Exhibit A

DISCLAIMER
This electronic version of an SCC order is for informational purposes only and is not an official document of the Commission. An official copy may be obtained from the Clerk of the Commission, Document Control Center.

COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION

AT RICHMOND, NOVEMBER 9, 2001

COMMONWEALTH OF VIRGINIA, ex rel.

STATE CORPORATION COMMISSION

CASE NO. PUC010226

Ex Parte: Establishment of a Performance Assurance Plan for Verizon Virginia Inc.

PRELIMINARY ORDER

On October 30, 2001, the State Corporation Commission ("Commission") initiated a proceeding to establish performance standards for Verizon Virginia Inc. ("Verizon Virginia").[1] In addition, pursuant to this Order of October 30, 2001, in Case No. PUC010206, the Commission determined it would consider all proposals for a remedy or performance assurance plan ("PAP") for Verizon Virginia in a separately docketed case. We now establish this docket to consider such PAP proposals.[2]

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[1] *Ex Parte: Establishment of Carrier Performance Standards for Verizon Virginia Inc.*, Case No. PUC010206, Order for Notice and Comment or Requests for Hearing, issued October 30, 2001 ("Order of October 30, 2001"). A set of proposed carrier performance standards for Verizon Virginia were developed through a collaborative process involving various parties in conjunction with the Commission's Collaborative Committee. See *Ex Parte: Establishment of a Collaborative Committee to Investigate Market Opening Measures*, Case No. PUC000026, 2000 S.C.C. Ann. Rpt. 302, 303 issued March 2, 2000.

[2] A PAP's purpose is to provide "appropriate remedies" should Verizon Virginia fail to meet any performance standards ultimately adopted by this Commission.

Any interested parties may file a proposed PAP for Verizon Virginia on or before November 30, 2001.[3] Thereafter, on or before December 21, 2001, any party may file written comments or request a hearing on the PAP proposals filed. We also invite interested parties to address related issues regarding the adoption of a PAP, including: the extent of this Commission's authority to impose and enforce any of the PAP proposals filed; what constitutes an acceptable PAP for purposes of Verizon Virginia securing approval from the Federal Communications Commission to provide interLATA services originating in Virginia under § 271 of the Telecommunications Act of 1996; and ways in which a PAP can be designed and structured so as to create an effective incentive to Verizon Virginia to correct its underlying performance when necessary, other than paying fines or penalties to competitive local exchange carriers.

In the event that a hearing request is granted, the Commission will establish a further procedural schedule, including the prefiling of testimony.

Accordingly, IT IS ORDERED THAT:

(1) This case shall be docketed to consider proposed performance assurance plans for Verizon Virginia consistent with the findings above.

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[3] Any party submitting a PAP should also provide an electronic version to the Commission in order for such PAP to be made available on our website.

(2) All interested parties are hereby granted leave to file proposed performance assurance plans for Verizon Virginia on or before November 30, 2001.

(3) All interested parties are hereby granted leave to file comments and/or requests for hearing, consistent with the findings above, on or before December 21, 2001.

(4) This case is now continued.

Exhibit B

EXHIBIT B*

Although references in the attached are to AT&T, this is the contract language Verizon VA proposes to WorldCom as well. The language would need to substitute "WorldCom" for "AT&T" and conform to the numbering of the most current version of the Verizon VA/WorldCom interconnection agreement.

26.0 SERVICE QUALITY MEASURES AND STANDARDS

26.1 Verizon shall provide services, facilities and arrangements under this Agreement in accordance with the performance standards required by Applicable Law, including, but not limited to, Section 251(c) of the Act.

26.2 To the extent required by Appendix D, Section V, "Carrier-to-Carrier Performance Plan (Including Performance Measurements)," and Appendix D, Attachment A, "Carrier-to-Carrier Performance Assurance Plan," of the Merger Order, Verizon shall provide performance measurement results to AT&T.

26.3 AT&T shall provide services, facilities and arrangements under this Agreement in accordance with the performance standards required by Applicable Law.

26.4 Subject to Section 26.5 below, Verizon shall report performance measurement results and make remedy payments, to AT&T, in accordance with Schedule 26.4, attached.

26.5 Notwithstanding any other provision of this Agreement, Section 26.4 and Schedule 26.4 shall automatically terminate and cease to be a part of this Agreement upon the earlier of: (a) the effective date of a carrier-to-carrier service quality performance assurance plan applicable to Verizon that has been required, approved, accepted or allowed to go into effect, by the Commission; or, (b) the effective date of a carrier-to-carrier service quality performance assurance plan applicable to Verizon that has been required, approved, accepted or allowed to go into effect, by the FCC in conjunction with the FCC's approval of a request by Verizon or Verizon's affiliates for authority to provide InterLATA services in Virginia.

SCHEDULE 26.4

CARRIER-TO-CARRIER PERFORMANCE ASSURANCE PLAN

PERFORMANCE MEASUREMENTS AND REPORTS

Beginning with the first calendar month after the month in which this Agreement becomes effective and for each calendar month thereafter, Verizon shall perform the measurements set out in Attachment A and report the results of those measurements for the measured calendar month to AT&T.

The measurement results will be set out in a report on a Verizon Internet web site to which Verizon will allow AT&T access.

The measurement results shall be provided within twenty-five (25) days after the completion of each measured calendar month (or, if the 25th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

PERFORMANCE STANDARDS

The performance standards for the measures set out in Attachment A shall be as set out in Attachment A.

For measures listed in Attachment A, where financial remedies are assessed on a "pay per occurrence" basis, whether Verizon has met the performance standard will be determined on an AT&T specific ("CLEC Specific") basis for the measured service area. For measures listed in Attachment A, where financial remedies are assessed on a "pay per measure" basis, whether Verizon has met the performance standard will be determined on a CLEC Aggregate basis for the measured service area.

A determination of whether Verizon has met the performance standard for a measure for a measured calendar month will be made only if there is measured AT&T activity for that measure for the measured calendar month. If there is no AT&T measured activity for a measure for a measured calendar month, Verizon will be deemed to have met the standard for that measure for the measured calendar month. For instance, if for a measured calendar month AT&T submitted no transactions to Verizon through the CORBA interface, no determination would be made as to whether Verizon had met the standards for Metrics PO-1 or PO-2 for the CORBA interface and Verizon will be deemed to have met the standards for those measures.

Determinations of whether Verizon has met the applicable performance standard for a measure shall be made in accordance with Attachment A.

FINANCIAL REMEDIES

Verizon shall make remedy payments to AT&T as follows:

For measures listed in Attachment A as subject to remedy payments, if Verizon fails to meet the applicable performance standard for a measure for either (a) 3 consecutive months, or (b) 6 or more months in a Plan Year (April of one year through March of the next year), Verizon will make a remedy payment to AT&T. The amount of the remedy payment will be determined in accordance with Attachment A. Payments will be made on a per occurrence or per occurrence with a cap basis for "pay per occurrence" measures, or on a per measure basis for "pay per measure" measures. The remedy payment will be calculated by applying the statistical analyses and the calculations described in Attachment A-3, the payment level for the measures set out in Attachment A-5, and the per occurrence payment and per measure payment, amounts set out in Attachment A-4. A description and examples of how remedy payments will be calculated are set out in Attachment A-7.

If Verizon fails to meet the applicable performance standard for a measure for 3 consecutive months, the remedy payment shall be calculated based on the rolling monthly average of occurrences or measurements for the 3 consecutive months, as appropriate. In other words, Verizon will make a payment in the event it fails to meet the applicable standard for three consecutive months, and another payment if the failure continues for a fourth consecutive month, and so on. In each case, the payment will be calculated according to the rolling monthly average of occurrences for the last three consecutive months where Verizon fails to meet the applicable performance standard. For example, if Verizon fails to meet the performance standard for a measurement for January, February, and March, it would make a payment based on the January-February-March monthly average; if it also fails to meet the standard for the same measure in April, it would make another payment, based on the February-March-April monthly average. A further description and examples of how remedy payments will be calculated are set out in Attachment A-7.

If Verizon fails to meet the applicable performance standard for 6 or more months in a Plan Year, the payments shall be calculated as if all such months were missed consecutively. In other words, four payments would be made in a year where a measure fails to meet the performance standard for six months (and five payments in a year where a measure fails to meet the performance standard for seven months, and so on). A further description and examples of how remedy payments will be calculated are set out in Attachment A-7.

If Verizon is obligated to make a payment to AT&T pursuant to the "3 consecutive months" rule set out in Sections 3.1.1 and 3.1.1.1 above, Verizon shall not be obligated to make a payment to AT&T pursuant to the "6 or more months in a Plan Year" rule set out in Sections 3.1.1 and 3.1.1.2 above, for the same three month period. A further description and examples of how remedy payments will be calculated are set out in Attachment A-7.

The payments provided for in Section 3.1.1 shall not exceed the cap amounts set out in Attachment A, including, but not limited to, the monthly cap amounts and Plan Year annual cap amounts, set out in Attachment A-6, and the "Per Measurement" and "Per Occurrence" cap amounts set out in Attachment A-4.

If the caps specified in Appendix D, Attachment A-6 of the Merger Order[1] are reduced as authorized in Appendix D, Attachment A, Paragraph 11 of the Merger Order, those reduced caps will also apply to Attachment A-6 of this Schedule 26.4. The reduction in the caps specified in Attachment A-6 of this Schedule 26.4 shall become effective at the same time that the reduction in the caps specified in Appendix D, Attachment A-6 of the Merger Order becomes effective.

If Verizon becomes liable for remedy payments to AT&T under this Schedule 26.4, such payments shall be made within 60 days after the performance measurement results showing the liability are reported by Verizon to AT&T. Payments will be made in the form of bill credits that will be applied by Verizon to bills issued by it to AT&T. Verizon may deduct from any amount due from Verizon to AT&T under this Schedule 26.4 any amount due from AT&T to Verizon (including, but not limited to, any amount due from AT&T to Verizon under this Agreement or under any other agreement between the Parties or under a Verizon tariff).

Verizon shall not be responsible for a failure to meet a performance standard and shall not be obligated to make an remedy payment to AT&T as a result of such a failure, to the extent such failure was the result of: (a) events or causes beyond the reasonable control of Verizon; (b) Force Majeure events (as defined below); (c) acts or omissions by AT&T or a AT&T customer that prevent Verizon from timely or accurately providing service, including, but not limited to, any failure to perform an act that AT&T is required to perform by this Agreement; or, (d) Event Driven Clustering, Location Driven Clustering, Time Driven Clustering, or CLEC Actions, as described in Attachment A-3. Force Majeure events include unusually severe weather conditions, earthquake, volcanic action, fire, explosion, flood, epidemic, war, revolution, civil disturbances, acts of public enemies, any law, order, regulation, ordinance or requirement of any governmental or legal body, strikes, labor slowdowns, picketing or boycotts, unavailability of equipment, parts or repairs thereof, and any acts of God.

If Verizon claims that it is excused under this Section 3.2 from making a remedy payment, Verizon will submit notice of this claim to AT&T at the time that it makes the applicable performance report available to AT&T and will withhold payment of any amount that Verizon claims that it is excused from paying.

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[1] As used herein, "Merger Order" means the FCC's Memorandum Opinion and Order in *In the Application of GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, For Consent to Transfer Control of Domestic and International Sections 214 and 310 Authorizations and Applications to Transfer Control of a Submarine Cable Landing License*, FCC-00-221, CC Docket No. 98-184 (6/16/01).

For any remedy payment withheld by Verizon pursuant to this Section 3.2, if AT&T disputes Verizon's claim, either Party may seek resolution of the dispute in accordance with any applicable dispute resolution provisions of this Agreement, or, in the absence of such dispute resolution provisions, by seeking resolution of the dispute before the Commission, the FCC, or a court of competent jurisdiction.

Where both the Performance Assurance Plan implemented pursuant to this Schedule 26.4 and a General State Plan contain provisions that grant AT&T payments, bill credits or remedies against Verizon arising out of the same Verizon acts, omissions, performance, or failure or deficiency in performance, AT&T shall not have the right to invoke the provisions of both the Performance Assurance Plan implemented pursuant to this Schedule 26.4, and the General State Plan. Where both the Performance Assurance Plan implemented pursuant to this Schedule 26.4 and another section of this Agreement contain provisions that grant AT&T payments, bill credits or remedies against Verizon arising out of the same Verizon acts, omissions, performance, or failure or deficiency in performance, AT&T shall not have the right to invoke the provisions of both the Performance Assurance Plan implemented pursuant to this Schedule 26.4, and the other section of this Agreement. For purposes of this Performance Assurance Plan, the term General State Plan means a carrier-to-carrier service quality performance assurance plan applicable to Verizon that is adopted, required, approved or allowed to go into effect by the Commission or the FCC.

CONFIDENTIALITY

AT&T agrees that except to the extent that Verizon has made Verizon affiliate information contained in the performance reports publicly available, such information is confidential and proprietary to Verizon, and shall be used by AT&T solely for internal performance assessment purposes, for purposes of joint AT&T and Verizon assessments of service performance, and for reporting to the FCC, a state utility commission of competent jurisdiction, or courts of competent jurisdiction, under cover of an agreed-upon protective order, for the sole purpose of enforcing Verizon's obligations under this Schedule 26.4. AT&T shall not otherwise disclose the Verizon affiliate information contained in the performance reports to third-persons.

In providing performance reports to AT&T and otherwise performing its obligations under this Schedule 26.4, except for measurement data for Verizon affiliates that Verizon is required to provide by Attachment A, Verizon shall not be obligated, and may decline, to disclose to AT&T any individually identifiable information pertaining to a person other than AT&T, including, but not limited to, any other carrier customer of Verizon or any retail customer of Verizon.

INTERPRETATION AND MODIFICATION

The Parties acknowledge that this Schedule 26.4 has been modeled on the Carrier-to-Carrier Performance Assurance Plan set out in Appendix D, Attachment A of the Merger Order. This Schedule 26.4 shall be implemented, interpreted and construed in a manner consistent with the Merger Order and the Carrier-to-Carrier Performance

Assurance Plan set out in Appendix D, Attachment A of the Merger Order.

If the FCC makes any modification to the Carrier-to-Carrier Performance Assurance Plan set out in Appendix D, Attachment A of the Merger Order (including, but not limited to, changes to, or the addition or deletion of, measures in Appendix D, Attachment A of the Merger Order) (for example, as part of the semi-annual review described in Appendix D, Attachment A, Paragraph 4 of the Merger Order, or as a result of the Chief of the Common Carrier Bureau's acceptance of any changes to the design or calculation of the measures adopted by the New York Public Service Commission), that modification shall also apply to this Schedule 26.4. The modification to this Schedule 26.4 shall become effective at the same time that the modification to the Carrier-to-Carrier Performance Assurance Plan set out in Appendix D, Attachment A of the Merger Order, becomes effective.

RELATION TO OTHER PROVISIONS

The service quality performance measurements, reporting, and standards, applicable to Verizon and the remedies to be provided by Verizon associated with such measurements, reporting and standards, that apply to Verizon pursuant to this Agreement shall be limited to the service quality performance measurements, reporting, standards, and remedies set out in this Schedule 26.4. No other service quality performance measurements, reporting, or standards, applicable to Verizon, or remedies to be provided by Verizon associated with such measurements, reporting or standards, shall apply to Verizon pursuant to this Agreement.

Nothing in this Schedule 26.4 is intended to replace, supersede or otherwise affect the application of limitations or exclusions of liability contained in this Agreement and except for remedy payments to be made pursuant this Schedule 26.4, all such provisions shall remain in full force and effect.

The standards set forth in this Agreement bear no necessary relationship to the standard of performance that satisfies Verizon's obligations under this Agreement or Applicable Law. A failure by Verizon to meet a performance standard set out in this Schedule 26.4 shall not constitute a breach or failure in performance of this Agreement. A remedy payment by Verizon pursuant to this Schedule 26.4 shall not constitute an admission by Verizon that it has breached or failed to perform this Agreement or any other duty Verizon may have to AT&T.

APPLICATION OF THIS SCHEDULE 26.4

The provisions of this Schedule 26.4 (including Attachment A) shall apply only to the service area covered by this Agreement, the Bell Atlantic service area of Virginia (the "Covered Service Area"). Verizon and AT&T recognize, however, that this Schedule 26.4 is based upon a Performance Assurance Plan in the Merger Order that applies to multiple jurisdictions. This Schedule 26.4 therefore contains provisions applicable to service areas other than the service area covered by this Agreement. Such other provisions were included only to reduce the administrative burden on the Parties that

would be associated with separating the provisions of the Merger Order Performance Assurance Plan on a jurisdiction-by-jurisdiction basis. The provisions of this Schedule 26.4 shall be of no force and effect pursuant to this Agreement to the extent they reference service areas other than the Covered Service Area. For example, since this Performance Assurance Plan is incorporated into an interconnection agreement applicable only to the Bell Atlantic service area of Virginia, only the provisions contained herein that are either not service area specific or that reference the Bell Atlantic service area in Virginia shall apply pursuant to this Agreement. Verizon shall have no obligation under this Schedule 26.4 to provide measurement results or to make remedy payments, for any area other than the Bell Atlantic service area of Virginia. If this Schedule 26.4 is incorporated into an interconnection agreement for a service area other than the Bell Atlantic service area of Virginia (whether by agreement of the Parties, pursuant to a requirement of Applicable Law or a Commission or FCC order, or otherwise), this Schedule 26.4 automatically will be revised to adopt the annual and monthly caps, per occurrence caps, per occurrence amounts, and per measure amounts, applicable to such other service area under the Performance Assurance Plan set out in Appendix D, Attachment A of the Merger Order.

References contained in this Schedule 26.4 to Attachment A, or any subpart thereof, shall be to Attachment A as that attachment, or subpart thereof, contains provisions applicable to the Covered Service Area.

Notwithstanding any other provision of this Agreement, this Schedule 26.4 is a "state-specific performance measure" under Sections 31 and 32 of Appendix D of the Merger Order and therefore will not be available to any carrier pursuant to Section 31 or Section 32 of the Merger Order.

MISCELLANEOUS TERMS AND CONDITIONS

The Parties agree that if any obligation assumed under this Schedule 26.4 is prohibited by applicable law, the relevant Party will be excused from performing that obligation without penalty.

The terms "AT&T," "Verizon," "Bell Atlantic" ("BA"), "Party" or "Parties" as such terms are used herein and in Attachment A shall refer to the respective Parties to this Agreement. Except as otherwise shown by the context, references to "Bell Atlantic" or "BA" in Attachment A that are applicable to the Covered Service Area shall be deemed to be references to "Verizon."

EFFECTIVENESS AND TERMINATION

Notwithstanding any other provision of this Agreement, this Schedule 26.4 and the Performance Assurance Plan set out in this Schedule 26.4 shall not become effective and shall not be a part of this Agreement if prior to the effective date of this Agreement a Verizon carrier-to-carrier service quality performance assurance plan for the Covered Service Area that has been required, approved, accepted or allowed to go into effect, by either the Commission or the FCC, has become effective.

Notwithstanding any other provision of this Agreement, this Schedule 26.4 and the Performance Assurance Plan set out in this Schedule 26.4 shall automatically terminate and cease to be a part of this Agreement upon the earlier of: (a) the effective date of a carrier-to-carrier service quality performance assurance plan applicable to Verizon that has been required, approved, accepted or allowed to go into effect, by the Commission; or, (b) the effective date of a carrier-to-carrier service quality performance assurance plan applicable to Verizon that has been required, approved, accepted or allowed to go into effect, by the FCC in conjunction with the FCC's approval of a request by Verizon or Verizon's affiliates for authority to offer InterLATA services in the Covered Service Area.

Verizon shall have no obligation to provide measurement results or make remedy payments for any month prior to the first calendar month after the month in which this Agreement becomes effective.

ATTACHMENT A

PERFORMANCE MEASUREMENTS
BELL ATLANTIC SERVICE AREA
VIRGINIA

Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7 UNE: 10 Trunks: 2
OR-2	Reject Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 1 UNE: 1
PR-3	Completed within Specified Number of Days (1-5 Lines)	Resale: 2 UNE: 2
PR-4	Missed Appointments	Resale: 11 UNE: 16 Trunks:1
PR-5	Facility Missed Orders	Resale: 4 UNE: 5 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 6
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 3 UNE: 9 Trunks: 1
MR-3	Missed Repair Appointments	Resale: 2 UNE: 8
MR-4	Trouble Duration Intervals	Resale: 5 UNE: 5 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 5
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	6
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	159

BUSINESS RULES

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Ordering Interface

Definition:

- ***Response Time*** – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen.
- ***Average Response Time*** – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that "time-out" are excluded from the calculation of average response time.
- **Time-out** – A time-out is a query for which the requested information or an error message is not provided within 60 seconds for PO-1-01 through –04, and -06, or within 330 seconds for PO-1-05 Telephone Number Availability & Reservation. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete. (Time outs for TN selection may be reduced to 60 seconds pending state approval as the retail OSS is modified.)

Methodology:

The measurements for PO-1 are derived from simulated pre-ordering queries generated by Bell Atlantic's simulation system[2]. These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is measured through BA's Gateway and its pre-ordering Operations Support System (OSS). The simulation system replicates the keystrokes of a CLEC representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing.

Performance to BA retail is measured directly to and from BA's OSS. The simulation system replicates the keystrokes of a BA service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS.

The simulation system uses the same account numbers for the CLEC and BA retail simulations. The simulation system generates simulated CLEC and BA retail queries simultaneously and continuously throughout the day, Monday through Friday, 8 AM to 6 PM, excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. At least ten BA retail simulated queries are generated per hour for each type of query. At least ten CLEC simulated queries are generated per hour for each type of query for each available CLEC interface (currently Web GUI, EDI, CORBA)[3] without regard to CLEC usage of each interface. The total number of simulated queries depends on the average response times.

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[2] EnView is currently used as the simulation system.

[3] As new CLEC interfaces become available, the simulation system's simulation process will be expanded to include them as well. If a CLEC interface is retired, the simulations, measurement, and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

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

PO-1 OSS Response Time (continued)		
Exclusions:		
· Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period. NOTE: If response time aberrations occur due to failures of the simulation system robot itself or the network between the simulation system and the CLEC interface or between the simulation system and the BA OSS, BA will note such failure times and report the data without exclusion in a footnote on the report.		
Performance Standard:		
EDI & CORBA: Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. WEB GUI: Until April 2001, Parity with retail plus not more than 7 seconds. After April 2001 Parity with retail plus not more than 4 seconds. This allows for differences and improvements in Web technology.		
Formula:		
Σ Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.		
Report Dimensions:		
Company: · BA Retail · CLEC Aggregate	Geography: · State	
Products	CLEC Aggregate: · WEB GUI · EDI · CORBA	
Sub-Metrics – PO-1 Response Time OSS Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of CSR transactions simulated by the Simulation system
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of Due Date availability transactions simulated by the Simulation system
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of address validation transactions simulated by the Simulation system.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product and Service Availability.	Number of Product & Service availability transactions simulated by the Simulation system.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [4]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by the Simulation system .
PO-1-06	**Average Response Time – Facility Availability (Loop Qualification)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by the Simulation system.

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

Function:

PO-2 OSS Interface Availability

Definition:

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

Scheduled Availability

- Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

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

Methodology:

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

EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each interface type and OSS. The hours of the day are divided into 6-minute measurement periods.

If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDI problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 160 6-minute measurement periods in a 16-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals (1-(2/160)) x 100 = 98.75% Availability.

Methodology – PO-2 OSS Availability (continued)		
Web GUI: BA will implement, date to be determined, a mechanized means to measure availability of the Web GUI interface. Until mechanized measurement of availability of the Web GUI interface is operational, BA will measure availability of the Web GUI interface based on out of service troubles reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point. Once mechanized monitoring is in effect, the Web GUI measurement will be identical to EDI. **Trouble Logs:** BA will make available for inspection by the CLEC BA's logs of CLEC reports that the interface is not available.		
Exclusions:		
The following exclusions will apply · Troubles reported but not found in BA · Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.		
Performance Standard:		
Metric PO-2-02 (Prime Time): ≥ 99.5%		
Formula:		
[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.		
Report Dimensions:		
Company: · CLEC Aggregate	Geography: · State	
Products	· Web GUI (Pre-Order, Order and Repair) · EDI · CORBA	
Sub-Metrics:		
PO-2-02	**OSS Interface Availability – Prime Time**	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.

Ordering (OR)

Function:

OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE:

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

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

Trunks:

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

Inbound Augment Trunks:

For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the 192 category.

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits" [5] are not placed on Completed PON Master File.
(2) Bell Atlantic includes in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Bell Atlantic's error in initial confirmation[6]. The measurements are based on confirmed orders.
(3) If no order confirmations time exists due to a missing order confirmations, BA will use the completion notification time.

Exclusions:

Resale & UNE:

- BA Test Orders [7]
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow through requests.
- SOP scheduled downtime hours (Flow-through).

Report Dimensions

Company:	Geography:
· CLEC Aggregate · CLEC Specific	· State

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

[6] Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or BA reasons are not counted as resent confirmations.

[7] BA-Test Orders – see Glossary.

Performance Standard: OR-1 Order Confirmation Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services) (requiring loop qualification)* • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [8] **Faxed/Mailed Orders**: Add 24 Hours to intervals above.	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services(requiring loop qualification)* • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [4] **Faxed/Mailed Orders**: Add 24 Hours to intervals above.	**Electronically Submitted Orders:** *Firm Order Confirmation:* • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process • *Design Layout Record:*≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process *Inbound Augment Trunks:* • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders:** Add 24 Hours to intervals above

Sub-Metrics		
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* · POTS/Pre-Qualified Complex	*UNE:* · POTS/Pre-Qualified Complex
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-04	**% On Time LSRC < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials	*UNE:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
OR-1-06	**% On Time LSRC ≥ 10 Lines (Electronic)**	

8 Also includes orders requiring facility verification.

Products	*Resale:* · POTS/Pre-qualified Complex · Specials	*UNE:* · POTS/Pre-qualified Complex · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for 10 or more lines, confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	**% On Time FOC**	
Products	Trunks: · CLEC Trunks (≤ 192 Forecasted Trunks) · CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of orders confirmed within 10 days	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.
OR-1-19	**% On Time Response – Request for Inbound Augment Trunks Products**	
Products	Trunks: · VZ Trunks (≤ 192 Trunks) · VZ Trunks (> 192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of requests for Inbound Augment Trunks with responses sent within 10 days	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:

OR-2 Reject Timeliness

Definition:

Reject Response Time:

The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits"[9] are not placed on Completed PON Master File.

(2) Measurements are based on rejected orders.

Exclusions:

- BA Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- SOP scheduled downtime hours (Flow-through).

Report Dimensions :

Company:	Geography:
· CLEC Aggregate · CLEC Specific	· State

Performance Standard:

95% On Time According to schedule below:

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

Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services) (requiring loop qualification)* • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [10] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services(requiring loop qualification)* • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [4] **Faxed/Mailed Orders**: Add 24 Hours to intervals above.	Electronically Submitted Orders: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 Hours to intervals above

[10] Also includes orders requiring facility verification.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products	*Resale:* · POTS/Pre-Qualified Complex	*UNE:* · POTS/Pre-Qualified Complex
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-04	**% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials	*UNE:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
OR-2-06	**% On Time LSR Reject ≥ 10 Lines (Electronic)**	
Products	*Resale:* · POTS/Pre-qualified Complex · Specials	*UNE:* · POTS/Pre-qualified Complex · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: · CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

Function:

OR-5 Percent Flow-Through [11]

Definition:

Total Flow-Through: The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor. This is also known as "ordering" flow-through.

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

Note: Rejected Orders – Orders failing "Basic front-end edits" [12] are not placed on Completed PON Master File.

Exclusions:

- BA Test Orders
- Orders sent via US Mail or Fax
- From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on BA accounts where business rules require manual intervention, such as pending orders, BA blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC]

Performance Standard:

No Standard Developed for Total Flow-Through [13]. To be developed within 6 months of merger close.[14]

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR records (orders) for specified product.

[11] While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

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

[13] NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

[14] The standard for this metric shall be the standard approved by the FCC for this metric for the Performance Assurance Plan set out in Appendix D, Attachment A of the Merger Order. No remedy payments shall be due for this metric for any month prior to first calendar month after the month in which a standard is approved by FCC for this metric for the Performance Assurance Plan set out in Appendix D, Attachment A of the Merger Order.

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

Provisioning (PR)

Function:			
PR-3 Completed within Specified Number of Days (1-5 Lines)			
Definition:			
For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.			
Exclusions:			
· BA Test Orders. · Disconnect Orders. · Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). · Bell Atlantic Administrative orders. [15] · Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). · Additional Segments on orders (parts of a whole order are included in the whole). · Orders that are not complete. (Orders are included in the month that they are complete). · Suspend for non-payment and associated restore orders. · Orders completed late due to any end user or CLEC caused delay. · Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.			
Performance Standard:			
Parity with BA Retail. See Interval Guide for specific products and services.			
Report Dimensions			
Company: · BA Retail · CLEC Aggregate · CLEC Specific		Geography: · State	
Products (For all PR-3)	*Retail:* · POTS - Total	*Resale:* · POTS - Total	*UNE:* · POTS – Platform & Other (UNE Switch & INP)
Sub-Metrics			
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	

[15] BA Administrative Orders – See Glossary

Function:	
PR-4 Missed Appointments	
Definition:	
The Percent of Orders completed after the commitment date. LNP: The percent of orders completed on Time (not early) Trunks: Includes reciprocal trunks from BA to CLEC. The percentage of trunks completed for which there was a missed appointment.	
Exclusions:	
• BA Test Orders • Disconnect Orders • Bell Atlantic Administrative orders [16] • Additional Segments [17] on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • For Delay Days: for orders with both a BA miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded.	
Performance Standard:	
Parity with BA Retail Retail Comparison for IOF and EEL is total Retail Specials LNP: 95% on Time Retail Comparison for 2 Wire DSL and 2 Wire Digital is POTS Second Lines	
Report Dimensions	
Company: · BA Retail · CLEC Aggregate · CLEC Specific	Geography: · State

[16] BA Administrative Orders – See Glossary

[17] Segments – See Glossary

Sub-Metrics – PR-4 Missed Appointments				
PR-4-01	**% Missed Appointment – Bell Atlantic – Total**			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: · Specials · IXC FGD Trunks	Resale: · Specials	UNE: · EEL · IOF · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group		**Count of Orders Completed for product group.**	
PR-4-02	**Average Delay Days – Total**			
Description	For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and actual work completion date, attributable to BA.			
Products	Retail: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials · IXC FGD Trunks	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials	UNE: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials · EEL · IOF	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-04	**% Missed Appointment – Bell Atlantic – Dispatch**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.			
Products	Retail: · POTS · 2 Wire Digital · 2 Wire xDSL	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL	UNE: · Platform · Loop – New	
Calculation	**Numerator**		**Denominator**	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.		**Count of Dispatched Orders Completed for product group.**	

Sub-Metrics PR-4 Missed Appointments (continued)			
PR-4-05	**% Missed Appointment – Bell Atlantic – No Dispatch**		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.		
Products	Retail: · POTS · 2 Wire Digital · 2 Wire xDSL	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL	UNE: · Platform
Calculation	**Numerator**	**Denominator**	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.	**Count of No Dispatch Orders Completed for product group.**	
PR-4-07	**% On Time Performance – LNP Only**		
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed after, but on the due date For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.		
Products	UNE: · LNP		
Calculation	**Numerator**	**Denominator**	
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)	
PR-4-10	**% Completed On Time – Complex (DD-2 Test & Serial Number)**		
Description	% of complex (2 wire digital or 2 wire x DSL services) completed on time with a serial number (index number) provided by CLEC. CLEC did perform test at due date –2.		
Products	Retail • POTS – Residential Second Line	UNE: • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	
Calculation	**Numerator**	**Denominator**	
	Count of all orders completed on or before the due date with CLEC acceptance via serial number (and DD-2 test)	Count of all orders completed where the CLEC provided an 800 number and due date –2 test results	

Function:
PR-5 Facility Missed Orders
Definition:
% Facility Miss: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities. % Facility Orders > 30 Days: The percent of orders missed for lack of facilities where the completion date minus the appointment date is greater than 30 calendar days. Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of facilities.
Exclusions:
· BA Test Orders · Disconnect Orders · Bell Atlantic Administrative orders [18] · Additional Segments on orders (parts of a whole order are included in the whole) · Orders that are not complete. (Orders are included in the month that they are complete) · Suspend for non-payment and associated restore orders.
Performance Standard:
Parity with BA Retail.
Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics				
PR-5-03	**% Orders Held for Facilities > 60 Days**			
Description	The Percent of Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic facilities.			
Products	Retail: · POTS · Specials · 2 Wire Digital · 2 Wire xDSL · IXC FGD Trunks	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials	UNE: · Loop · Platform · 2 Wire Digital · 2 Wire xDSL · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the completion date less due date is 60 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group		**Count of Orders Completed for product group.**	

[18] BA Administrative Orders – See Glossary

Function:
PR-6 Installation Quality
Definition:
The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.
Exclusions:
· Subsequent reports (additional customer calls while the trouble is pending) · Troubles closed due to customer action. · Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.
Formula:
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100
Performance Standard:
Parity with BA Retail For Found Troubles For PR-6-02 Loop Hot Cuts: ≤ 2%
Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	Retail: · Specials · IXC FGD Trunks	Resale: · 2 Wire Digital · 2 Wire xDSL · Specials	UNE: · 2 Wire Digital · 2 Wire xDSL · Specials	Trunks: · CLEC Trunks

Calculation	**Numerator**	**Denominator**
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines with installation activity within 30 days.

PR-6-02	**% Installation Troubles reported within 7 Days**		
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	Retail: · POTS	Resale: · POTS	UNE: · POTS – Loop - Total · POTS – Loop Hot Cut · POTS - Platform

Calculation	**Numerator**	**Denominator**
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.	Total Lines with installation activity within 30 days.

Function:
PR-9 Hot Cut Loops
Definition:
A Hot Cut is considered complete when one of the following occurs: 1. BA performs the hot cut, notifies the CLEC by telephone, and the CLEC accepts the hot cut and issues a serial number (or index number), or 2. BA performs the hot-cut, notifies the CLEC by telephone, but the CLEC does not accept the hot cut, or report a trouble, within one hour of notification and has not specifically requested, within the hour, more time to test; or 3. BA performs the hot cut, attempts to notify the CLEC by telephone but receives no answer and leaves a phone message, and the CLEC does not respond within one hour of the message.
Exclusions:
· BA Test Orders · Bell Atlantic Administrative orders [19] · Additional Segments [20] on orders (parts of a whole order are included in the whole) · Orders that are not complete. (Orders are included in the month that they are complete)
Performance Standard:
Hot Cuts: 95% completed within window. Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours If IDLC is involved – 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)

Report Dimensions	
Company: · CLEC Aggregate · CLEC Specific	Geography: · State

Sub-Metrics		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.	
Products	UNE: · Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Count of hot cut (coordinated loop orders) (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated loop orders) completed.

[19] BA Administrative Orders – See Glossary

[20] Segments – See Glossary