~~*07/12/99*~~
~~*Compliance Filing*~~

~~New York~~Washington State
Carrier-to-Carrier Guidelines
Performance Standards and Reports

~~*Bell Atlantic*~~*Incumbent Local Exchange Carrier* *Reports*

~~July~~ September 1999

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INTRODUCTION

This section of the ~~New York~~Washington State Carrier-to-Carrier Guidelines Performance Standards and Reports provides the metrics and performance standards that will be applicable to ~~New York Telephone Company, d/b/a Bell Atlantic-New York ("BA-NY")~~incumbent local exchange carriers ("ILEC") in the state of Washington. A comprehensive explanation of the definitions of the standards, the measurement methodologies, reporting levels, geography covered, and current product intervals is included. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of ~~BA-NY~~ILEC retail services and its wholesale products.

~~BA-NY~~ILECs will provide Performance Reports on a monthly basis to the Competitive Local Exchange Carriers ("CLECs") and Commercial Mobile Radio Service ("CMRS") providers that ~~were members of the working group in Case 97-C-0139 and to any CLEC that has previously made a request to receive Performance Reports issued pursuant to the Interim Guidelines, adopted in Case 97-C-0139~~are obtaining interconnection, unbundled network elements, resold services or collocation from the ILEC. ~~Any other CLEC that wants to obtain reports produced pursuant to the Guidelines must contact the Account Manager that BA-NY has designated for that CLEC to make the appropriate arrangements to receive the reports~~.

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Ordering Interface

Definition:

Response time – the time, in seconds, that elapses from issuance of a query request ~~from EnView (formerly called Sentinel)~~ to the receipt of a response ~~by the EnView robots~~. For CLECs and CMRS providers this performance is measured through the ~~DCAS access platform~~ILEC interface to the ILEC's OSS. For ~~BA~~ the ILEC this performance is measured directly to and from the Operations Support System. (OSS). The response time will be measured and reported separately as appropriate for ~~the EIF~~human-to-computer and computer-to-computer, ~~EDI and CORBA~~ interfaces without regard to CLEC or CMRS provider usage of each interface. The ~~EnView~~ measurement process will be expanded/updated to monitor and report response times for future OSS interface processes. Note: should any ILEC pre-ordering interface be retired, ~~(such as EIF)~~ no further transaction times will be completed.

Average Response time – the sum of all the response times for the successful transactions divided by the number of successful transactions in the report period.

Successful Transactions: A *retail* pre-order response time transaction is considered successful ~~by the EnView robots~~ when a predefined response is received in a specific field and screen. ~~The robot is coded to wait until the successful response is received.~~ If ~~it~~ a response is not received within a predetermined amount of time then a time-out is created. The time-out transaction is removed from the daily average response time queue for that transaction type and listed as a time-out error.

For ~~DCAS~~ pre-order transactions, a request is sent to the interface. Each request has a unique name based on time and date. The ~~robot~~ response time measurement tool monitors for a matching response, and identifies successful responses by the file extension names. However, the file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

A rejected query is a query that cannot be processed by ~~Bell Atlantic - New York's~~the ILEC's pre-ordering system due to incomplete or invalid information submitted by a CLEC or CMRS provider, and which results in an error message to the CLEC or CMRS provider. The ~~Enview~~ response time measurement tool ~~process~~ deliberately includes invalid transactions to enable measurement of rejected query response time.

Time-outs are ~~DCAS~~ pre-order transactions that are set at 60 seconds except for the Telephone Number Select transaction which is set at 330 seconds to prevent conflicts in processing at different data points. Time-outs are set at long intervals to ensure that the measure includes long response times, but excludes transactions that will never complete, which enables accurate identification and reporting of system downtime. Time-outs that are removed from queues for average response time calculations are included in the monitoring for OSS Interface Availability calculations.

A new % Timeout measurement will be implemented for the 3rd quarter 1999 which will provide a measure of the number of timeouts to the total transactions in a report period.

Sampling Methodology and Rational for Pre-Order Transactions: Because ~~EnView~~ pre-order transactions are used in support of the measure of OSS Availability (PO-2), transactions are run continuously and evenly throughout the day.

Report period – Monday through Friday from 08:00 to 17:59 excluding the following major holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

PO-1 Pre-Order Response Time (continued)

Methodology:

~~***ENVIEW***~~ ***Response Time Measurement Tool*** - a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction. ~~EnView~~ The response time measurement tool emulates the transactions of an ~~Bell Atlantic~~ILEC service representative using the OSS; and emulates a CLEC/CMRS representative generating OSS transactions through the ~~DCAS~~ human-to-computer and computer-to-computer access platform. By replicating the keystrokes of a representative, ~~EnView~~ the response time measurement tool measures transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of at least ten Transactions per hour per transaction type, for each interface is taken from Monday - Friday 8 AM to 6 PM.

Exclusions:

- Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

NOTE: *If response time aberrations occur due to failures of the ~~EnView robo~~ response time measurement tool itself or the network between the response time measurement tool ~~EnView~~ and ~~DCAS~~ the human-to-computer or computer-to-computer interface or between the response time measurement tool ~~EnView~~ and the ~~BA~~ ILEC OSS, ~~BA~~ the ILEC will note such failure times and report the data without exclusion in a footnote on the report.*

Performance Standard:

For PO-1-01 through PO-1-07: Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. For PO-1-08: Not greater than 0.33%.

Formula:

∑ Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.

Report Dimensions:

Company:	Geography:
• ~~BA~~ ILEC Retail • CLEC/CMRS Aggregate	• State

Products	CLEC/CMRS Aggregate: • ~~EIF~~human-to-computer interface • ~~EDI~~computer-to-computer interface • ~~CORBA~~

Sub-Metrics – PO-1 Response Time OSS Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record** (1) [1]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of CSR transactions simulated by ~~EnView~~response time measurement tool.

PO-1-02	**Average Response Time – Due Date Availability** (3)	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of Due Date availability transactions simulated by response time measurement tool~~EnView~~.

[1] **(#) indicates metric number from Interim Guidelines**

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-03	**Average Response Time – Address Validation** (4)	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of address validation transactions simulated by response time measurement tool~~EnView~~.
PO-1-04	**Average Response Time – Product & Service Availability** (5)	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product and Service Availability.	Number of Product & Service availability transactions simulated by response time measurement tool~~EnView~~.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [2] (6)	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by response time measurement tool~~EnView~~.
PO-1-06	**Average Response Time – Facility Availability (Loop Qualification)** ~~(New) 1999~~	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by response time measurement tool~~EnView~~.
PO-1-07	**Average Response Time – Rejected Query** ~~(New) 1999 development~~ [3]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of rejected query transactions simulated by response time measurement tool~~EnView~~.
PO-1-08	**% Timeouts** (New) 1999 development [4]	
Calculation	**Numerator**	**Denominator**
	Count of transactions that timeout	Total transactions

[2] While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For BA retail representatives this is a required two step process requiring two separate transactions.

[3] The reporting for PO-01-07 will begin in July 1999 for the month of June.

[4] The reporting for PO-01-08 will begin in July 1999 for the month of June.

Function:

PO-2 OSS Interface Availability

Definition:

"OSS Interface Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. ~~Bell Atlantic~~ILEC service representatives and CLEC/CMRS service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to ~~Bell Atlantic~~ILEC employees and to CLEC/CMRS employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Scheduled Availability

Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays

- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

Note: the number of hours of downtime will be noted in the reports under "observations".
Separate measurements will be performed for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, and Maintenance Web GUI. The response time measurement tool ~~EnView~~ process will be expanded/updated to monitor and report on future OSS processes.

Methodology:

~~Bell Atlantic is modifying the methodology used to calculate system outages, with implementation planned for September 1999. Bell Atlantic will continue to use EnView as a means of monitoring all BA systems, including retail OSS. However, BA will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if an outage affects only one CLEC, the system availability will be adjusted based on the number of user ID's assigned to that CLEC. For example, if a single CLEC experienced a 3 hour outage, due to a Bell Atlantic problem, system outage would be counted, on a pro-rated basis based on the number of user ID's of the CLEC with the problem. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.~~

~~EnView measurement of availability of the EDI interface will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each interface type and OSS. The hours of the day are divided into 10-minute measurement periods.~~

~~If EDI for any Pre-Order transaction type in a 10-minute measurement period has at least one successful transaction, then EDI is considered available. Unavailable time is calculated only when all EDI transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that EDI was not available while at least one OSS was available. In this case, the 10-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 10-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDI problem. Availability is calculated by dividing the total number of 10-minute measurement periods in a 24-hour day (excluding unmeasured 10-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 96 10-minute measurement periods in a 16-hour period. If two 10-minute measurement periods lack successful transactions, then availability equals (1-(2/96)) x 100 = .97.92% Availability.~~To be determined on an ILEC by ILEC basis.

Methodology – PO-2 OSS Availability (continued)

~~**Web GUI:** BA will implement, date to be determined, a mechanized means to measure availability of the Web GUI interface. Until mechanized measurement of availability of the Web GUI interface is operational, BA will measure availability of the Web GUI interface based on out of service troubles reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point. Once mechanized monitoring is in effect, the Web GUI measurement will be identical to EDI.~~

~~**Trouble Logs:** BA will make available for inspection by the CLEC BA's logs of CLEC reports that the interface is not available.~~

Exclusions:

The following exclusions will apply

- Troubles reported but not found in ~~BA~~ the ILEC's interfaces
- Troubles reported by a CLEC/CMRS that were not reported to ~~BA's~~ the ILEC's designated trouble reporting point.

Performance Standard:

Metric PO-2-02: ≥ 99.5%

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

Company:	Geography:
CLEC/CMRS Aggregate	State Reporting

Products	• Maintenance ~~Web GUI (RETAS)~~Interface (Human-to-Computer) • Pre-Order/Order ~~Web GUI~~Interfaces (Human-to-Computer) • Maintenance Interface (Computer-to-Computer) • Pre-Order/Order Interfaces (Computer-to-Computer) • ~~EDI~~

Sub-Metrics:

PO-2-01	**OSS Interface Availability – Total**	
Calculation	**Numerator**	**Denominator**
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
PO-2-03	**OSS Interface Availability – Non-Prime**	
Calculation	Numerator	Denominator
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours in Month.

Function:

PO-3 Contact Center Availability

Definition:

Contact Center Availability Hours of operation of Center supporting CLECs/CMRS for ordering, provisioning, maintenance and billing issues. ~~Contact with CLECs is designed to take place via direct access systems.~~ Carrier support centers are designed to handle fall out and not large call volume.

Also includes **Speed of Answer** – CLEC/CMRS centers. Measured for Ordering and Repair queues. Reported out of the Automated Call Distributor (ACD). Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs/CMRS choosing the option of the main number).

Note: consistent with proposed end user standard, % within 30 seconds includes 15% of Abandons and 10% of busies in denominator.

Speed of Answer is measured in seconds from the time a call enters the ~~BA~~ ILEC ACD until it is answered by a representative. CLECs/CMRS have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through an ACD. Alternatively, CLECs/CMRS can call their dedicated representatives on the representative's direct line. If the representative is unavailable, the CLEC/CMRS can leave a voice mail or press 0 and be transferred to the pool of representatives. ~~BA~~ The ILEC measures the speed of answer for calls to the 800 number and for calls where the CLEC/CMRS presses 0 to speak to the next available representative. For calls to the 800 number, the measurement begins when the call enters ~~BA's~~ the ILEC's ACD; for calls to a dedicated representative, the measurement begins when the CLEC/CMRS presses 0. In each case, the measurement ends when the call is answered by a representative.

Exclusions:

Calls directed to and answered by dedicated representatives

Performance Standard:

Center Hours of Operation:

Repair Help Desk: 24 Hours/Day – 7 Days a week
Order Entry Assistance: 7AM to Midnight M-F and 8AM to 6PM Sat.
Order Processing Assistance: 7AM to 6PM M-F
Billing & Collections: 7AM to 6PM M-F
System Administration 8AM to 6PM M-F
Pre-Order Center: Such center does not exist. Pre-order assistance is handled by Order Entry Assistance or system administration, depending on the nature of the problem.

To match proposed End User Standard: Speed of Answer: 80% within 30 Seconds

Products	• Resale	• UNE

Sub-Metrics

PO-3-01	**Average Speed of Answering – Ordering** ~~(New)~~	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main number through the automatic call distributor (ACD).	Total Calls Answered by ordering center.
PO-3-02	**% Answered within 30 Seconds – Ordering** ~~(New)~~	
Calculation	**Numerator**	**Denominator**
	Count of calls to main number answered within 30 seconds of call received by the ACD.	Total Calls Answered in ordering center plus 15% of abandoned calls plus 10% of busy calls.

Sub-Metrics (continued) Contact Center Availability		
PO-3-03	**Average Speed of Answering – Repair** ~~(New)~~	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main repair number through the call distributor (ACD.)	Total Calls Answered by repair center.
PO-3-04	**% Answered within 30 Seconds – Repair** ~~(New)~~	
Calculation	**Numerator**	**Denominator**
	Count of calls to main number answered within 30 seconds of call received by the ACD.	Total Calls Answered in repair center plus 15% of abandoned calls plus 10% of busy calls.

Function:

PO-4 Timeliness of Change Management Notice

Definition:

The percent of change management notices (i.e., notices scheduling interface affecting changes) and documentation availability before implementation sent according to prescribed timeliness standards within prescribed timeframes. Documentation should not be considered available until all material changes are made.

Exclusions:

None**:**

Performance Standard:

Performance standards are set forth in the change management processes and procedures. ~~BA~~ The ILEC will comply with applicable change management processes and procedures. Performance standard for % Change Management Notices sent on time is 95% or greater and no delayed notices and documentation over 8 days.

* regulatory changes will vary based on application law/regulatory rules

Timeliness Standards:

Change type	Change Notification: Interval between notification and implementation	Change Confirmation: Final Documentation Availability before implementation[5]
Type 5 – TC originated	>= 66 days	>= 45 days
Type 4 – ~~Bell Atlantic~~ILEC originated	>= 66 days	>= 45 days
Type 3 – Industry Standard	>= 66 days	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A

Products	Change Notification:	Change Confirmation
	• Type 1 – Emergency Maintenance • Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – ~~BA~~ ILEC originated • Type 5 – TC originated	• Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – ~~BA~~ ILEC originated • Type 5 – TC originated

Sub-Metrics

PO-4-01	**% Change Management Notices sent on Time** ~~(New)~~	
Calculation	**Numerator**	**Denominator**
	Change management notifications sent within required time frames.	Total number of change management notices sent.
PO-4-02	**Change Management Notice – Delay 1 to 7 days** ~~(New)~~	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent 1 to 7 days late	
PO-4-03	**Change Management Notice – Delay – 8 plus days** ~~(New)~~	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent 8 or more days late	

[5] **Type 1 change confirmation is not applicable**

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
The average amount of time that elapses between ~~BA~~ ILEC identification of an interface outage and ~~BA~~ ILEC notification to CLECs/CMRS that an outage exists. Notice will be provided by electronic mail.		
Exclusions:		
None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: CLEC Aggregate	Geography: ~~BA North States~~Statewide	
Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage** (New)	
Calculation	**Numerator**	**Denominator**
	(Date and time of outage notification to CLECs) - (Date and time interface outage was identified by ~~BA~~ILEC)	Total number of interface outages for which notice was given

Function:

PO-6 Software Validation

Definition:

~~Bell Atlantic~~The ILEC maintains a test deck of transactions that will be used to validate that functionality in a software release works as prescribed. Each transaction in the test deck will be assigned a weight factor, which will be based on the weights that have been assigned to the metrics in any Performance Assurance Plan that the Commission may adopt in relationship to ~~BA-NY's~~the ILEC's application to provide interLATA services in ~~New York~~Washington. Within the software validation metric, weight factors will be allocated among transaction types (i.e., pre-order, resale-order, UNE-order, platform-order) and then equally distributed across specific transactions within type. The initial array of weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

The test deck will be executed by ~~Bell Atlantic - New York~~the ILEC at the start of the QA and at the completion of QA. Within 1 business day, following a non-emergency software release to production as communicated through Change Management, ~~BA-Ny~~the ILEC will begin to execute the test deck in production using training mode. Upon completion of the test ~~BA-Ny~~the ILEC will report the number of test deck transaction that are rejected or otherwise fail while executing the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

Exclusions:

None

Performance Standard:

≤ 5 %

Sub-Metrics

PO-6-01	**Software Validation ~~(New)~~**	
Calculation	**Numerator**	**Denominator**
	sum of (weights of failed transactions)	sum of (weights of all transactions in the test deck)

Function:

PO-7 Software Problem Resolution Timeliness

Definition:

Each month, ~~Bell Atlantic~~the ILEC will track the number of rejected pre-order and order transactions reported to the Help Desk, and resulting from execution of the test deck and the time frame to resolve. Rejected transactions caused by ~~Bell Atlantic~~ILEC code or documentation errors or omissions that result in type 1 changes are production referrals for the purposes of this metric.

PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a non-emergency software release.

Exclusions:

Pre-orders and orders received after 6:00 PM on Friday and before 9:00 AM on Monday will be treated as received at 9:00 AM Monday.

Performance Standard:

≥ 95% according to schedule below:

Problem Resolution Timeliness Standard measured from time reported to the Help Desk**:** (See Appendix O).

Change type	Timeliness standard:
Orders rejected, with no workaround	48 hours
Orders rejected, with workaround	10 days

Sub-Metrics

PO-7-01	**% Software Problem Resolution Timeliness** ~~(New)~~	
Calculation	**Numerator**	**Denominator**
	number of production referrals resolved within timeliness standard	Total number production referrals

PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no**
Calculation	**Data Value**
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for Identified software resolution changes associated with order rejects with no workaround.

PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with**
Calculation	**Data Value**
	Number of cumulative delay days (i.e., beyond the 10-day standard) for identified software resolution changes associated with order rejects with a workaround.

PO-7-04	**Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no**
Calculation	**Data Value**
	~~Number of cumulative delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with order rejects with no~~ workaround for Test Deck Transactions

Ordering (OR)

Function:

OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request ~~(DCAS)~~ (or fax date and time stamp) and distribution of a ~~service~~ firm order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 10 lines – with accounts that include more than 10 lines that must be rearranged will be treated as 10 lines or greater.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Trunks:

The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits" 6 are not placed on Completed PON Master File.

(2) ~~Bell Atlantic - New York~~ILEC includes in the Order confirmation Timeliness measurement CLEC/CMRS requests for resent confirmations that are submitted electronically as well as resent confirmations due to ~~Bell Atlantic - New York's~~ILEC's error in initial confirmation7. The measurements are based on confirmed orders. Also included are cancelled orders.

(3) If no order confirmations time exists due to a missing order confirmations, ~~BA-Ny~~the ILEC will use the completion notification time.

Exclusions:

~~Resale & UNE:~~

- ~~BA-~~ILEC Test Orders 8
- Orders that are not completed or cancelled
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.

Report Dimensions

Company:

- CLEC/CMRS Aggregate
- CLEC/CMRS Specific

Geography:

- State

[6] Basic front-end edits – see Glossary.

[7] Resent confirmations due to CLEC/CMRS error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC/CMRS, End User or ~~BA-NY~~ILEC reasons are not counted as resent confirmations.

[8] ~~BA-~~ILEC Test Orders – see Glossary.

Performance Standard: OR-1 Order Confirmation Timeliness

95% On Time According to schedule below:

Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders:	**Electronically Submitted Orders:**	**Electronically Submitted Orders:**
POTS/Pre-Qualified Complex: ● Flow-Through Orders: 2 Hours ● Orders with < 10 Lines: 24 Hours ● Orders with ≥ 10 Lines: 72 Hours *Complex POTS Services (ISDN) (requiring loop qualification)* ● Orders with < 10 Lines: 72 Hours ● Orders with ≥ 10 Lines: 72 Hours *Special Services:* ● Orders with < 10 Lines: 48 Hours ● Orders with ≥ 10 Lines: 72 Hours 9 **Faxed/Mailed Orders**: *Not available for Resale*	*POTS/Pre-Qualified Complex:* ● Flow-Through Orders: 2 Hours ● Orders with < 10 Lines: 24 Hours ● Orders with ≥ 10 Lines: 72 Hours *Complex POTS: Two Wire ISDN (requiring loop qualification)* ● Orders with < 10 Lines: 72 Hours ● Orders with ≥ 10 Lines: 72 Hours *Special Services:* ● Orders with < 10 Lines: 48 Hours ● Orders with ≥ 10 Lines: 72 Hours 5 **Faxed/Mailed Orders**: Add 24 Hours to intervals above. Not available for UNE POTS	Firm Order Confirmation: ● ≤ 192 Trunks: 10 Business Days ● > 192 Trunks: Negotiated Process Design Layout Record ● ≤ 192 Trunks: 10 Business Days ● > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 Hours to intervals above

Sub-Metrics

OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through) 10 (13)**	
Products	*Resale:* ● POTS/Pre-qualified Complex	*UNE:* ● POTS/Pre-Qualified Complex
Calculation	**Numerator** Sum of confirmation date and time less order submission date and time for all orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	**Denominator** Total number of flow through LSR's confirmed for specified product.

OR-1-02	**% On Time LSRC – Flow Through (14)**	
Products	*Resale:* ● POTS/Pre-qualified Complex	*UNE:* ● POTS/Pre-Qualified Complex
Calculation	**Numerator** Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	**Denominator** Total number of flow through LSRs confirmed for specified product.

[9] Also includes orders requiring facility verification as specified in the interval appendix

[10] BA ILEC will add complex and specials if this type of order isother order types when ever they are eligible for flow-through. However, manual intervention is currently required for retail and wholesale services for loop qualification or design.

Sub-Metrics OR-1 Order Confirmation Timeliness (Continued)		
~~OR-1-03~~	**~~Average LSRC Time < 10 Lines (Electronic Submission – No Flow Through)~~** (~~8~~)	
Products	*~~Resale:~~* • POTS/Pre-qualified Complex • Complex (ISDN) (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*~~UNE:~~* • POTS/Pre-Qualified Complex • Complex (Two Wire Digital Loop - ISDN) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator** ~~Sum of confirmation date and time less order submission date and time~~	**Denominator** ~~Total number of electronic LSRs for less than 10 lines confirmed for~~
~~OR-1-04~~	**~~% On Time LSRC < 10 Lines (Electronic – No Flow Through)~~** (~~9 and 10~~)	
Products	*~~Resale:~~* • POTS • Complex (ISDN) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*~~UNE:~~* • POTS • Complex (Two Wire Digital Loop - ISDN) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator** ~~Number of electronic LSRCs for less than 10 lines, sent where~~ confirmation date and time less submission date and time is less than standard for specified product.	**Denominator** ~~Total number of electronic LSRs for less than 10 lines confirmed for~~ specified product.
~~OR-1-05~~	**Average LSRC Time ≥ 10 Lines (Electronic)** (11)	
Products	*~~Resale:~~* • POTS/Pre-qualified Complex • Complex (ISDN) (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*~~UNE:~~* • POTS/Pre-Qualified Complex • Complex (Two Wire Digital Loop - ISDN) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator** ~~Sum of confirmation date and time less order submission date and time~~ for all orders with 10 or more lines electronically submitted, by product group.	**Denominator** ~~Total number of electronic LSRs for 10 or more lines, confirmed for~~ specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (Continued)		
~~OR-1-06~~	**% On Time LSRC ≥ 10 Lines (Electronic)** (12)	
Products	*Resale:* ● POTS/Pre-qualified Complex ● Complex (ISDN) (requiring loop qualification) ● Specials (Non DS0, DS1 & DS3) ● Specials DS0 ● Specials DS1 ● Specials DS3	*UNE:* ● POTS/Pre-Qualified Complex ● Complex (Two Wire Digital Loop - ISDN) ● Specials (Non DS0, DS1 & DS3) ● Specials DS0 ● Specials DS1 ● Specials DS3
Calculation	**Numerator** ~~Number of electronic LSRCs for 10 or more lines, sent where~~ confirmation date and time less submission date and time is less than standard for specified product.	**Denominator** ~~Total number of electronic LSRs for 10 or more lines, confirmed for~~ specified product.
~~OR-1-07~~	~~**Average ASRC Time < 10 Lines (Fax)** (New)~~	
Products	*UNE:* ● Specials (Non DS0, DS1 & DS3) ● Specials DS0 ● Specials DS1 ● Specials DS3	
Calculation	**Numerator** ~~Sum of confirmation date and time less order submission date and~~ time for all orders with less than 10 lines submitted by fax, by product group.	**Denominator** ~~Total number of faxed ASRs for less than 10 lines confirmed for specified~~ product.
~~OR-1-08~~	~~**% On Time ASRC < 10 Lines (Fax)** (New)~~	
Products	*UNE:* ● Specials (Non DS0, DS1 & DS3) ● Specials DS0 ● Specials DS1 ● Specials DS3	
Calculation	**Numerator** ~~Number of faxed ASRCs for less than 10 lines, sent where~~ confirmation date and time less submission date and time is less than standard for specified product.	**Denominator** ~~Total number of faxed ASRs for less than 10 lines confirmed for specified~~ product.
~~OR-1-09~~	**Average ASRC Time ≥ 10 Lines (Fax)** ~~(New)~~	
Products	*UNE:* ● Specials (Non DS0, DS1 & DS3) ● Specials DS0 ● Specials DS1 ● Specials DS3	
Calculation	**Numerator** ~~Sum of confirmation date and time less order submission date and~~ time for all orders with 10 or more lines submitted by fax, by product group.	**Denominator** ~~Total number of faxed ASRs for 10 or more lines confirmed for specified~~ product.

Sub-Metrics OR-1 Order Confirmation Timeliness (Continued)		
OR-1-10	**% On Time ASRC ≥ 10 Lines (Fax)** ~~(New)~~	
Products	*UNE:* • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	
Calculation	**Numerator** ~~Number of faxed ASRCs for 10 or more lines, sent where confirmation~~ date and time less submission date and time is less than standard for specified product.	**Denominator** ~~Total number of faxed ASRs for 10 or more lines confirmed for specified~~ product.
OR-1-11	**~~Average Firm Order Confirmation (FOC) Time~~** ~~(15)~~	
Products	~~Trunks:~~ • CLEC/CMRS Trunks (≤ 192 Forecasted Trunks) • CLEC/CMRS Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator** ~~Sum of order confirmation date and time less submission date and~~ time for trunk orders .	**Denominator** ~~Count of orders confirmed (faxed orders) with 192 or less trunks that are~~ not designated projects.
OR-1-12	**~~% On Time FOC~~** ~~(16)~~	
Products	~~Trunks:~~ • CLEC/CMRS Trunks (≤ 192 Forecasted Trunks) • CLEC/CMRS Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator** ~~Count of orders confirmed within 10 days~~	**Denominator** ~~Count of orders confirmed (faxed orders) with 192 or less trunks that are~~ not designated projects.
OR-1-13	**~~% On Time Design Layout Record (DLR)~~** ~~(17)~~	
Products	~~Trunks:~~ • CLEC/CMRS Trunks	
Calculation	**Numerator** ~~Count of design layout records completed on or before DLRD date in~~ TIRKS	**Denominator** ~~Count of Design Layout Records Completed~~

Function:

OR-2 Reject Timeliness

Definition:

Reject Response Time:
The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on ~~DCAS~~ electronic interface or Fax date and time stamp.

Average Reject Response Time:
The mean of all reject response times associated with a product group.

Percent of Orders Rejected On Time:
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:
(1) Rejected Orders – Orders failing "Basic front-end edits"11 are not placed on Completed PON Master File.
(2) Measurements are based on rejected orders.
(3) ~~BA-NY~~ILEC will include cancelled orders in the measurements.

Exclusions:

- ~~BA-~~ILEC Test Orders
- Orders that are not completed or cancelled
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow through requests.

Performance Standard:

95% On Time According to schedule below:

Resale:	UNE:	Interconnection Trunks:
~~**Electronically Submitted Orders:**~~	~~**Electronically Submitted Orders:**~~	~~**Electronically Submitted Orders:**~~
POTS: • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex POTS Services (ISDN):* • Orders with < 10 Lines: 72 Hours • Orders with ≥ 10 Lines: 72 Hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours **Faxed/Mailed Orders**: *Not available for Resale*	*POTS:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex POTS Services (ISDN) & Two Wire Digital Loop:* • Orders with < 10 Lines: 72 Hours • Orders with ≥ 10 Lines: 72 Hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours **Faxed/Mailed Orders**: Add 24 Hours to intervals above. *Not available for UNE POTS*	• ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 Hours to intervals above

Report Dimensions:

Company:
- CLEC/CMRS Aggregate
- CLEC/CMRS Specific

Geography:
- State

[11] **Basic front-end edits – see Glossary.**

Sub-Metrics – OR-2 Reject Timeliness		
~~OR-2-01~~	~~**Average Local Service Request (LSR) Reject - Time (Flow-Through)** (22)~~	
~~**Products**~~	*~~Resale:~~* • POTS/Pre-qualified Complex	*~~UNE:~~* • POTS/Pre-Qualified Complex
Calculation	**Numerator** ~~Sum of reject date and time less order submission date and time for all~~ orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	**Denominator** ~~Total number of flow through LSRs rejected for specified product.~~
~~OR-2-02~~	~~**% On Time LSR Reject – Flow Through** (23)~~	
~~**Products**~~	*~~Resale:~~* • POTS/Pre-qualified Complex	*~~UNE:~~* • POTS/Pre-Qualified Complex
Calculation	**Numerator** ~~Number of electronic rejects sent where reject date and time less~~ submission date and time is less than 2 hours for specified product.	**Denominator** ~~Total number of flow through LSRs rejected for specified product.~~
~~OR-2-03~~	~~**Average LSR Reject Time < 10 Lines (Electronic – No Flow Through)** (18)~~	
~~**Products**~~	*~~Resale:~~* • POTS/Pre-qualified Complex • Complex (ISDN) (requiring loop qualification) • Specials	*~~UNE:~~* • POTS/Pre-Qualified Complex • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator** ~~Sum of reject date and time less order submission date and time for all~~ rejected LSRs that are electronically submitted for less than 10 lines for specified product.	**Denominator** ~~Total number of LSRs electronically submitted for less than 10 lines~~ rejected for specified product.
~~OR-2-04~~	~~**% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)** (19 and 21)~~	
~~**Products**~~	*~~Resale:~~* • POTS/Pre-qualified Complex • Complex (ISDN) (requiring loop qualification) • Specials	*~~UNE:~~* • POTS/Pre-Qualified Complex • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator** ~~Number of electronic rejects sent where reject date and time less~~ submission date and time is within standard for orders less than 10 lines for specified product.	**Denominator** ~~Total number of LSRs electronically submitted for less than 10 lines~~ rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (Continued)		
~~OR-2-05~~	**Average LSR Reject Time ≥ 10 Lines (Electronic)** (20)	
Products	*Resale:* • POTS/Pre-qualified Complex • Complex (ISDN) (requiring loop qualification) • Specials	*UNE:* • POTS/Pre-Qualified Complex • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator** ~~Sum of reject date and time less order submission date and time for all~~ rejected LSRs that are electronically submitted for 10 or more lines for specified product.	**Denominator** ~~Total number of LSRs electronically submitted for 10 or more lines~~ rejected for specified product.
~~OR-2-06~~	**% On Time LSR Reject ≥ 10 Lines (Electronic)** (24)	
Products	*Resale:* • POTS/Pre-qualified Complex • Complex (ISDN) (requiring loop qualification) • Specials	*UNE:* • POTS/Pre-Qualified Complex • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator** ~~Number of electronic rejects sent where reject date and time less~~ submission date and time is within standard for orders 10 or more lines for specified product.	~~Total number of LSRs electronically submitted for 10 or more lines~~ rejected for specified product.
~~OR-2-07~~	~~**Average Reject Time < 10 Lines (Fax)** (New)~~	
Products	*UNE:* • Specials	
Calculation	**Numerator** ~~Sum of reject date and time less order submission date and time for~~ all orders with less than 10 lines submitted by fax, by product group.	**Denominator** ~~Total number of faxed rejects for less than 10 lines confirmed for specified~~ product.
~~OR-2-08~~	~~**% On Time Reject < 10 Lines (Fax)** (New)~~	
Products	*UNE:* • Specials	
Calculation	**Numerator** ~~Number of faxed Rejects for less than 10 lines, sent where Reject~~ date and time less submission date and time is less than standard for specified product.	**Denominator** ~~Total number of faxed rejects for less than 10 lines confirmed for specified~~ product.
~~OR-2-09~~	**Average Reject Time ≥ 10 Lines (Fax)** ~~(New)~~	
Products	*UNE:* • Specials	
Calculation	**Numerator** ~~Sum of reject date and time less order submission date and time for~~ all orders with 10 or more lines submitted by fax, by product group.	**Denominator** ~~Total number of faxed rejects for 10 or more lines rejected for specified~~ product.

Sub-Metrics OR-2 Reject Timeliness (Continued)		
~~OR-2-10~~	**% On Time Reject ≥ 10 Lines (Fax)** (New)	
Products	*UNE:* • Specials	
Calculation	**Numerator**	**Denominator**
	~~Number of faxed rejects for 10 or more lines, sent where confirmation~~ date and time less submission date and time is less than standard for specified product.	~~Total number of faxed rejects for 10 or more lines rejected for specified~~ product.
~~OR-2-11~~	~~**Average Trunk ASR Reject Time** (25)~~	
Products	~~Trunks:~~ • CLEC/CMRS Trunks	
Calculation	**Numerator**	**Denominator**
	~~Sum of reject date less submission date for rejected Access Service~~ requests for trunk orders with less than 192 trunks.	~~Count of rejected trunk orders for less than 192 trunks.~~
~~OR-2-12~~	~~**% On Time Trunk ASR Reject** (26)~~	
Products	~~Trunks:~~ • CLEC/CMRS Trunks	
Calculation	**Numerator**	**Denominator**
	~~Count of rejected trunk orders that meet reject trunk standard (10~~ days).	~~Count of rejected trunk orders for less than 192 trunks.~~

Function:

OR-3 Percent Rejects

Definition:

Percent Rejects: The percent of orders received (including supplements and re-submissions) by ~~Bell Atlantic~~the ILEC that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission or error of required order information.
The percent reject measure is reported against all order submitted transactions ~~processed in DCAS~~submitted electronically, not just those with associated CRIS completions.
Note: Edit Rejects – Orders failing "Basic front-end edits"12 are not placed on Completed PON Master File.

Exclusions:

- ~~BA-~~ILEC Test Orders

Performance Standard:

No standard.

Report Dimensions

Company:

- CLEC/CMRS Aggregate
- CLEC/CMRS Specific

Geography:

- State

Sub-Metrics

~~OR-3-01~~	~~% Rejects (27)~~	
~~Products~~	Resale	UNE
Calculation	**Numerator**	**Denominator**
	~~Sum of all rejected LSR/ASR transactions [records with REJECT DATE1 of ORDERING MASTER REC > 0 for specified product]~~.	~~Total number of LSR/ASR records with unique PONs (STATE CD + CLEC ID + PON)~~ for specified product.

[12] **Basic front-end edits – see Glossary.**

Function:

OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE:

Completion Notification Response Time:

The elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC/Reseller/CMRS request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Completion notifications for Resale and UNE orders received via ~~EIF, EDI or WEB/GUI~~electronically are delivered mechanically via the same interface. For UNEs where no switching is involved in all ~~Bell Atlantic~~ILEC states, the measure is taken from the actual turnover of Loop to verbal acceptance by the CLEC representative. This handshake is documented via serial numbers provided by CLEC.

Average Completion Notification Response Time For Resale and UNE:

The mean of all completion notification response times associated with a product group.

Percent On Time:

The percentage of completion notifications sent within the agreed-upon timeframes as specified in the Performance Standards.

Note: Rejected Orders – Orders failing "Basic front-end edits" 13 are not placed on Completed PON Master File.

Exclusions:

- ~~BA-~~ILEC Test Orders
- When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.

Performance Standard:

Other than Coordinated Conversions and Trunks: 95% by next business day at noon.

Coordinated Conversions & Trunks: Acceptance at turn-up via CLEC-provided serial number. Note: If a CLEC is not available for testing on the Due Date (within 1 hour of conversion interval), the order will considered to be missed for customer reasons.

Report Dimensions

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State

SubMetrics

~~OR-4-01~~	~~Completion Notice – Average Response Time~~ (~~28~~)	
Products	Resale	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Sum of~~ completion ~~notification date and time less CRIS bill~~installation completion date and time. ~~[NOTFCTN RESPONSE TIME of ORDERING MASTER REC for specified product.]~~	~~Total number of completion notices for specified product.~~

[13] **Basic front-end edits – see Glossary.**

Sub-Metrics (Continued) Timeliness of Completion Notification		
OR-4-02	Completion Notice – % On Time (2.0)	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of completion notices where notice occurs on or before noon the day after of bill installation completion [records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y'].	Number of completion notices PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-03	% Orders excluded from % On Time Measurement (New)	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of orders where completion time in billing system can not be determined	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'completion notices.

Function:

OR-5 Percent Flow-Through

Definition:

Total Flow-Through: The percent of valid orders received through the electronic ordering interface ~~(DCAS)~~ and processed directly to the legacy service order processor (Service Order System – SOP) without manual intervention. These service orders require no action by an ~~BA-~~ILEC service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.

Simple Flow Through: % of Basic POTS Services (excludes Centrex) that actually flow-through from ~~DCAS-~~the electronic interface to Service Order Processor.

% Flow Through Achieved: % of valid orders received through the electronic ordering interface ~~DCAS-~~that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.

~~A summary of order types that flow-through for BA and are designed to flow-through for CLECs is included in appendix H.~~ Orders designed to flow-through may also fall out for both ~~BA-~~ILECs and CLECs. Non Flow Throughs include orders where there are other pending orders on the same line and require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders – Orders failing "Basic front-end edits" 14 are not placed on Completed PON Master File.

Exclusions:

- ~~BA-~~ILEC Test Orders
- Orders sent via US Mail or Fax
- From Achieved Flow Through: Orders that fall out due to CLEC error or Pending Order status

Performance Standard:

No Standard Developed for Total Flow-Through or simple flow through.

99% for % Flow Through achieved

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

~~OR-5-01~~	**~~% Flow Through – Total~~** ~~(80)~~	
~~Products~~	~~Resale~~	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for~~ specified product.	~~Total number of LSR/ASR records (orders) for specified product.~~
~~OR-5-02~~	**~~% Flow Through – Simple~~** ~~(20)~~	
~~Products~~	~~Resale~~	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for~~ specified product. ~~(less CENTREX [SVC-ORD-TYPR = 2] and Specials [SVC-CLASSIFICATION = 1])~~	~~Total number of LSR/ASR records (orders) for specified product. (less CENTREX [SVC-ORD-TYPR = 2] and Specials [SVC-CLASSIFICATION = 1]).~~

[14] **Basic front-end edits – see Glossary.**

Sub-Metrics – OR-5 % Flow Through (continued)		
OR-5-03	% Flow Through Achieved (New)	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow through eligible orders

Function:

OR-6 Order Accuracy

Definition:

Accuracy is defined as the percent of orders completed as ordered by the CLEC/CMRS. Two dimensions will be measured. The first is a measure of orders with error. The second measure is focused on the percent of fields that are populated correctly.

Methodology:

~~BA~~ The ILEC will use a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively) will be pulled from ~~DCAS~~the ILEC's OSS. ~~BA~~ The ILEC will compare required fields on the latest version of the LSR to the completed ~~Bell Atlantic~~ILEC service order(s).

Exclusions:

- Orders that are entered by the CLEC and Flow through.

Performance Standard:

95% Orders without errors.

Report Dimensions

Company:	Geography:
• CLEC/CMRS Aggregate	• State

Sub-Metrics

~~OR-6-01~~	~~% Accuracy - Orders~~ ~~(New)~~	
~~Products~~	~~Resale~~	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Count of Orders Sampled less Orders with Errors for specified~~ product.	~~Count of Orders Sampled for specified product.~~
~~OR-6-02~~	~~% Accuracy – Opportunities~~ ~~(New)~~	
~~Products~~	~~Resale~~	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Count of Fields Sampled less fields with errors for specified product.~~	~~Count of fields sampled for specified product.~~
~~OR-6-03~~	~~% Accuracy – LSRC (Interim Measure)~~ ~~(New)~~	
~~Products~~	~~Resale~~	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Count of LSRCs Sampled less LSRCs with errors for specified~~ product.	~~Count of LSRC's sampled~~
~~OR-6-03~~	~~% Accuracy – LSRC (Long Term Measure)~~ ~~(New)~~	
~~Products~~	~~Resale~~	~~UNE~~
Calculation	**Numerator**	**Denominator**
	~~Count of LSRCs resent due to error~~	~~Count of LSRC's~~

Provisioning (PR)

Function:

PR-1 Average Interval Offered

Definition:

POTS and Specials: Average Offered Interval is also known as the average appointed interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received.
POTS Complex Orders include: Basic Rate ISDN and Two Wire Digital Loops.
Specials Orders Include: All Designed circuits, 4 wire circuits (including Primary rate ISDN), all DS0, DS1 and DS3 circuits. EEL and IOF to be reported separately.
Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and due date committed to from firm order confirmation. Measures service orders completed between the measured dates.
Notes:
(1) The offered intervals for cancelled orders are counted in the month in which the cancellation occurs. (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- ~~BA~~ ILEC Test Orders.
- Orders where customers request a due date that is beyond the standard available appointment interval. ~~(X Appointment Code).~~
- ~~Bell Atlantic~~ILEC Administrative orders. 15
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Retail Suspend for non-payment and associated restore orders.
- Orders that are not completed or cancelled

Performance Standard:

Parity with ~~BA~~ ILEC Retail.
See Interval Guide for specific products and services.

Report Dimensions

Company:

- ~~BA~~ ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~MSA/non-MSA for non-designed services.
- ~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~High Density/Low Density for designed services.

[15] **~~BA~~ ILEC Administrative Orders – See Glossary**

Sub-Metrics – PR-1 Average Interval Offered			
~~PR-1-01~~	~~**Average Interval Offered – Total No Dispatch (31)**~~		
Products	*~~Retail:~~* • POTS: Residence • POTS: Business • Complex (ISDN) • Specials	*~~Resale:~~* • POTS: Residence • POTS: Business • Complex (ISDN) • Specials	*~~UNE:~~* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP) • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator** ~~Sum of committed due date less application date for Orders without~~ an outside dispatch in Product Groups	**Denominator** ~~Count of Orders without an outside dispatch in Product Groups~~	
~~PR-1-02~~	~~**Average Interval Offered – Total Dispatch (32)**~~		
Products	*~~Retail:~~* • Complex (ISDN) • Specials	*~~Resale:~~* • Complex (ISDN) • Specials	*~~UNE:~~* • Complex (Two Wire Digital Loop - ISDN) • Specials
Calculation	**Numerator** ~~Sum of committed due date less application date for Orders with an~~ outside dispatch in Product Groups.	**Denominator** ~~Count of Orders with an outside dispatch in Product Groups.~~	
~~PR-1-03~~	~~**Average Interval Offered – Dispatch (1-5 Lines) (33)**~~		
Products	*~~Retail:~~* • POTS: Residence • POTS: Business	*~~Resale:~~* • POTS: Residence • POTS: Business	*~~UNE:~~* • POTS – Platform • POTS - Loop
Calculation	**Numerator** ~~Sum of committed due date less application date for POTS Orders~~ with an outside dispatch in Product Groups for orders with 1 to 5 lines.	**Denominator** ~~Count of POTS Orders with an outside dispatch in Product Groups for~~ orders with 1 to 5 lines.	
~~PR-1-04~~	~~**Average Interval Offered – Dispatch (6-9 Lines) (34)**~~		
Products	*~~Retail:~~* • POTS - Total	*~~Resale:~~* • POTS – Total	*~~UNE:~~* • POTS – Platform • POTS - Loop
Calculation	**Numerator** ~~Sum of committed due date less application date for POTS Orders~~ with an outside dispatch in Product Groups for orders with 6 to 9 lines.	**Denominator** ~~Count of POTS Orders with an outside dispatch in Product Groups for~~ orders with 6 to 9 lines.	

Sub-Metrics – PR-1 Average Interval Offered (Continued)			
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines) (35)**		
Products	*Retail:* • POTS - Total	*Resale:* • POTS – Total	*UNE:* • POTS-UNE – Platform • POTS - Loop
Calculation	**Numerator** Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.		**Denominator** Count of POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – DS0 (36)**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator** Sum of committed due date less application date for Special Services orders for DS0 services.		**Denominator** Count of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – DS1 (37)**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator** Sum of committed due date less application date for Special Services orders for DS1 services.		**Denominator** Count of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – DS3 (38)**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator** Sum of committed due date less application date for Special Services orders for DS3 services.		**Denominator** Count of Special Services orders for DS3 services.
PR-1-09	**Average Interval Offered – Total (Trunks) (39)**		
Products	*UNE:* • IOF • EEL – Backbone • EEL – Loop	Retail Trunks: • IXC FG D Trunks	CLEC/CMRS Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC/CMRS Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator** Sum of committed due date less application date for product group orders.		**Denominator** Count of orders for product group.

Sub-Metrics – PR-1 Average Interval Offered (Continued)			
PR-1-10	Average Interval Offered – Disconnects – No Dispatch		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for product group no dispatch disconnect (D & F) orders.		Count of orders for product group.
PR-1-11	Average Interval Offered – Disconnects – Dispatch		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed due date less application date for product group dispatch disconnect (D&F) orders.		Count of orders for product group.

Function:

PR-2 Average Interval Completed

Definition:

POTS and Specials: The average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received.

Coordinated Cut-over (Hot Cut) Loop orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, ~~BA~~ ILEC will complete the order. Any problems with the loop subsequent to this completion should be entered into ~~RETAS~~ the maintenance and repair interface as a trouble. If the trouble can not be entered, due to order processing, the CLEC should call into the ~~BA~~ ILEC center ~~(RCCC)~~ where the trouble will be tracked. CLECs should provide serial number to ~~BA~~ ILEC at turn-up for documentation.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

Note:

(1) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- ~~BA~~ ILEC Test Orders
- Orders where customers request a due date that is beyond the standard available appointment interval. ~~(X Appointment Code).~~
- ~~Bell Atlantic~~ILEC Administrative orders. 16
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Trunks: Excludes all customer desired due dates ~~> 18 days~~standard installation interval, ~~projects,~~ trunk quantities greater than 192 ~~and reciprocal trunks from BA to the CLEC, and N orders for new CLEC entrants to BA~~.

Performance Standard:

Parity with ~~BA~~ ILEC Retail.

See Interval Guide for specific products and services.

Report Dimensions

Company:

- ILEC~~BA~~ Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- MSA/non-MSA for non-designed services.
- High Density/Low Density for designed services.

~~POTS: Manhattan, Greater Metro, Suburban and North State~~
~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~

[16] **~~BA~~ ILEC Administrative Orders – See Glossary**

Sub-Metrics – PR-2 Average Interval Completed			
~~PR-2-01~~	~~**Average Interval Completed – Total No Dispatch (43)**~~		
Products	*~~Retail:~~* ● POTS: Residence ● POTS: Business ● Complex (ISDN) ● Specials	*~~Resale:~~* ● POTS: Residence ● POTS: Business ● Complex (ISDN) ● Specials	*~~UNE:~~* ● POTS – Hot Cut Loop ● POTS – Platform ● POTS - Other (UNE Switch & INP) ● Complex (Two Wire Digital Loop - ISDN) ● Specials
Calculation	**Numerator** ~~Sum of completion date less application date for Orders without an~~ outside dispatch in Product Groups	**Denominator** ~~Count of orders for Orders without an outside dispatch in Product Groups~~	
~~PR-2-02~~	~~**Average Interval Completed – Total Dispatch (50)**~~		
Products	*~~Retail:~~* ● Complex (ISDN) ● Specials	*~~Resale:~~* ● Complex (ISDN) ● Specials	*~~UNE:~~* ● Complex (Two Wire Digital Loop - ISDN) ● Specials
Calculation	**Numerator** Sum of completion date less application date for Orders with an outside dispatch in Product Groups.	**Denominator** Count of orders for Orders with an outside dispatch in Product Groups.	
~~PR-2-03~~	~~**Average Interval Completed – Dispatch (1-5 Lines) (44)**~~		
Products	*~~Retail:~~* ● POTS: Residence ● POTS: Business	*~~Resale:~~* ● POTS: Residence ● POTS: Business	*~~UNE:~~* ● POTS – Platform ● POTS - Loop
Calculation	**Numerator** Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	**Denominator** Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	
~~PR-2-04~~	~~**Average Interval Completed - Dispatch (6-9 Lines) (48)**~~		
Products	*~~Retail:~~* ● POTS - Total	*~~Resale:~~* ● POTS - Total	*~~UNE:~~* ● POTS – Platform ● POTS - Loop
Calculation	**Numerator** Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	**Denominator** Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	

Sub-Metrics – PR-2 Average Interval Completed(continued)

PR-2-05	**Average Interval Completed - Dispatch (≥ 10 Lines) (49)**		
Products	*Retail:* • POTS - Total	*Resale:* • POTS - Total	*UNE:* • POTS – Platform • POTS - Loop
Calculation	**Numerator** Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	**Denominator** Count of orders for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	
PR-2-06	**Average Interval Completed – DS0 (51)**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator** Sum of completion date less application date for Special Services DS0 Orders.	**Denominator** Count of orders for Special Services DS0 Orders.	
PR-2-07	**Average Interval Completed – DS1 (52)**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator** Sum of completion date less application date for Special Services DS1 Orders.	**Denominator** Count of orders for Special Services DS1 Orders.	
PR-2-08	**Average Interval Completed – DS3 (53)**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator** Sum of completion date less application date for Special Services DS3 Orders.	**Denominator** Count of orders for Special Services DS3 Orders.	
PR-2-09	**Average Interval Completed – Total (54)**		
Products	*UNE:* • IOF • EEL – Backbone • EEL – Loop	Retail Trunks: • IXC FG D Trunks	CLEC/CMRS Trunks: • Interconnection Trunks
Calculation	**Numerator** Sum of completion date less application date for orders within product groups.	**Denominator** Count of orders for orders within product groups.	
PR-2-10	**Average Interval Completed – Disconnects – No Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator** Sum of due date less completion date for product group no dispatch disconnect (D&F) orders.	**Denominator** Count of no dispatch disconnect orders for product group.	

Sub-Metrics – PR-2 Average Interval Completed (continued)			
PR-2-11	Average Interval Completed – Disconnects – Dispatch		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (Incl. Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of due date less completion date for product group dispatch disconnect (D&F) orders.	Count of dispatch disconnect orders for product group.	

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

For POTS orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.

Exclusions:

- ~~BA-~~ILEC Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is beyond the standard available appointment interval. ~~(X Appointment Code).~~
- ~~Bell Atlantic~~ILEC Administrative orders. 17
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.

Performance Standard:

Parity with ~~BA-~~ILEC Retail.
See Interval Guide for specific products and services.

Report Dimensions

Company:

- ~~BA-~~ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-design services – MSA/Non-MSA
- Design Services – High Density/Low Density

Products (For all PR-3)	*Retail:*	*Resale:*	*UNE:*
	• POTS - Total	• POTS - Total	• POTS – Platform & Other (UNE Switch & INP)

Sub-Metrics

~~PR-3-01~~ **~~% Completed in 1 Day (1-5 Lines - No Dispatch)~~** ~~(41)~~

Calculation	Numerator	Denominator
	~~Count of No Dispatch POTS orders with 1 to 5 lines where completion~~ date less application date is 1 or fewer days.	~~Count of No Dispatch POTS orders with 1 to 5 lines.~~

~~PR-3-02~~ **~~% Completed in 2 Days (1-5 Lines - No Dispatch)~~** ~~(42)~~

Calculation	Numerator	Denominator
	~~Count of No Dispatch POTS orders with 1 to 5 lines where completion~~ date less application date is 2 or fewer days.	~~Count of No Dispatch POTS orders with 1 to 5 lines.~~

[17] **~~BA-~~ILEC Administrative Orders – See Glossary**

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (Continued)		
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch) (46)	
Calculation	Numerator	Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch) (45)	
Calculation	Numerator	Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch) (46)	
Calculation	Numerator	Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch) (47)	
Calculation	Numerator	Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-07	% Completed in 4 Days (1-5 Lines - Total) (55)	
Calculation	Numerator	Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch) (56)	
Calculation	Numerator	Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch) (56)	
Calculation	Numerator	Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-10	% Completed in 6 Days (1-5 Lines - Total) (57)	
Calculation	Numerator	Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 6 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.

Function:

PR-4 Missed Appointments

Definition:

The Percent of Orders completed after the commitment date.

Trunks: Includes reciprocal trunks from ~~BA~~ ILEC to CLEC. The percentage of trunks completed for which there was a missed appointment.

Methodology:

~~Bell Atlantic~~ILEC will mechanize the performance calculation of On Time Performance for LNP and Hot Cuts ~~using WFA~~. Time stamps for framework start and stop times and translation start and stop times will be used to ensure work is completed according to prescribed requirements. ~~"Bed sheets" have been used historically to manually calculate on time performance for Hot Cuts and LNP. BA plans to stop using bed sheets for performance measures as of March 31, 1999. Significant changes have been and are in the processing of being made in WFA to enable this automation.~~

- Two new work types will be created in WFA-DI
  - NDSUB - for pre-wire and testing CLEC dial-tone on DD-1
  - NDSCT - for performing "hot cut" on DD
  - Note: Separate work requests will be created for RCMAC

The work requests will include combined order number, lead CKID, number of ckts/segments, NPA-NXX, commitment date & time.

Exclusions:

- ~~BA~~ ILEC Test Orders
- Disconnect Orders
- ~~Bell Atlantic~~ILEC Administrative orders [18]
- Additional Segments [19] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with ~~BA~~ ILEC Retail [20]

LNP: 95% on Time

Hot Cuts: 95% completed within window.

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

- 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

Report Dimensions

Company:

- ~~BA~~ ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-designed services – MSA and Non-MSA
- ~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~Designed Services – High Density and Low Density

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[18] **~~BA~~ ILEC Administrative Orders – See Glossary**

[19] **Segments – See Glossary**

[20] **% Missed Appointment Customer – No Standard – Not in Control of ~~Bell Atlantic~~ILEC**

Sub-Metrics				
PR-4-01	% Missed Appointment – Bell AtlanticILEC – Total (58)			
Description	The Percent of Orders completed after the commitment date due to Bell AtlanticILEC reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02	Average Delay Days – Total (59)			
Description	For orders missed due to Bell AtlanticILEC reasons, the average number of days between committed due date and actual work completion date.			
Products	Retail: • POTS • Complex • Specials • IXC FGD Trunks	Resale: • POTS • Complex • Specials • IXC FGD Trunks	UNE: • POTS • Complex • Specials • EEL • IOF	Trunks: • CLEC/CMRS Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-03	% Missed Appointment – Customer (60)			
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay. (See appendix B for customer miss codes)			
Products	Retail: • POTS • Complex • Specials • IXC FGD Trunks	Resale: • POTS • Complex • Specials • IXC FGD Trunks	UNE: • POTS • Complex • EEL • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (CISR_MAC ='SA','SR','SO','SL') for product group		Count of Orders Completed for product group.	

Sub-Metrics (Continued) PR-4 Missed Appointments			
PR-4-04	**% Missed Appointment – Bell Atlantic/LEC – Dispatch** (81)		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic/LEC reasons.		
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • Platform • Loop – New • Loop – Hot Cut • Complex
Calculation	**Numerator** Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.		**Denominator** 24 Count of Dispatched Orders Completed for product group.
PR-4-05	**% Missed Appointment – Bell Atlantic/LEC – No Dispatch** (82)		
Description	The Percent of No Dispatch Orders completed after the commitment date, due to Bell Atlantic/LEC reasons.		
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • Platform • Loop – Hot Cut • POTS - Other • Complex
Calculation	**Numerator** Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.		**Denominator** 33 Count of No Dispatch Orders Completed for product group.
PR-4-06	**% On Time Performance – Hot Cut** (New)		
Description	% of all UNE Loop orders completed within cut over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number		
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)		
Calculation	**Numerator** Count of hot cut (coordinated loop orders) (With or without number portability) completed within commitment window (as scheduled on order) on due date.		**Denominator** Count of hot cut (coordinated loop orders) completed.

Sub-Metrics (Continued) PR-4 Missed Appointments		
PR-4-07	% On Time Performance – LNP Only (New)	
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed	
Products	UNE: • LNP	
Calculation	Numerator	Denominator
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)
PR-4-08	% Missed Appointment – Customer Due to Late Order Confirmation (New)	
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay, where the reason for customer delay is identified as a late	
Products	Resale: • POTS • Complex • Specials	UNE: • Platform • Loop – Hot Cut • POTS – Other • Complex • Specials
Calculation	Numerator	Denominator
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation [MAC = SCI]) for product group	Count of Orders Completed for product group.

Function:

PR-5 Facility Missed Orders

Definition:

% Facility Miss: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.
% Facility Orders > 30 Days: The percent of orders missed for lack of facilities where the completion date minus the appointment date is greater than 30 calendar days.
Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of facilities.

Exclusions:

- ~~BA~~ ILEC Test Orders
- Disconnect Orders
- ~~Bell Atlantic~~ILEC Administrative orders 21
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:

- ~~BA~~ ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-designed services – MSA and Non-MSA
- ~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~Designed Services – High Density and Low Density

Sub-Metrics

~~PR-5-01~~	**~~% Missed Appointment – Bell Atlantic~~ILEC ~~– Facilities~~** ~~(88)~~			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS • Specials	Trunks: • CLEC/ILEC Trunks
Description	~~The Percent of Orders completed after the commitment date, due to lack of Bell Atlantic~~ILEC ~~facilities.~~			
Calculation	**Numerator** ~~Count of Orders where the Order completion date is greater than the order~~ due date due to Company Facility Reasons ~~(CISR_MAC 'CF')~~ for product group.		**Denominator** ~~Count of Orders Completed for product group.~~	

[21] **~~BA~~ ILEC Administrative Orders – See Glossary**

Sub-Metrics (Continued) Facility Missed Orders				
PR-5-02	% Orders Held for Facilities > 15 Days (New)			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS • Specials	Trunks: • CLEC/CMRS Trunks
Description	The Percent of Orders completed more than 15 days after the commitment date, due to lack of Bell Atlantic ILEC facilities.			
Calculation	Numerator Count of Orders where the completion date less due date is 15 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group.		Denominator Count of Orders Completed for product group.	
PR-5-03	% Orders Held for Facilities > 60 Days (New)			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS • Specials	Trunks: • CLEC/CMRS Trunks
Description	The Percent of Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic ILEC facilities.			
Calculation	Numerator Count of Orders where the completion date less due date is 60 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group		Denominator Count of Orders Completed for product group.	

Function:

PR-6 Installation Quality

Definition:

The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. ~~Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.~~

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Formula:

Installation Troubles (within 7 or 30 days) ~~with Disposition Code 3, 4 and 5~~/ Lines completed x 100

Performance Standard:

Parity with ~~BA~~ ILEC Retail For Found Troubles

Report Dimensions

Company:

- ~~BA~~ ILECA Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-design Services – MSA and Non-MSA
- ~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~Designed Services – High Density and Low Density

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days** (~~04~~)			
Description	~~The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition~~			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Complex • Specials	UNE: • POTS – Loop • POTS - Other • Complex • Specials	Trunks: • CLEC/CMRS Trunks
Calculation	**Numerator** ~~Count of central office and outside plant loop (disposition code 03, 04 and 05)~~ troubles with installation activity within 30 days of trouble report.		**Denominator** ~~Total Lines with installation activity within 30 days.~~	

Sub-Metrics (continued) Installation Quality				
PR-6-02	% Installation Troubles reported within 7 Days (03)			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition			
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Loop - Total • POTS – Loop Hot Cut22 • POTS - Other	
Calculation	Numerator Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.	Denominator Total Lines with installation activity within 30 days.		
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE (New)			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and was not found in the network within 30 days of order completion. Includes			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS – Loop • POTS - Other • Specials	Trunks: • CLEC/CMRS Trunks
Calculation	Numerator Count of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Denominator Total Lines with installation activity within 30 days.		

[22] **Subject to Further Discussion on Hot Cuts in Carrier to Carrier Subgroup**

Function:

PR-7 Jeopardy Reports

Definition:

The percent of orders completed or cancelled identified with a jeopardy condition. CLECs are provided with jeopardy notices, unless they specifically agree or request, in writing, not to receive them. ~~The jeopardy notifications are now available to all CLEC's and Resellers in NY. These notices are posted twice daily for CLECs to retrieve on the WEB server. All CLEC's and Resellers in NY currently have these posted.~~

Exclusions:

- ~~BA~~ ILEC Test Orders
- Disconnect Orders
- ~~Bell Atlantic~~ILEC Administrative orders 23
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete or cancelled.

Report Dimensions

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State

Performance Standard:

~~Jeopardy Status Notification~~:

Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time) 24

- Resale and UNE:
  - 100% at least 24 hours before due date with facilities
  - 100% at least 48 hours before due date without facilities
- Interconnection Trunks: 2 Days prior to due date

% Orders with Jeopardy status: assessed in conjunction with missed appointments

~~Sub-~~Metrics (Continued) Installation Quality

~~PR-7-81~~	~~% Orders with Jeopardy Status (New)~~	
Products	UNE: • EEL	
Calculation	**Numerator** ~~Count of EEL orders with jeopardy status~~	**Denominator** ~~Total EEL orders completed or cancelled~~

[23] **~~BA~~ ILEC Administrative Orders – See Glossary**

[24] **To the extent that ~~BA~~ the ILEC has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date.**

Maintenance and Repair (MR) 25

Function:	**MR-1 Response Time OSS Maintenance Interface**	
Definition:	"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the ~~DCAS access~~electronic interface platform.	
Exclusions:	• None	
Methodology:	For ~~BA-~~ILEC retail representatives: Simulation of Service Representatives requests using ~~Sentinel System~~the response time measurement tool. ~~Sentinel is a system designed to monitor system operations by generating transactions. Sentinel~~ The response time measurement tool replicates transactions of a ~~Bell Atlantic~~ILEC service representative using the OSS and of a CLEC representative accessing the OSS through the ~~DCAS/RETAS~~electronic interface. By replicating the keystrokes of a representative, ~~Sentinel~~ the response time measurement tool is able to measure transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of at least ten Transactions per hour per transaction type, for each interface is taken from Monday - Friday 8 AM to 5 PM. Retail: Trouble Status and Trouble history not available pending change to replacement of retail interface during 1999. ~~Upon completion of "Caseworker" (Retail trouble reporting system), retail performance will be reported directly from "Caseworker.~~ For CLEC representatives: Actual response times reported by ~~RETAS~~ the response time measurement tool.	
Performance Standard:	**~~Through 12/31/99 (based on KPMG study):~~** MR-1-01 – Create Trouble: 6.5 seconds MR-1-02 – Status Trouble: 8.9 seconds MR-1-03 – Modify Trouble: 5.0 seconds MR-1-04 – Request Cancellation: 5.9 seconds MR-1-05 – Trouble History: 12.4 seconds MR-1-06 – Test (POTS): 73.5 seconds	
Report Dimensions	Company: • ~~BA-~~ILEC Retail • CLEC Aggregate	Geography: • State
~~Products~~	• Retail	• CLEC
Sub-Metrics		
~~MR-1-01~~	**~~Average Response Time – Create Trouble~~** (88)	
Calculation	**Numerator**	**Denominator**
	~~Sum of all response times from enter key to reply on screen for Create~~ Trouble transactions.	~~Number of Create Trouble~~ transactions.

[25] **Note: Bell Atlantic uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the appendix at the rear of this document.**

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
~~MR-1-02~~	~~**Average Response Time – Status Trouble** (67)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of all response times from enter key to reply on screen for Status~~ Trouble transactions.	~~Number of Status Trouble transactions~~
~~MR-1-03~~	~~**Average Response Time – Modify Trouble** (68)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of all response times from enter key to reply on screen for Modify~~ Trouble transactions	~~Number of Modify Trouble transactions~~
~~MR-1-04~~	~~**Average Response Time – Request Cancellation of Trouble** (69)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of all response times from enter key to reply on screen for Request for~~ Cancellation of Trouble transactions.	~~Number of Request for Cancellation of Trouble transactions~~
~~MR-1-05~~	~~**Average Response Time – Trouble Report History (by TN/Circuit)** (70)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of all response times from enter key to reply on screen for Trouble~~ Report History transactions.	~~Number of Trouble History transactions~~
~~MR-1-06~~	~~**Average Response Time – Test Trouble (POTS Only)** (71)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of all response times from enter key to reply on screen for Test~~ Trouble transactions.	~~Number of Trouble test transactions~~

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3due to (drop-wire), 4 (outside plant loop), or 5 (central office).

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

Exclusions:

- Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on BA ILEC official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Bell AtlanticILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Performance Standard:

Report Rate:
Parity with BA ILEC Retail.
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR
% Subsequent Reports:
Parity to be assessed in conjunction with missed appointments.
% CPE/TOK/FOK Reports: (Customer Premises Equipment, Test Okay, Found Okay)
To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:

- BA ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- POTS: Manhattan, Greater Metro, Suburban and North StateNon-design services – MSA and Non-MSA
- Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)Designed services – High Density and Low Density

Sub-Metrics

MR-2-01	**Network Trouble Report Rate** (72)			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC/CMRS Trunks
Calculation	Numerator		Denominator	
POTS:	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

Sub-Metrics – MR-2 Network Trouble Report Rate (Continued)			
MR-2-02	**Network Trouble Report Rate – Loop (74)**		
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • POTS – Platform • POTS – Loop • Complex
Calculation	**Numerator** Count of all loop trouble reports (Disposition Code of 03 and 04)	**Denominator** Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office (75)**		
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • POTS • Complex
Calculation	**Numerator** Count of all central office trouble Reports (Disposition Code of 05)	**Denominator** Count of Lines in service	
MR-2-04	**% Subsequent Reports (78)**		
Description	Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)		
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS
Calculation	**Numerator** Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)	**Denominator** Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-01)	
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate (new)**		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail: • POTS • Complex • Specials	Resale: • POTS • Complex • Specials	UNE: • POTS • Complex • Specials
Calculation	**Numerator** Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)	**Denominator** Count of Lines in service	

Function:

MR-3 Missed Repair Appointments

Definition:

The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes ~~03 (~~for Drop Wire~~),~~ ~~04 (~~Cable~~)~~ and ~~05(~~Central Office~~)~~.
Loop is defined as disposition Codes ~~03~~ for drop wire plus ~~04~~ cable and are always dispatched.

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval
- Excludes Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

MR-3-01 and MR-3-02 - Parity with ~~BA-~~ILEC Retail.

Report Dimensions

Company:

- ~~BA-~~ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-design services – MSA and Non-MSA
- Design Services – High Density and Low Density

Sub-Metrics

~~**MR-3-01**~~	~~**% Missed Repair Appointment – Loop** (78)~~		
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator** ~~Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).~~	**Denominator** ~~Count of Loop Troubles (disposition codes 03 and 04).~~	
~~**MR-3-02**~~	~~**% Missed Repair Appointment – Central Office** (77)~~		
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS
Calculation	**Numerator** ~~Count of central office troubles where clear time is greater than~~ commitment time ~~(missed appointments (M=X) for disposition code 05).~~	**Denominator** ~~Count of Central Office Troubles (disposition code 05).~~	

Sub-Metrics MR-3 Missed Repair Appointments (continued)			
MR-3-03	% CPE/TOK/FOK – Missed Appointment (New)		
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Platform • POTS – Loop
Calculation	Numerator Count of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) disposition codes (07, 08, 09, 12 and 13.)	Denominator Count of CPE, FOK and TOK troubles (disposition code 07,08, 09, 12 and 13)	

Function:

MR-4 Trouble Duration Intervals

Definition:

Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes for ~~03 (~~Drop Wire~~),~~ ~~04 (~~Cable~~)~~ and ~~05(~~Central Office~~)~~.
For POTS-type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.
For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, ~~BA-~~ILEC is awaiting carrier acceptance, or ~~BA-~~ILEC is denied access).
Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into ~~BA's~~ ILEC's designated trouble reporting interface either directly by the CLEC or by a ~~BA-~~ILEC representative upon notification. Includes weekends and holidays. Includes disposition codes ~~03 (~~Drop Wire~~),~~ ~~04 (~~Cable~~)~~ and ~~05(~~Central Office~~)~~. Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem ~~(osi = 'y')~~ and that the trouble completion code indicated that a trouble was found within the ILEC~~Bell Atlantic~~ network ~~(trbl_cd is "FAC" or "CO")~~.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by ILEC~~Bell Atlantic~~ employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with ~~BA~~ILEC Retail.

Report Dimensions

Company:

- ILEC~~BA~~ Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-designed services – MSA and Non-MSA
- ~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~Designed Services – High Density and Low Density

Sub-Metrics

MR-4-01	**Mean Time To Repair – Total ~~(78)~~**			
Products	Retail:	Resale:	UNE:	Trunks:
	• POTS • Complex • Specials • IXC FGD Trunks	• POTS • Complex • Specials	• POTS • Complex • Specials	• CLEC/CMRS Trunks
Calculation	**Numerator**		**Denominator**	
	~~Sum of Trouble clear date and time less trouble receipt date and time for~~ central office and loop troubles ~~(disposition code 03, 04 and 05 (Specials – excludes stop time))~~		~~Count of central office and loop troubles (disposition codes 03, 04 and 05.)~~	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-02	**Mean Time To Repair – Loop Trouble** (88)			
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • POTS – Platform • POTS – Loop • Complex	
Calculation	**Numerator** Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)	**Denominator** Count of loop troubles (disposition codes 03 and 04)		
MR-4-03	**Mean Time To Repair – Central Office Trouble** (84)			
Products	Retail: • POTS • Complex	Resale: • POTS • Complex	UNE: • POTS • Complex	
Calculation	**Numerator** Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)	**Denominator** Count of Total central office troubles (disposition codes 05)		
MR-4-04	**% Cleared (all troubles) within 24 Hours** (86)			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator** Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours	**Denominator** Count of central office and loop troubles (disposition codes 03, 04 and 05)		
MR-4-05	**% Out of Service > 2 Hours** (82)			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC/CMRS Trunks	
Calculation	**Numerator** Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours	**Denominator** Count of Total Out of service trunk troubles.(Loop & CO)		
MR-4-06	**% Out of Service > 4 Hours** (83)			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS • Specials	Trunks: • CLEC/CMRS Trunks
Calculation	**Numerator** Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.	**Denominator** Count of Out of service troubles (Loop & CO).		

Sub-Metrics MR-4 Trouble Duration Intervals (Continued)				
MR-4-07	% Out of Service > 12 Hours (34)			
Products	Retail: • POTS • IXC FGD Trunks	Resale: • POTS	UNE: • POTS	Trunks: • CLEC/CMRS Trunks
Calculation	Numerator Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Denominator Count of Out of service troubles (Loop & CO)	
MR-4-08	% Out of Service > 24 Hours (35)			
Products	Retail: • POTS • Complex • Specials • IXC FGD Trunks	Resale: • POTS • Complex • Specials	UNE: • POTS • Complex • Specials	Trunks: • CLEC Trunks
Calculation	Numerator Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Denominator Count of Out of service troubles (Loop & CO).	

Function:

MR-5 Repeat Trouble Reports

Definition:

The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble ~~(Disposition Codes 3, 4, or 5)~~ is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a ~~code 3, 4, or 5~~trouble will be classified as a repeat report.

Exclusions:

A report is not scored a repeat where the original reports are:

- Troubles reported by ~~Bell Atlantic~~ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with ~~BA-~~ILEC Retail.

Report Dimensions

Company:

- ~~BA-~~ILEC Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~POTS: Manhattan, Greater Metro, Suburban and North State~~Non-design services – MSA and Non-MSA
- ~~Specials & Trunks: NY State (LATA 132 and Remaining State – as identified)~~Designed services – High Density and Low Density

Sub-Metrics

~~MR-5-01~~	~~**% Repeat Reports within 30 Days** (87)~~			
~~Products~~	~~Retail:~~ • POTS • Complex • Specials • IXC FGD Trunks	~~Resale:~~ • POTS • Complex • Specials	~~UNE:~~ • POTS • Complex • Specials	~~Trunks:~~ • CLEC/CMRS Trunks
Calculation	Numerator		Denominator	
	~~Count of central office and loop troubles that had previous troubles within~~ the last 30 days. (Disposition codes 03/04/05, That Repeated From Disposition codes < 14)		~~Total central office and loop Found troubles (Disposition codes 03,~~ 04 and 05)	

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of ~~BA-~~ILEC trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which ~~Bell~~ the ILEC ~~Atlantic~~ operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]

For this measure, ILEC~~BA~~ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems.

CLEC Trunks are dedicated final trunks carrying traffic from the ILEC~~BA~~ access tandem to the CLEC/CMRS.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

The ILEC ~~BA~~ will electronically notify CLECs/CMRS (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that ~~BA-~~the ILEC has identified a blocked trunk group and that the trunk group should be excluded from ~~BA-~~the ILEC performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC/CMRS network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC/CMRS order for augmentation is overdue
- Trunks blocked where CLEC/CMRS has not responded to or has denied ILEC ~~BA~~ request for augmentation
- Trunks blocked due to other CLEC/CMRS trunk network rearrangements

Performance Standard:

~~Because Common trunks carry both retail and CLEC~~/CMRS ~~traffic, there will be parity with Retail on common trunks.~~

For individual trunk groups carrying traffic between ~~BA-~~ILEC and CLECs/CMRS, ~~BA-~~the ILEC will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.

End User Standard:

602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.

603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.

603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage

Company:

- ILEC ~~BA~~ Retail
- CLEC Aggregate
- CLEC Specific

Geography:

- ~~NY~~ State

Products	Retail: • ~~BA~~ ILEC Common Final (Local)Trunks	Trunks: • CLEC/CMRS Trunks

Sub-Metrics

~~NP-1-01~~	~~**% Final Trunk Groups Exceeding Blocking Standard** (88)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of Final Trunk Groups that Exceed Blocking Threshold for one~~ month exclusive of trunks that block due to CLEC/CMRS network problems as agreed by CLECs/CMRS.	~~Total number of final trunk groups~~
~~NP-1-02~~	~~**% Final Trunk Groups Exceeding Blocking Standard - (No Exceptions)** (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of Final Trunk Groups that Exceed Blocking Threshold.~~	~~Total number of final trunk groups~~
~~NP-1-03~~	~~**Number Final Trunk Groups Exceeding Blocking Standard – 2 Months** (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of Final Trunk Groups that Exceed Blocking Threshold, for two~~ consecutive months, exclusive of trunks that block due to CLEC/CMRS network problems as agreed by CLECs/CMRS.	~~Not applicable~~
~~NP-1-04~~	~~**Number Final Trunk Groups Exceeding Blocking Standard – 3 Months** (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of Final Trunk Groups that Exceed Blocking Threshold, for three~~ consecutive months, exclusive of trunks that block due to CLEC/CMRS network problems as agreed by CLECs/CMRS.	~~Not applicable~~

Function:

NP-2 Collocation Performance

Definition:

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.
Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted Demand will have the following Interval Start Date:

- No Forecast Received: 3 Months after application date
- Forecast Received 1 month Prior to application date: 2 Months after application date
- Forecast Received 2 months prior to application date: 1 Month after application date
- Forecast received 3 months prior to application date: On the application date

Interval Stops if: (stop clock)

- For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary.

Completions: ILEC BA will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:

- None

Formula:

Interval: $\sum$ (Committed Due Date – Application Date) / Number of Cages

% On Time: Number of Cages completed on Due Date (adjusted for milestone misses)/Number of Cages completed x 100

Delay Days: : $\sum$ (Actual Completion Date - Committed Due Date) (adjusted for milestone misses)/Number of Cages where due date is missed

Performance Standard:

Physical:

Notification of Space Availability: 8 Days
Collocation Interval: 76 Days
95% On Time

Virtual:

Notification of Space Availability: 14 Days
Collocation Interval: 105 Days
95% On Time

Report Dimensions

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- NY State

Sub-Metrics

NP-2-01	% On Time Response to Request for Physical Collocation (New)	
Calculation	**Numerator**	**Denominator**
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.
NP-2-02	% On Time Response to Request for Virtual Collocation (New)	
Calculation	**Numerator**	**Denominator**
	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.

Sub-Metrics NP-2 Collocation Performance (continued)		
~~NP-2-03~~	~~Average Interval – Physical Collocation (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of duration from application date to completion date for physical~~ collocation cages completed during report period. (Excludes time for CLEC milestone misses)	~~Count of physical collocation cages completed.~~
~~NP-2-04~~	~~Average Interval – Virtual Collocation (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of duration from application date to completion date for virtual~~ collocation arrangements completed during report period. (Excludes time for CLEC milestone misses)	~~Count of virtual collocation arrangements completed.~~
~~NP-2-05~~	~~% On Time – Physical Collocation (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Number of Physical collocation arrangements completed on or before due~~ date (including due date extensions resulting from CLEC milestone misses).	~~Count of physical collocation cages completed.~~
~~NP-2-06~~	~~% On Time – Virtual Collocation (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Number of virtual collocation arrangements completed on or before due~~ date (including due date extensions resulting from CLEC milestone misses).	~~Count of virtual collocation arrangements completed.~~
~~NP-2-07~~	~~Average Delay Days – Physical Collocation (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of duration between actual physical collocation cage due completion~~ date and due date for missed physical collocation cages (including due date extensions resulting from CLEC milestone misses).	~~Count of Missed physical collocation cages.~~
~~NP-2-08~~	~~Average Delay Days – Virtual Collocation (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Sum of duration between actual virtual collocation arrangement due~~ completion date and due date for missed virtual collocation cages (including due date extensions resulting from CLEC milestone misses).	~~Count of Missed virtual collocation arrangements~~

Function:

NP-3 Switching Performance

Performance Standard:

Parity with Retail - by design of switch

Metrics Not Reported:

Reported to NY PSC in Aggregate (Retail/Wholesale):	Reported to NY PSC
Switching Performance - PSC Standards	
• Percent Blockages & Failures	0.0 - 1.0 (weak spot > 2.1)
• Percent Incoming Matching Loss	0.0 - 2.1 (weak spot > 2.8)
• Percent Dial Tone Speed over 3 Seconds	0.0 - 1.5 (weak spot > 2.6)
Not Reported Switching Standards:	
Switching Index Standards by Switch Type:	

The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance.

Thresholds based on industry standard guidelines and vary with switch manufacturer. The performance is grouped into two categories **machine access** and **machine switching. Machine access** measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment. **Machine switching** measurements of customers' call attempts (or incoming call attempts from another switch) that failed during call processing.

NOTE: There are no longer any 1AESS switches in NY, hence switching performance plan is removed.

Switching Performance – Index Plan – 5ESS	Threshold
a.) Machine Access	
• Tone Decoder Overflow	1.00
• Tone Decoder Attached Delay	0.10
• Dial Tone Speed	33.34
• SS7 Link Unavailable	0.27
b.) Machine Switching	
• Facility Cutoff Calls	2.00
• Remote Module Stand Alone Time	0.50
• Initializations SM/RSM	1.00
• Interrupts (AM)	80.00
• Maintenance Usage	50.00
• Audits	10.00
• Equipment Outage	1.00
• Equal Access	100.00
Switching Performance – Index Plan – DMS100	
a.) Machine Access	
• Dial Tone Speed	33.34
• Receiver Queue	0.00
• SS7 Link Unavailable	0.27
b.) Machine Switching	
• Transmitter Time-outs	16.00
• Errors	50.00
• EA Wink Equal Access	100.00
• SS7 Errors	10.00
• Equipment Outage	1.00
• RLCM RSC Emergency Stand Alone	5.00

Billing Performance (BI)

Function:

BI-1 Timeliness of Daily Usage Feed

Definition:

The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as the ILEC ~~BA's~~.

Note:

- ~~BA-NY~~The ILEC monitors the level of service order errors with the potential of delaying usage feeds;
- ~~BA-NY~~The ILEC monitors the timeliness of the usage feed to the process on a daily basis; and

~~BA-Ny~~the ILEC offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery

Exclusions:

- None

Formula:

141 (Total usage records in "y" business days / total records on file) x 100
142 (note: y = 3, 4, 5 or 8)

Performance Standard:

Process is Designed at parity with Retail
95% in 4 Business Days

Report Dimensions

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- ~~NY~~ State

Sub-Metrics

~~BI-1-01~~	~~**% DUF in 3 Business Days** (00)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of usage records on daily usage feed tapes processed during month,~~ where the difference between current date and call date is 3 days or less.	~~Count of Usage Records on DUF tapes processed during~~ month,
~~BI-1-02~~	~~**% DUF in 4 Business Days** (00)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of usage records on daily usage feed tapes processed during month,~~ where the difference between current date and call date is 4 days or less.	~~Count of Usage Records on DUF tapes processed during~~ month,
~~BI-1-03~~	~~**% DUF in 5 Business Days** (01)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of usage records on daily usage feed tapes processed during month,~~ where the difference between current date and call date is 5 days or less.	~~Count of Usage Records on DUF tapes processed during~~ month,

Sub-Metrics BI-1 Timeliness of DUF (continued)		
~~BI-1-04~~	~~% DUF in 8 Business Days (82)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of usage records on daily usage feed tapes processed during month,~~ where the difference between current date and call date is 8 days or less.	~~Count of Usage Records on DUF tapes processed during~~ month,

Function:

BI-2 Timeliness of Carrier Bill

Definition:

The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.

Exclusions:

- None

Formula:

(Number of Bills sent within 10 business days / number of bills sent) x 100

Performance Standard:

98% in 10 Business Days

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• ~~NY~~ State

Sub-Metrics

~~BI-2-01~~	~~Timeliness of Carrier Bill~~ (~~26~~)

Calculation	Numerator	Denominator
	~~Count of carrier bills sent to CLEC 26 within 10 business days of bill date.~~	~~Count of Carrier Bills distributed~~

[26] Sent to Carrier, unless other arrangements are made with CLEC

Function:

BI – 3 Billing Accuracy

Definition:

The percent of carrier bill charges adjusted due to billing errors.

Exclusions:

- Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, performance remedies, out of service credits, special promotional credits

Performance Standard:

No Performance Standard yet developed.

Report Dimensions

Company:

- ~~BA~~ ILEC Retail
- CLEC Aggregate

Geography:

- ~~NY~~ State

SubMetrics

~~**BI-3-01**~~	~~**% Billing Adjustments – Dollars Adjusted** (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of dollars adjusted for billing errors~~	~~Total Dollars Billed~~
~~**BI-3-02**~~	~~**% Billing Adjustments – Number of Adjustments** (New)~~	
Calculation	**Numerator**	**Denominator**
	~~Count of adjustments for billing errors~~	~~Total Bills~~

Operator Services and Databases (OD)

Function:

OD-1 Operator Services – Speed of Answer

Performance Standard:

Standard: ~~BA-NY's~~ILEC's Operator Call Distribution Systems handle all traffic on a first come first served basis, regardless of CLEC or originating trunk group. (Identification of CLEC for branding or billing does not impact call distribution.) Process Parity.

Exclusions:

- None

Report Dimensions

Company:

- ~~New York~~ Operator Service Center
- ~~Massachusetts Operator Service Center~~

Geography:

- ~~NY~~ State

Sub-Metrics

~~OD-1-01~~	~~Average Speed of Answer – Operator Services (New)~~

Calculation	Numerator	Denominator
	~~Sum of call answer time for calls to operator service (0) from call origination~~ to answer by operator	~~Number of Calls Answered~~

~~OD-1-02~~	~~Average Speed of Answer – Directory Assistance (New)~~

Calculation	Numerator	Denominator
	~~Sum of call answer time for calls to Directory Assistance from call~~ origination to answer by operator	~~Number of Calls Answered~~

Function:

OD-2 LIDB, Routing and OS/DA Platforms

Performance Standard:

LIDB:

- LIDB reply rate to all query attempts: Bellcore produced standard
- LIDB query time out: Bellcore produced standard
- Unexpected data values in replies for all LIDB queries: 2%
- Group troubles in all LIDB queries Delivery to OS Platform: 2%

800 Database: Bellcore produced standard
AIN: Bellcore produced standard

Metrics Not Reported:

ILEC ~~BA NY~~ does not have the capability to report this performance area

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
~~BA does not provide directory proofs to CLECs. BA provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web GUI. All business rules are documented in the CLEC and Reseller Handbook.~~
Metrics Not Reported:
~~BA-NY does not have the capability to report this performance area~~

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
~~BA-NY has filed Engineering and Construction Methods and Procedures that included firm time commitments which are consistent with the applicable Federal and State requirements.~~ ILEC ~~BA-NY~~ will respond to requests for its engineering records information within a 45-day time period, and pursuant to the terms and conditions set forth in its conduit licensing agreement 1.
Metrics Not Reported:
~~BA-NY does not have the capability to report this performance area.~~

Application Date	The date that a valid order is received.
ASR	Access Service Request
BA ILEC Administrative Orders	Orders completed by BA ILEC for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for ILEC BA official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front end edits performed by DCAS electronic interface prior to order submission. Basic Edits performed against electronic interface DCAS provided source data include: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Sve Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA ILEC Change Control procedures.
BFR	Bona Fide Request Process (BFR). See appendix D, Summary of BFR from P.S.C. No. 916, Section 16.
Collocation Milestones	From P.S.C. 914 Tariff, Section 5: Physical Collocation ● Day 1 – CLEC submits completed application ● Day 9 – BA ILEC notifies CLEC that request can be accommodated and estimates costs. ● Day 14 – CLEC notifies BA ILEC of intent to proceed and submits 50% payment as set forth in 5.1.5(b)interconnection agreement or provides written agreement agreeing to reimburse BA ILEC for all costs incurred should the CLEC withdraw its collocation request ● Day 76 – BA ILEC and CLEC attend Methods and Procedures meeting and BA ILEC turns over the multiplexing node to the CLEC BA ILEC and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA ILEC control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the BA ILEC work completion notice, indicating acceptance of the multiplexing node construction work and providing BA ILEC with a security fee, if required, as set forth in Section 5.5.5the interconnection agreement. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by BA the ILEC of the BA ILEC work completion notice and any applicable security fee. Virtual Collocation: BA ILEC and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA ILEC and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

~~Common Final Trunk Blockage:~~	~~Common final trunks carry traffic between BA~~ILEC ~~end offices and the BA~~ILEC ~~access tandem, including local traffic to BA~~ILEC ~~customers~~ as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of ~~BA~~ILEC common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. ~~In all but the Washington Metropolitan area,~~ All local common trunks are engineered at the B.005 level. ~~In the Washington Metropolitan area, common trunks are engineered at the B.01 level.~~
~~Common Trunks:~~	~~(A) *High Usage Trunks* carry two-way local traffic between two BA~~ILEC ~~end offices.~~ High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ~~Bell Atlantic – N~~ILEC~~Y~~ geographies. (B) *Final Trunks*: (All ~~Bell Atlantic~~ILEC ~~except NY LATA~~) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (C) *Final Trunks - Local* ~~(NY LATA 132)~~ Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (D) *Final Trunks – IXC* ~~(NY LATA 132 and Washington Metropolitan Calling Area)~~ Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
~~Company Initiated Orders~~	~~Provisioning orders processed for administrative purposes and not at customer request.~~
~~Company Services~~	~~Official Bell Atlantic~~ILEC ~~Lines~~
~~Completion Date~~	~~The date noted on the service order as the date that all physical work is completed as ordered.~~
~~Coordinated Cut over~~	~~A coordinated cut over is the live manual transfer of an BA~~ILEC ~~end user to a CLEC completed with manual coordination by BA~~ILEC ~~and~~ CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.
~~CPE~~	~~Customer Premises Equipment~~
~~Cut Over Window~~	~~Amount of time from start to completion of physical cut over of lines:~~ 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
~~DCAS~~	~~Direct Customer Access System: The system developed initially for the North States (CT, MA, ME, NH, NY, RI and VT) for a CLEC to transact with Bell Atlantic. DCAS supports GUI, EDI and EIF transactions.~~
~~Dedicated Final Trunks Blockage:~~	~~A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA~~ILEC ~~Access Tandem to a CLEC~~ switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	(E) *High Usage Trunks – CLEC Interconnection*: carry one-way traffic from a CLEC end office to an Bell AtlanticILEC Tandem Office **or** carry two-way local traffic between an ILEC Bell Atlantic end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ILECnBell Atlantic geographies. These trunks are ordered by the CLEC. (F) *Final Trunks – CLEC Interconnection:* carry one-way traffic from a CLEC end office to an ILEC Bell Atlantic Tandem Office **or** carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from BAILEC and engineer to their desired blocking design threshold. (G) *High Usage Trunks – BAILEC to CLEC Interconnection*: carry one-way local traffic from an ILEC Bell Atlantic end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ILEC Bell Atlantic geographies. BAILEC orders these trunks from CLECs. (H) *Final Trunks – BAILEC to CLEC Interconnection:* carry one-way traffic from a BAILEC end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. BAILEC orders these trunks from CLECs. (I) *High Usage Trunks – IXC Feature Group D*: carry two-way traffic between a Bell Atlantic end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ILEC Bell Atlantic geographies. IXCs order these trunks from BAILEC. (J) *Final Trunks – IXC Feature Group D* carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all ILEC Bell Atlantic geographies. IXCs order these trunks from BAILEC.
Dispatched Orders:	An order requiring the dispatch of an ILEC Bell Atlantic Field technician outside of an ILEC Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed.
FOC	Firm Order Confirmation
Front End Close Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	Left in Dial tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.
Loop Qualification	165 Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for xDSL and ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow Through:	Orders received electronically through the electronic ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	ILEC Bell Atlantic Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a BAILEC representative into the BAILEC Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
No Dispatch Orders:	Orders completed without a dispatch outside an ILEC Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside an ILEC Bell Atlantic Central Office.
Orders with $\geq$ 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	*Plain Old Telephone Services* include all non designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.
PON	*Purchase Order Number:* Unique purchase order provided by CLEC to BAILEC placed on LSRC or ASR as an identifier of a unique order.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA|LEC is awaiting carrier acceptance, or BA|LEC is denied access.
Suspend/Restore Orders	Orders completed by BA|LEC to suspend for non-payment or restore for payment subject to NY PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for BA|LEC to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in the ILEC's Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Bell Atlanticthe ILEC, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: ● Service order classification of ordering master rec = 0 Provisioning: ● Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: ● Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex: ISDN	Provisioning: ● ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank ● ISDN Primary: Service Code Modifier (SCM) begins with "IB"

~~Special Services~~	~~*Special Services* ("Specials") are services that require engineering design intervention. These include such services as: high~~ capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: ● Service order classification of ordering master rec = 1 Provisioning: ● CL_FID is not NULL Maintenance: ● Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official ILEC ~~Bell Atlantic~~ line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the ILEC ~~Bell Atlantic~~ central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing.
~~For Trunks:~~	~~For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the ILEC ~~Bell Atlantic~~ central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.~~