

Bell Atlantic

State Jurisdiction: Massachusetts

Resale - Provisioning & Maintenance Performance - POTS / Special Services

SUPPLEMENTAL MEASURES

Contact Center Availability

Metric #	ORDERING	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
PO-3-01	Average Speed of Answering - Ordering (secs.)												
	RESALE	:21	:19	:22	:28	:23	:36	:44	:43	:36	:24		
	UNE	:08	:08	:10	:21	:18	:20	:17	:24	:26	:18		
PO-3-03	REPAIR												
	Average Speed of Answering - Repair (secs.)*												
	RESALE	:69	:57	:17*	:22	NA	&	&	&	&	&		
	UNE	:57*	:51*	:18*	:52	NA	:56 ^Δ	:131 ^Δ	:26 ^Δ	:29 ^Δ	:25 ^Δ		

ORDERING

Metric #	% Rejects	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
OR-3-01	% Rejects												
	RESALE	47.34	44.07	45.57	48.54	45.66	44.04	45.70	43.89	40.37	46.28		
	UNE	27.60	24.34	26.65	23.75	19.20	25.32	30.66	30.50	25.59	29.38		
OR-5-01	% Flow Through												
	% Flow Through - Total												
	RESALE	60.88	61.33	63.67	63.91	55.92	63.76	66.98	59.41	59.83	54.56		
	UNE	0.00	0.24	6.11	7.29	9.81	16.44	9.95	24.36	31.23	28.88		
OR-6-01	ORDER ACCURACY												
	% Accuracy - Orders*												
	RESALE	UD	UD	UD	UD	UD	UD	UD	UD	UD	49.10		
	UNE	UD	UD	UD	UD	UD	UD	UD	UD	UD	50.92		
OR-6-02	% Accuracy - Opportunities*												
	RESALE	UD	UD	UD	UD	UD	UD	UD	UD	UD	89.60		
	UNE	UD	UD	UD	UD	UD	UD	UD	UD	UD	92.64		

PROVISIONING

Metric #	RESALE	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
PR-4-02	Average Delay Days - Total	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC
	POTS	4.56	11.74	4.40	5.45	4.37	6.38	4.21	5.60	4.16	4.21	3.62	3.42
	Specials	10.49	10.00	11.74	3.00	7.74	1.00	133.73	35.67	32.73	114.50	14.67	-
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities												
	POTS	0.88	0.99	0.70	0.52	0.90	0.78	0.61	0.73	0.94	0.47	0.70	0.68
	Specials	0.40	0.35	0.30	0.36	0.17	0.00	0.14	0.00	0.26	0.21	0.14	0.00
PR-5-02	% Orders Held for Facilities > 15 Days												
	POTS	0.05	0.22	0.04	0.02	0.03	0.05	0.02	0.00	0.04	0.02	0.02	0.02
	Specials	0.05	0.00	0.02	0.00	0.02	0.00	0.06	0.00	0.07	0.21	0.02	0.00
PR-4-02	UNE	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC
	Average Delay Days - Total	4.56	1.00	4.40	6.83	4.37	6.68	4.21	-	4.16	1.50	3.62	-
	POTS	10.49	-	11.74	-	7.74	-	133.73	-	32.73	-	14.67	-
	Specials												
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities												
	POTS	0.88	0.00	0.70	0.21	0.90	1.43	0.61	0.00	0.94	0.00	0.70	0.00
	Specials	0.40	0.00	0.30	0.00	0.17	0.00	0.14	-	0.26	-	0.14	-
PR-5-02	% Orders Held for Facilities > 15 Days												
	POTS	0.00	0.00	0.04	0.00	0.03	0.00	0.02	0.00	0.04	0.00	0.03	0.00
	Specials	0.00	0.00	0.02	0.00	0.02	0.00	0.06	-	0.07	-	0.02	-
PR-4-06	% On Time Performance - Hot Cut												
		99.13	99.16	86.29	80.62	88.00	91.92	91.76	91.58	99.30	96.53		
PR-4-07	% On Time Performance - LNP Only												
		UD	UD	95.81	100.00	100.00	100.00	100.00	100.00	99.70	92.94+ *		

TRUNKS

Metric #	PROVISIONING - TRUNKS	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Metric #	Final Trunk Group Blockage												
NP-1-01	% Final Trunk Groups Exceeding Blocking (adj)	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC	BA	CLEC
		1.53	3.94	0.92	2.33	1.17	0.78	0.29	2.22	0.00	1.30	0.29	3.77

BILLING

Metric #	TIMELINESS OF DUF	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
BI-1-02	% DUF in 4 Business Days	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC	CLEC
		95.86	98.65	98.64	98.44	99.05	98.99	99.32	98.57	98.49	99.33		
BI-1-04	% DUF in 8 Business Days	98.53	99.12	99.74	99.01	99.27	99.48	99.67	99.49	99.73	99.49		
BI-2-01	Timeliness of Carrier Bill	99.65	99.52	99.85	100.00	100.00	98.71	99.85	99.57	98.72	93.14		
BI-3-01	% Billing Accuracy	UD	UD	UD	UD	UD	UD	UD	UD	UD	98.29		

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SUPPLEMENTAL MEASURES

COLLOCATION

Collocation Performance

NP-2-05	% On Time Completion - Physical	Jan-1999		Feb-1999		Mar-1999		Apr-1999		May-1999		Jun-1999		Jul-1999		Aug-1999		Sep-1999		Oct-1999		Nov-1999		Dec-1999	
			100.00		100.00		100.00		96.10		100.00		100.00		100.00		100.00		93.67		98.39				
NP-2-06	% On Time Completion - Virtual		-		100.00		-		100.00		-		-		-		-		-		-				

+ LNP On Time Performance now includes both trigger and early disconnects.
* At this time LNP performance reflects line counts. This will be revised to reflect orders as required by the Guidelines.