ORIGINAL

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Dee May
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OCT 19 1999
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Bell Atlantic

October 19, 1999

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CC Docket No. 99-295: In the Matter of Application of Bell Atlantic Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in New York

Dear Ms. Salas,

At the request of the Common Carrier Bureau Policy Division, please find attached information that the Policy Division staff requested that we provide in the record in the above proceeding. We are filing a confidential portion of the submission and a redacted version of the entire submission. Specific information we are providing as requested includes:

- Performance Assurance Plan Reports for the months of June, July and August that have populated with numbers that are already correctly reflected in the Carrier-to-Carrier Reports
- A confidential report that reflects the % Flow Through results for each individual carrier

As outlined in the Public Notice (DA-99-2014) issued by the FCC on September 29, 1999, the 20 page ex parte limit does not apply to this ex parte since Bell Atlantic is responding to direct questions raised by Commission staff and reviewed material contained in our original application.

All questions related to access to the confidential information contained in this submission should be directed to either me or Steven McPherson, Bell Atlantic-New York and Affiliates, 1320 North Courthouse Road, 8th Floor, Arlington, VA 22201, Telephone 703-974-2808.

Please feel free to contact me with any questions.

Sincerely,

Dee May

Attachments

cc: A. Kearney
C. Mattey
J. Patterson
E. Einhorn
D. Shiman
C. Pabo
J. Mikes
J. Rosenworcel

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Contents

Sheet	Name	Description
B	Metrics and Standards	Lists metrics and the standard used to determine -1 and -2 using scores from the Demo Month. Fit to 1 wide by 2 tall page with .5" margins when printing
C	Credit Input	Input sheet for core dollar allocations. Input for Total Dollars, Allocation to Mode of Entry and Critical Measures Fit to 1 wide by 1 tall landscape page when printing
D	Credit Tables	Lists each Mode of Entry minimum market adjustment and the incremental amounts to the maximum adjustment. Fit to 1 wide by 1 tall page when printing
E	UNE-NY	Calculates UNE category Mode of Entry weighted score using Demo Month scores. Significant Input for BA & CLEC Scores, BA & CLEC Observations, and some Standard Deviations. Fit to 1 wide by 1 tall page and 0 margins when printing
F	Resale-NY	Calculates Resale category Mode of Entry weighted score using scores Demo Month scores. Significant Input for BA & CLEC Scores, BA & CLEC Observations, and some Standard Deviations. Fit to 1 wide by 1 tall page and 0 margins when printing
G	Trunks&Collocation-NY	Calculates Interconnection and Collocation category Mode of Entry weighted score using Demon Month scores. Significant Input for BA & CLEC Scores, BA & CLEC Observations, and some Standard Deviations. Fit to 1 wide by 1 tall page and 0 margins when printing
H	CritMeasr	Summarizes Demo Month Scoring and Market Adjustments by Critical Measure by Mode of Entry No input - this Sheet summarizes other Sheets Fit to 1 wide by 1 tall page and 0 margins when printing
I	Mrkt Adj Sum	Summarizes Demo Month total market adjustment dollars Displayed by Individual Mode of Entry and Critical Measure No input - this Sheet summarizes other Sheets Fit to 1 wide by 1 tall page and 0 margins when printing

note - print parameters may need to be adjusted by the user.

BellAtlantic - New York Sate
Backslide Metrics and Standards

Sheet B

		Category & Weight				Standards	
PO	**Pre-Ordering**	Resale	UNE	Trunks	Colloc.	-1 Standard	-2 Standard
1-01	**Customer Service Record**	15	15			> BA +4 seconds	>BA + 6 seconds
1-02	**Due Date Availability**	5	5			> BA +4 seconds	>BA + 6 seconds
1-03	**Address Validation**	5	5			> BA +4 seconds	>BA + 6 seconds
1-04	**Product and Service Availability**	5	5			> BA +4 seconds	>BA + 6 seconds
1-05	**Telephone Number Availability and Reservation**	5	5			> BA +4 seconds	>BA + 6 seconds
1-06	**Facility Availibility (Loop Qualification)**	5	5			> BA +4 seconds	>BA + 6 seconds
2-02	**OSS Interface Availability - Prime**	20	20			<99.5%	<98%
3-02	% Answered within 30 Seconds - Ordering	10	10			<80%	<75%
3-04	% Answered within 30 Seconds - Repair	10	10			<80%	<75%
OR	**Ordering**						
1-02	% On Time LSRC - Flow Through - POTS - 2hrs	20	20			<95%	<90%
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	5	5			<95%	<90%
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials	5	5			<95%	<90%
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex		5			<95%	<90%
1-06	% On Time LSRC >=10 Lines (Electronic) - POTS	5	5			<95%	<90%
1-06	% On Time LSRC >=10 Lines (Electronic) - Specials	5	5			<95%	<90%
1-06	% On Time LSRC >=10 Lines (Electronic) - Complex		5			<95%	<90%
1-12	% On Time Firm Order Confirmations			15		<95%	<90%
1-13	% On Time Design Layout Record			10		<95%	<90%
2-02	% On Time LSR Reject - Flow Through - POTS	15	15			<95%	<90%
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	15	15			<95%	<90%
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Specials	5	5			<95%	<90%
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Complex		5			<95%	<90%
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - POTS	5	5			<95%	<90%
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Specials	5	5			<95%	<90%
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Complex		5			<95%	<90%
2-12	% On TimeTrunk ASR Reject			10		<95%	<90%
4-02	Completion Notice - % On Time - POTS & Specials	15	15			<95%	<90%
6-03	**% OT Accuracy LSRC**	20	20			<95%	<90%
PR	**Provisioning**						
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other		10			-0.8225	-1.645
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-POTS	10				-0.8225	-1.645
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other		5			-0.8225	-1.645
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-POTS	5				-0.8225	-1.645
4-01	**% Missed Appointment - BA - Total - Specials**	10	10			-0.8225	-1.645
4-01	**% Missed Appointment - BA - Total - EEL**		10			>5%	>10%
4-01	% Missed Appointment - BA - Total - IOF		10			>5%	>10%
4-01	**% Missed Appointment - BA - Total - Trunks**			20		-0.8225	-1.645
4-02	Average Delay Days - Total - POTS	10	10			-0.8225	-1.645
4-02	Average Delay Days - Total - Specials	10	10			-0.8225	-1.645
4-02	Average Delay Days - Total - Complex		10			-0.8225	-1.645
4-02	Average Delay Days - Total - Trunks			10		-0.8225	-1.645
4-04	**% Missed Appointment - BA - Dispatch - POTS**	10				-0.8225	-1.645
4-04	% Missed Appointment - BA - Dispatch - Platform		10			-0.8225	-1.645
4-04	**% Missed Appointment - BA - Dispatch - New Loops**		10			-0.8225	-1.645
4-04	**% Missed Appointment - BA - Dispatch - Complex**		10			-0.8225	-1.645
4-05	**% Missed Appointment- BA - No Dispatch - POTS**	20				-0.8225	-1.645
4-05	**% Missed Appointment- BA - No Dispatch - Platform**		20			-0.8225	-1.645
4-05	**% Missed Appointment- BA - No Dispatch - Complex**		10			-0.8225	-1.645
4-06	**% On Time Performance - Hot Cut**		20			<95%	<90%
4-07	**% On Time Performance - LNP only**			20		<95%	<90%

5-01	% Missed Appointment - Facilities - POTS	10	10			-0.8225	-1.645
5-01	% Missed Appointment - Facilities - Specials	10	10			-0.8225	-1.645
5-01	% Missed Appointment - Facilities - Trunks			10		-0.8225	-1.645
5-02	% Orders Held for Facilities > 15 days - POTS	5	5			-0.8225	-1.645
5-02	% Orders Held for Facilities > 15 days - Specials	5	5			-0.8225	-1.645
5-02	% Orders Held for Facilities > 15 days - Trunks			10		-0.8225	-1.645
6-01	% Installation Troubles within 30 days - POTS	15				-0.8225	-1.645
6-01	% Installation Troubles within 30 days - POTS other		15			-0.8225	-1.645
6-01	% Installation Troubles within 30 days - Specials	15	15			-0.8225	-1.645
6-01	% Installation Troubles within 30 days - Trunks			15		-0.8225	-1.645
6-02	**% Installation Troubles within 7 days - Hot Cut**		15			>2%	>3%
MR	**Maintenance & Repair**						
1-01	Average Response Time - Create Trouble	1	1			> BA +4 seconds	>BA + 6 seconds
1-03	Average Response Time - Modify Trouble	1	1			> BA +4 seconds	>BA + 6 seconds
1-04	Average Response Time - Request Cancellation of Trouble	1	1			> BA +4 seconds	>BA + 6 seconds
1-06	Average Response Time - Test Touble (POTS only)	1	1			> BA +4 seconds	>BA + 6 seconds
2-01	Network Trouble Report Rate - Specials	10	10			-0.8225	-1.645
2-02	Network Trouble Report Rate - Loop (POTS)	10	10			-0.8225	-1.645
3-01	% Missed Repair Appointments - Loop	20	20			-0.8225	-1.645
3-02	% Missed Repair Appointments - Central Office	5	5			-0.8225	-1.645
4-01	**Mean Time to Repair - Specials**	20	20			-0.8225	-1.645
4-01	**Mean Time to Repair - Trunks**			20		-0.8225	-1.645
4-02	**Mean Time to Repair - Loop Trouble**	15	15			-0.8225	-1.645
4-03	**Mean Time to Repair - CO Trouble**	5	5			-0.8225	-1.645
4-08	**% Out of Service > 24 Hours - POTS**	20	20			-0.8225	-1.645
4-08	% Out of Service > 24 Hours - Specials	10	10			-0.8225	-1.645
5-01	**% Repeat Reports w/in 30 days - POTS**	15	15			-0.8225	-1.645
5-01	**% Repeat Reports w/in 30 days - Specials**	15	15			-0.8225	-1.645
5-01	**% Repeat Reports w/in 30 days - Trunks**			10		-0.8225	-1.645
BI	**Billing**						
1-02	% DUF in 4 Business Days	10	10			<95%	<90%
NP	**Network Performance**						
1-03	**# of Final Trunk Groups Blocked 2 Months**			10		1	
1-04	**# of Final Trunk Groups Blocked 3 Months**			20			1
2-01	% OT Response to Request for Physical Collocation				10	<95%	<90%
2-02	% OT Response to Request for Virtual Collocation				10	<95%	<90%
2-05	**% On Time - Physical Location**				20	<95%	<90%
2-06	**% On Time - Virtual Location**				20	<95%	<90%
2-07	**Average Delay Days - Physical**				20	6	15
2-08	**Average Delay Days - Virtual**				20	6	15
	Weight/Category	494	609	180	100		

Bold - bolded measures and weights on the mode of entry pages are also critical measures

Bell Atlantic - New York
Dollar and Mode of Entry\Critical Measures Input

Red formated cells - require input data

	Ratio
Total Market Adjustment Dollars	
Total LD Margin	$150,000,000
Estimated IXC Credits	0
Balance for Credits	$150,000,000

Mode of Entry Allocation

		Allocation		Monthly $
Percent to Mode of Entry	50%			
Total	$75,000,000			
Resale		$11,250,000	15.00%	$937,500
UNE		$45,000,000	60.00%	$3,750,000
Trunks		$16,250,000	21.67%	$1,354,167
Collocation		$2,500,000	3.33%	$208,333
			100%	$6,250,000

Scale of increments	Monthly $	Minimum	Maximum	# of Increments	1st increment%	1st increment $s	%/increment after 1st
Resale	937,500	-0.19077	-0.670	19	20%	187,500	-2.522%
UNE	3,750,000	-0.19043	-0.670	19	20%	750,000	-2.524%
Trunks	1,354,167	-0.30136	-1.000	13	20%	270,833	-5.374%
Collocation	208,333	0.00	-1.200	12	20%	41,667	-9.999%

Critical Measures Allocation

Percent to Critical Measures	50%
Dollars to Critical Measures	$75,000,000

	Allocation			
	Resale	UNE	Trunks *	Cages
	12.1%	56.7%	27.9%	3.3%
	9,062,500	42,500,000	20,937,500	2,500,000
# of measures per category	5	9	4	1
Annual Dollars Per Measure	$1,812,500	$4,722,222	$5,234,375	$2,500,000
Monthly Dollars Per Measure	$151,042	$393,519	$436,198	$208,333

*Trunk Blockage 1 month - 1/3 of measure	$145,399
Trunk Blockage 2 month - 2/3 of measure	$290,799

Market Adjustment Tables

Sheet D

	UNE			Resale			Trunks			Collocation	
Increment	Score	Dollars		Score	Dollars		Score	Dollars		Score*	Dollars
1	-0.1904		1	-0.1908		1	-0.3014		1	0.00	
	Minimum	750,000		Minimum	187,500		Minimum	270,833		Minimum	41,667
2	-0.2157		2	-0.2160		2	-0.3551		2	-0.10	
		907,895			226,974			354,167			55,556
3	-0.2409		3	-0.2412		3	-0.4088		3	-0.20	
		1,065,789			266,447			437,500			69,444
4	-0.2662		4	-0.2664		4	-0.4626		4	-0.30	
		1,223,684			305,921			520,833			83,333
5	-0.2914		5	-0.2917		5	-0.5163		5	-0.40	
		1,381,579			345,395			604,167			97,222
6	-0.3166		6	-0.3169		6	-0.5701		6	-0.50	
		1,539,474			384,868			687,500			111,111
7	-0.3419		7	-0.3421		7	-0.6238		7	-0.60	
		1,697,368			424,342			770,833			125,000
8	-0.3671		8	-0.3673		8	-0.6776		8	-0.70	
		1,855,263			463,816			854,167			138,889
9	-0.3924		9	-0.3926		9	-0.7313		9	-0.80	
		2,013,158			503,289			937,500			152,778
10	-0.4176		10	-0.4178		10	-0.7850		10	-0.90	
		2,171,053			542,763			1,020,833			166,667
11	-0.4428		11	-0.4430		11	-0.8388		11	-1.00	
		2,328,947			582,237			1,104,167			180,556
12	-0.4681		12	-0.4682		12	-0.8925		12	-1.10	
		2,486,842			621,711			1,187,500			194,444
13	-0.4933		13	-0.4934		13	-0.9463		13	-1.20	
		2,644,737			661,184			1,270,833			208,333
14	-0.5186		14	-0.5187		14	-1.0000				
		2,802,632			700,658		Maximum	1,354,167			
15	-0.5438		15	-0.5439							
		2,960,526			740,132						
16	-0.5690		16	-0.5691							
		3,118,421			779,605						
17	-0.5943		17	-0.5943							
		3,276,316			819,079						
18	-0.6195		18	-0.6196							
		3,434,211			858,553						
19	-0.6448		19	-0.6448							
		3,592,105			898,026						
20	-0.6700		20	-0.6700							
	Maximum	3,750,000		Maximum	937,500						

*Market adjustments in Collocation start at the first score less than 0

Bell Atlantic - NY 271 Backslide Report June 1999 Sheet E

UNE

		BA	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
PO	**Pre-Ordering**										
1-01-2000	**Customer Service Record**	0.08	3.10					3.02	0	**15**	0.000
1-02-2000	**Due Date Availability**	0.22	1.71					1.49	0	**5**	0.000
1-03-2000	**Address Validation**	0.91	3.23					2.32	0	**5**	0.000
1-04-2000	**Product and Service Availability**	0.31	2.41					2.10	0	**5**	0.000
1-05-2000	**Telephone Number Availability and Reservation**	1.82	5.46					3.64	0	**5**	0.000
1-06-2000	**Facility Availibility (Loop Qualification)**	ud	ud						0	**0**	0.000
2-02-2000	**OSS Interface Availability - Prime**		100.00						0	**20**	0.000
3-02-3000	% Answered within 30 Seconds - Ordering		83.64						0	10	0.000
3-04-3000	% Answered within 30 Seconds - Repair		60.00						-2	10	-0.040
OR	**Ordering**										
1-02-3320	% On Time LSRC - Flow Through - POTS - 2hrs		98.06						0	20	0.000
1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS		80.15						-2	5	-0.020
1-04-3200	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials		75.17						-2	5	-0.020
1-04-3300	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex		ud						0	0	0.000
1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS		82.88						-2	5	-0.020
1-06-3200	% On Time LSRC >=10 Lines (Electronic) - Specials		85.71	7	Small Sample - 1 miss				0	0	0.000
1-06-3300	% On Time LSRC >=10 Lines (Electronic) - Complex		ud						0	0	0.000
2-02-3320	% On Time LSR Reject - Flow Through - POTS		85.79						-2	15	-0.060
2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS		71.32						-2	15	-0.060
2-04-3200	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Specials		83.33	6	Small Sample - 1 miss				0	0	0.000
2-04-3300	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Complex		ud						0	0	0.000
2-06-3320	% On Time LSR Reject >= 10 Lines (Electronic) - POTS		90.69						-1	5	-0.010
2-06-3200	% On Time LSR Reject >= 10 Lines (Electronic) - Specials		na						0	0	0.000
2-06-3300	% On Time LSR Reject >= 10 Lines (Electronic) - Complex		ud						0	0	0.000
4-02-3000	Completion Notice - % On Time - POTS & Specials		100.00						0	15	0.000
6-03-3000	**% OT Accuracy LSRC**		99.54						0	**20**	0.000
PR	**Provisioning**	BA	CLEC	BA Observations	CLEC Observations	BA Standard Deviation	Sampling Error	Stat. Score			
3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	97.54	85.50	232,251	10,437		0.15	-77.68	-2	10	-0.040
3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	83.04	73.51	42,311	268		2.30	-4.14	-2	5	-0.020
4-01-3200	**% Missed Appointment - BA - Total - Specials**	3.71	2.94	6,719	34		3.25	0.24	0	**10**	0.000
4-01-3510	**% Missed Appointment - BA - Total - EEL**		ud						0	**0**	0.000
4-01-3530	% Missed Appointment - BA - Total - IOF		13.56		59				-2	10	-0.040
4-02-3100	Average Delay Days - Total - POTS	3.82	7.56	12,217	64	5.44	0.68	-5.49	-2	10	-0.040
4-02-3200	Average Delay Days - Total - Specials	14.34	26.00	249	1	14.58	14.61	-0.80	0	10	0.000
4-02-3300	Average Delay Days - Total - Complex	9.69	13.95	140	20	14.53	3.47	-1.23	-1	10	-0.020
4-04-3140	% Missed Appointment - BA - Dispatch - Platform	9.02	4.67	104,445	921		0.95	4.59	0	10	0.000
4-04-3113	**% Missed Appointment - BA - Dispatch - New Loop**	9.02	1.96	104,445	509		1.27	5.55	0	**10**	0.000
4-04-3300	**% Missed Appointment - BA - Dispatch - Complex**	7.54	2.80	1,831	715		1.16	4.07	0	**10**	0.000
4-05-3140	**% Missed Appointment- BA - No Dispatch - Platform**	0.61	0.02	458,368	54,614		0.04	16.74	0	**20**	0.000
4-05-3300	**% Missed Appointment- BA - No Dispatch - Complex**	0.23	0.00	872	69		0.60	0.38	0	**10**	0.000
4-06-3520	**% On Time Performance - Hot Cut**		93.00		443				-1	**20**	-0.040
5-01-3100	% Missed Appointment - Facilities - POTS	0.70	0.02	562,813	56,396		0.04	18.47	0	10	0.000
5-01-3200	% Missed Appointment - Facilities - Specials	0.15	0.00	6,719	34		0.67	0.23	0	10	0.000
5-02-3100	% Orders Held for Facilities > 15 days - POTS	0.04	0.00	562,813	56,396		0.01	4.53	0	5	0.000
5-02-3200	% Orders Held for Facilities > 15 days - Specials	0.06	0.00	6,719	34		0.42	0.14	0	5	0.000
6-01-3121	% Installation Troubles within 30 days - POTS Other	4.85	0.85	516,268	56,691		0.10	42.08	0	15	0.000
6-01-3200	% Installation Troubles within 30 days - Specials	4.43	0.00	5,285	34		3.54	1.25	0	15	0.000
6-02-3520	**% Installation Troubles within 7 days - Hot Cut**		ud						0	**0**	0.000
MR	**Maintenance & Repair**							Diff.			
1-01-2000	Average Response Time - Create Trouble	8.35	16.18					7.83	-2	1	-0.004
1-03-2000	Average Response Time - Modify Trouble	5.62	7.47					1.85	0	1	0.000
1-04-2000	Average Response Time - Request Cancellation of Trouble	7.09	11.04					3.95	0	1	0.000
1-06-2000	Average Response Time - Test Touble (POTS only)	76.82	64.44					-12.38	0	1	0.000
2-01-3200	Network Trouble Report Rate - Specials	0.94	0.00	400,419	119		0.88	1.06	0	10	0.000
2-02-3100	Network Trouble Report Rate - Loop (POTS)	1.35	0.71	10,975,124	240,510		0.02	26.90	0	10	0.000
3-01-3100	% Missed Repair Appointments - Loop	11.90	12.26	148,662	1,700		0.79	-0.46	0	20	0.000
3-02-3100	% Missed Repair Appointments - Central Office	6.22	6.50	17,417	446		1.16	-0.24	0	5	0.000
4-01-3200	**Mean Time to Repair - Specials**	7.88	na	3,753		11.77		na	0	**0**	0.000
4-02-3100	**Mean Time to Repair - Loop Trouble**	25.65	25.55	148,662	1,700	28.88	0.70	0.14	0	**15**	0.000
4-03-3100	**Mean Time to Repair - CO Trouble**	10.45	10.82	17,417	446	17.48	0.84	-0.44	0	**5**	0.000
4-08-3100	**% Out of Service > 24 Hours - POTS**	26.29	20.25	132,797	1,190		1.28	4.71	0	**20**	0.000
4-08-3200	% Out of Service > 24 Hours - Specials	4.50	na	3,620				na	0	0	0.000
5-01-3100	**% Repeat Reports w/in 30 days - POTS**	23.84	23.11	166,079	2,146		0.93	0.79	0	**15**	0.000
5-01-3200	**% Repeat Reports w/in 30 days - Specials**	25.69	na	3,753				na	0	**0**	0.000
BI	**Billing**										
1-02-2030	% DUF in 4 Business Days		98.89						0	10	0.000
								Totals	-25	499	-0.435

'na' or blank - no activity white cells - require input data shaded cells - no data input required

Bell Atlantic - NY 271 Backslide Report June 1999 Sheet

RESALE

PO	Pre-Ordering	BA	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
1-01-2000	**Customer Service Record**	0.08	3.10					3.02	0	**15**	0.000
1-02-2000	**Due Date Availability**	0.22	1.71					1.49	0	**5**	0.000
1-03-2000	**Address Validation**	0.91	3.23					2.32	0	**5**	0.000
1-04-2000	**Product and Service Availability**	0.31	2.41					2.10	0	**5**	0.000
1-05-2000	**Telephone Number Availability and Reservation**	1.82	5.46					3.64	0	**5**	0.000
1-06-2000	**Facility Availibility (Loop Qualification)**	ud	ud						0	**0**	0.000
2-02-2000	**OSS System Availability - Prime**		100.00						0	**20**	0.000
3-02-2000	% Answered within 30 Seconds - Ordering		84.08						0	10	0.000
3-04-2000	% Answered within 30 Seconds - Repair		70.52						-2	10	-0.041
OR	**Ordering**										
1-02-2320	% On Time LSRC - Flow Through - POTS - 2hrs		98.12						0	20	0.000
1-04-2100	% OT LSRC <10 Lines (Elec.- No Flow Through) - POTS		94.24						-1	5	-0.010
1-04-2200	% OT LSRC <10 Lines (Elec.- No Flow Through) - Specials		96.25						0	5	0.000
1-06-2320	% On Time LSRC >= 10 Lines (Electronic) - POTS		99.24						0	5	0.000
1-06-2200	% On Time LSRC >= 10 Lines (Electronic) - Specials		100.00						0	5	0.000
2-02-2320	% On Time LSR Reject - Flow Through - POTS		98.55						0	15	0.000
2-04-2320	% OT LSR Rej.<10 Lines (Elec.-No Flow Through)-POTS		95.76						0	15	0.000
2-04-2200	% OT LSR Rej.<10 Lines (Elec.-No Flow Through)-Specials		94.11	17	Small sample - 1 miss				0	0	0.000
2-06-2320	% On Time LSR Reject >=10 Lines (Electronic) - POTS		100.00						0	5	0.000
2-06-2200	% On Time LSR Reject >=10 Lines (Electronic) - Specials		100.00						0	5	0.000
4-02-2000	Completion Notice - % On Time - POTS & Specials		100.00						0	15	0.000
6-03-2000	% Accuracy - LSRC		95.10						0	20	0.000
PR	**Provisioning**	BA	CLEC	Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score			
3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS	97.54	98.67	232,251	2,404		0.32	3.56	0	10	0.000
3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS	83.04	80.85	42,311	851		1.30	-1.69	-2	5	-0.021
4-01-2200	**% Missed Appointment - BA - Total - Specials**	3.71	0.00	6,719	174		1.45	2.56	0	**10**	0.000
4-02-2100	Average Delay Days - Total - POTS	3.82	5.95	12,217	92	5.44	0.57	-3.74	-2	10	-0.041
4-02-2200	Average Delay Days - Total - Specials	14.34	na	249		14.58		na	0	10	0.000
4-04-2100	**% Missed Appointment - BA - Dispatch - POTS**	9.02	6.25	104,445	1,423		0.76	3.62	0	**10**	0.000
4-05-2100	**% Missed Appointment- BA - No Dispatch - POTS**	0.61	0.03	458,368	11,199		0.07	7.79	0	**20**	0.000
5-01-2100	% Missed Appointment - Facilities - POTS	0.70	0.40	562,813	12,622		0.08	4.00	0	10	0.000
5-01-2200	% Missed Appointment - Facilities - Specials	0.15	0.00	6,719	174		0.30	0.50	0	10	0.000
5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.04	0.04	562,813	12,622		0.02	0.00	0	5	0.000
5-02-2200	% Orders Held for Facilities > 15 days - Specials	0.06	0.00	6,719	174		0.19	0.32	0	5	0.000
6-01-2100	% Installation Troubles within 30 days - POTS	4.85	2.11	516,268	21,472		0.15	18.31	0	15	0.000
6-01-2200	% Installation Troubles within 30 days - Specials	4.43	3.54	5,285	509		0.95	0.93	0	15	0.000
MR	**Maintenance & Repair**							Diff.			
1-01-2000	Average Response Time - Create Trouble	8.35	16.18					7.83	-2	1	-0.004
1-03-2000	Average Response Time - Modify Trouble	5.62	7.47					1.85	0	1	0.000
1-04-2000	Average Response Time - Request Cancellation of Trouble	7.09	11.04					3.95	0	1	0.000
1-06-2000	Average Response Time - Test Touble (POTS only)	76.82	64.44					-12.38	0	1	0.000
								Stat. Score			
2-01-2200	Network Trouble Report Rate - Specials	0.94	3.94	400,419	1,040		0.30	-10.01	-2	10	-0.041
2-02-2100	Network Trouble Report Rate - Loop (POTS)	1.35	0.75	10,975,124	360,442		0.02	30.71	0	10	0.000
3-01-2100	% Missed Repair Appointments - Loop	11.90	10.84	148,662	2,711		0.63	1.69	0	20	0.000
3-02-2100	% Missed Repair Appointments - Central Office	6.22	6.55	17,417	473		1.13	-0.29	0	5	0.000
4-01-2200	**Mean Time to Repair - Specials**	7.88	9.62	3,753	41	11.77	1.85	-0.94	-1	**20**	-0.041
4-02-2100	**Mean Time to Repair - Loop Trouble**	25.65	23.42	148,662	2,711	28.88	0.56	3.98	0	**15**	0.000
4-03-2100	**Mean Time to Repair - CO Trouble**	10.45	10.43	17,417	473	17.48	0.81	0.02	0	**5**	0.000
4-08-2100	**% Out of Service > 24 Hours - POTS**	26.29	24.34	132,797	2,449		0.90	2.17	0	**20**	0.000
4-08-2200	% Out of Service > 24 Hours - Specials	4.50	7.32	3,620	41		3.26	-0.87	-1	10	-0.021
5-01-2100	**% Repeat Reports w/in 30 days - POTS**	23.84	17.84	166,079	3,184		0.76	7.87	0	**15**	0.000
5-01-2200	**% Repeat Reports w/in 30 days - Specials**	25.69	19.51	3,753	41		6.86	0.90	0	**15**	0.000
BI	**Billing**										
1-02-2030	% DUF in 4 Business Days		98.89						0	10	0.000
								Totals	-13	484	-0.221

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Bell Atlantic - New York State

June 1999 **Sheet G**

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.		Perf. Score	Wgt.	Wgtd. Score
-12-5020	% On Time Firm Order Confirmations	60.00	5	mall sample - 2 misse	-1	15	-0.088
-13-5020	% On Time Design Layout Record	98.87	266		0	10	0.000
-12-5000	% On TimeTrunk ASR Reject	100.00	3		0	10	0.000

PR	Provisioning	BA		Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score
-01-5000	**% Missed Appointment - BA - Total**	0.46	4.54	10,352	5,810		0.11	-36.78	-2	**20**	-0.235
-02-5000	Average Delay Days - Total	12.00	3.14	1	7		0.00		0	10	0.000
-07-3540	**% On Time Performance - LNP only**		98.86		1,225				0	**20**	0.000
-01-5000	% Missed Appointment - Facilities	0.46	0.00	10,352	5,810		0.11	4.14	0	10	0.000
-02-5000	% Orders Held for Facilities > 15 Days	ud	ud						0	0	0.000
-01-5000	**% Installation Troubles w/in 30 Days**	0.04	0.00	10,352	5,810		0.03	1.22	0	**15**	0.000
MR	**Maintenance & Repair**										
-01-5000	**Mean Time to Repair - Total**	6.78	3.10	21	23	8.27	2.50	1.47	0	**20**	0.000
-01-5000	% Repeat Reports w/in 30 Days	9.52	13.04	21	23		8.86	-0.40	0	10	0.000
NP	**Network Performance**										
-03-5000	**# of Final Trunk Groups Blocked 2 Months**		0		174				0	**10**	0.000
-04-5000	**# of Final Trunk Groups Blocked 3 Months**		0		174				0	**20**	0.000
								Totals	-3	170	-0.324

Collocation

NP	Network Performance	CLEC	Obs.		Perf. Score	Wgt.	Wgtd. Score
-01-2000	% OT Response to Request for Physical Collocation	92	218		-1	10	-0.200
-02-2000	% OT Response to Request for Virtual Collocation	na			0	0	0.000
-05-2000	**% On Time - Physical Location**	100	84		0	**20**	0.000
-06-2000	**% On Time - Virtual Location**	na			0	**0**	0.000
-07-2000	**Average Delay Days - Physical**	0	0		0	**20**	0.000
-08-2000	**Average Delay Days - Virtual**	na			0	**0**	0.000
				Totals	-1	50	-0.200

'na' or blank - when a metric reports na (no activity) or is blank, the weight for the metric is 0

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Sheet H		BELL ATLANTIC - NEW YORK	Resale		UNE		Trunks		Collocation		Total
		CRITICAL MEASURES - 271 Backslide Report	%	$	%	$	%	$	%	$	$
		PRE-ORDERING									
1	metric	**Response Time OSS Interface**	0%	0	0%	0					0
	PO-1-01	Customer Service Record	X	-	X	-					
	PO-1-02	Due Date availability	X	-	X	-					
	PO-1-03	Address Validation	X	-	X	-					
	PO-1-04	Product and Service Availability	X	-	X	-					
	PO-1-05	Telephone Number Availability and Reservation	X	-	X	-					
	PO-1-06	Facility Availibility (Loop Qualification)	X	-	X	-					
2	PO-2-02	**OSS Interface Availability - Prime**	0%	0	0%	0					0
		ORDERING									
3	OR-6-03	**% Accuracy LSRC**			0%	0					0
		PROVISIONING									
4a	PR-4-01	**% Missed Appointment - BA - Total - EEL**			0%	0					0
4b		**% Missed Appointment - BA - Complex**			0%	0					0
	PR-4-04	% Missed Appointment - BA - Dispatch - Complex			X	-					
	PR-4-05	% Missed Appointment - BA - No Dispatch - Complex			X	-					
4c		**% Missed Appointment**	0%	0	0%	0	100%	436,198			436,198
	PR-4-01	% Missed Appointment - BA - Total - Specials	X	-	X	-					
	PR-4-01	% Missed Appointment - BA - Total - Trunks					X				
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - POTS	X	-							
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - New Loops			X	-					
	PR-4-05	% Missed Appointment - BA - Total - No Dispatch - POTS	X	-							
5	PR-4-05	**% Missed Appt. - BA - No dispatch - Platform**			0%	0					0
6		**Hot Cut Performance**			100%	787,037					787,037
	PR-4-06	% On Time - Hot Cut (adj. for missed appts. due to late LSRC)									
	PR-6-02	% Troubles within 7 Days - Hot Cut									
7	PR-4-07	**% On Time Performance - UNE LNP**					0%	0			0
		MAINTENANCE									
8		**Mean Time To Repair**	22%	33,229	0%	0	0%	0			33,229
	MR-4-01	Mean Time To Repair - Specials	X	33,229	X	-					
	MR-4-01	Mean Time To Repair - Trunks					X				
	MR-4-02	Mean Time To Repair - Loop Trouble	X	-	X	-					
	MR-4-03	Mean Time To Repair - Central Office	X	-	X	-					
	MR-4-08	% Out Of Service > 24 Hours - POTS	X	-	X	-					
9		**% Repeat Reports within 30 Days**	0%	0	0%	0					0
	MR-5-01	POTS	X	-	X	-					
	MR-5-01	Specials	X	-	X	-					
		NETWORK PERFORMANCE									
10		**Final Trunk Group Blocked**									
	NP-1-03	**Blocked 2 Months**					0%	0			0
	NP-1-04	**Blocked 3 Months**					0%	0			0
11		**Collocation**								0	0
	NP-2-05/6	% on Time - Physical & Virtual							X	-	
	NP-2-07/8	Average Delay Days - Physical & Virtual							X		
		# of full share measures in category **Total**	5	33,229	9	787,037	4	436,198	0	0	$1,256,464

Bell Atlantic - New York

Sheet I

271 Backslide Market Adjustment Summary

June 1999

		Weighted Score	Market Adjustment	
	MODE OF ENTRY			
	Resale	-0.221	$ 226,974	
	Unbundled Network Elements	-0.435	$ 2,171,053	
	Trunks	-0.324	$ 270,833	
	Collocation	-0.200	$ 55,556	
	Mode of Entry Total			$ 2,724,415
#	**CRITICAL MEASURES**			
1	Response Time OSS Interface		$0	
2	OSS Interface Availability - Prime		0	
3	% Accuracy LSRC		0	
4a	% Missed Appointment - BA - Total - EEL		0	
4b	% Missed Appointment - BA - Complex		0	
4c	% Missed Appointment		436,198	
5	% Missed Appt. - BA - No dispatch - Platform		0	
6	Hot Cut Performance		787,037	
0	% Troubles within 7 Days - Hot Cut		0	
7	% On Time Performance - UNE LNP		0	
8	Mean Time To Repair		33,229	
9	% Repeat Reports within 30 Days		0	
10	Final Trunk Group Blocked		0	
11	Collocation		0	
	Critical Measure Total			1,256,464
	Grand Total			**$3,980,879**

Bell Atlantic - NY **271 Backslide Report** **July 1999** **Sheet E**

UNE

PO	Pre-Ordering	BA	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
1-01-2000	**Customer Service Record**	0.09	2.74					2.65	0	**15**	0.000
1-02-2000	**Due Date Availability**	0.26	1.76					1.50	0	**5**	0.000
1-03-2000	**Address Validation**	0.91	2.95					2.04	0	**5**	0.000
1-04-2000	**Product and Service Availability**	0.30	2.02					1.72	0	**5**	0.000
1-05-2000	**Telephone Number Availability and Reservation**	1.80	4.96					3.16	0	**5**	0.000
1-06-2000	**Facility Availibility (Loop Qualification)**	ud	ud						0	**0**	0.000
2-02-2000	**OSS Interface Availability - Prime**		100.00						0	**20**	0.000
3-02-3000	% Answered within 30 Seconds - Ordering		84.42						0	10	0.000
3-04-3000	% Answered within 30 Seconds - Repair		41.00						-2	10	-0.039
OR	**Ordering**										
1-02-3320	% On Time LSRC - Flow Through - POTS - 2hrs		96.64						0	20	0.000
1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS		80.70						-2	5	-0.019
1-04-3200	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials		67.42						-2	5	-0.019
1-04-3300	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex		ud						0	0	0.000
1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS		84.83						-2	5	-0.019
1-06-3200	% On Time LSRC >=10 Lines (Electronic) - Specials		87.50	8	Small sample - 1 miss				0	0	0.000
1-06-3300	% On Time LSRC >=10 Lines (Electronic) - Complex		ud						0	0	0.000
2-02-3320	% On Time LSR Reject - Flow Through - POTS		87.30						-2	15	-0.058
2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS		70.73						-2	15	-0.058
2-04-3200	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Specials		73.33						-2	5	-0.019
2-04-3300	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Complex		ud						0	0	0.000
2-06-3320	% On Time LSR Reject >= 10 Lines (Electronic) - POTS		82.75						-2	5	-0.019
2-06-3200	% On Time LSR Reject >= 10 Lines (Electronic) - Specials		na						0	0	0.000
2-06-3300	% On Time LSR Reject >= 10 Lines (Electronic) - Complex		ud						0	0	0.000
4-02-3000	Completion Notice - % On Time - POTS & Specials		100.00						0	15	0.000
6-03-3000	**% OT Accuracy LSRC**		97.97						0	**20**	0.000
PR	**Provisioning**	BA	CLEC	BA Observations	CLEC Observations	BA Standard Deviation	Sampling Error	Stat. Score			
3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	97.07	88.45	230,925	8,639	no input	0.18	-46.64	-2	10	-0.039
3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	78.83	54.55	39,603	220		2.76	-8.79	-2	5	-0.019
4-01-3200	**% Missed Appointment - BA - Total - Specials**	5.44	22.22	6,145	27		4.37	-3.84	-2	**10**	-0.039
4-01-3510	**% Missed Appointment - BA - Total - EEL**		ud						0	**0**	0.000
4-01-3530	% Missed Appointment - BA - Total - IOF		24.00		100				-2	10	-0.039
4-02-3100	Average Delay Days - Total - POTS	4.46	7.12	14,171	74	6.27	0.73	-3.64	-2	10	-0.039
4-02-3200	Average Delay Days - Total - Specials	20.92	6.50	334	6	28.20	11.62	1.24	0	10	0.000
4-02-3300	Average Delay Days - Total - Complex	8.34	22.22	143	27	9.38	1.97	-7.05	-2	10	-0.039
4-04-3140	% Missed Appointment - BA - Dispatch - Platform	10.69	7.72	103,045	648		1.22	2.44	0	10	0.000
4-04-3113	**% Missed Appointment - BA - Dispatch - New Loop**	10.69	0.33	103,045	903		1.03	10.03	0	**10**	0.000
4-04-3300	**% Missed Appointment - BA - Dispatch - Complex**	7.52	2.55	1,834	1,058		1.02	4.88	0	**10**	0.000
4-05-3140	**% Missed Appointment- BA - No Dispatch - Platform**	0.68	0.05	461,589	45,430		0.04	15.59	0	**20**	0.000
4-05-3300	**% Missed Appointment- BA - No Dispatch - Complex**	0.48	0.00	1,049	60		0.92	0.52	0	**10**	0.000
4-06-3520	**% On Time Performance - Hot Cut**		94.34		1,326				-1	**20**	-0.039
5-01-3100	% Missed Appointment - Facilities - POTS	0.65	0.01	564,634	47,341		0.04	16.64	0	10	0.000
5-01-3200	% Missed Appointment - Facilities - Specials	0.33	0.00	6,145	27		1.11	0.30	0	10	0.000
5-02-3100	% Orders Held for Facilities > 15 days - POTS	0.06	0.00	564,634	47,341		0.01	5.12	0	5	0.000
5-02-3200	% Orders Held for Facilities > 15 days - Specials	0.18	0.00	6,145	27		0.82	0.22	0	5	0.000
6-01-3121	% Installation Troubles within 30 days - POTS Other	5.22	1.37	512,336	45,496		0.11	35.38	0	15	0.000
6-01-3200	% Installation Troubles within 30 days - Specials	3.44	0.00	5,952	25		3.65	0.94	0	15	0.000
6-02-3520	**% Installation Troubles within 7 days - Hot Cut**		0.61		3,260				0	**15**	0.000
MR	**Maintenance & Repair**							Diff.			
1-01-2000	Average Response Time - Create Trouble	8.38	17.76					9.38	-2	1	-0.004
1-03-2000	Average Response Time - Modify Trouble	5.68	7.57					1.89	0	1	0.000
1-04-2000	Average Response Time - Request Cancellation of Trouble	7.05	12.00					4.95	-1	1	-0.002
1-06-2000	Average Response Time - Test Touble (POTS only)	79.30	68.29					-11.01	0	1	0.000
2-01-3200	Network Trouble Report Rate - Specials	0.95	0.00	400,549	197		0.69	1.37	0	10	0.000
2-02-3100	Network Trouble Report Rate - Loop (POTS)	1.56	0.86	10,952,866	286,538		0.02	29.85	0	10	0.000
3-01-3100	% Missed Repair Appointments - Loop	12.28	16.57	171,246	2,463		0.67	-6.44	-2	20	-0.077
3-02-3100	% Missed Repair Appointments - Central Office	5.32	6.29	17,249	445		1.08	-0.90	-1	5	-0.010
4-01-3200	**Mean Time to Repair - Specials**	8.83	na	3,786		13.27		na	0	**0**	0.000
4-02-3100	**Mean Time to Repair - Loop Trouble**	29.60	28.33	171,246	2,463	34.33	0.70	1.82	0	**15**	0.000
4-03-3100	**Mean Time to Repair - CO Trouble**	11.25	9.00	17,249	445	19.58	0.94	2.39	0	**5**	0.000
4-08-3100	**% Out of Service > 24 Hours - POTS**	32.01	24.57	153,110	1,624		1.16	6.39	0	**20**	0.000
4-08-3200	% Out of Service > 24 Hours - Specials	7.07	na	3,678				na	0	0	0.000
5-01-3100	**% Repeat Reports w/in 30 days - POTS**	24.33	21.25	188,495	2,908		0.80	3.84	0	**15**	0.000
5-01-3200	**% Repeat Reports w/in 30 days - Specials**	23.48	na	3,786				na	0	**0**	0.000
BI	**Billing**										
1-02-2030	% DUF in 4 Business Days		98.78						0	10	0.000
								Totals	-35	519	-0.593

'na' or blank - no activity white cells - require input data shaded cells - no data input required

Bell Atlantic - NY 271 Backslide Report July 1999 Sheet

RESALE

PO	Pre-Ordering	BA	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
1-01-2000	**Customer Service Record**	0.09	2.74					2.65	0	15	0.000
1-02-2000	**Due Date Availability**	0.26	1.76					1.50	0	5	0.000
1-03-2000	**Address Validation**	0.91	2.95					2.04	0	5	0.000
1-04-2000	**Product and Service Availability**	0.30	2.02					1.72	0	5	0.000
1-05-2000	**Telephone Number Availability and Reservation**	1.80	4.96					3.16	0	5	0.000
1-06-2000	**Facility Availibility (Loop Qualification)**	ud	ud						0	0	0.000
2-02-2000	**OSS System Availability - Prime**		100.00						0	20	0.000
3-02-2000	% Answered within 30 Seconds - Ordering		76.77						-1	10	-0.021
3-04-2000	% Answered within 30 Seconds - Repair		41.00						-2	10	-0.041
OR	**Ordering**										
1-02-2320	% On Time LSRC - Flow Through - POTS - 2hrs		97.08						0	20	0.000
1-04-2100	% OT LSRC <10 Lines (Elec.- No Flow Through) - POTS		92.73						-1	5	-0.010
1-04-2200	% OT LSRC <10 Lines (Elec.- No Flow Through) - Specials		98.52						0	5	0.000
1-06-2320	% On Time LSRC >= 10 Lines (Electronic) - POTS		96.35						0	5	0.000
1-06-2200	% On Time LSRC >= 10 Lines (Electronic) - Specials		100.00						0	5	0.000
2-02-2320	% On Time LSR Reject - Flow Through - POTS		97.94						0	15	0.000
2-04-2320	% OT LSR Rej.<10 Lines (Elec.-No Flow Through)-POTS		91.69						-1	15	-0.031
2-04-2200	% OT LSR Rej.<10 Lines (Elec.-No Flow Through)-Specials		85.71	14	Small sample - 2 misses				-1	5	-0.010
2-06-2320	% On Time LSR Reject >=10 Lines (Electronic) - POTS		100.00						0	5	0.000
2-06-2200	% On Time LSR Reject >=10 Lines (Electronic) - Specials		na						0	0	0.000
4-02-2000	Completion Notice - % On Time - POTS & Specials		100.00						0	15	0.000
6-03-2000	% Accuracy - LSRC		91.04						-1	20	-0.041
PR	**Provisioning**	BA	CLEC	Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score			
3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS	97.07	98.88	230,925	2,051		0.37	4.84	0	10	0.000
3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS	78.83	74.23	39,603	970		1.33	-3.46	-2	5	-0.021
4-01-2200	**% Missed Appointment - BA - Total - Specials**	5.44	1.18	6,145	169		1.77	2.41	0	10	0.000
4-02-2100	Average Delay Days - Total - POTS	4.46	5.70	14,171	117	6.27	0.58	-2.13	-2	10	-0.041
4-02-2200	Average Delay Days - Total - Specials	20.92	3.00	334	2	28.20	20.00	0.90	0	10	0.000
4-04-2100	**% Missed Appointment - BA - Dispatch - POTS**	10.69	7.48	103,045	1,537		0.79	4.04	0	10	0.000
4-05-2100	**% Missed Appointment- BA - No Dispatch - POTS**	0.68	0.02	461,589	10,172		0.08	8.01	0	20	0.000
5-01-2100	% Missed Appointment - Facilities - POTS	0.65	0.35	564,634	11,709		0.08	4.00	0	10	0.000
5-01-2200	% Missed Appointment - Facilities - Specials	0.33	0.00	6,145	169		0.45	0.74	0	10	0.000
5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.06	0.03	564,634	11,709		0.02	1.31	0	5	0.000
5-02-2200	% Orders Held for Facilities > 15 days - Specials	0.18	0.00	6,145	169		0.33	0.54	0	5	0.000
6-01-2100	% Installation Troubles within 30 days - POTS	5.22	2.46	512,336	19,615		0.16	17.05	0	15	0.000
6-01-2200	% Installation Troubles within 30 days - Specials	3.44	2.84	5,952	599		0.78	0.77	0	15	0.000
MR	**Maintenance & Repair**							Diff.			
1-01-2000	Average Response Time - Create Trouble	8.38	17.76					9.38	-2	1	-0.004
1-03-2000	Average Response Time - Modify Trouble	5.68	7.57					1.89	0	1	0.000
1-04-2000	Average Response Time - Request Cancellation of Trouble	7.05	12.00					4.95	-1	1	-0.002
1-06-2000	Average Response Time - Test Touble (POTS only)	79.30	68.29					-11.01	0	1	0.000
								Stat. Score			
2-01-2200	Network Trouble Report Rate - Specials	0.95	2.90	400,549	1,171		0.28	-6.87	-2	10	-0.041
2-02-2100	Network Trouble Report Rate - Loop (POTS)	1.56	0.91	10,952,866	362,647		0.02	31.08	0	10	0.000
3-01-2100	% Missed Repair Appointments - Loop	12.28	11.77	171,246	3,304		0.58	0.88	0	20	0.000
3-02-2100	% Missed Repair Appointments - Central Office	5.32	5.01	17,249	339		1.23	0.25	0	5	0.000
4-01-2200	**Mean Time to Repair - Specials**	8.83	8.70	3,786	34	13.27	2.29	0.06	0	20	0.000
4-02-2100	**Mean Time to Repair - Loop Trouble**	29.60	25.93	171,246	3,304	34.33	0.60	6.09	0	15	0.000
4-03-2100	**Mean Time to Repair - CO Trouble**	11.25	8.05	17,249	339	19.58	1.07	2.98	0	5	0.000
4-08-2100	**% Out of Service > 24 Hours - POTS**	32.01	28.43	153,110	2,898		0.87	4.09	0	20	0.000
4-08-2200	% Out of Service > 24 Hours - Specials	7.07	0.00	3,678	34		4.42	1.60	0	10	0.000
5-01-2100	**% Repeat Reports w/in 30 days - POTS**	24.33	18.53	188,495	3,643		0.72	8.08	0	15	0.000
5-01-2200	**% Repeat Reports w/in 30 days - Specials**	23.48	29.41	3,786	34		7.30	-0.81	0	15	0.000
BI	**Billing**										
1-02-2030	% DUF in 4 Business Days		98.78						0	10	0.000
								Totals	-16	484	-0.264

'na' or blank - no activity white cells - require input shaded cells - no data input required

Bell Atlantic - New York State

July 1999 **Sheet G**

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.		Perf. Score	Wgt.	Wgtd. Score
-12-5020	% On Time Firm Order Confirmations	100.00	4		0	15	0.000
-13-5020	% On Time Design Layout Record	98.03	204		0	10	0.000
-12-5000	% On TimeTrunk ASR Reject	100.00	1		0	10	0.000

PR	Provisioning	BA		Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score
-01-5000	**% Missed Appointment - BA - Total**	2.57	1.05	12,163	7,037	no input	0.24	6.41	0	**20**	0.000
-02-5000	Average Delay Days - Total	3.50	4.25	4	4	5.00	3.54	-0.21	0	10	0.000
-07-3540	**% On Time Performance - LNP only**		100.00		1,437				0	**20**	0.000
-01-5000	% Missed Appointment - Facilities	0.00	0.00	5,569	4,097		0.00		0	10	0.000
-02-5000	% Orders Held for Facilities > 15 Days	ud	ud						0	0	0.000
-01-5000	**% Installation Troubles w/in 30 Days**	0.00	0.01	12,163	7,037		0.00		0	**15**	0.000
MR	**Maintenance & Repair**										
-01-5000	**Mean Time to Repair - Total**	3.83	3.78	16	32	2.28	0.70	0.07	0	**20**	0.000
-01-5000	% Repeat Reports w/in 30 Days	25.00	12.50	16	32		13.26	0.94	0	10	0.000
NP	**Network Performance**										
-03-5000	**# of Final Trunk Groups Blocked 2 Months**		0		176				0	**10**	0.000
-04-5000	**# of Final Trunk Groups Blocked 3 Months**		0		176				0	**20**	0.000
								Totals	0	170	0.000

Collocation

NP	Network Performance	CLEC	Obs.		Perf. Score	Wgt.	Wgtd. Score
-01-2000	% OT Response to Request for Physical Collocation	100	176		0	10	0.000
-02-2000	% OT Response to Request for Virtual Collocation	100	2		0	10	0.000
-05-2000	**% On Time - Physical Location**	99	82		0	**20**	0.000
-06-2000	**% On Time - Virtual Location**	na			0	**0**	0.000
-07-2000	**Average Delay Days - Physical**	22	1	Small sample	0	**0**	0.000
-08-2000	**Average Delay Days - Virtual**	na			0	**0**	0.000
				Totals	0	40	0.000

'na' or blank - when a metric reports na (no activity) or is blank, the weight for the metric is 0

red formated cells - require input data

shaded areas - no input needed

Sheet H		BELL ATLANTIC - NEW YORK	Resale		UNE		Trunks		Collocation		Total
		CRITICAL MEASURES - 271 Backslide Report	%	$	%	$	%	$	%	$	$
		PRE-ORDERING									
1	metric	**Response Time OSS Interface**	0%	0	0%	0					0
	PO-1-01	Customer Service Record	X	-	X	-					
	PO-1-02	Due Date availability	X	-	X	-					
	PO-1-03	Address Validation	X	-	X	-					
	PO-1-04	Product and Service Availability	X	-	X	-					
	PO-1-05	Telephone Number Availability and Reservation	X	-	X	-					
	PO-1-06	Facility Availibility (Loop Qualification)	X	-	X	-					
2	PO-2-02	**OSS Interface Availability - Prime**	0%	0	0%	0					0
		ORDERING									
3	OR-6-03	**% Accuracy LSRC**			0%	0					0
		PROVISIONING									
4a	PR-4-01	**% Missed Appointment - BA - Total - EEL**			0%	0					0
4b		**% Missed Appointment - BA - Complex**			0%	0					0
	PR-4-04	% Missed Appointment - BA - Dispatch - Complex			X	-					
	PR-4-05	% Missed Appointment - BA - No Dispatch - Complex			X	-					
4c		**% Missed Appointment**	0%	0	50%	65,586	0%	0			65,586
	PR-4-01	% Missed Appointment - BA - Total - Specials	X	-	X	65,586					
	PR-4-01	% Missed Appointment - BA - Total - Trunks					X				
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - POTS	X	-							
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - New Loops			X	-					
	PR-4-05	% Missed Appointment - BA - Total - No Dispatch - POTS	X	-							
5	PR-4-05	**% Missed Appt. - BA - No dispatch - Platform**			0%	0					0
6		**Hot Cut Performance**			55%	432,870					432,870
	PR-4-06	% On Time - Hot Cut (adj. for missed appts. due to late LSRC)									
	PR-6-02	% Troubles within 7 Days - Hot Cut									
7	PR-4-07	**% On Time Performance - UNE LNP**					0%	0			0
		MAINTENANCE									
8		**Mean Time To Repair**	0%	0	0%	0	0%	0			0
	MR-4-01	Mean Time To Repair - Specials	X	-	X	-					
	MR-4-01	Mean Time To Repair - Trunks					X				
	MR-4-02	Mean Time To Repair - Loop Trouble	X	-	X	-					
	MR-4-03	Mean Time To Repair - Central Office	X	-	X	-					
	MR-4-08	% Out Of Service > 24 Hours - POTS	X	-	X	-					
9		**% Repeat Reports within 30 Days**	0%	0	0%	0					0
	MR-5-01	POTS	X	-	X	-					
	MR-5-01	Specials	X	-	X	-					
		NETWORK PERFORMANCE									
10		**Final Trunk Group Blocked**									
	NP-1-03	**Blocked 2 Months**					0%	0			0
	NP-1-04	**Blocked 3 Months**					0%	0			0
11		**Collocation**							0%	0	0
	NP-2-05/6	% on Time - Physical & Virtual							X	-	
	NP-2-07/8	Average Delay Days - Physical & Virtual							X	-	
		# of full share measures in category **Total**	5	0	9	498,457	4	0	1	0	$ 498,457

Bell Atlantic - New York

Sheet I

271 Backslide Market Adjustment Summary

July 1999

		Weighted Score	Market Adjustment	
	MODE OF ENTRY			
	Resale	-0.264	$ 266,447	
	Unbundled Network Elements	-0.593	$ 3,118,421	
	Trunks	0.000	$ -	
	Collocation	0.000	$ -	
	Mode of Entry Total			$ 3,384,868
#	**CRITICAL MEASURES**			
1	Response Time OSS Interface		$0	
2	OSS Interface Availability - Prime		0	
3	% Accuracy LSRC		0	
4a	% Missed Appointment - BA - Total - EEL		0	
4b	% Missed Appointment - BA - Complex		0	
4c	% Missed Appointment		65,586	
5	% Missed Appt. - BA - No dispatch - Platform		0	
6	Hot Cut Performance		432,870	
0	% Troubles within 7 Days - Hot Cut		0	
7	% On Time Performance - UNE LNP		0	
8	Mean Time To Repair		0	
9	% Repeat Reports within 30 Days		0	
10	Final Trunk Group Blocked		0	
11	Collocation		0	
	Critical Measure Total			498,457
	Grand Total			**$3,883,325**

UNE

PO	Pre-Ordering	BA	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
1-01-2000	**Customer Service Record**	0.10	5.05	4.95	-1	15	-0.029
1-02-2000	**Due Date Availability**	0.28	2.76	2.48	0	5	0.000
1-03-2000	**Address Validation**	0.94	4.09	3.15	0	5	0.000
1-04-2000	**Product and Service Availability**	0.28	3.24	2.96	0	5	0.000
1-05-2000	**Telephone Number Availability and Reservation**	1.81	4.54	2.73	0	5	0.000
1-06-2000	**Facility Availibility (Loop Qualification)**	ud	ud		0	0	0.000
2-02-2000	**OSS Interface Availability - Prime**		100.00		0	20	0.000
3-02-3000	% Answered within 30 Seconds - Ordering		86.10		0	10	0.000
3-04-3000	% Answered within 30 Seconds - Repair		79.50		-1	10	-0.019
OR	**Ordering**						
1-02-3320	% On Time LSRC - Flow Through - POTS - 2hrs		98.98		0	20	0.000
1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS		87.69		-2	5	-0.019
1-04-3200	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials		67.84		-2	5	-0.019
1-04-3300	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex		ud		0	0	0.000
1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS		81.64		-2	5	-0.019
1-06-3200	% On Time LSRC >=10 Lines (Electronic) - Specials		100.00		0	5	0.000
1-06-3300	% On Time LSRC >=10 Lines (Electronic) - Complex		ud		0	0	0.000
2-02-3320	% On Time LSR Reject - Flow Through - POTS		94.04		-1	15	-0.029
2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS		82.90		-2	15	-0.057
2-04-3200	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Specials		82.92		-2	5	-0.019
2-04-3300	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Complex		ud		0	0	0.000
2-06-3320	% On Time LSR Reject >= 10 Lines (Electronic) - POTS		86.15		-2	5	-0.019
2-06-3200	% On Time LSR Reject >= 10 Lines (Electronic) - Specials		na		0	0	0.000
2-06-3300	% On Time LSR Reject >= 10 Lines (Electronic) - Complex		ud		0	0	0.000
4-02-3000	Completion Notice - % On Time - POTS & Specials		100.00		0	15	0.000
6-03-3000	**% OT Accuracy LSRC**		98.39		0	20	0.000

PR	Provisioning	BA	CLEC	Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score			
3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	95.91	92.13	275,507	9,152		0.21	-17.96	-2	10	-0.038
3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	75.91	43.65	39,723	323		2.39	-13.50	-2	5	-0.019
4-01-3200	**% Missed Appointment - BA - Total - Specials**	18.03	15.79	5,663	19		8.83	0.25	0	10	0.000
4-01-3510	**% Missed Appointment - BA - Total - EEL**		ud						0	0	0.000
4-01-3530	% Missed Appointment - BA - Total - IOF	18.03	12.90	5,663	93		4.02	1.28	0	10	0.000
4-02-3100	Average Delay Days - Total - POTS	4.52	7.31	13,816	77	7.34	0.84	-3.33	-2	10	-0.038
4-02-3200	Average Delay Days - Total - Specials	18.21	38.33	270	3	27.82	16.15	-1.25	-1	10	-0.019
4-02-3300	Average Delay Days - Total - Complex	8.10	21.93	157	15	9.88	2.67	-5.18	-2	10	-0.038
4-04-3140	% Missed Appointment - BA - Dispatch - Platform	9.41	6.13	107,786	832		1.02	3.23	0	10	0.000
4-04-3113	**% Missed Appointment - BA - Dispatch - New Loop**	9.41	0.12	107,786	838		1.01	9.18	0	10	0.000
4-04-3300	**% Missed Appointment - BA - Dispatch - Complex**	6.56	1.89	2,104	793		1.03	4.53	0	10	0.000
4-05-3140	**% Missed Appointment- BA - No Dispatch - Platform**	0.70	0.04	524,726	49,405		0.04	16.82	0	20	0.000
4-05-3300	**% Missed Appointment- BA - No Dispatch - Complex**	1.40	0.00	1,362	73		1.41	0.99	0	10	0.000
4-06-3520	**% On Time Performance - Hot Cut**		93.09		1,506				-1	20	-0.038
5-01-3100	% Missed Appointment - Facilities - POTS	0.58	0.02	632,512	51,521		0.03	16.10	0	10	0.000
5-01-3200	% Missed Appointment - Facilities - Specials	0.32	0.00	6,185	19		1.30	0.25	0	10	0.000
5-02-3100	% Orders Held for Facilities > 15 days - POTS	0.06	0.00	632,512	51,521		0.01	5.35	0	5	0.000
5-02-3200	% Orders Held for Facilities > 15 days - Specials	0.13	0.00	6,185	19		0.83	0.16	0	5	0.000
6-01-3121	% Installation Troubles within 30 days - POTS Other	5.02	1.27	565,007	48,478		0.10	36.29	0	15	0.000
6-01-3200	% Installation Troubles within 30 days - Specials	2.87	0.00	6,452	17		4.05	0.71	0	15	0.000
6-02-3520	**% Installation Troubles within 7 days - Hot Cut**		1.26		3,245				0	15	0.000

MR	Maintenance & Repair	BA	CLEC	Diff.			
1-01-2000	Average Response Time - Create Trouble	6.29	18.34	12.05	-2	1	-0.004
1-03-2000	Average Response Time - Modify Trouble	5.97	9.37	3.40	0	1	0.000
1-04-2000	Average Response Time - Request Cancellation of Trouble	7.04	*		0	0	0.000
1-06-2000	Average Response Time - Test Touble (POTS only)	82.40	110.72	28.32	-2	1	-0.004

2-01-3200	Network Trouble Report Rate - Specials	0.98	0.00	400,891	732		0.36	2.69	0	10	0.000
2-02-3100	Network Trouble Report Rate - Loop (POTS)	1.60	1.22	10,935,472	246,872		0.03	14.88	0	10	0.000
3-01-3100	% Missed Repair Appointments - Loop	10.47	14.00	174,720	3,007		0.56	-6.27	-2	20	-0.076
3-02-3100	% Missed Repair Appointments - Central Office	5.36	6.56	18,322	442		1.08	-1.11	-1	5	-0.010
4-01-3200	**Mean Time to Repair - Specials**	7.95	na	3,923		12.18		na	0	0	0.000
4-02-3100	**Mean Time to Repair - Loop Trouble**	25.32	26.22	174,720	3,007	28.15	0.52	-1.74	-2	15	-0.057
4-03-3100	**Mean Time to Repair - CO Trouble**	10.43	9.85	18,322	442	17.15	0.83	0.70	0	5	0.000
4-08-3100	**% Out of Service > 24 Hours - POTS**	26.13	25.69	155,810	1,927		1.01	0.44	0	20	0.000
4-08-3200	% Out of Service > 24 Hours - Specials	5.28	na	3,810				na	0	0	0.000
5-01-3100	**% Repeat Reports w/in 30 days - POTS**	24.24	21.34	193,042	3,449		0.74	3.94	0	15	0.000
5-01-3200	**% Repeat Reports w/in 30 days - Specials**	25.21	na	3,923				na	0	0	0.000

BI	Billing					
1-02-2030	% DUF in 4 Business Days	99.60	0	10	0.000
	Totals		-34	523	-0.572

'na' or blank - no activity white cells - require input data shaded cells - no data input required

* Unavailable as a result of system release

Bell Atlantic - NY 271 Backslide Report August 1999 Sheet

RESALE

PO	Pre-Ordering	BA	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
1-01-2000	**Customer Service Record**	0.10	5.05	4.95	-1	**15**	-0.031
1-02-2000	**Due Date Availability**	0.28	2.76	2.48	0	**5**	0.000
1-03-2000	**Address Validation**	0.94	4.09	3.15	0	**5**	0.000
1-04-2000	**Product and Service Availability**	0.28	3.24	2.96	0	**5**	0.000
1-05-2000	**Telephone Number Availability and Reservation**	1.81	4.54	2.73	0	**5**	0.000
1-06-2000	**Facility Availibility (Loop Qualification)**	ud	ud		0	**0**	0.000
2-02-2000	**OSS System Availability - Prime**		100.00		0	**20**	0.000
3-02-2000	% Answered within 30 Seconds - Ordering		72.86		-2	10	-0.042
3-04-2000	% Answered within 30 Seconds - Repair		79.50		-1	10	-0.021
OR	**Ordering**						
1-02-2320	% On Time LSRC - Flow Through - POTS - 2hrs		99.60		0	20	0.000
1-04-2100	% OT LSRC <10 Lines (Elec.- No Flow Through) - POTS		95.00		0	5	0.000
1-04-2200	% OT LSRC <10 Lines (Elec.- No Flow Through) - Specials		95.91		0	5	0.000
1-06-2320	% On Time LSRC >= 10 Lines (Electronic) - POTS		98.66		0	5	0.000
1-06-2200	% On Time LSRC >= 10 Lines (Electronic) - Specials		na		0	0	0.000
2-02-2320	% On Time LSR Reject - Flow Through - POTS		100.00		0	15	0.000
2-04-2320	% OT LSR Rej.<10 Lines (Elec.-No Flow Through)-POTS		93.40		-1	15	-0.031
2-04-2200	% OT LSR Rej.<10 Lines (Elec.-No Flow Through)-Specials		54.16		-2	5	-0.021
2-06-2320	% On Time LSR Reject >=10 Lines (Electronic) - POTS		100.00		0	5	0.000
2-06-2200	% On Time LSR Reject >=10 Lines (Electronic) - Specials		na		0	0	0.000
4-02-2000	Completion Notice - % On Time - POTS & Specials		100.00		0	15	0.000
6-03-2000	% Accuracy - LSRC		95.11		0	20	0.000

PR	Provisioning	BA	CLEC	Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score			
3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS	95.91	99.08	275,507	1,955		0.45	7.05	0	10	0.000
3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS	75.91	72.69	39,723	1,095		1.31	-2.46	-2	5	-0.021
4-01-2200	**% Missed Appointment - BA - Total - Specials**	18.03	0.00	5,663	169		3.00	6.01	0	**10**	0.000
4-02-2100	Average Delay Days - Total - POTS	4.52	7.17	13,816	129	7.34	0.65	-4.08	-2	10	-0.042
4-02-2200	Average Delay Days - Total - Specials	18.21	na	270		27.82		na	0	10	0.000
4-04-2100	**% Missed Appointment - BA - Dispatch - POTS**	9.41	7.35	107,786	1,673		0.72	2.86	0	**10**	0.000
4-05-2100	**% Missed Appointment- BA - No Dispatch - POTS**	0.70	0.06	524,726	9,697		0.09	7.49	0	**20**	0.000
5-01-2100	% Missed Appointment - Facilities - POTS	0.58	0.48	632,512	11,370		0.07	1.39	0	10	0.000
5-01-2200	% Missed Appointment - Facilities - Specials	0.32	0.00	6,185	169		0.44	0.73	0	10	0.000
5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.06	0.07	632,512	11,370		0.02	-0.43	0	5	0.000
5-02-2200	% Orders Held for Facilities > 15 days - Specials	0.13	0.00	6,185	169		0.28	0.46	0	5	0.000
6-01-2100	% Installation Troubles within 30 days - POTS	5.02	2.51	565,007	20,025		0.16	15.99	0	15	0.000
6-01-2200	% Installation Troubles within 30 days - Specials	2.87	2.65	6,452	528		0.76	0.29	0	15	0.000

MR	Maintenance & Repair			Diff.			
1-01-2000	Average Response Time - Create Trouble	6.29	18.34	12.05	-2	1	-0.004
1-03-2000	Average Response Time - Modify Trouble	5.97	9.37	3.40	0	1	0.000
1-04-2000	Average Response Time - Request Cancellation of Trouble	7.04	*		0	0	0.000
1-06-2000	Average Response Time - Test Touble (POTS only)	82.40	110.72	28.32	-2	1	-0.004

								Stat. Score			
2-01-2200	Network Trouble Report Rate - Specials	0.98	3.00	400,891	1,335		0.27	-7.48	-2	10	-0.042
2-02-2100	Network Trouble Report Rate - Loop (POTS)	1.60	0.87	10,935,472	368,654		0.02	34.74	0	10	0.000
3-01-2100	% Missed Repair Appointments - Loop	10.47	9.44	174,720	3,199		0.55	1.89	0	20	0.000
3-02-2100	% Missed Repair Appointments - Central Office	5.36	3.77	18,322	478		1.04	1.52	0	5	0.000
4-01-2200	**Mean Time to Repair - Specials**	7.95	7.72	3,923	40	12.18	1.94	0.12	0	**20**	0.000
4-02-2100	**Mean Time to Repair - Loop Trouble**	25.32	22.83	174,720	3,199	28.15	0.50	4.96	0	**15**	0.000
4-03-2100	**Mean Time to Repair - CO Trouble**	10.43	8.15	18,322	478	17.15	0.79	2.87	0	**5**	0.000
4-08-2100	**% Out of Service > 24 Hours - POTS**	26.13	24.25	155,810	2,849		0.83	2.26	0	**20**	0.000
4-08-2200	% Out of Service > 24 Hours - Specials	5.28	2.50	3,810	40		3.55	0.78	0	10	0.000
5-01-2100	**% Repeat Reports w/in 30 days - POTS**	24.24	18.66	193,042	3,677		0.71	7.82	0	**15**	0.000
5-01-2200	**% Repeat Reports w/in 30 days - Specials**	25.21	35.00	3,923	40		6.90	-1.42	-1	**15**	-0.031

BI	Billing						
1-02-2030	% DUF in 4 Business Days		99.60	0	10	0.000
				Totals	-18	478	-0.291

'na' or blank - no activity white cells - require input shaded cells - no data input required

* Unavailable as a result of system release

Bell Atlantic - New York State

August 1999 **Sheet G**

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
-12-5020	% On Time Firm Order Confirmations	100.00	3	0	15	0.000
-13-5020	% On Time Design Layout Record	99.21	255	0	10	0.000
-12-5000	% On TimeTrunk ASR Reject	na		0	0	0.000

PR	Provisioning	BA		Observations BA	Observations CLEC	BA Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score
-01-5000	**% Missed Appointment - BA - Total**	2.20	2.01	6,551	9,687		0.23	0.81	0	**20**	0.000
-02-5000	Average Delay Days - Total	17.67	4.25	3	4	10.97	8.38	1.60	0	10	0.000
-07-3540	**% On Time Performance - LNP only**		99.49		1,558				0	**20**	0.000
-01-5000	% Missed Appointment - Facilities	1.47	0.28	6,551	9,687		0.19	6.18	0	10	0.000
-02-5000	% Orders Held for Facilities > 15 Days	ud	ud					na	0	0	0.000
-01-5000	**% Installation Troubles w/in 30 Days**	0.02	0.00	6,551	9,687		0.02	0.88	0	**15**	0.000
MR	**Maintenance & Repair**										
-01-5000	**Mean Time to Repair - Total**	2.50	1.93	10	43	2.30	0.81	0.71	0	**20**	0.000
-01-5000	% Repeat Reports w/in 30 Days	10.00	9.30	10	43		10.53	0.07	0	10	0.000
NP	**Network Performance**										
-03-5000	**# of Final Trunk Groups Blocked 2 Months**		1		177				-1	**10**	-0.063
-04-5000	**# of Final Trunk Groups Blocked 3 Months**		0		177				0	**20**	0.000
								Totals	-1	160	-0.063

Collocation

NP	Network Performance	CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
-01-2000	% OT Response to Request for Physical Collocation	99	137	0	10	0.000
-02-2000	% OT Response to Request for Virtual Collocation	100	1	0	10	0.000
-05-2000	**% On Time - Physical Location**	96	160	0	**20**	0.000
-06-2000	**% On Time - Virtual Location**	100	2	0	**20**	0.000
-07-2000	**Average Delay Days - Physical**	12	6	-1	**20**	-0.200
-08-2000	**Average Delay Days - Virtual**	0	0	0	**20**	0.000
				Totals -1	100	-0.200

'na' or blank - when a metric reports na (no activity) or is blank, the weight for the metric is 0

red formated cells - require input data

shaded areas - no input needed

Sheet H		BELL ATLANTIC - NEW YORK	Resale		UNE		Trunks		Collocation		Total
		CRITICAL MEASURES - 271 Backslide Report	%	$	%	$	%	$	%	$	$
		PRE-ORDERING									
1	metric	**Response Time OSS Interface**	30%	45,313	30%	118,056					163,368
	PO-1-01	Customer Service Record	X	45,313	X	118,056					
	PO-1-02	Due Date availability	X	-	X	-					
	PO-1-03	Address Validation	X	-	X	-					
	PO-1-04	Product and Service Availability	X	-	X	-					
	PO-1-05	Telephone Number Availability and Reservation	X	-	X	-					
	PO-1-06	Facility Availibility (Loop Qualification)	X	-	X	-					
2	PO-2-02	**OSS Interface Availability - Prime**	0%	0	0%	0					0
		ORDERING									
3	OR-6-03	**% Accuracy LSRC**			0%	0					0
		PROVISIONING									
4a	PR-4-01	**% Missed Appointment - BA - Total - EEL**			0%	0					0
4b		**% Missed Appointment - BA - Complex**			0%	0					0
	PR-4-04	% Missed Appointment - BA - Dispatch - Complex			X	-					
	PR-4-05	% Missed Appointment - BA - No Dispatch - Complex			X	-					
4c		**% Missed Appointment**	0%	0	0%	0	0%	0			0
	PR-4-01	% Missed Appointment - BA - Total - Specials	X	-	X	-					
	PR-4-01	% Missed Appointment - BA - Total - Trunks					X				
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - POTS	X	-							
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - New Loops			X	-					
	PR-4-05	% Missed Appointment - BA - Total - No Dispatch - POTS	X	-							
5	PR-4-05	**% Missed Appt. - BA - No dispatch - Platform**			0%	0					0
6		**Hot Cut Performance**			65%	511,574					511,574
	PR-4-06	% On Time - Hot Cut (adj. for missed appts. due to late LSRC)									
	PR-6-02	% Troubles within 7 Days - Hot Cut									
7	PR-4-07	**% On Time Performance - UNE LNP**					0%	0			0
		MAINTENANCE									
8		**Mean Time To Repair**	0%	0	75%	295,139	0%	0			295,139
	MR-4-01	Mean Time To Repair - Specials	X	-	X	-					
	MR-4-01	Mean Time To Repair - Trunks					X				
	MR-4-02	Mean Time To Repair - Loop Trouble	X	-	X	295,139					
	MR-4-03	Mean Time To Repair - Central Office	X	-	X	-					
	MR-4-08	% Out Of Service > 24 Hours - POTS	X	-	X	-					
9		**% Repeat Reports within 30 Days**	43%	64,193	0%	0					64,193
	MR-5-01	POTS	X	-	X	-					
	MR-5-01	Specials	X	64,193	X	-					
		NETWORK PERFORMANCE									
10		**Final Trunk Group Blocked**									
	NP-1-03	**Blocked 2 Months**					100%	145,399			145,399
	NP-1-04	**Blocked 3 Months**					0%	0			0
11		**Collocation**							40%	83,333	83,333
	NP-2-05/6	% on Time - Physical & Virtual							X	-	
	NP-2-07/8	Average Delay Days - Physical & Virtual							X	83,333	
		# of full share measures in category **Total**	5	109,505	9	924,769	4	145,399	1	83,333	$1,263,006

Bell Atlantic - New York

Sheet I

271 Backslide Market Adjustment Summary

August 1999

		Weighted Score	Market Adjustment	
	MODE OF ENTRY			
	Resale	-0.291	$ 305,921	
	Unbundled Network Elements	-0.572	$ 3,118,421	
	Trunks	-0.063	$ -	
	Collocation	-0.200	$ 55,556	
	Mode of Entry Total			$ 3,479,898
#	**CRITICAL MEASURES**			
1	Response Time OSS Interface		$163,368	
2	OSS Interface Availability - Prime		0	
3	% Accuracy LSRC		0	
4a	% Missed Appointment - BA - Total - EEL		0	
4b	% Missed Appointment - BA - Complex		0	
4c	% Missed Appointment		0	
5	% Missed Appt. - BA - No dispatch - Platform		0	
6	Hot Cut Performance		511,574	
0	% Troubles within 7 Days - Hot Cut		0	
7	% On Time Performance - UNE LNP		0	
8	Mean Time To Repair		295,139	
9	% Repeat Reports within 30 Days		64,193	
10	Final Trunk Group Blocked		145,399	
11	Collocation		83,333	
	Critical Measure Total			1,263,006
	Grand Total			**$4,742,904**