

Attachment A-1a

**BELL ATLANTIC/GTE PERFORMANCE MEASUREMENTS
BELL ATLANTIC STATES**

Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire,
New Jersey, New York, Pennsylvania, Rhode Island, Virginia, Vermont, and West Virginia

Schedule A1a – 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: 1 |
| 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 |

Attachment A-1b

BA/GTE PERFORMANCE MEASUREMENTS

GTE STATES

Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan,
Missouri, Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas,
Virginia,* Washington, Wisconsin

Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:

| # | Description | # of Sub-Metrics |
|------|-------------------------------------------|-----------------------------------|
| PO-1 | OSS Response Time | 7 |
| PO-2 | OSS Availability | 4 |
| OR-1 | Order Confirmation Timeliness | Resale: 6 UNE: 19 Trunks: 1 |
| OR-2 | Reject Timeliness | Resale: 6 UNE: 18 |
| OR-5 | Percent Flow-Through | Resale: 1 UNE: 1 |
| PR-3 | Completed within Specified Number of Days | Resale: 2 UNE: 2 |
| PR-4 | Missed Due Dates | Resale: 5 UNE: 17 Trunks:2 |
| PR-5 | Facility Missed Orders | Resale: 2 UNE: 6 Trunks: 1 |
| PR-6 | Installation Quality | Resale: 2 UNE: 7 Trunks: 1 |
| PR-9 | Coordinated Conversions | 1 |
| MR-2 | Trouble Report Rate | Resale: 2 UNE: 6 Trunks: 1 |
| MR-3 | Missed Repair Commitments | Resale: 2 UNE: 6 |
| MR-4 | Trouble Duration Intervals | Resale: 4 UNE: 12 Trunks: 2 |
| MR-5 | Repeat Trouble Reports | Resale: 2 UNE: 6 Trunks: 1 |
| NP-1 | Percent Final Trunk Group Blockage | 1 |
| NP-2 | Collocation Performance | 2 |
| BI-2 | Timeliness of Carrier Bill | 1 |
| | TOTAL SUB-METRICS | 159 |

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a.

Attachment A-2a

**BA/GTE PERFORMANCE MEASUREMENT BUSINESS RULES
BELL ATLANTIC STATES**

**Connecticut, Delaware, District of Columbia, Massachusetts, Maryland, Maine, New
Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, West Virginia, Virginia
and Vermont**

Pre-Ordering (PO)

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Function: |
| PO-1 Response Time OSS Ordering Interface |
| Definition: |
| <ul style="list-style-type: none">• 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: |
| <p>The measurements for PO-1 are derived from simulated pre-ordering queries generated by Bell Atlantic’s simulation system¹. 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.</p> <p>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.</p> <p>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.</p> <p>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)² without regard to CLEC usage of each interface. The total number of simulated queries depends on the average response times.</p> <p>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.</p> |

¹ EnView is currently used as the simulation system.

² 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.

| PO-1 OSS Response Time (continued) | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Exclusions: | | |
| <ul style="list-style-type: none"> Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period. <p>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.</p> | | |
| Performance Standard: | | |
| <p>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.</p> <p>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.</p> | | |
| 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: | Geography: | |
| <ul style="list-style-type: none"> BA Retail CLEC Aggregate | <ul style="list-style-type: none"> State | |
| Products | CLEC Aggregate: | |
| | <ul style="list-style-type: none"> 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 ³ | |
| 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. |

³ 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 $(1-(2/160)) \times 100 = 98.75\%$ Availability.

| Methodology – PO-2 OSS Availability (continued) | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------|
| <p>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.</p> | | | |
| <p>Trouble Logs: BA will make available for inspection by the CLEC BA’s logs of CLEC reports that the interface is not available.</p> | | | |
| Exclusions: | | | |
| <p>The following exclusions will apply</p> <ul style="list-style-type: none"> · 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: | | | |
| <p>Company:</p> <ul style="list-style-type: none"> · CLEC Aggregate | <p>Geography:</p> <ul style="list-style-type: none"> · State | | |
| Products | <ul style="list-style-type: none"> · Web GUI (Pre-Order, Order and Repair) · EDI · CORBA | | |
| Sub-Metrics: | | | |
| PO-2-02 | OSS Interface Availability – Prime Time | | |
| Calculation | Numerator Denominator | | |
| | <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).</td> <td style="width: 50%;">Number of Prime Time Hours in Month.</td> </tr> </table> | (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. |
| (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: | |
| <u>Resale & UNE:</u> | |
| <p><u>Order Confirmation Response Time:</u> 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.</p> <p><u>Percent of Orders Confirmed On Time:</u> The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.</p> | |
| <u>Trunks:</u> | |
| 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. | |
| Notes: | |
| <p>(1) Rejected Orders – Orders failing “Basic front-end edits”⁴ are not placed on Completed PON Master File.</p> <p>(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 confirmation⁵. The measurements are based on confirmed orders.</p> <p>(3) If no order confirmations time exists due to a missing order confirmations, BA will use the completion notification time.</p> | |
| Exclusions: | |
| <u>Resale & UNE:</u> | |
| <ul style="list-style-type: none"> · BA Test Orders⁶ · 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: |
| <ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific | <ul style="list-style-type: none"> · State |

⁴ Basic front-end edits – see Glossary.

⁵ 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.

⁶ 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: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 10 Lines: 24 Hours Orders with ≥ 10 Lines: 72 Hours <i>Complex Services (requiring loop qualification)</i> <ul style="list-style-type: none"> 2 wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 10 Lines: 48 Hours Orders with ≥ 10 Lines: 72 Hours ⁷ Faxed/Mailed Orders: Add 24 Hours to intervals above. | Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 10 Lines: 24 Hours Orders with ≥ 10 Lines: 72 Hours <i>Complex Services(requiring loop qualification)</i> <ul style="list-style-type: none"> 2 Wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> 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: <i>Firm Order Confirmation:</i> <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process <i>Design Layout Record:</i>≤ 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 | <i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex | <i>UNE:</i> <ul style="list-style-type: none"> 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 | <i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex 2 Wire Digital Services 2 Wire xDSL Services Specials | <i>UNE:</i> <ul style="list-style-type: none"> 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 ³ 10 Lines (Electronic) | |
| Products | <i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-qualified Complex Specials | <i>UNE:</i> <ul style="list-style-type: none"> 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. |

⁷ Also includes orders requiring facility verification as specified in the interval appendix.

| Sub-Metrics OR-1 Order Confirmation Timeliness (continued) | | |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| OR-1-12 | % On Time FOC | |
| Products | Trunks: <ul style="list-style-type: none"> · CLEC Trunks (\leq 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. |

| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Function: | | |
| OR-2 Reject Timeliness | | |
| Definition: | | |
| <u>Reject Response Time:</u> 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. | | |
| <u>Percent of Orders Rejected On Time:</u> 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” ⁸ are not placed on Completed PON Master File. (2) Measurements are based on rejected orders. | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • 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: | |
| <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | <ul style="list-style-type: none"> • State | |
| Performance Standard: | | |
| 95% On Time According to schedule below: | | |
| Resale: | UNE: | Interconnection Trunks: |
| Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours <i>Complex Services (requiring loop qualification)</i> <ul style="list-style-type: none"> • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours⁹ Faxed/Mailed Orders: Add 24 Hours to intervals above | Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours <i>Complex Services (requiring loop qualification)</i> <ul style="list-style-type: none"> • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours⁴ Faxed/Mailed Orders: Add 24 Hours to intervals above. | Electronically Submitted Orders: <ul style="list-style-type: none"> • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 Hours to intervals above |

⁸ Basic front-end edits – see Glossary.

⁹ Also includes orders requiring facility verification as specified in the interval appendix.

| Sub-Metrics – OR-2 Reject Timeliness | | |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| OR-2-02 | % On Time LSR Reject – Flow Through | |
| Products | <i>Resale:</i> · POTS/Pre-Qualified Complex | <i>UNE:</i> · 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 | <i>Resale:</i> · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials | <i>UNE:</i> · 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 ³ 10 Lines (Electronic) | |
| Products | <i>Resale:</i> · POTS/Pre-qualified Complex · Specials | <i>UNE:</i> · 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 ¹⁰ | | |
| Definition: | | |
| <p>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.</p> <p>% 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.</p> <p>Note: Rejected Orders – Orders failing “Basic front-end edits”¹¹ are not placed on Completed PON Master File.</p> | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • 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 ¹² . To be developed within 6 months of merger close. | | |
| Report Dimensions | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> • CLEC Aggregate | <ul style="list-style-type: none"> • 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. |

¹⁰ 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.

¹¹ Basic front-end edits – see Glossary.

¹² NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

| 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: | | | |
| <ul style="list-style-type: none"> · 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. ¹³ · 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: | | Geography: | |
| <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | <ul style="list-style-type: none"> · State | |
| Products (For all PR-3) | <i>Retail:</i> · POTS - Total | <i>Resale:</i> · POTS - Total | <i>UNE:</i> · 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. |

¹³ BA Administrative Orders – See Glossary

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Function: | |
| PR-4 Missed Appointments | |
| Definition: | |
| The Percent of Orders completed after the commitment date. <u>LNP</u> : The percent of orders completed on Time (not early) <u>Trunks</u> : Includes reciprocal trunks from BA to CLEC. The percentage of <u>trunks</u> completed for which there was a missed appointment. | |
| Exclusions: | |
| <ul style="list-style-type: none"> • BA Test Orders • Disconnect Orders • Bell Atlantic Administrative orders ¹⁴ • Additional Segments ¹⁵ 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: <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | Geography: <ul style="list-style-type: none"> · State |

¹⁴ BA Administrative Orders – See Glossary

¹⁵ 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 <u>trunks</u> completed after the commitment date, where the cause of the delay is lack of facilities. | | | | |
| Exclusions: | | | | |
| <ul style="list-style-type: none"> · BA Test Orders · Disconnect Orders · Bell Atlantic Administrative orders ¹⁶ · 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: | | |
| <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · POTS · Specials · 2 Wire Digital · 2 Wire xDSL · IXC FGD Trunks | Resale: <ul style="list-style-type: none"> · POTS · 2 Wire Digital · 2 Wire xDSL · Specials | UNE: <ul style="list-style-type: none"> · Loop · Platform · 2 Wire Digital · 2 Wire xDSL · Specials | Trunks: <ul style="list-style-type: none"> · 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. | |

¹⁶ 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: | | | | |
| <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | | Geography: <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · Specials · IXC FGD Trunks | Resale: <ul style="list-style-type: none"> · 2 Wire Digital · 2 Wire xDSL · Specials | UNE: <ul style="list-style-type: none"> · 2 Wire Digital · 2 Wire xDSL · Specials | Trunks: <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · POTS | Resale: <ul style="list-style-type: none"> · POTS | UNE: <ul style="list-style-type: none"> · 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: | | |
| <ol style="list-style-type: none"> 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: | | |
| <ul style="list-style-type: none"> · BA Test Orders · Bell Atlantic Administrative orders ¹⁷ · Additional Segments ¹⁸ 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: | Geography: | |
| <ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific | <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · 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. |

¹⁷ BA Administrative Orders – See Glossary

¹⁸ Segments – See Glossary

Maintenance and Repair (MR)

| | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Function: | | | | |
| MR-2 Trouble Report Rate | | | | |
| Definition: | | | | |
| <p><u>Report Rate:</u> Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office). UNE Loop is defined as 2 wire analog loop</p> | | | | |
| Exclusions: | | | | |
| <ul style="list-style-type: none"> · Report rate excludes Subsequent reports (additional customer calls while the trouble is pending) · Troubles reported on BA official (administrative lines) · 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 <p>Excluded from Total and Loop/CO report rates:</p> <ul style="list-style-type: none"> · Customer Premises Equipment (CPE) troubles · Troubles reported but not found (Found OK and Test OK). | | | | |
| Performance Standard: | | | | |
| <p>Report Rate: Parity with BA Retail. Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR</p> | | | | |
| Report Dimensions | | | | |
| <p>Company:</p> <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | | <p>Geography:</p> <ul style="list-style-type: none"> · State | |
| Sub-Metrics | | | | |
| MR-2-01 | Network Trouble Report Rate | | | |
| Products | <p>Retail:</p> <ul style="list-style-type: none"> · Specials · IXC FGD Trunks | <p>Resale:</p> <ul style="list-style-type: none"> · Specials | <p>UNE:</p> <ul style="list-style-type: none"> · Specials | <p>Trunks:</p> <ul style="list-style-type: none"> · CLEC Trunks |
| Calculation | Numerator | | Denominator | |
| | Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO) | | Count of Lines or specials or trunks in service | |

| Sub-Metrics – MR-2 Network Trouble Report Rate (continued) | | | |
|-------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------|
| MR-2-02 | Network Trouble Report Rate – Loop | | |
| Products | Retail: · POTS/ Complex | Resale: · POTS/Complex | UNE: · Platform · Loop · 2 Wire Digital Services · 2 Wire xDSL Services |
| Calculation | Numerator | | Denominator |
| | Count of all loop trouble reports (Disposition Code of 03 and 04) | | Count of Lines in service |
| MR-2-03 | Network Trouble Report Rate – Central Office | | |
| Products | Retail: · POTS/ Complex | Resale: · POTS/Complex | UNE: · Platform · Loop · 2 Wire Digital Services · 2 Wire xDSL Services |
| Calculation | Numerator | | Denominator |
| | Count of all central office trouble Reports (Disposition Code of 05) | | Count of Lines in service |

| | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Function: | | | |
| MR-3 Missed Repair Appointments | | | |
| Definition: | | | |
| The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Loop is defined as disposition Codes 03 plus 04 and are always dispatched. | | | |
| Exclusions: | | | |
| <ul style="list-style-type: none"> · Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval · Excludes Subsequent reports (additional customer calls while the trouble is pending) · Customer Premises Equipment (CPE) troubles · Troubles reported but not found (Found OK and Test OK). · 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 | | | |
| Performance Standard: | | | |
| MR-3-01 and MR-3-02 - Parity with BA Retail. | | | |
| Report Dimensions | | | |
| Company: <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | Geography: <ul style="list-style-type: none"> · State | |
| Sub-Metrics | | | |
| MR-3-01 | % Missed Repair Appointment – Loop | | |
| Products | Retail: <ul style="list-style-type: none"> · POTS/ Complex | Resale: <ul style="list-style-type: none"> · POTS/Complex | UNE: <ul style="list-style-type: none"> · Platform · Loop · 2 Wire Digital · 2 Wire xDSL |
| Calculation | Numerator | | Denominator |
| | Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499). | | Count of Loop Troubles (disposition codes 03 and 04). |
| MR-3-02 | % Missed Repair Appointment – Central Office | | |
| Products | Retail: <ul style="list-style-type: none"> · POTS/ Complex | Resale: <ul style="list-style-type: none"> · POTS/Complex | UNE: <ul style="list-style-type: none"> · Platform · Loop · 2 Wire Digital · 2 Wire xDSL |
| Calculation | Numerator | | Denominator |
| | Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05). | | Count of Central Office Troubles (disposition code 05). |

| | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Function: | | | | |
| MR-4 Trouble Duration Intervals | | | | |
| Definition: | | | | |
| <p><u>Mean Time to Repair</u>: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). For POTS and <u>Complex</u> -type services this is measured on a “running clock” basis. Run clock includes weekends and holidays.</p> <p>For <u>Special Services</u>-type services and interconnection trunks, this is measured on a “stop clock” basis (<u>i.e.</u>, the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).</p> <p><u>Out of Service Intervals</u>: The percent of <u>Network Troubles</u> that indicate an out of service condition which was repaired and cleared more than “y” hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA’s designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y” equals hours out of service (12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").</p> | | | | |
| Exclusions: | | | | |
| <ul style="list-style-type: none"> · Subsequent reports (additional customer calls while the trouble is pending) · Customer Premises Equipment (CPE) troubles · Troubles reported but not found (Found OK and Test OK). · 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 | | | | |
| Performance Standard: | | | | |
| Parity with BA Retail. | | | | |
| Report Dimensions | | | | |
| Company: | | Geography: | | |
| <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | <ul style="list-style-type: none"> · State | | |
| Sub-Metrics | | | | |
| MR-4-01 | Mean Time To Repair – Total | | | |
| Products | Retail: | Resale: | UNE: | Trunks: |
| | <ul style="list-style-type: none"> · Specials · IXC FGD Trunks | <ul style="list-style-type: none"> · Specials | <ul style="list-style-type: none"> · Specials | <ul style="list-style-type: none"> · CLEC Trunks |
| Calculation | Numerator | | Denominator | |
| | Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time)) | | Count of central office and loop troubles (disposition codes 03, 04 and 05.) | |

| Sub-Metrics MR-4 Trouble Duration Intervals (continued) | | | |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------|
| MR-4-02 | Mean Time To Repair – Loop Trouble | | |
| Products | Retail: · POTS/ Complex | Resale: · POTS/Complex | UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL |
| Calculation | Numerator | | Denominator |
| | Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04) | | Count of loop troubles (disposition codes 03 and 04) |
| MR-4-03 | Mean Time To Repair – Central Office Trouble | | |
| Products | Retail: · POTS/ Complex | Resale: · POTS/Complex | UNE: · POTS – Platform · POTS - Loop · 2 Wire Digital · 2 Wire xDSL |
| Calculation | Numerator | | Denominator |
| | Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05) | | Count of Total central office troubles (disposition codes 05) |
| MR-4-07 | % Out of Service > 12 Hours | | |
| Products | Retail: · IXC FGD Trunks | Trunks: · CLEC Trunks | |
| Calculation | Numerator | | Denominator |
| | Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours. | | Count of Out of service troubles (Loop & CO) |
| MR-4-08 | % Out of Service > 24 Hours | | |
| Products | Retail: · POTS/Complex · Specials | Resale: · POTS/Complex · Specials | UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL · Specials |
| Calculation | Numerator | | Denominator |
| | Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours. | | Count of Out of service troubles (Loop & CO). |

| | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Function: | | | | |
| MR-5 Repeat Trouble Reports | | | | |
| Definition: | | | | |
| The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeat as a code 3, 4, or 5 will be classified as a repeat report. | | | | |
| Exclusions: | | | | |
| A report is not scored a repeat where the original reports are: <ul style="list-style-type: none"> · Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble Excluded from the “repeat” reports are: <ul style="list-style-type: none"> · Subsequent reports (additional customer calls while the trouble is pending) · Customer Premises Equipment (CPE) troubles · Troubles reported but not found upon dispatch (Found OK and Test OK). · 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 | | | | |
| Performance Standard: | | | | |
| Parity with BA Retail. | | | | |
| Report Dimensions | | | | |
| Company: <ul style="list-style-type: none"> · BA Retail · CLEC Aggregate · CLEC Specific | | Geography: <ul style="list-style-type: none"> · State | | |
| Sub-Metrics | | | | |
| MR-5-01 | % Repeat Reports within 30 Days | | | |
| Products | Retail: <ul style="list-style-type: none"> • POTS/ Complex • Specials • IXC FGD Trunks | Resale: <ul style="list-style-type: none"> • POTS/Complex • Specials | UNE: <ul style="list-style-type: none"> • Platform • Loop • 2 Wire Digital • 2 Wire xDSL • Specials | Trunks: <ul style="list-style-type: none"> • CLEC Trunks |
| Calculation | Numerator | | Denominator | |
| | Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From Disposition codes < 14) | | Total central office and loop Found troubles (Disposition codes 03, 04 and 05) | |

Network Performance (NP)

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Function: |
| NP-1 Percent Final Trunk Group Blockage |
| Definition: |
| <p>The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]</p> <p>For this measure, BA Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems.</p> <p>CLEC Trunks are dedicated final trunks carrying traffic from the BA access tandem to the CLEC.</p> |
| Exclusions: |
| <p>Trunks not included:</p> <ul style="list-style-type: none">· IXC Dedicated Trunks· Common Trunks carrying only IXC traffic <p>BA will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that BA has identified a blocked trunk group and that the trunk group should be excluded from BA performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none">· Trunks blocked due to CLEC network failure· Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk· Trunks blocked where CLEC order for augmentation is overdue· Trunks blocked where CLEC has not responded to or has denied BA request for augmentation· Trunks blocked due to other CLEC trunk network rearrangements |
| Performance Standard: |
| <p>Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between BA and CLECs, BA will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.</p> <p>End User Standard:</p> <p>602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.</p> <p>603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.</p> <p>603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.</p> |

| Report Dimensions – NP-1 Percent Final Trunk Group Blockage | | |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Company: <ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific | | Geography: <ul style="list-style-type: none"> · State |
| Products | Trunks: <ul style="list-style-type: none"> · CLEC Trunks | |
| Sub-Metrics | | |
| NP-1-04 | Number Final Trunk Groups Exceeding Blocking Standard – 3 Months | |
| Calculation | Numerator | Denominator |
| | Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs. | Not applicable |

| | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Function: | | |
| NP-2 Collocation Performance | | |
| Definition: | | |
| <p><u>Interval</u>: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.</p> <p>(For NY Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted demand will have the following interval start date:</p> <ul style="list-style-type: none"> · No Forecast Received: 3 months after application date · Forecast received 1 month prior to application date: 2 months after application date · Forecast received 2 months prior to application date: 1 month after application date · Forecast received 3 months prior to application date: On the application date <p>Interval Stops if (stop clock):</p> <ul style="list-style-type: none"> · For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary. <p>Completions: BA will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.</p> | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> · None | | |
| Formula: | | |
| <p><u>Interval</u>: $\sum (\text{Committed Due Date} - \text{Application Date}) / \text{Number of Cages}$</p> <p><u>% On Time</u>: $\text{Number of Cages completed on Due Date (adjusted for milestone misses)} / \text{Number of Cages completed} \times 100$</p> | | |
| Performance Standard: | | |
| <p>Physical¹⁹:</p> <ul style="list-style-type: none"> Notification of Space Availability: 8 Days Collocation Interval: 76 Days 95% On Time <p>Virtual:</p> <ul style="list-style-type: none"> Notification of Space Availability: 14 Days Collocation Interval: 105 Days 95% On Time | | |
| Report Dimensions | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific | <ul style="list-style-type: none"> · State | |
| Sub-Metrics | | |
| NP-2-01 | % On Time Response to Request for Physical Collocation | |
| Calculation | Numerator | Denominator |
| | Count of requests for Physical collocation cages where response to request is answered on time. | Count of requests for physical collocation received in period. |

¹⁹ Intervals may vary in accordance with state regulations or tariffs.

| Sub-Metrics NP-2 Collocation Performance (continued) | | |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| NP-2-02 | % On Time Response to Request for Virtual Collocation | |
| Calculation | Numerator | Denominator |
| | Count of requests for Virtual collocation arrangements where response to request is answered on time. | Count of requests for virtual collocation received in period. |
| NP-2-05 | % On Time – Physical Collocation | |
| Calculation | Numerator | Denominator |
| | Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses). | Count of physical collocation cages completed. |
| NP-2-06 | % On Time – Virtual Collocation | |
| Calculation | Numerator | Denominator |
| | Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses). | Count of virtual collocation arrangements completed. |

Billing Performance (BI)

| | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------|
| Function: | | |
| BI-2 Timeliness of Carrier Bill | | |
| Definition: | | |
| The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges. | | |
| Exclusions: | | |
| · None | | |
| Formula: | | |
| $(\text{Number of Bills sent within 10 business days} / \text{number of bills sent}) \times 100$ | | |
| Performance Standard: | | |
| 98% in 10 Business Days | | |
| Report Dimensions | | |
| Company: | Geography: | |
| · CLEC Aggregate | · State | |
| · CLEC Specific | | |
| Sub-Metrics | | |
| BI-2-01 | Timeliness of Carrier Bill | |
| Calculation | Numerator | Denominator |
| | Count of carrier bills sent to CLEC ²⁰ within 10 business days of bill date. | Count of Carrier Bills distributed |

²⁰ Sent to Carrier, unless other arrangements are made with CLEC

GLOSSARY

| | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application Date | The date that a valid order is received. |
| ASR | Access Service Request |
| BA Administrative Orders | Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV] |
| BASIC EDITS | Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a BA stateI; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures. |
| BFR | Bona Fide Request Process (BFR): See appendix D, Summary of BFR from N.Y. P.S.C. No. 916, Section 16. |

| | |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Collocation Milestones</p> | <p>(FOR NY) From P.S.C. 914 Tariff, Section 5:</p> <p><u>Physical Collocation</u></p> <ul style="list-style-type: none"> · Day 1 – CLEC submits completed application · Day 9 – BA notifies CLEC that request can be accommodated and estimates costs. · Day 14 – CLEC notifies BA of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse BA for all costs incurred should the CLEC withdraw its collocation request · Day 76 – BA and CLEC attend Methods and Procedures meeting and BA turns over the multiplexing node to the CLEC <p>BA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the BA work completion notice, indicating acceptance of the multiplexing node construction work and providing BA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by BA of the BA work completion notice and any applicable security fee.</p> <p><u>Virtual Collocation:</u></p> <p>BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p> |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Final Trunk Blockage: | Common final trunks carry traffic between BA end offices and the BA access tandem, including local traffic to BA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level. |
| Common Trunks: | <p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two BA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic – NY geographies.</p> <p>(B) <u>Final Trunks</u>: (All Bell Atlantic except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks – IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> |
| Company Initiated Orders | Provisioning orders processed for administrative purposes and not at customer request. |
| Company Services | Official Bell Atlantic Lines |
| Completion Date | The date noted on the service order as the date that all physical work is completed as ordered. |
| Coordinated Cut over | A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a “hot cut”. These all have fixed minimum intervals. |

| | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CPE | Customer Premises Equipment |
| 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 |
| | |
| Dedicated Final Trunks Blockage: | A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005. |

| | |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Dedicated Trunks</p> | <p>(E) <u>High Usage Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office or carry two-way local traffic between a Bell Atlantic end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. These trunks are ordered by the CLEC.</p> <p>(F) <u>Final Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office or carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from BA and engineer to their desired blocking design threshold.</p> <p>(G) <u>High Usage Trunks – BA to CLEC Interconnection</u>: carry one-way local traffic from a Bell Atlantic end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs.</p> <p>(H) <u>Final Trunks – BA to CLEC Interconnection</u>: carry one-way traffic from a BA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs.</p> <p>(I) <u>High Usage Trunks – IXC Feature Group D</u>: carry two-way traffic between a Bell Atlantic end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.</p> <p>(J) <u>Final Trunks – IXC Feature Group D</u> carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.</p> |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dispatched Orders: | An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines. |
| Dispatched Troubles: | Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04. |
| Disposition Codes | The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found. |
| DUF | Daily Usage Feed: |
| FOC | Firm Order Confirmation |
| Front End Close-Out | A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291). |
| LIDT | <u>Left in Dial Tone Orders</u> . These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders. |
| Loop Qualification | Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. |
| LSR | Local Service Request |
| LSRC | Local Service Request Confirmation |
| Mechanized Flow-Through: | Orders received electronically through the Gateway and requiring no manual intervention to be entered into the service order processor. |
| Missed Appointment Codes | Bell Atlantic Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date |
| Network Troubles | Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action. |

| | |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Non-Mechanized: | Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a BA representative into the BA service order processor. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals. |
| No-Dispatch Troubles: | Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05. |
| No-Dispatch Orders: | Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office. |
| Orders with ≥ 10 lines: | In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment. |
| OSS | Operations Support Systems |
| POTS Services | <u>Plain Old Telephone Services</u> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks. |
| PON | <u>Purchase Order Number:</u> Unique purchase order provided by CLEC to BA placed on LSRC or ASR as an identifier of a unique order. |
| Projects | <u>Projects</u> are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project. |
| Reject | An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried. |
| Run Clock | A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported. |
| Segment | Segments are parts of whole orders. [NVL SEGMENT, 0= $<$ 1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order. |
| Special Services | Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning. |

| | |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stop Clock | A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access. |
| Suspend/Restore Orders | Orders completed by BA to suspend for non-payment or restore for payment subject to state commission Collections guidelines. [SNPRES_IND.IS NOT NULL] |
| Test Orders | Orders processed for “fictional” CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN’s: ‘DPC’, ‘DPCL’, ‘NYNX’, ‘ZKPM’, ‘ZPSC’, ‘ZTKP’, ‘ZTPS’, ‘ZJIM’. |
| Two wire digital ISDN Loop | 2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user’s premises to the main distributing frame (which is connected to the CLEC’s collocation arrangement), in Bell Atlantic’s central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Bell Atlantic, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users. |

Product identification descriptions:

| | |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Retail | Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled. |
| Resale | Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ‘ 1’ |
| UNE | Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ‘2’ or ‘3’ |

| | |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POTS - Total | <p>Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL).</p> <p>Ordering:</p> <ul style="list-style-type: none"> · Service order classification of ordering master rec = 0 <p>Provisioning:</p> <ul style="list-style-type: none"> · POTS Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) <p>Maintenance:</p> <ul style="list-style-type: none"> · Class Service = 04/05/06/07/08/09/10/13/19/20/21 |
| Complex: | <p>Provisioning:</p> <ul style="list-style-type: none"> · <u>ISDN Basic Rate</u>: Secondary Service Code Modifier (SCM_2) is not blank · ISDN Primary: Service Code Modifier (SCM) begins with "IB" · 2 Wire Digital Services · 2 Wire xDSL Services |

| | |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Special Services | <p><u>Special Services</u> (“Specials”) are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).</p> <p>Ordering:</p> <ul style="list-style-type: none"> · Service order classification of ordering master rec = 1 <p>Provisioning:</p> <ul style="list-style-type: none"> · CL_FID is not NULL <p>Maintenance:</p> <ul style="list-style-type: none"> · Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff filing. |
| For Trunks: | <p>For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.</p> |

Attachment A-2b

**BA/GTE PERFORMANCE MEASUREMENT BUSINESS RULES
GTE STATES**

**Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan, Missouri,
Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas, Virginia,* Washington,
Wisconsin**

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachment A-1a and A-2a.

Function:**PO-1 Response Time OSS Ordering Interface****Methodology:**

GTE measures average response time for mechanized pre-Order queries by capturing information on CLEC queries and GTE system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is initiated is captured and assigned a unique transaction ID. When the GTE response is returned to the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response date/time.

Queries requesting customer service records can also be processed via fax. The date and time the fax is received from the CLEC is captured. The GTE service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time.

Definition:

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record (CSR)
- Service Availability
- Service Appointment Scheduling (due date)
- Rejected/Failed inquires
- Facility Availability

Notes:

1. Facility availability query functionality is not currently provided.

Exclusions:

- Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification, telephone number, service availability, service due date scheduling, or rejected/failed queries are excluded from OSS response time calculations.

Performance Standard:**Mechanized:**

- Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000

CSRs:

- WISE: 95% in 4 hours
- Fully Manual: 95% in 24 hours

| Report Dimensions – PO-1 OSS Response Time | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Company: <ul style="list-style-type: none"> Individual CLEC CLECs in the aggregate | | Geography: <ul style="list-style-type: none"> Statewide |
| Products: <ul style="list-style-type: none"> Electronic Interface WISE CSR Interface Manual CSR Interface (fax) | | |
| Sub-Metrics | | |
| PO-1-02 | Average Response Time – Service Appointment Scheduling | |
| Calculation | Numerator | Denominator |
| | Sum of the elapsed time from query receipt to response sent for service appointment scheduling | Count of service appointment scheduling Queries |
| PO-1-03 | Average Response Time – Address Verification | |
| Calculation | Numerator | Denominator |
| | Sum of the elapsed time from query receipt to response sent for address verification | Count of address verification Queries |
| PO-1-04 | Average Response Time – Service Availability | |
| Calculation | Numerator | Denominator |
| | Sum of the elapsed time from query receipt to response sent for service availability | Count of service availability Queries |
| PO-1-05 | Average Response Time – Request for Telephone Number | |
| Calculation | Numerator | Denominator |
| | Sum of the elapsed time from query receipt to response sent for TN request | Count of TN request Queries |
| PO-1-06 | Average Response Time – Facility Availability | |
| Calculation | Numerator | Denominator |
| | Sum of the elapsed time from query receipt to response sent for facility availability | Count of facility availability Queries |
| PO-1-07 | % CSR Queries On Time – Manual | |
| Calculation | Numerator | Denominator |
| | Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours | Count of Manual CSR Queries |
| PO-1-08 | % CSR Queries On Time – WISE | |
| Calculation | Numerator | Denominator |
| | Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours | Count of Electronic CSR Queries |

| | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------|
| Function: | | |
| PO-2 OSS Interface Availability | | |
| Methodology: | | |
| <p>GTE measures "Percent of Time Interface is Available" within published hours of availability for each OSS external interfacing system. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via GTE's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".</p> | | |
| Definition: | | |
| <p>Measures percent of time an OSS interface is actually available compared to scheduled availability.</p> <p><u>Business Rules:</u></p> <ul style="list-style-type: none"> • Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours. • Scheduled hours: WISE Repair interface – Monday to Sunday, 7am to 11pm EST • Scheduled hours: WISE Pre-ordering, WISE Ordering, WISE CSR interfaces – Monday to Friday, 8am to 11pm EST; Saturday. 8am to 8pm EST | | |
| Exclusions: | | |
| Interface for WISE Performance Measures. | | |
| Performance Standard: | | |
| Standard – 99.50% | | |
| Report Dimensions : | | |
| <p>Company:</p> <ul style="list-style-type: none"> • CLECs in the aggregate <p>Products:</p> <ul style="list-style-type: none"> • WISE Pre-Ordering • WISE Ordering • WISE Repair • WISE CSR Requests | <p>Geography:</p> <ul style="list-style-type: none"> • Statewide | |
| Sub-Metrics | | |
| PO-2-02 | OSS Interface Availability – Scheduled Hours | |
| Calculation | Numerator | Denominator |
| | Number of scheduled system available hours minus unscheduled system unavailable hours | Sum of total scheduled system available hours |

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Function: | |
| OR-1 Order Confirmation Timeliness | |
| Definition: | |
| Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards. | |
| <u>Business Rules:</u> | |
| <ul style="list-style-type: none"> · The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. · Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB) · FOC Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE). · LSC Business day = Monday through Friday, 8am-8pm | |
| Exclusions: | |
| Local Service Requests: | |
| <ul style="list-style-type: none"> · Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance. · Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors). | |
| Access Service Requests: | |
| <ul style="list-style-type: none"> · Exclude invalid records. · Exclude records with invalid dates. | |
| Performance Standard: | |
| 95% On Time | |
| Fully Electronic/Flow Through: 2 hours | |
| Resale POTS/UNE <10 lines: 24 hours | |
| Resale POTS/UNE >= 10 lines: 72 hours | |
| Resale Special Services < 10 lines: 48 hours | |
| Resale Special Services >= 10 lines: 72 hours | |
| Interconnection Trunks: 10 days | |
| Report Dimensions : | |
| Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Loop 2 wire • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks | Geography: <ul style="list-style-type: none"> • Statewide |

| Sub-Metrics – Order Confirmation Timeliness | | |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| OR-1-02 | % On time LSC – Flow Through | |
| Calculation | Numerator | Denominator |
| | Number of electronic LSCs where the sent date/time minus received date/time is less than 2 hours for Resale and UNE Loop/Port/Platform products | Count of flow through orders where a Local Service Confirmation was sent for Resale and UNE Loop/Port/Platform products |
| OR-1-04 | % On Time LSC < 10 Lines (No Flow Through) | |
| Calculation | Numerator | Denominator |
| | Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform products | Count of Resale POTS and UNE Loop/Port/Platform orders with less than 10 lines where a Local Service Confirmation was sent |
| OR-1-05 | % On Time LSC < 10 Lines (Specials - No Flow Through) | |
| Calculation | Numerator | Denominator |
| | Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials | Count of Resale Special orders with less than 10 lines where a Local Service Confirmation was sent |
| OR-1-06 | % On Time LSC >= 10 Lines (No Flow Through) | |
| Calculation | Numerator | Denominator |
| | Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform products | Count of Resale and UNE Loop/Port/Platform orders with 10 or more lines where a Local Service Confirmation was sent |
| OR-1-12 | % On Time FOC | |
| Calculation | Numerator | Denominator |
| | Number of FOC where the sent date/time minus received date/time is within the standard for Interconnection Trunk and UNE Transport products | Count of Interconnection Trunk and UNE Transport orders where a Firm Order Confirmation was sent |

| | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Function: | | |
| OR-2 Reject Timeliness | | |
| Definition: | | |
| The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards. | | |
| <u>Business Rules:</u> | | |
| 1. Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC. | | |
| 2. Business day = Monday through Friday, 8am-8pm | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> Excludes Directory Assistance/Listing, Directory Assistance, Directory Listing and PNP activity Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors). | | |
| Performance Standard: | | |
| 95% On Time | | |
| Fully Electronic/Flow Through: 2 hours | | |
| Resale POTS/UNE <10 lines: 24 hours | | |
| Resale POTS/UNE >= 10 lines: 72 hours | | |
| Resale Special Services < 10 lines: 48 hours | | |
| Resale Special Services >= 10 lines: 72 hours | | |
| Interconnection Trunks: 10 days | | |
| Report Dimensions : | | |
| Company: <ul style="list-style-type: none"> Individual CLEC CLECs in the aggregate Products: <ul style="list-style-type: none"> Resale POTS Resale Specials UNE Loop Nondesignated UNE Loop Designed UNE Loop 2 wire UNE Port UNE Platform UNE Loop xDSL Capable | Geography: <ul style="list-style-type: none"> Statewide | |
| Sub-Metrics | | |
| OR-2-02 | % On Time LSR Reject – Flow Through | |
| Calculation | Numerator | Denominator |
| | Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours | Number of Flow Through Orders Rejected |
| OR-2-04 | % On Time LSR Reject < 10 Lines (No Flow Through) | |
| Calculation | Numerator | Denominator |
| | Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines | Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines |
| OR-2-05 | % On Time LSR Reject < 10 Lines (Specials - No Flow Through) | |
| Calculation | Numerator | Denominator |
| | Number of rejects sent where sent date/time minus received date/time is within the standard for Resale Special orders less than 10 lines | Number of Resale Special Orders Rejected with less than 10 lines |

| Sub-Metrics OR-2 Reject Timeliness | | |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| OR-2-06 | % On Time LSR Reject >= 10 Lines (No Flow Through) | |
| Calculation | Numerator | Denominator |
| | Number of rejects sent where sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform orders with 10 or more lines | Number of Resale and UNE Loop/Port/Platform Orders Rejected with 10 or more lines |

| | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Function: | | |
| OR-5 Percent Flow-Through²¹ | | |
| Definition: | | |
| <u>Total Flow-Through</u> : The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as “ordering” flow-through. | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • Rejected LSRs • Orders received manually • Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance | | |
| Performance Standard: | | |
| No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close. | | |
| Report Dimensions | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> • Individual CLEC • CLEC Aggregate | <ul style="list-style-type: none"> • State | |
| Sub-Metrics | | |
| OR-5-01 | % Flow Through – Total | |
| Products | Resale | UNE |
| Calculation | Numerator | Denominator |
| | Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products. | Total number of electronically received LSRs for all products. |
| OR-5-03 | % Flow -Through – Achieved | |
| Calculation | Numerator | Denominator |
| | Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products. | Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products. |

²¹ 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.

| | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 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 Nondesigned | | |
| PR-3-08 | % Completed in 5 Days – No Dispatch | |
| Calculation | Numerator | Denominator |
| | Number of new, move, and change Resale POTS/UNE Loop Nondesigned 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 Nondesigned non-dispatched orders |
| PR-3-09 | % Completed in 5 Days - Dispatch | |
| Calculation | Numerator | Denominator |
| | Number of new, move, and change Resale POTS/UNE Loop Nondesigned 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 Nondesigned 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. | | |
| <u>Business Rules:</u> | | |
| <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. | | |
| 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: <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 Non-designed • 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-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. | | |
| <u>Notes:</u> | | |
| <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 Nondesigned • 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/Nondesignated 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 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 | | |
| 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). | | |
| <u>Business Rules:</u> | | |
| 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 | Geography: <ul style="list-style-type: none"> • Statewide | |
| Products: <ul style="list-style-type: none"> • Residence and Business conversions, including PNP | | |
| 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: | 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 Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks | | |
| 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 (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 (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. | | |
| <i>Notes: 1)Applies to those trunks where the ILEC has augmentation control.</i> | | |
| <i>2) Does not apply when trunks are provisioned as two-way trunks.</i> | | |
| Business Rules: | | |
| <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) Products: <ul style="list-style-type: none"> • CLEC Trunks | Geography: <ul style="list-style-type: none"> • Statewide | |
| 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 requests for physical collocation arrangements received 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: |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| $t = \frac{\bar{X}_{CLEC} - \bar{X}_{BA}}{\sqrt{s_{BA}^2 \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$ | $Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA}) \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$ |

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 5.²² 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

²² 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 shows 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 ²³ | Medium/High |
| | PO-2-02 | OSS Availability-Prime | WEBGUI | 99.50% | measure | Medium/High | Medium/High | |
| PO-2-02 | OSS Availability –Prime | CORBA | 99.50% | measure | Medium/High | Medium/High | | |
| Billing | BI-2-01 | Timeliness of Carrier Bill | | 98% in 10 Bus.Days | measure | Low | Low | |

²³

OSS Availability = Medium \$ for 97.5% to < 99.5% availability, High \$ for < 97.5% availability

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ATTACHMENT A-5b -- BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

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

ATTACHMENT A-6
Annual Caps -- \$Thousands
 (Monthly Caps are 1/12th the annual amount)
Bell Atlantic States

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

GTE States

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

ATTACHMENT A-7a

Bell Atlantic Qualifying Sub-Measurements

| BELL ATLANTIC | UNE Platform | Resale 2-Wire Digital Loops (ISDN) | UNE 2-Wire Digital Loops (ISDN) | UNE 2-Wire xDSL Loops |
|---------------|--------------|------------------------------------|---------------------------------|-----------------------|
| PR-3-08 | X | | | |
| PR-3-09 | X | | | |
| PR-4-02 | X | X | X | X |
| PR-4-04 | X | X | | |
| PR-4-05 | X | X | | |
| PR-4-10 | | | X | X |
| PR-5-03 | X | X | X | X |
| PR-6-01 | | X | X | X |
| PR-6-02 | X | | | |
| MR-2-02 | X | | X | X |
| MR-2-03 | X | | X | X |
| MR-3-01 | X | | X | X |
| MR-3-02 | X | | X | X |
| MR-4-08 | X | | X | X |
| MR-5-01 | X | | X | X |

Total “qualifying sub-measurements”: 38

ATTACHMENT A-7b:

GTE Qualifying Sub-Measurements

| GTE | UNE Platform | UNE Loop xDSL-Capable | Resale Specials |
|---------|--------------|-----------------------|-----------------|
| PR-3-08 | | | |
| PR-3-09 | | | |
| PR-4-01 | X | | X |
| PR-4-02 | X | X | X |
| PR-4-04 | X | X | |
| PR-4-05 | X | X | |
| PR-4-10 | | | |
| PR-5-03 | X | X | X |
| PR-6-01 | X | | X |
| PR-6-02 | X | X | |
| MR-2-01 | X | X | X |
| MR-2-02 | | | |
| MR-2-03 | | | |
| MR-3-01 | X | X | X |
| MR-3-02 | | | |
| MR-4-08 | X | X | X |
| MR-5-01 | X | X | X |

Total GTE “qualifying sub-measurements”: 28

ATTACHMENT B-1

Bell Atlantic/GTE Electronic OSS Interface Functions

PRE-ORDER

- Address Validation
- TN Selection
- TN Reservation
- Customer Service Record (Parsed)
- Due Date Availability
- Loop Qualification – xDSL (qualified/non-qualified, loop length)
- Product and Service Availability

ORDER

- Local Service Request
- Local Service Confirmation
- Completion Notice
- Supplements
- Rejects

MAINTENANCE AND REPAIR

- Create trouble ticket
- Modify trouble ticket
- Cancel/Close trouble ticket
- Status trouble ticket
- Mechanized Loop Test (POTS)
- Premises Access Hours

ATTACHMENT B-2

BELL ATLANTIC/GTE **UNBUNDLED NETWORK ELEMENTS** **ORDERED APPLICATION-APPLICATION** **(LSR)**

LOOPS

Unbundled Analog Loops

- 2-wire and 4-wire
- 2-wire and 4-wire analog w/customer specified signaling

Unbundled Digital Loops

- 2-wire
 - ADSL
 - HDSL
 - IDSL
- 4-wire
 - HDSL

NID (Network Interface Device) included with unbundled loop or may be purchased as a UNE

LINE SHARING (Effective 6-6-00)

LINE PORTS

- Analog Line Port
- Basic Rate (ISDN) Line Port
- Coin Line Port
- Line Port with Centrex/Centranet capabilities
- Primary Rate Interface ISDN Line Port
- DS1 DID/DOD/PBX Port

UNE- PLATFORM

- UNE Analog POTS Platform
- UNE ISDN-BRI Platform
- UNE ISDN-PRI Platform
- UNE DS1 PLATFORM
- Centrex/Centranet Platform

NUMBER PORTABILITY (Long Term)

CALLING NAME DELIVERY

Note: Some complex services such as Centrex/Centranet platform, have requirements not currently supported by current OBF versions of the LSOG and require supplemental information to be submitted manually. Bell Atlantic/GTE will support electronic submission of such information after development and adoption of OBF guidelines.

BELL ATLANTIC/ GTE
UNBUNDLED NETWORK ELEMENTS
ORDERED VIA ASR

DEDICATED EXPANDED EXTENDED LOOP (EEL)

- 4-WIRE Digital Hi Cap DS1/DS3 Loops (Effective July 2000 will be ordered via ASR in Bell Atlantic)

DEDICATED INTEROFFICE FACILITY (IOF) TRANSPORT

DEDICATED TRUNK PORT (EO, TANDEM, DA)

LOOPS

- DS1
- DS3

E-911/911 INTERCONNECTION DEDICATED TRUNK PORT

SS7 INTERCONNECTION

UNE REMAND PRODUCTS
ORDERING REQUIREMENTS STILL UNDER DEVELOPMENT

1. SUBLOOP UNBUNDLING AT REMOTE TERMINAL
2. SINGLE POINT OF INTERCONNECTION AT MULTI-UNIT PREMISES
3. UNBUNDLED DARK FIBER LOOPS
4. PACKET SWITCHING (EXPECTED TO TRANSFER TO BANDI)
5. DARK FIBER IOF

ATTACHMENT C

DRAFT

Independent Accountant's Report

Bell Atlantic/GTE Board of Directors
and
Federal Communications Commission

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

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

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

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

Signature of Independent Auditor

Date

ATTACHMENT D

PROMOTIONAL DISCOUNTS FOR RESIDENTIAL UNBUNDLED LOCAL LOOPS

ANALOG 2-WIRE LOOPS

Bell Atlantic States

| Promotional Loop Discounts | | | |
|-----------------------------------|----------------------|------------------|-----------------------|
| Zone | Current Price | New Price | Discount (%) |
| Connecticut | | | |
| Zone 1 | \$12.49 | \$9.37 | 25.00 |
| | | | Average: 25.00 |
| Delaware | | | |
| Density Cell 1 | \$10.07 | \$8.56 | 15.00 |
| Density Cell 2 | \$13.13 | \$9.19 | 30.00 |
| Density Cell 3 | \$16.67 | \$10.18 | 39.00 |
| | | | Average: 25.00 |
| District of Columbia | | | |
| Density Cell 1 (Statewide) | \$10.81 | \$8.11 | 25.00 |
| | | | Average: 25.00 |
| Maine | | | |
| Zone 1 | \$12.67 | \$11.40 | 10.00 |
| Zone 2 | \$15.59 | \$12.47 | 20.00 |
| Zone 3 | \$23.00 | \$16.62 | 28.00 |
| | | | Average: 25.00 |
| Maryland | | | |
| Density Cell 1 | \$12.11 | \$10.66 | 12.00 |
| Density Cell 2 | \$12.85 | \$11.05 | 14.00 |
| Density Cell 3 | \$25.96 | \$12.98 | 50.00 |
| Density Cell 4 | \$18.40 | \$11.37 | 38.00 |
| | | | Average: 25.00 |

| Massachusetts | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|-----------------------|
| Zone 1 | \$7.54 | \$7.54 | 0.00 |
| Zone 2 | \$14.11 | \$10.86 | 23.00 |
| Zone 3 | \$16.12 | \$12.09 | 25.00 |
| Zone 4 | \$20.24 | \$13.28 | 34.00 |
| | | | Average: 25.00 |
| New Hampshire | | | |
| Zone 1 | \$14.01 | \$12.61 | 10.00 |
| Zone 2 | \$15.87 | \$11.90 | 25.00 |
| Zone 3 | \$24.09 | \$16.91 | 30.00 |
| | | | Average: 25.00 |
| New Jersey | | | |
| Zone 1 | \$11.95 | \$10.16 | 15.00 |
| Zone 2 | \$16.02 | \$12.02 | 25.00 |
| Zone 3 | \$20.98 | \$14.66 | 30.00 |
| | | | Average: 25.00 |
| New York | | | |
| Density Zone 1A | \$11.83 | \$10.06 | 15.00 |
| Density Zone 1B | \$12.49 | \$10.62 | 15.00 |
| Density Zone 2 | \$19.24 | \$11.85 | 38.00 |
| | | | Average: 25.00 |
| Pennsylvania | | | |
| <small>('Current Price' for PA is prior to implementation of discounts required in the PA 'Global Order' issued September 30, 1999.)</small> | | | |
| Zone 1 | \$11.52 | \$9.79 | 15.00 |
| Zone 2 | \$12.71 | \$10.17 | 20.00 |
| Zone 3 | \$16.12 | \$12.90 | 20.00 |
| Zone 4 | \$23.11 | \$15.45 | 33.00 |
| | | | Average: 25.00 |
| Rhode Island | | | |
| Zone 1 | \$12.05 | \$10.24 | 15.00 |
| Zone 2 | \$16.62 | \$11.97 | 28.00 |
| Zone 3 | \$20.59 | \$13.58 | 34.00 |
| | | | Average: 25.00 |

| Vermont | | | |
|----------------------|---------|---------|-----------------------|
| Statewide Rate | \$28.29 | \$21.22 | 25.00 |
| | | | Average: 25.00 |
| Virginia | | | |
| Zone 1 | \$10.74 | \$10.20 | 5.00 |
| Zone 2 | \$16.45 | \$10.20 | 38.00 |
| Zone 3 | \$29.40 | \$14.40 | 51.00 |
| | | | Average: 25.00 |
| West Virginia | | | |
| Zone 1 | \$14.49 | \$13.04 | 10.00 |
| Zone 2 | \$22.04 | \$17.63 | 20.00 |
| Zone 3 | \$43.44 | \$28.70 | 34.00 |
| | | | Average: 25.00 |

PROMOTIONAL DISCOUNTS FOR RESIDENTIAL UNBUNDLED LOCAL LOOPS

ANALOG 2-WIRE LOOPS

GTE States

| Promotional Loop Discounts | | | |
|-----------------------------------|----------------------|------------------|-----------------------|
| Zone | Current Price | New Price | Discount (%) |
| Alabama | | | |
| Zone 1 (Statewide) | \$28.13 | \$21.09 | 25.03 |
| | | | Average: 25.03 |
| California | | | |
| Zone 1 (Statewide) | \$16.81 | \$12.60 | 25.04 |
| | | | Average: 25.04 |
| Florida | | | |
| Zone 1 | \$16.41 | \$12.31 | 25.00 |
| Zone 2 | \$23.33 | \$17.50 | 25.00 |
| Zone 3 | \$40.41 | \$30.31 | 25.00 |
| | | | Average: 25.00 |

| Hawaii | | | |
|---------------------------------------------|----------|---------|-----------------------|
| Zone 1 | \$14.65 | \$12.45 | 15.00 |
| Zone 2 | \$25.38 | \$19.04 | 25.00 |
| Zone 3 | \$28.88 | \$20.22 | 30.00 |
| Zone 4 | \$40.88 | \$24.53 | 40.00 |
| Zone 5 | \$43.84 | \$26.30 | 40.00 |
| Zone 6 | \$138.29 | \$69.15 | 50.00 |
| | | | Average: 25.06 |
| Idaho | | | |
| Zone 1 (Statewide) | \$45.00 | \$33.75 | 25.00 |
| | | | Average: 25.00 |
| Illinois | | | |
| Zone 1 (Statewide) | \$24.04 | \$18.03 | 25.00 |
| | | | Average: 25.00 |
| Indiana | | | |
| Zone 1 (Statewide) | \$14.63 | \$10.97 | 25.02 |
| | | | Average: 25.02 |
| Kentucky | | | |
| Zone 1 | \$17.44 | \$14.82 | 15.00 |
| Zone 2 | \$22.23 | \$17.56 | 21.00 |
| Zone 3 | \$25.84 | \$18.09 | 30.00 |
| | | | Average: 25.02 |
| Michigan | | | |
| Zone 1 | \$7.53 | N/A | N/A |
| Zone 2 | \$8.93 | N/A | N/A |
| Zone 3 | \$10.37 | \$7.78 | 25.00 |
| *All GTE lines in Michigan fall into zone 3 | | | Average: 25.00 |

| Missouri | | | |
|-----------------------------------------------|---------|---------|-----------------------|
| Zone 1 | \$53.84 | \$37.68 | 30.00 |
| Zone 2 | \$48.39 | \$36.29 | 25.00 |
| Zone 3 | \$29.05 | \$23.82 | 18.00 |
| Zone 4 | \$19.14 | \$16.46 | 14.00 |
| | | | |
| | | | Average: 25.04 |
| Nevada | | | |
| Zone 1 (Statewide) | N/A | N/A | 25.00 |
| * GTE has no ordered rate or contract rate | | | Average: 25.00 |
| North Carolina | | | |
| Zone 1 (Statewide) | \$27.41 | \$20.55 | 25.03 |
| | | | Average: 25.03 |
| Ohio | | | |
| Zone 1 (Statewide) | \$15.73 | \$11.79 | 25.05 |
| | | | Average: 25.05 |
| Oregon | | | |
| Zone 1 | \$15.00 | \$11.25 | 25.00 |
| | | | Average: 25.00 |
| Pennsylvania | | | |
| Zone 1 | \$7.80 | N/A | N/A |
| Zone 2 | \$9.00 | N/A | N/A |
| Zone 3 | \$12.31 | \$10.46 | 15.00 |
| Zone 4 | \$15.81 | \$11.21 | 29.00 |
| | | | Average: 25.04 |
| South Carolina | | | |
| Zone 1 (Statewide) | \$18.00 | \$13.50 | 25.00 |
| | | | Average: 25.00 |

| Texas | | | |
|-----------------------|---------|---------|-----------------------|
| Zone 1 (Statewide) | \$25.49 | \$19.11 | 25.03 |
| | | | Average: 25.03 |
| Virginia | | | |
| Zone 1 (Statewide) | \$19.16 | \$14.37 | 25.00 |
| | | | Average: 25.00 |
| Washington | | | |
| Zone 1 (Statewide) | \$23.94 | \$17.95 | 25.02 |
| | | | Average: 25.02 |
| Wisconsin | | | |
| Zone 1 (Statewide) | \$32.00 | \$24.00 | 25.00 |
| | | | Average: 25.00 |

ATTACHMENT E

Maximum Number of Residential Lines to Which Carrier-to-Carrier Promotions Apply

| | Maximum Number of Residential Loops for Residential Resale Promotion | Maximum Number of Residential Loops for Residential UNE Loop Discount Promotion |
|------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <i>GTE States</i> | | |
| Alabama | 8,500 | 10,000 |
| California | 116,000 | 142,000 |
| Florida | 63,000 | 77,000 |
| Hawaii | 18,000 | 22,000 |
| Idaho | 3,500 | 4,000 |
| Illinois | 23,000 | 28,000 |
| Indiana | 26,500 | 32,000 |
| Kentucky | 15,000 | 19,000 |
| Michigan | 22,500 | 28,000 |
| Missouri | 9,000 | 11,000 |
| Nevada | 1,000 | 1,000 |
| North Carolina | 9,000 | 11,000 |
| Ohio | 25,500 | 31,000 |
| Oregon | 13,000 | 16,000 |
| Pennsylvania | 18,500 | 23,000 |
| South Carolina | 5,500 | 7,000 |
| Texas | 43,000 | 52,000 |
| Virginia | 17,000 | 21,000 |
| Washington | 24,000 | 29,000 |
| Wisconsin | 11,000 | 13,000 |
| <i>Bell Atlantic States</i> | | |
| Connecticut | 1,000 | 1,000 |
| Maine | 19,000 | 23,000 |
| Massachusetts | 111,500 | 136,000 |
| New Hampshire | 20,500 | 25,000 |
| New York | 288,000 | 352,000 |
| Rhode Island | 17,500 | 21,000 |
| Vermont | 9,000 | 11,000 |
| Delaware | 14,000 | 17,000 |
| District of Columbia | 11,500 | 14,000 |
| Maryland | 91,000 | 111,000 |
| New Jersey | 156,500 | 191,000 |
| Pennsylvania | 160,500 | 196,000 |
| Virginia | 84,000 | 102,000 |
| West Virginia | 23,000 | 28,000 |

ATTACHMENT F

ALTERNATIVE DISPUTE MEDIATION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Once issues are resolved by the parties, should another telecommunications carrier in the same State request resolution of the same issue(s), with substantially similar factual circumstances and terms, and with conditions and other contract provisions that are not materially different, Bell Atlantic/GTE shall make the arrangements arrived at through a prior mediation process available to that telecommunications carrier.

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

ATTACHMENT G
Enhanced Lifeline Annual Promotional Budgets by State

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