ATTACHMENT A-3

CALCULATION OF PARITY AND BENCHMARK PERFORMANCE

Statistical Methodologies:

Bell Atlantic/GTE will use statistical methodologies as one means to determine if "parity" exists, or if the performance for CLECs is equivalent to the performance for Bell Atlantic. For performance measures where "parity" is the standard and sufficient sample size exists, Bell Atlantic/GTE will use the "modified Z statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Measured Variables:	Counted Variables:
$t = \dfrac{\overline{X}_{CLEC} - \overline{X}_{BA}}{\sqrt{s_{BA}^2\left(\dfrac{1}{n_{CLEC}} + \dfrac{1}{n_{BA}}\right)}}$	$Z = \dfrac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA})\left(\dfrac{1}{n_{CLEC}} + \dfrac{1}{n_{BA}}\right)}}$

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.
Counted Variables are metrics of proportions, such as percent measures.

$\overline{X}$ is defined as the average performance or mean of the sample
S is defined as the standard deviation
n is defined as the sample size
p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

A Z or t score of below –1.645 provides a 95% confidence level that the variables are different, or that they come from different processes.

Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size is 30. For counted variables, np(1-p) must be greater than or equal to 5. When the sample size requirement is not met, BA/GTE will do the following:

If the absolute performance for the CLEC is better than the BA/GTE performance, no statistical analysis is required. If the performance is worse for the CLEC than BA/GTE, BA/GTE will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the t or binomial distribution show an "out of parity" result, BA/GTE will run the permutation test. If the permutation test shows an "out of parity" condition, BA/GTE will perform a root cause analysis to determine

cause. If the cause is the result of "clustering" within the data, BA/GTE will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including BA/GTE troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, BA/GTE will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. One such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, BA/GTE will file an exception to the performance data in the pre-filing backsliding performance if the following events occur:

- Event Driven Clustering: Cable Failure: If a significant proportion (more than 30%) of a CLECs troubles are in a single cable failure, BA/GTE will provide the data demonstrating that all troubles within that failure, including BA/GTE troubles were resolved in an equivalent manner. Then, BA/GTE will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA/GTE and the remaining troubles compared according to normal statistical methodologies.

- Location Driven Clustering: Facility Problems: If a significant proportion (more than 30%)of a CLECs missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA/GTE will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, BA/GTE will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

- Time Driven Clustering: Single Day Events: If significant proportion (more than 30%)of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity is in a single day, BA/GTE will provide the data demonstrating that the activity is on that day. BA/GTE will compare that single day's performance for the CLEC to BA/GTE's own performance. Then, BA/GTE will provide data with that day excluded from overall performance to demonstrate "parity".

Other Exceptions:

CLEC Actions: If performance for any measure is impacted by unusual CLEC behavior, BA/GTE will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate appointment coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when BA/GTE has missed an appointment. If such action negatively impacts performance, BA/GTE will provide appropriate detail

documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

BA/GTE will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of BA/GTE and CLEC performance. For cable failures, BA/GTE will provide appropriate documentation detailing all other troubles associated with that cable failure.

Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the "Zero weight" column, then the performance measure not included for remedies.
- If the number of misses falls into the "Met" column, the performance measure is considered "met" and is included for remedies.
- If the number of misses falls into the "Not Met" column, the performance measure is considered missed.

95% Standard:

	Number of Misses		
Sample Size	**Zero Weight**	**"Met"**	**"Not Met"**
1	1	0	NA
2	1	0	2
3	1	0	2+
4	1	0	2+
5	1	0	2+
6	1	0	2+
7	1	0	2+
8	1	0	2+
9	1	0	2+
10	1	0	2+
11	1	0	2+
12	1	0	2+
13	1	0	2+
14	1	0	2+
15	1	0	2+
16	1	0	2+
17	1	0	2+
18	1	0	2+
19	1	0	2+
20	NA	≤ 1	2+

Alternatives may be used:

Alternative 1:

1. For measurements that are expressed as averages and higher averages represent inferior performance, average performance delivered to a CLEC shall not exceed the ILEC average plus the applicable critical Z-value (multiplied by the standard error of the difference). If the CLEC's performance is outside the ILEC average plus the critical Z-value (multiplied by the standard error of the difference) and it is the second consecutive month, BA/GTE can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If BA/GTE uses the Z-test for samples under 30, the CLEC can independently perform the permutation test to validate BA/GTE's results.

2. For measurements that are expressed as percentages and higher percentages represent superior performance, the ILEC percentage shall not exceed the CLEC percentage plus the applicable critical Z-value (multiplied by $\sigma_{P_{ILEC}-P_{CLEC}}$). If the CLEC's performance is outside the ILEC percentage plus the critical Z-value (multiplied by $\sigma_{P_{ILEC}-P_{CLEC}}$) and it is the second consecutive month, BA/GTE can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If BA/GTE uses the Z-test for samples under 30, the CLEC can independently perform the permutation test to validate BA/GTE's results.

Alternative 2:

Permutation analysis will be applied to calculate the z-statistic using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

III. Critical Z-Test Value

The critical Z test value will be –1.645 based on a 95% confidence level.

IV. Methods Of Calculating Per Occurrence Voluntary Payments

Measurements For Which The Reporting Dimensions Are Averages Or Means.

Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference between the actual average and the calculated average for the third consecutive month.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $1500, $900, and $600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.

Measurements For Which The Reporting Dimensions Are Percentages.

Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage for each of the three non-compliant months.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $1500, $900, and $600 for measurements that are designated High, Medium, and Low respectively: to determine the applicable assessment payable to the U.S. Treasury.

Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio for each month of the non-compliant three-month period.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by $1500, $900, and $600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

V. Methods Of Calculating Per Measurement Voluntary Payments

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

ATTACHMENT A-4

VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS

Per Occurrence

Measurement Group	
High	$1500
Medium	$900
Low	$600

Per Measurement/Per Occurrence Caps

Measurement Group	A	B	C
High	$225,000	$75,000	$20,000
Medium	$90,000	$30,000	$10,000
Low	$60,000	$20,000	$5,000

A = States with 1,000,000 or more access lines
B = States with between 500,000 and 999,999 access lines
C = States with < 500,000 access lines

A	BA States: Massachusetts, Maryland, New Jersey, New York, Pennsylvania, Virginia GTE States: California, Florida, Texas
B	BA States: District of Columbia, Delaware, Maine, New Hampshire, Rhode Island, West Virginia GTE States: Hawaii, Illinois, Indiana, Kentucky, Michigan, North Carolina, Ohio, Pennsylvania, Virginia, Washington, Wisconsin
C	BA States: Connecticut, Vermont GTE States: Alabama, Idaho, Missouri, Nevada, Oregon, South Carolina

ATTACHMENT A-5a
BA/GTE MEASUREMENT LIST
Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
OSS	**Interface**	PO-1-01	OSS Resp. Time – CSR	EDI	retail + 4 seconds	measure	Low	Low
		PO-1-01	OSS Resp. Time – CSR	CORBA	retail + 4 seconds	measure	Low	Low
		PO-1-01	OSS Resp. Time – CSR	WEB GUI	retail + 7 seconds	measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	EDI	retail + 4 seconds	measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	CORBA	retail + 4 seconds	measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	WEB GUI	retail + 7 seconds	measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	EDI	retail + 4 seconds	measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	CORBA	retail + 4 seconds	measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	WEB GUI	retail + 7 seconds	measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	EDI	retail + 4 seconds	measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	CORBA	retail + 4 seconds	measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	WEB GUI	retail + 7 seconds	measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	EDI	retail + 4 seconds	measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	CORBA	retail + 4 seconds	measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	WEB GUI	retail + 7 seconds	measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	EDI	retail + 4 seconds	measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	CORBA	retail + 4 seconds	measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	WEB GUI	retail + 7 seconds	measure	Low	Low
		PO-2-02	OSS Availability - Prime	EDI	99.50%	measure	Medium/High [47]	Medium/High
		PO-2-02	OSS Availability-Prime	WEBGUI	99.50%	measure	Medium/High	Medium/High
		PO-2-02	OSS Availability –Prime	CORBA	99.50%	measure	Medium/High	Medium/High
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	measure	Low	Low

[47] OSS Availability = Medium $ for 97.5% to < 99.5% availability, High $ for < 97.5% Availability

ATTACHMENT A-5a
BA/GTE MEASUREMENT LIST
Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
Resale	**Ordering**	OR-1-02	% On Time LSRC - Flow Through	POTS	95% in 2 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	POTS	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	ISDN	95% in 72 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	ADSL	95% in 72 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	Specials	95% in 48 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSRC - >/= 10 Lines (E)	POTS	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSRC - >/= 10 Lines (E)	Specials	95% in 72 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	POTS	95% in 2 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% in 24 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	ISDN	95% in 72 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	ADSL	95% in 72 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	Specials	95% in 48 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	POTS	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	Specials	95% in 72 Hours	occurrence	$600	Low
		OR-5-01	% Flow Through - Total	All Resale	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	POTS	parity with retail	occurrence	$900	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) – Dispatch	POTS	parity with retail	occurrence	$900	
		PR-4-01	% Missed Appt. - BA – Total	Specials	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days – Total	POTS	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days – Total	ISDN	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days – Total	ADSL	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days – Total	Specials	parity with retail	occurrence	$900	
		PR-4-04	% Missed Appt. - Dispatch	POTS	parity with retail	occurrence	$900	
		PR-4-04	% Missed Appt. - Dispatch	ISDN	parity with retail	occurrence	$900	
		PR-4-04	% Missed Appt. - Dispatch	ADSL	parity with retail	occurrence	$900	
		PR-4-05	% Missed Appt. - No Dispatch	POTS	parity with retail	occurrence	$900	
		PR-4-05	% Missed Appt. - No Dispatch	ISDN	parity with retail	occurrence	$900	
		PR-4-05	% Missed Appt. - No Dispatch	ADSL	parity with retail	occurrence	$900	

ATTACHMENT A-5a
BA/GTE MEASUREMENT LIST
Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
Resale continued	Provisioning (continued)	PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	parity with retail	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	parity with retail	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	ISDN	parity with retail	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	ADSL	parity with retail	occurrence	$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	parity with retail	occurrence	$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	parity with retail	occurrence	$600	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	parity with retail	Occurrence	$600	
		MR-2-02	Network Trouble Report Rate (Loop)	POTS	parity with retail	Occurrence	$600	
		MR-2-03	Network Trouble Report Rate (CO)	POTS	parity with retail	Occurrence	$600	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS	parity with retail	Occurrence	$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS	parity with retail	Occurrence	$900	
		MR-4-01	Mean Time to Repair (Total)	Specials	parity with retail	Occurrence	$600	
		MR-4-02	Mean Time to Repair (Loop)	POTS	parity with retail	Occurrence	$600	
		MR-4-03	Mean Time to Repair (Central Office)	POTS	parity with retail	Occurrence	$600	
		MR-4-08	% OOS > 24 Hours	POTS	parity with retail	Occurrence	$900	
		MR-4-08	% OOS > 24 Hours	Specials	parity with retail	Occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	parity with retail	Occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	parity with retail	Occurrence	$900	

ATTACHMENT A-5a --BA/GTE MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
UNE	**Ordering**	OR-1-02	% On Time LSRC - Flow Through	PLATFORM	95% in 2 Hours	occurrence	$600	Low
		OR-1-02	% On Time LSRC - Flow Through	LOOP	95% in 2 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	PLATFORM	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	LOOP	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	2 wire digital	95% in 72 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	2 wire xdsl	95% in 72 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSRC - < 10 Lines (E)	Total Spec.	95% in 48 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSRC - >/= 10 Lines (E)	PLATFORM	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSRC - >/= 10 Lines (E)	LOOP	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSRC - >/= 10 Lines (E)	Total Spec.	95% in 72 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	PLATFORM	95% in 2 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject - Flow –Thru	LOOP	95% in 2 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	PLATFORM	95% in 24 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	LOOP	95% in 24 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	2 wire digital	95% in 72 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	2 wire xdsl	95% in 72 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	Specials	95% in 48 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	PLATFORM	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	LOOP	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	Specials	95% in 72 Hours	occurrence	$600	Low
		OR-5-01	% Flow Through - Total	All UNE	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	Platform	parity with retail POTS	occurrence	$600	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	Platform	parity with retail POTS	occurrence	$600	
		PR-4-01	% Missed Appt. - BA - Total	EEL	parity with retail tot. specials	occurrence	$900	
		PR-4-01	% Missed Appt. - BA - Total	IOF	parity with retail tot. specials	occurrence	$900	
		PR-4-01	% Missed Appt. - BA - Total	Specials	parity with retail tot. specials	occurrence	$900	

ATTACHMENT A-5a -- BA/GTE MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
UNE	Provisioning	PR-4-02	Average Delay Days - Total	Platform	parity with retail POTS	occurrence	$900	
	continued	PR-4-02	Average Delay Days - Total	LOOP	parity with retail POTS	occurrence	$900	
		PR-4-02	Average Delay Days - Total	2 wire digital	parity with retail 2nd line	occurrence	$900	
		PR-4-02	Average Delay Days - Total	2 wire xdsl	parity with retail 2nd line	occurrence	$900	
		PR-4-02	Average Delay Days - Total	EEL	parity with retail tot. specials	occurrence	$900	
		PR-4-02	Average Delay Days - Total	IOF	parity with retail tot. specials	occurrence	$900	
		PR-4-02	Average Delay Days - Total	Specials	parity with retail tot. specials	occurrence	$900	
		PR-4-04	% Missed Appt. - Dispatch	Platform	parity with retail POTS	occurrence	$900	
		PR-4-04	% Missed Appt. - Dispatch	Loop (no HC)	parity with retail POTS	occurrence	$900	
		PR-4-05	% Missed Appt. - No Dispatch	Platform	parity with retail POTS	occurrence	$900	
		PR-4-07	% On Time - UNE LNP	LNP	95%	occurrence	$900	
		PR-4-10	% Completed On Time – Complex (DD-2 Test & Serial Number)	2 wire digital	Parity with retain 2nd line	occurrence	$900	
		PR-4-10	% Completed On Time – Complex (DD-2 Test & Serial Number)	2 wire xdsl	Parity with retain 2nd line	occurrence	$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	PLATFORM	parity with retail POTS	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	LOOP	parity with retail POTS	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	parity with retail tot. specials	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	2 wire digital	parity with retail 2nd line	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	2 wire xdsl	parity with retail 2nd line	occurrence	$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials		occurrence	$600	

ATTACHMENT A-5a -- BA/GTE MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire digital	parity with retail 2nd line	occurrence	$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xdsl	parity with retail 2nd line	occurrence	$600	
UNE	Provisioning continued	PR-6-02	% Install. Troubles Rept. W/in 7 Days	PLATFORM	parity with retail POTS	occurrence	$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	LOOP	parity with retail POTS	occurrence	$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	Hot Cut Loop	3%	occurrence	$900	
		PR-9-01	% On Time - UNE Hot Cut Loop	Hot Cut Loop	95%	occurrence	$900	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	parity with retail tot. specials	occurrence	$600	
		MR-2-02	Network Trouble Report Rate (Loop)	PLATFORM	parity with retail POTS/Complex	occurrence	$600	
		MR-2-02	Network Trouble Report Rate (Loop)	LOOP	parity with retail POTS/Complex	occurrence	$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire digital	parity with retail POTS/Complex	occurrence	$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire xdsl	parity with retail POTS/Complex	occurrence	$600	
		MR-2-03	Network Trouble Report Rate (Central Office)	PLATFORM	parity with retail POTS/Complex	occurrence	$600	
		MR-2-03	Network Trouble Report Rate (CO)	LOOP	parity with retail POTS/Complex	occurrence	$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire digital	parity with retail POTS/Complex	occurrence	$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire xdsl	parity with retail POTS/Complex	occurrence	$600	
		MR-3-01	% Missed Repair Appt. (Loop)	PLATFORM	parity with retail POTS/Complex	occurrence	$900	
		MR-3-01	% Missed Repair Appt. (Loop)	LOOP	parity with retail POTS/Complex	occurrence	$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire digital	parity with retail POTS/Complex	occurrence	$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire xdsl	parity with retail POTS/Complex	occurrence	$900	

ATTACHMENT A-5a -- BA/GTE MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
UNE	Maintenance continued	MR-3-02	% Missed Repair Appt. (CO)	PLATFORM	parity with retail POTS/Complex	occurrence	$900	
		MR-3-02	% Missed Repair Appt. (CO)	LOOP	parity with retail POTS/Complex	occurrence	$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire digital	parity with retail POTS/Complex	occurrence	$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire xdsl	parity with retail POTS/Complex	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM	parity with retail POTS/Complex	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	LOOP	parity with retail POTS/Complex	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	2 wire digital	parity with retail POTS/Complex	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	2 wire xdsl	parity with retail POTS/Complex	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	Specials	parity with retail tot. specials	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	PLATFORM	parity with retail POTS/Complex	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	LOOP	parity with retail POTS/Complex	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire digital	parity with retail POTS/Complex	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire xdsl	parity with retail POTS/Complex	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	parity with retail tot. specials	occurrence	$900	

ATTACHMENT A-5a -- BA/GTE MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
Inter-Connection	**Ordering**	OR-1-12	% On Time FOC (</= 192 Trunks)	CLEC Trunks	95% in 10 Days	occurrence	$900	Low
		OR-2-12	% On Time Reject (</= 192 Trunks)	CLEC Trunks	95% in 10 Days	occurrence	$900	Low
	Provisioning	PR-4-01	% Missed Appt. - BA – Total	CLEC Trunks	Parity with IXC FGD	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	CLEC Trunks	Parity with IXC FGD	occurrence	$1,500	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	CLEC Trunks	Parity with IXC FGD	occurrence	$900	
		MR-4-07	% OOS > 12 Hours	CLEC Trunks	Parity with IXC FGD	occurrence	$1,500	
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	BA-CLEC Trnks	0	occurrence	$1,500	High
Collocation	**Ordering**	NP-2-01	% On Time Response for Request	Physical	95%	occurrence	$900	
		NP-2-02	% On Time Response for Request	Virtual	95%	occurrence	$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	occurrence	$1,500	
		NP-2-06	% On Time Completion	Virtual	95%	occurrence	$1,500	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
OSS	**Interface**	PO-1-02	OSS Resp. Time – Svc Appt Scheduling	Electronic	TBD	measure	$60,000	Low
		PO-1-03	OSS Resp. Time – Address Verification	Electronic	TBD	measure	$60,000	Low
		PO-1-04	OSS Resp. Time – Svc Availability.	Electronic	TBD	measure	$60,000	Low
		PO-1-05	OSS Resp. Time – TN Request	Electronic	TBD	measure	$60,000	Low
		PO-1-06	OSS Resp. Time – Facility Availability	Electronic	TBD	measure	$60,000	Low
		PO-1-07	% CSR On Time – Manual	Manual	95% in 24 hours	measure	$60,000	Low
		PO-1-08	% CSR On Time – WISE	WISE	95% in 4 hours	measure	$60,000	Low
		PO-2-02	OSS Availability – Scheduled	WISE PreO	99.50%	measure	$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Ord	99.50%	measure	$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Rpr	99.50%	measure	$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE CSR	99.50%	measure	$90,000	Medium
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	measure	$60,000	Low
Resale	**Ordering**	OR-1-02	% On Time LSC - Flow Through	POTS	95% in 2 Hours	occurrence	$600	Low
		OR-1-02	% On Time LSC - Flow Through	Specials	95% in 2 Hours	occurence	$600	Low
		OR-1-04	% On Time LSC – < 10 Lines	POTS	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSC – < 10 Lines	Specials	95% in 48 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	POTS	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	Specials	95% in 72 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	POTS	95% in 2 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	Specials	95% in 2 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% in 24 Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	Specials	95% in 48 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	POTS	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >/= 10 Lines	Specials	95% in 72 Hours	occurrence	$600	Low
		OR-5-01	Percent Flow-Through	Resale	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days - No Dispatch	POTS	parity with retail	occurrence	$900	
		PR-3-09	% Completed w/in 5 Days – Dispatch	POTS	parity with retail	occurrence	$900	

ATTACHMENT A-5b -- BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
Resale continued	*Provisioning*	PR-4-01	% Missed Due Dates – Designed Services	Specials	parity with retail	occurrence	$1,500	
		PR-4-02	Average Delay Days – Total	POTS	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days – Total	Specials	parity with retail	occurrence	$900	
		PR-4-04	% Missed Due Dates – Dispatch	POTS	parity with retail	occurrence	$900	
		PR-4-05	% Missed Due Dates - No Dispatch	POTS	parity with retail	occurrence	$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	parity with retail	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	parity with retail	occurrence	$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	parity with retail	occurrence	$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	parity with retail	occurrence	$600	
	Maintenance	MR-2-01	Network Trouble Report Rate	POTS	parity with retail	occurrence	$600	
		MR-2-01	Network Trouble Report Rate	Specials	parity with retail	occurrence	$600	
		MR-3-01	% Missed Repair Commitment	POTS	parity with retail	occurrence	$900	
		MR-3-01	% Missed Repair Commitment	Specials	parity with retail	occurrence	$900	
		MR-4-01	Mean Time to Repair	POTS	parity with retail	occurrence	$600	
		MR-4-01	Mean Time to Repair	Specials	parity with retail	occurrence	$600	
		MR-4-08	% OOS > 24 Hours	POTS	parity with retail	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	Specials	parity with retail	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	parity with retail	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	parity with retail	occurrence	$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
UNE	**Ordering**	OR-1-02	% On Time LSC - Flow Through	UNE Loop Nondes	95% in 2 Hours	occurrence	$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop Designed	95% in 2 Hours	occurrence	$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop 2 wire	95% in 2 Hours	occurrence	$600	Low
		OR-1-02	% On Time LSC – Flow Through	UNE Platform	95% in 2 Hours	Occurrence	$600	Low
		OR-1-02	% On Time LSC – Flow Through	UNE Loop xDSL Capable	95% in 2 Hours	Occurrence	$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Port	95% in 2 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Nondes	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Designed	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop 2 wire	95% in 24 Hours	occurrence	$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	Une Platform	95% in 24 Hours	Occurrence	$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop xDSL Capable	95% in 24 Hours	Occurrence	$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Port	95% in 24 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Nondes	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Designed	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop 2 wire	95% in 72 Hours	occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Platform	95% in 72 Hours	Occurrence	$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop xDSL Capable	95% in 72 Hours	Occurrence	$600	Low

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Port	95% in 72 Hours	occurrence	$600	Low
		OR-1-12	% On Time FOC	UNE Transport	95% in 10 Days	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop Nondes	95% in 2 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop Designed	95% in 2 Hours	occurrence	$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop 2 wire	95% in 2 Hours	Occurrence	$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Platform	95% in 2 Hours	Occurrence	$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thur	UNE Loop xDSL Capable	95% in 2 Hours	Occurrence	$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Port	95% in 2 Hours	Occurrence	$600	Low
UNE continued	Ordering	OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Nondes	95% in 24 Hours	Occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Designed	95% in 24 Hours	Occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop 2 wire	95% in 24Hours	occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Platform	95% in 24 Hours	Occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop xDSL Capable	95% in 24 Hours	Occurrence	$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port	95% in 24 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Nondes	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Designed	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop 2 wire	95% in 72 Hours	occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Platform	95% in 72 Hours	Occurrence	$600	Low

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
	Ordering	OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop xDSL Capable	95% in 72 Hours	Occurrence	$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Port	95% in 72 Hours	occurrence	$600	Low
		OR-5-01	Percent Flow-Through	UNE	TBD	Measure	Medium	Medium
UNE	**Provisioning**	PR-3-08	% Completed w/in 5 Days – No Dispatch	UNE Loop Nondes	parity with retail	occurrence	$600	
continued		PR-3-09	% Completed w/in 5 Days - Dispatch	UNE Loop Nondes	parity with retail	occurrence	$600	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Loop Designed	parity with retail	occurrence	$1,500	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Platform	Parity with retail	Occurrence	$1,500	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Transport	parity with retail	occurrence	$1,500	
		PR-4-02	Average Delay Days - Total	UNE Loop Nondes	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days - Total	UNE Loop Designed	parity with retail	occurrence	$900	
		PR-4-02	Average Delay Days – Total	UNE Platform	Parity with retail	Occurrence	$900	
		PR-4-02	Average Delay Days – Total	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		PR-4-02	Average Delay Days - Total	UNE Port	parity with retail	occurrence	$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
		PR-4-02	Average Delay Days – Total	UNE Transport	parity with retail	occurrence	$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop Nondes	parity with retail	occurrence	$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE Platform	Parity with retail	Occurrence	$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Port	parity with retail	occurrence	$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop Nondes	parity with retail	occurrence	$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE Platform	Parity with retail	Occurrence	$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Port	parity with retail	occurrence	$900	
UNE	Provisioning	PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Nondes	parity with retail	occurrence	$1,500	
continued		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Designed	parity with retail	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Platform	Parity with retail	Occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilites > 60 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Port	parity with retail	occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Transport	parity with retail	occurrence	$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Loop Designed	Parity with retail	occurrence	$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Platform	Parity with retail	Occurrence	$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Transport	parity with retail	occurrence	$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
	Provisioning	PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop Nondes	parity with retail	occurrence	$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Platform	Parity with retail	Occurrence	$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Port	parity with retail	occurrence	$900	
		PR-9-01	% Coordinated Conversions	All	90% on time	occurrence	$900	
UNE	**Maintenance**	MR-2-01	Network Trouble Report Rate	UNE Loop Nondes	parity with retail	occurrence	$600	
continued		MR-2-01	Network Trouble Report Rate	UNE Loop Designed	parity with retail	occurrence	$600	
		MR-2-01	Network Trouble Report Rate	UNE Platform	Parity with retail	Occurrence	$600	
		MR-2-01	Network Trouble Report Rate	UNE Loop xDSL Capable	Parity with retail	Occurrence	$600	
		MR-2-01	Network Trouble Report Rate	UNE Port	parity with retail	occurrence	$600	
		MR-2-01	Network Trouble Report Rate	UNE Transport	parity with retail	occurrence	$600	
		MR-3-01	% Missed Repair Commitment	UNE Loop Nondes	parity with retail	occurrence	$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop Designed	parity with retail	occurrence	$900	
		MR-3-01	% Missed Repair Commitment	UNE Platform	Parity with retail	Occurrence	$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		MR-3-01	% Missed Repair Commitment	UNE Port	parity with retail	occurrence	$900	
		MR-3-01	% Missed Repair Commitment	UNE Transport	parity with retail	occurrence	$900	
		MR-4-01	Mean Time to Repair	UNE Loop Nondes	parity with retail	Occurrence	$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
		MR-4-01	Mean Time to Repair	UNE Loop Designed	parity with retail	Occurrence	$900	
		MR-4-01	Mean Time to Repair	UNE Platform	Parity with retail	Occurrence	$900	
		MR-4-01	Mean Time to Repair	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		MR-4-01	Mean Time to Repair	UNE Port	parity with retail	Occurrence	$900	
		MR-4-01	Mean Time to Repair	UNE Transport	parity with retail	occurrence	$900	
UNE Continued	Maintenance	MR-4-08	% OOS > 24 Hours	UNE Loop Nondes	parity with retail	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	UNE Loop Designed	parity with retail	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	UNE Platform	Parity with retail	Occurrence	$900	
		MR-4-08	% OOS > 24 Hours	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		MR-4-08	% OOS > 24 Hours	UNE Port	parity with retail	occurrence	$900	
		MR-4-08	% OOS > 24 Hours	UNE Transport	parity with retail	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Nondes	parity with retail	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Designed	parity with retail	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Platform	Parity with retail	Occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Port	parity with retail	occurrence	$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Transport	parity with retail	occurrence	$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	$	$Cap
Inter-Connection	**Ordering**	OR-1-12	% On Time FOC	Interconnection Trunks	95% in 10 Days	occurrence	$900	
	Provisioning	PR-4-01	% Missed Due Dates – Designed Svc	Interconnection Trunks	Parity with IXC	Occurrence	$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Interconnection Trunks	Parity with IXC	Occurrence	$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Interconnection Trunks	Parity with IXC	Occurrence	$1,500	
	Maintenance	MR-2-01	Network Trouble Report Rate	Interconnection Trunks	Parity with IXC	Occurrence	$900	
		MR-4-07	% OOS > 12 Hours	Interconnection Trunks	Parity with IXC	Occurrence	$1,500	
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Final Trunks	0	Occurrence	$1,500	Low
Collocation	**Ordering**	NP-2-01	% On Time Response for Request	Physical	95%	Occurrence	$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	occurrence	$1,500	

ATTACHMENT A-6

Annual Caps -- *$Thousands*

(Monthly Caps are 1/12th the annual amount)

Bell Atlantic States

	Year 1	Year 2	Year 3
CT	$239.4	$359.1	$478.8
DC	$4,148.4	$6,222.1	$8,295.7
DE	$2,460.5	$3,690.5	$4,920.5
MA	$19,799.4	$29,696.6	$39,593.9
MD	$16,249.7	$24,372.6	$32,495.5
ME	$3,014.5	$4,521.4	$6,028.2
NH	$3,421.6	$5,132.0	$6,842.4
NJ	$27,845.6	$41,764.9	$55,684.3
NY	$51,441.4	$77,155.9	$102,870.3
PA	$28,088.3	$42,129.1	$56,169.8
RI	$2,884.4	$4,326.2	$5,768.0
VA	$15,518.1	$23,275.3	$31,032.5
VT	$1,497.9	$2,246.6	$2,995.4
WV	$3,669.3	$5,503.5	$7,337.7
Bell Atlantic Total	***$180,278.5***	***$270,395.8***	***$360,513.0***

GTE States

	Year 1	Year 2	Year 3
AL	$1,230.0	$1,845.0	$2,459.8
CA	$19,824.5	$29,734.4	$39,644.2
FL	$10,025.6	$15,037.1	$20,048.7
HI	$3,140.5	$4,710.3	$6,280.1
ID	$581.0	$871.4	$1,161.8
IL	$4,009.0	$6,013.1	$8,017.1
IN	$4,174.6	$6,261.3	$8,348.1
KY	$2,404.0	$3,605.9	$4,807.5
MI	$3,300.0	$4,949.6	$6,599.2
MO	$1,932.7	$2,898.8	$3,864.9
NV	$154.4	$231.6	$308.8
NC	$1,498.8	$2,247.9	$2,997.1
OH	$3,862.4	$5,793.1	$7,723.8
OR	$2,073.4	$3,109.9	$4,146.3
PA	$2,860.6	$4,290.5	$5,720.5
SC	$942.5	$1,413.6	$1,884.7
TX	$8,485.3	$12,726.7	$16,968.6
VA	$2,586.9	$3,880.1	$5,173.3
WA	$3,749.0	$5,623.1	$7,497.2
WI	$2,195.6	$3,293.1	$4,390.6
GTE Total	***$79,030.8***	***$118,536.5***	***$155,850.3***
TOTAL	**$259,309.3**	**$388,932.3**	**$516,363.3**

ATTACHMENT B

DRAFT

Independent Accountant's Report

Bell Atlantic/GTE Board of Directors
and
Federal Communications Commission

We have examined Bell Atlantic/GTE 's (the Company) assertion that the Company has policies and procedures (as described in the attachment) in place as of Month xx, 2000 regarding compliance with the Federal Communications Commission's (FCC's) collocation requirements. The FCC's collocation requirements are contained in the FCC's March 31, 1999 First Report and Order and Further Notice of Proposed Rulemaking on Deployment of Wireline Services Offering Advanced Telecommunications Capability (CC Docket No. 98-147). The Company is responsible for the design, distribution and monitoring of such policies and procedures in place upon which the Company's assertion to the FCC is based.

Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and included both a determination of the existence and distribution of such policies and procedures upon which the Company's assertion is based, as well as such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

In our opinion, management's assertion that policies and procedures as described above are in place as of Month xx, 2000 is fairly stated in all material respects.

This report is intended solely for the information and use of the Board of Directors and management of the Company and the FCC and should not be used for any other purpose. Since this report will be filed in documents that are a part of the public record, its distribution is not limited.

_____
Signature of Independent Auditor

_____
Date

ATTACHMENT C

ALTERNATIVE DISPUTE MEDIATION

Bell Atlantic/GTE shall implement in the Bell Atlantic and GTE States a voluntary alternative dispute mediation process to resolve local service carrier-to-carrier disputes, including disputes related to interconnection agreements, as follows:

If resolution is not attained upon completion of the dispute resolution process contained in a state commission-approved interconnection agreement, or if the dispute is not subject to resolution under an interconnection agreement, Bell Atlantic/GTE shall, at the option of the other party or parties to the dispute, participate in a mediation process as follows:

a. If a party voluntarily chooses to invoke these mediation procedures, it shall submit a written request for mediation to the appropriate state commission, with a copy to Bell Atlantic/GTE and any other party or parties involved in the dispute. State commissions shall not be required to implement this process or to mediate disputes under the mediation provisions of this Attachment.

b. The written request shall include a statement as to whether the dispute affects service or is otherwise exceptionally time-sensitive. If the dispute affects service or is otherwise exceptionally time-sensitive, the written request shall set forth time requirements for resolution, and the time frames stated herein shall be shortened by agreement of the parties to accommodate the requested time requirements, which may not be less than 3 business days.

c. Bell Atlantic/GTE shall attempt to resolve issues affecting multiple CLECs in the same State through consolidated mediations.

d. The parties to the dispute shall each have a person or persons of authority at the dispute resolution table such that a reasonable resolution could be agreed to at the table. In the event the representative(s) of a party come without the authority to agree to a particular item, that party shall commit to provide a response within no more than 2 business days.

e. Any information shared with another party or parties prior to a mediation session shall be faxed to the other party or parties to the dispute at least 24 hours prior to the next mediation session. A copy shall also be provided to the staff of the appropriate state commission.

f. Bell Atlantic/GTE shall have one contact person for all contacts related to a given dispute.

g. Bell Atlantic/GTE shall attend a face-to-face meeting with the disputing party or parties and the staff of the appropriate state commission within one week of the request for mediation. In the event it is not possible to resolve the issue in one session,

the parties to the dispute shall agree to a meeting schedule and have all relevant decision makers meet with the other party or parties during the scheduled times.

h. Bell Atlantic/GTE agrees that service to end-user customers shall not be disrupted or otherwise affected by the pendency of a mediation proceeding.

i. Bell Atlantic/GTE shall prohibit their regulatory, legal, and/or wholesale personnel from disclosing to their retail staff information regarding customers identified during the mediation process concerning the dispute being mediated. If necessary, Bell Atlantic/GTE regulatory, legal, and/or wholesale personnel may contact the customer regarding service or billing-related issues after they have first notified the opposing party or parties in mediation to discuss the need for such contact and to give such party or parties the opportunity to participate in such contact.

j. Bell Atlantic/GTE shall reduce each resolved issue to writing within 5 business days of the resolution. One of the other parties may also agree to reduce the agreement to writing. All subsequent responses/replies shall be due within 3 business days. If the parties have not reduced the resolved issue to an agreed-upon writing within 14 calendar days of the issue's resolution, they shall notify the staff of the appropriate state commission within 5 business days, and any party may request to resume the mediation. Written resolutions of the issues, once agreed upon by the parties, shall be binding upon the parties; a copy of each agreement shall be submitted to the staff of the appropriate state commission upon execution. If an agreement reached requires an amendment or addendum to a previously approved interconnection agreement, Bell Atlantic/GTE shall file the amendment or addendum for approval by the appropriate state commission within 14 calendar days of reaching the written agreement.

k. Communications during the mediation process shall be confidential. Bell Atlantic/GTE shall facilitate the confidentiality of the mediation process, including execution of a reasonable mediation agreement (provided that the other mediating party also agrees to do so as a condition to participating in the mediation process).

Once issues are resolved by the parties, should another telecommunications carrier in the same State request resolution of the same issue(s), with substantially similar factual circumstances and terms, and with conditions and other contract provisions that are not materially different, Bell Atlantic/GTE shall make the arrangements arrived at through a prior mediation process available to that telecommunications carrier. In Virginia and Pennsylvania, arrangements arrived at through a prior mediation process shall only be available to another telecommunications carrier with substantially similar factual circumstances within either the Bell Atlantic or GTE service territory for which the mediation took place.

Should the appropriate state commission choose not to participate in the mediation process, the parties may mutually agree that a party (not a party to the dispute) may fill the role of the state commission and its staff in the mediation process.

ATTACHMENT D
Enhanced Lifeline Annual Promotional Budgets by State

State	Annual Promotional Budget ($)
Alabama	10,000
California	140,000
Delaware	16,000
District of Columbia	14,000
Florida	76,000
Hawaii	21,000
Idaho	4,000
Illinois	27,000
Indiana	32,000
Kentucky	18,000
Maine	22,000
Maryland	106,000
Massachusetts	130,000
Michigan	27,000
Missouri	11,000
Nevada	1,000
New Hampshire	24,000
New Jersey	183,000
New York	337,000
North Carolina	11,000
Ohio	31,000
Oregon	16,000
Pennsylvania	210,000
Rhode Island	20,000
South Carolina	7,000
Texas	52,000
Vermont	10,000
Virginia	119,000
Washington	29,000
West Virginia	27,000
Wisconsin	13,000
Total	**1,744,000**