

Line Sharing Metrics Agreed to by BA-NY and CLECs

June, 2000

**ATTACHMENT 1**

**LINE SHARING METRICS**

| NY#     | Metric Name  |
|---------|--|
| OR-1-03 | Avg. LSRC Time < 10 Lines (Electronic – No Flow Through)       |
| OR-1-04 | % On Time LSRC < 10 Lines (Electronic – No Flow Through)       |
| OR-1-05 | Avg. LSRC Time ≥ 10 Lines (Electronic – No Flow Through)       |
| OR-1-06 | % On Time LSRC ≥ 10 Lines (Electronic – No Flow Through)       |
| OR-2-03 | Avg. LSR Reject < 10 Lines (Electronic – No Flow Through)      |
| OR-2-04 | % On Time LSR Reject < 10 Lines (Electronic – No Flow Through) |
| OR-2-05 | Avg. LSR Reject ≥ 10 Lines (Electronic – No Flow Through)      |
| OR-2-06 | % On Time LSR Reject ≥ 10 Lines (Electronic – No Flow Through) |
| PR-1-01 | Avg. Interval Offered – No Dispatch                            |
| PR-1-02 | Avg. Interval Offered – Dispatch                               |
| PR-2-01 | Avg. Interval Completed – No Dispatch                          |
| PR-2-02 | Avg. Interval Completed – Dispatch                             |
| PR-4-02 | Average Delay Days – Total                                     |
| PR-4-03 | % Missed Appointment – Customer                                |
| PR-4-04 | % Missed Appointment – Dispatch                                |
| PR-4-05 | % Missed Appointment – No Dispatch                             |
| PR-4-08 | % Missed Appt. Customer – Late LSRC                            |
| PR-5-01 | % Missed Appointment – Facilities                              |
| PR-5-02 | % Orders held for facilities > 15 days                         |
| PR-5-03 | % Orders held for facilities > 60 days                         |
| PR-6-01 | % Installation Troubles within 30 Days                         |
| PR-6-03 | % Inst. Troubles w/n 30 Days–TOK/FOK/CPE                       |
| MR-2-02 | Network Trouble Report Rate – Loop                             |
| MR-2-03 | Network Trouble Report Rate – Central Office                   |
| MR-2-04 | % Subsequent Reports   |
| MR-2-05 | % CPE/FOK/TOK  |
| MR-3-01 | % Missed Repair Appointment – Loop                             |
| MR-3-02 | % Missed Repair Appointment – Central Ofc.                     |
| MR-3-03 | % Missed Repair Appt. – CPE/TOK/FOK                            |
| MR-3-04 | % Missed Repair Appt. – No Double Disp.                        |
| MR-3-05 | % Missed Repair Appt. – Double Dispatch                        |
| MR-4-01 | Mean Time to Repair – Total                                    |
| MR-4-02 | Mean Time to Repair – Loop                                     |
| MR-4-03 | Mean Time to Repair – Central Office                           |
| MR-4-07 | % Out of Service > 12 hours                                    |
| MR-4-08 | % Out of Service > 24 hours                                    |
| MR-4-09 | Mean Time to Repair – No Double Dispatch                       |
| MR-4-10 | Mean Time to Repair – Double Dispatch                          |
| MR-5-01 | % Repeat Reports within 30 Days                                |