	1.05
MR-3-01	% Missed Repair Appointment – Loop	ranty with DA Retall	13.09	18.90	191	231		3.14	-1.85
MR-4-01	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
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	24.33	48.63	191	291	20.70	1.93	-12.61
MR-4-03 MR-4-08	Mean Time To Repair - Central Office Trouble % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail	14.98 34.57	21.93 52.94	42 188	47 221	13.27	2.82 4.72	-2.47 -3.89
MR-4-09 MR-4-10	Mean Time To Repair - No Double Dispatch Mean Time To Repair - Double Dispatch	Parity with BA Retail Parity with BA Retail	19.80 38.55	29.32 81.37	182 39	235 100	19.88 19.88	1.96 3.75	-4.85 -11.41
MIC 4.10		ranty with DA Netall	55.55	01.01	- 53	100	13.00	3.13	-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	,		- 1		-			

Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Special Services - Maintenance

	MR-2 - Trouble Report Rate							
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.32	NA	456622			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.16	NA	456622			
	MR-4 - Trouble Duration Intervals	•	-					·
MD 4.04		D 2 21 DAD 2 2			4.470	0.00	1	
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	7.77	NA	1473	8.06		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	95.18	NA	1473			
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	60.11	NA	1429			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	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			

CLEC Aggregate Performance TRUNKS

	ORDERING			Ag	gregate Interconnection	on			
Metric #		Standard		Actual Performance		Number of			
	OR 1 - Order Confirmation Timeliness	Standard				Observations			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	1		11.22	1				
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)			14.43					
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		77.78		9			
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process				53			
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days		100.00		69			
	OR-2 - Reject Timeliness								
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	1		2.67	İ				
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00		9			
	, ,			, , , , , , , , , , , , , , , , , , , ,	Į.				
		•							
	PROVISIONING		Actual Po	erformance	Number of C	Observations			
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
DD 4 00	PR-1 - Average Interval Offered	1 5 % % 1000/505 [10.07	00.00			40.40	F 00	0.44
PR-1-09 PR-1-09	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
FR-1-09	AV. Interval Offered – Total (> 192 & Officiecasted Trunks)	Failty Willi IAC / FGD	29.00	20.52	24	21	24.10	0.76	1.30
	PR-2 - Average Interval Completed								
PR-2-09	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 - Missed Appointment	1							
PR-4-01 PR-4-02	% Missed Appointment – Bell Atlantic – Total Average Delay Days - Total	Parity with IXC / FGD Parity with IXC / FGD	0.02 1.00	0.00 NA	4426 1	16029		0.02	0.83
PR-4-02 PR-4-03	% Missed Appointment – Customer	None: Analysis Only	40.53	33.03	1				
PR-4-03 PR-4-07	% On Time Performance – LNP Only	95% on Time	40.55	98.55		6877			
	70 OH TIMO F OHORMANOO ETH OHIY	0070 011 11110		00.00		0011			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	4426	3389			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	4426	3389			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	4426	3389			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.05	0.00	4426	16029		0.04	1.25
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD					
		•							
	MAINTENANCE								
	MD 0. Torothic Demont Date								
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
WII Z OI	Network Trouble Report Nate	Tanky with 1XO7TOD	0.00	0.00	204201	201000		0.00	1.00
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with IXC / FGD	3.18	3.28	10	4			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	10	4			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	70.00	50.00	10	4		27.11	0.74
MR-4-06 MR-4-07	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with IXC / FGD Parity with IXC / FGD	30.00 0.00	50.00 0.00	10 10	4		27.11	-0.74
MR-4-08	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	10	4			
		,	0.00	0.00					
	MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	10	4			
	NETWORK DEDEODMANCE	1							
	NETWORK PERFORMANCE								
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.47	0.80	340	251		1.00	0.67
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	1.47	1.99	340	251		1.00	-0.52
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		NONE	0.0	251	L		V.U.
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		NONE		251			
		-							
	NP-2 - Collocation Performance	1			i				
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days ¹		100.00		64			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days ¹		NA					
NP-2-03	Average Interval – Physical Collocation	76 Days		74.42					
NP-2-04 NP-2-05	Average Interval – Virtual Collocation % On Time – Physical Collocation	105 Days 95% on time		NA 95.91		220			
NP-2-05 NP-2-06	% On Time – Physical Collocation % On Time – Virtual Collocation	95% on time		95.91 NA		220			
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines		4.89		9			
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines		NA					
		-							
	Legend Notations defined on Legend sheet - last page	1							

1 per DTE order issued 7/31/99, Docket

LEGEND

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