

Function:		
PR-3 Completed within 5 Days		
Definition:		
Measures the percent of new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
Exclusions:		
Excludes customer requested due dates beyond interval offered. Excludes orders delayed for customer reasons. Excludes 'Out' orders. Excludes 'records only' orders. Excludes ILEC company official orders Excludes PNP orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) 		<ul style="list-style-type: none"> • Statewide
Products:		
<ul style="list-style-type: none"> • Resale POTS • UNE Loop Nondesignated 		
PR-3-08	% Completed in 5 Days – No Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change Resale POTS/UNE Loop Nondesignated non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesignated non-dispatched orders
PR-3-09	% Completed in 5 Days - Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change Resale POTS/UNE Loop Nondesignated dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesignated dispatched orders

Function:		
PR-4 Missed Due Dates		
Definition		
Measures the percent of new, move and change orders where installation was not completed by the due date.		
Business Rules:		
<ol style="list-style-type: none"> Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. Completed date is defined as the Billing Effective Date. 		
Exclusions:		
Excludes 'Out' orders.		
Excludes 'records only' orders.		
Excludes ILEC company official orders.		
Performance Standard:		
Parity with GTE Retail		
LNP: 95% on Time		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> Individual CLEC CLECs in the aggregate ILEC (if analog applies) 	<ul style="list-style-type: none"> Statewide 	
Products:		
<ul style="list-style-type: none"> Resale POTS Resale Specials UNE Loop Non-designed UNE Loop Designed UNE Port UNE Transport UNE Platform UNE Loop xDSL Capable Interconnection Trunks 		
Sub-Metrics		
PR-4-01	% Missed Due Dates – Designed Services	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders	Total number of New, Move and Change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders
PR-4-02	Average Delay Days – Total	
Calculation	Numerator	Denominator
	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
PR-4-04	% Missed Due Dates – Dispatch	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Non-designed, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders

Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	% Missed Due Dates – No Dispatch	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders

Function:		
PR-5 Facility Missed Orders		
Definition:		
Measures the percent of new, move and change orders missed due to lack of facilities.		
Business Rules:		
<ol style="list-style-type: none"> 1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. 2. Completed date is defined as the Billing Effective Date. 3. Lack of facilities is defined to be those orders showing the following suffixes: DROSP, DRCOE, DREQ. 		
Notes:		
<ol style="list-style-type: none"> 1. Results also included in Measure "Percent Missed Due Dates" 		
Exclusions:		
Excludes 'records only' orders.		
Excludes 'Out' orders.		
Excludes ILEC company official orders.		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Designed • UNE Loop Nondesignated • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	Geography: <ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
PR-5-03	% Orders Held for Facilities > 60 Days	
Calculation	Numerator	Denominator
	Total number of New, Move and change orders where the billing effective date minus the due date is 60 or more days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

Function:		
PR-6 Installation Quality		
Definition:		
Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesigned services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> CPE Came Clear Test OK Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders 		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	Geography: <ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
PR-6-01	% Installation Troubles reported within 30 Days	
Calculation	Numerator	Denominator
	Total number of Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk orders which received trouble reports within 30 calendar days of completion.	Total number of new, move and change Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk completed orders.

Sub-Metrics PR-6 Installation Quality		
PR-6-02	% Installation Troubles reported within 7 Days	
Calculation	Numerator	Denominator
	Total number of Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port orders which received trouble reports within 7 calendar days of order completion.	Total number of new, move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port completed orders

Function:		
PR-9 Coordinated Conversions		
Methodology:		
GTE captures the data used to measure coordinated conversion activity from its legacy system, NOCV.		
Three types of formatted remarks are placed on the NOCV order:		
<ul style="list-style-type: none"> • Coordinated customer conversion identifier • The due date/due start time • The actual date/time the conversion actually started 		
If the conversion actually started within one hour of the scheduled due date/start time, the conversion is considered to be on-time.		
Definition:		
Measures the percentage of coordinated orders (TBCC/CHC) started on time* for all orders where CLEC has requested coordination (including PNP).		
Business Rules:		
Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).		
Exclusions:		
Excludes CLEC caused misses		
Excludes 'records only' orders		
Performance Standard:		
90% on time		
Report Dimensions :		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate Products: <ul style="list-style-type: none"> • Residence and Business conversions, including PNP 	Geography: <ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
PR-9-01	% On Time Performance	
Calculation	Numerator	Denominator
	Number of coordinated orders started by due date and time	Count of coordinated orders completed in reporting period

Function:		
MR-2 Trouble Report Rate		
Definition:		
Measures the total number of network customer trouble reports received within a calendar month per 100 lines/circuits/UNEs/trunks..		
Business Rules:		
<ol style="list-style-type: none"> 1. Access line/circuit count taken from previous month. 2. Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12) 		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> Test OK Came Clear CPE Customer error Coin . Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders 		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	Geography: <ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
MR-2-01	Network Trouble Report Rate	
Calculation	Numerator	Denominator
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:		
MR-3 Missed Repair Commitments		
Definition:		
Measures the percent of network trouble reports not cleared by the commitment date and time.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders 		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) 	Geography: <ul style="list-style-type: none"> • Statewide 	Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable
Sub-Metrics		
MR-3-01	% Missed Repair Commitment	
Calculation	Numerator	Denominator
	Total network trouble reports not cleared by commitment date/time for all products	Total network trouble reports completed for all products

Function:**MR-4 Trouble Duration Intervals****Definition:**

Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)

Exclusions:

Excludes the following types of trouble:

- CPE, Coin
- Test OK, Came Clear, Customer error
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- ILEC employee generated, ILEC company official orders

Performance Standard:

Parity with GTE Retail

Report Dimensions :**Company:**

- Individual CLEC
 - CLECs in the aggregate
 - ILEC (if analog applies)
- Products:**
- Resale POTS
 - Resale Specials
 - UNE Loop Nondesignated
 - UNE Loop Designed
 - UNE Port
 - UNE Transport
 - UNE Platform
 - UNE Loop xDSL Capable
 - Interconnection Trunks

Geography:

- Statewide

Sub-Metrics

MR-4-01	Mean Time to Repair	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
MR-4-07	% Out of Service > 12 Hours – Interconnection Trunks	
Calculation	Numerator	Denominator
	Count of Interconnection trunks troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 12 hours and time minus created date and time for customer network trouble reports (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for Interconnection trunks

Sub-Metrics MR-4 Trouble Duration Intervals		
MR-4-08	% Out of Service > 24 Hours	
Calculation	Numerator	Denominator
	Count of Resale and UNE troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours and time minus created date and time for customer network trouble reports for all Resale and UNE products (Designed Troubles exclude interrupt time)	Total customer network trouble reports for all Resale and UNE products

Function:		
MR-5 Repeat Trouble Reports		
Definition:		
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.		
Any trouble, regardless of the original disposition code, that repeat as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders 		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	Geography: <ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
MR-5-01	% Repeat Reports within 30 Days	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products

Function:**NP-1 Percent Final Trunk Group Blockage****Definition:**

Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.

Notes: 1) Applies to those trunks where the ILEC has augmentation control.

2) Does not apply when trunks are provisioned as two-way trunks.

Business Rules:

- Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.
- GTE reports provided 45 days after close of data month.
- Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.)

Exclusions:

IXC Dedicated Trunks are not included

Abnormal blockage exclusions:

Network Failures; Switch Outages

Acts of God; Storms, Tornadoes, etc.

National Holidays

Media Stimulated Mass Calling

Cable/Fiber cuts

Microwave Failures

Power Outages

Performance Standard:

Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.

Report Dimensions**Company:**

- Individual CLEC
- CLECs in the aggregate
- ILEC (if analog applies)

Geography:

- Statewide

Products:

- CLEC Trunks

Sub-Metrics

NP-1-04

Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months

Calculation

Numerator

Denominator

Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems

Not applicable

Function:	
NP-2 Collocation Performance	
Definition:	
Measures the percent of collocation arrangements responded to and completed (built) on time.	
<u>Business Rules:</u>	
<ol style="list-style-type: none"> 1. Applies to all requests for physical collocation space 2. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. 	
Exclusions:	
Excludes orders canceled by CLEC	
Performance Standard:	
Physical Space Notification: 95% within 15 days	
Physical Completion: 95% on time	
Report Dimensions :	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLECs • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics	
NP-2-01	% On Time Response to Request for Physical Collocation
Calculation	Numerator
	Count of requests for physical collocation arrangements where response to request is answered within 15 days
	Denominator
	Count of physical collocation arrangements completed in the reporting period.
NP-2-05	% On Time – Physical Collocation
Calculation	Numerator
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses)
	Denominator
	Count of physical collocation arrangements completed in the reporting period.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
Business Rules:		
1. Includes only mechanized bills.		
Exclusions:		
Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.		
Performance Standard:		
98% within 10 business days		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLECs • CLECs in the aggregate 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted

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:
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{BA}}{\sqrt{S_{BA}^2 \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$	

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.

\bar{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 5.⁶⁰ 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 for

⁶⁰ In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

measured variables until such time as a permutation test can be run in an automated fashion. For counted variables, the binomial distribution will be used. If the t 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 assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications 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 performance report if any of the following events occur:

- **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC’s 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 CLEC’s 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 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: In addition, the key assumption of independence of data may be impacted by CLEC behavior such as 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. BA/GTE will bring such behavior to the attention of the CLEC to attempt resolution. 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 "Allowed Misses" column, then the performance measure not included for remedies.

95% Standard:

Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1
13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

Permutation analysis will be applied to calculate the z-statistic for measured variables 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.

Critical Z-Test Value

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

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.
- Step 2: Calculate the percentage difference between the actual average and the calculated average (or benchmark value for benchmark measures) 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.
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) 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.
- Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) 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.

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	<u>BA States:</u> Massachusetts, Maryland, New Jersey, New York, Pennsylvania, Virginia <u>GTE States:</u> California, Florida, Texas
B	<u>BA States:</u> District of Columbia, Delaware, Maine, New Hampshire, Rhode Island, West Virginia <u>GTE States:</u> Hawaii, Illinois, Indiana, Kentucky, Michigan, North Carolina, Ohio, Pennsylvania, Virginia, Washington, Wisconsin
C	<u>BA States:</u> Connecticut, Vermont <u>GTE States:</u> 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 ⁶¹
			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	

⁶¹ 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		