

ATTACHMENT 1

Order / Pre-Order	Root Cause Identifier	Ref. Number / Ticket Number	Opened	Closed	Downtime	Impacted User Minutes (IUM)*	Root Cause Detail Summary
Pre-Order	BAN	n/a	30-Nov	30-Nov	5pm to 8:58pm 3hrs 58min	54,000	Address validation timeouts; BAN Corba proxy job died and BAN had to kill manually, then bounce the servers
Pre-Order	BAN	1823	1-Dec	1-Dec	7:30pm to 8:10pm 40min	7,000	Address validation timeouts; BAN reset the address validation LiveWire server
Pre-Order	BAN	1887	2-Dec	2-Dec	6:10pm to 7:12pm 1hr 2min	7,000	Address validation timeouts; BAN reset the address validation LiveWire server
Pre-Order	BAN	1986/1987	6-Dec	6-Dec	2:30pm to 4pm 1hr 30min (same outage, 2 tickets)	n/a	Unable to send requests to LiveWire error during CSR and address validations; LiveWire fix put in that evening
Pre-Order	BAN	2046	6-Dec	6-Dec	6:30pm to 9:30pm 1hr 30min	n/a	Unable to send requests to LiveWire error during address validations; LiveWire fix put in that evening
Pre-Order	BAN	2131	7-Dec	7-Dec	6:45pm to 7:40pm 55min	11,000	Address validation timeouts; BAN file system was full, they cleared the log for the request manager
Pre-Order	BAN	2571	8-Dec	8-Dec	7am to 11:30am 4hrs 30min	92,040	Pre-order timeouts resulting in user downtime; BAN had a router problem
Pre-Order	BAN	n/a	8-Dec	8-Dec	9:15pm to 10pm 45min	1,215	Address validation timeouts; users received LiveWire errors; No ticket was opened on this issue (BAN Help Desk was not available)
Pre-Order	BAN	2253/2256	9-Dec	9-Dec	10:15am to 12:25pm 2hrs 10min	34,320	Address validation timeouts; users received LiveWire errors; BAN failed over application server
Pre-Order	BAN	2322	9-Dec	9-Dec	5:20pm to 6:40pm 1hr 20min	n/a	Address validation timeouts; users received LiveWire errors; BAN reset LiveWire accessor
Pre-Order	BAN	n/a	9-Dec	9-Dec	9:20pm to 10pm 40min	680	Address validation timeouts; BAN needed to fix a 'control'
Pre-Order	BAN	2376	10-Dec	10-Dec	1:15pm to 1:35pm 20min	0	Intermittent address validation timeouts
Pre-Order	BAN	2420	11-Dec	11-Dec	9:28am to 12:08pm 2hrs 40min	12,000	Address validation timeouts; 2 BAN application servers lost connectivity; BAN rebooted the servers
Pre-Order	BAN	2429	13-Dec	13-Dec	7:35am to 9am 1hr 25min	6,545	Address validation timeouts due to networking problems with BAN internal boxes
Pre-Order	BAN	2519	14-Dec	14-Dec	7:15am to 7:45am 30min	1,440	Address validation timeouts; BAN recycled the Corba connection, root cause is under investigation
Pre-Order	BAN	2526	14-Dec	14-Dec	8:45am to 9:45am 1hr	11,100	Address validation timeouts; BAN recycled the Corba connection, root cause is under investigation
Pre-Order	BAN	2543	14-Dec	14-Dec	10:15am to 10:45am 30min	7,020	Address validation timeouts; BAN recycled the Corba connection, root cause is under investigation

* Impacted User Minutes is a calculation of the number of users affected by the downtime multiplied by the length of the downtime

ATTACHMENT 2

From: vincent.l.depasquale@bellatlantic.com
Sent: Monday, December 06, 1999 2:54 PM
To: 'Rochelle Jones'; 'Doug Elfner'; 'Robert Puckett'; 'Gregg Sayre'; 'Mark Long'; 'Kimberly Scardino'; 'Jeff Hogan'; 'Karen Itzkowitz'; 'Camille Dagati'; 'Leo Maese'; 'Mirinda Wilson'; 'Joe Bloss'; 'Donald C. Davis'; 'Michael Hou'; 'Robert Mulvee'; 'Clifford Williams'; 'Greg Wardell'; 'Curtis Groves'; 'Phil Shapiro'; 'Harry Davidow'; 'Susan Jin Davis'; 'Karen Sistrunk'; 'Mark T. Smith'
Subject: BA - NY C2C Addendum



Microsoft Excel 97

Attached please find an Addendum to the October 1999 NY Carrier to Carrier Performance Report. This addendum contains Achieved Flow Through performance for Resale and UNE. Consistent with the methodology used in the September 1999 report, this data represents Bell Atlantic - North data in total and has no exclusions yet for pending orders nor CLEC errors.

(See attached file: ADD_FT.xls)

Vincent De Pasquale
212 395-4264

Carrier to Carrier - Addendum
Interim Guidelines October 1999
Bell Atlantic - New York State
ORDERING

Resale POTS Special Services Aggregate

Metric #		CLEC Aggregate Performance	CLEC Aggregate Performance
PR-5-03	% Flow Through - Achieved	75.93	15257

UNE POTS/Special Services Aggregate

Metric #		CLEC Aggregate Performance	CLEC Aggregate Performance
PR-5-03	% Flow Through - Achieved	65.89	81569

ATTACHMENT 3

ORDER CONFIRMATION TIMELINESS**UNE POTS**

Month	Metric #	Metric	Standard	CLEC Results
April	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	72.08
May	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	66.87
June	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	80.15
July	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	80.70
August	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	87.69
September	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	92.25
October	OR-1-04 (UNE POTS)	% On Time LSRC <10 Lines (Electronic)	95% w/n 24 hrs.	88.27

Month	Metric #	Metric	Standard	CLEC Results
April	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines (Electronic)	95% w/n 72 hrs.	89.47
May	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	85.41
June	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	82.88
July	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	84.83
August	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	81.64
September	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	89.74
October	OR-1-06 (UNE POTS)	% On Time LSRC >=10 Lines	95% w/n 72 hrs.	85.26

UNE Special Services - Electronically Submitted

Month	Metric #	Metric	Standard	CLEC Results
March	10S Special Services Electronically Submitted	% On Time LSRC <10 Lines	95% w/n 48 hrs.	93.75
April	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	87.17
May	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	76.80
June	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	75.17
July	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	67.42
August	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	67.84
September	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	77.08
October	OR-1-04 (UNE Special Services – Electronically Submitted)	% On Time LSRC <10 Lines	95% w/n 48 hrs.	68.75

2-Wire UNE Digital Loop

Month	Metric #	Metric	Standard	CLEC Results
September	OR-1-04-06 (UNE 2-Wire Digital Loop)	% Orders Confirmed On Time	95%	78.35
October	OR-1-04-06 (UNE 2-Wire Digital Loop)	% Orders Confirmed On Time	95%	88.00

UNE ADSL Loops

Month	Metric #	Metric	Standard	CLEC Results
September	OR-1-04-06	% Orders Confirmed On Time	95%	55.40
October	OR-1-04-06	% Orders Confirmed On Time	95%	54.95

UNE - LOOP

Month	Metric #	Metric	Standard	CLEC Results
September	OR-1-04	% Orders Confirmed Within 24 Hrs. <10 Lines	95%	87.56
October	OR-1-04	% Orders Confirmed Within 24 Hrs. <10 Lines	95%	79.07

Month	Metric #	Metric	Standard	CLEC Results
September	OR-1-04	% Orders Confirmed Within 72 Hrs. >=10 Lines	95%	89.28
October	OR-1-04	% Orders Confirmed Within 72 Hrs. >=10 Lines	95%	83.52

ATTACHMENT 4

REJECTION NOTICE TIMELINESS

UNE POTS

Month	Metric #	Metric	Standard	CLEC Results
March	19 (UNE POTS)	% Reject On Time <10 Lines (Electronic)	95% w/n 24 hrs.	91.68
April	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	77.23
May	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	62.51
June	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	71.32
July	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	70.73
August	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	82.90
September	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	91.23
October	OR-2-04 (UNE POTS)	% On Time LSR Reject <10 Lines (Electronic)	95% w/n 24 hrs.	90.25

Month	Metric #	Metric	Standard	CLEC Results
May	OR-2-06 (UNE POTS)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	92.50
June	OR-2-06 (UNE POTS)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	90.69
July	OR-2-06 (UNE POTS)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	82.75
August	OR-2-06 (UNE POTS)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	86.15
September	OR-2-06 (UNE POTS)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	92.53
October	OR-2-06 (UNE POTS)	% On Time LSR Reject >=10 Lines	95% w/n 72 hrs.	87.37

UNE Special Services - Electronically Submitted

Month	Metric #	Metric	Standard	CLEC Results
June	OR-2-04 (UNE Special Services – Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	83.33
July	OR-2-04 (UNE Special Services – Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	73.33
August	OR-2-04 (UNE Special Services - Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	82.92
September	OR-2-04 (UNE Special Services - Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	75.00
October	OR-2-04 (UNE Special Services - Electronically Submitted)	% On Time LSR Reject <10 Lines	95% w/n 48 hrs.	75.00

UNE-LOOP

Month	Metric #	Metric	Standard	CLEC Results
September	OR-2-04	% Reject Within 24 Hrs. (<10 Lines)	95% w/n 24 hrs.	75.27
October	OR-2-04	% Reject Within 24 Hrs. (<10 Lines)	95% w/n 24 hrs.	63.40

Month	Metric #	Metric	Standard	CLEC Results
September	OR-2-04	% Reject Within 72 Hrs. (>=10 Lines)	95% w/n 72 Hrs.	91.80
October	OR-2-04	% Reject Within 72 Hrs. (>=10 Lines)	95% w/n 72 Hrs.	86.02

2 Wire Digital Loop

Month	Metric #	Metric	Standard	CLEC Results
September	OR-2-04-06	% Reject On Time	95%	93.12
October	OR-2-04-06	% Reject On Time	95%	93.33

ADSL Loops

Month	Metric #	Metric	Standard	CLEC Results
September	OR-2-04-06	% Reject On Time	95%	81.02
October	OR-2-04-06	% Reject On Time	95%	90.76

ATTACHMENT 5

Documents associated with this attachment are proprietary and are being provided under separate cover pursuant to the Protective Order.

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ATTACHMENT 13

NY PSC Collaborative Issues

NY PSC Case 97-C-0271

228	Agreement – Closed	Jeopardy EDI	Order Notice	CLEC request a jeopardy order notice be sent via an EDI record (867)		<p>4/6: Reviewed by EDI subgroup.</p> <p>4/13: Reviewed at EDI subteam: BA will investigate internal system capabilities and industry guideline usage.</p> <p>LSOG3 – LSC Form: field EC_Ver added “J”; field added – RDET.</p> <p>Issue remains open by the EDI subgroup.</p> <p>4/20: Issue discussed on EDI c.c. EDI does not send Jeopardy. Also, 867 is not the standard for jeopardy notices.</p> <p>OQS is current accepted interim method. The common form – the future standard - is the 855 – which is to be contained in LSOG3, EDI Issue 9. BA will support this in the future. CLECs concur. Issue recommended for closure.</p> <p>4/22: BA and CLECs agree to close.</p>	4/22/98
229	Agreement – Closed	General Core	Svc Ord Return via CN	Need times of service order returned thru confirmation notice. Difference of level 2 vs flow thru	BA should provide within minutes, poll every 30 minutes.	<p>4/9: BA and CLECs agree to close. Commitments are prevalent in Interconnection agreements. Flowthrough also addressed.</p>	4/9/98
230	Agreement – Closed	DSCN EDI	Sec. 3.8.1 Chart	Revise chart to indicate DSCN is only required for a listings only request, otherwise the completion notice is used.	BA to revise chart.	<p>4/6: Reviewed by EDI subgroup. Part of proposal to eliminate DSCN. Related to issues 274, 276.</p> <p>4/9: BA and CLECs agree to close.</p> <p>4/13: Reviewed at EDI subteam: NOT AN EDI ISSUE</p> <p>Issue consolidated to Issue #40.</p> <p>Issue Closed by the EDI subgroup.</p>	4/9/98