

Carrier to Carrier
Performance Standards and Reports
Bell Atlantic - New York
CLEC Aggregate Performance
UNE COMPLEX SERVICES
Supplemental Data

Metric #		Performance		Volume	
		BA	CLEC	BA	CLEC
Jun-99					
Ordering Performance					
<i>2 Wire Digital Loops</i>					
OR-1-03 & 05	Average Order Confirmation Response Time		39.40		935
OR-1-04 & 06	% Orders Confirmed On Time		69.19		935
OR-2-03 & 05	Average Reject Response Time		30.21		140
OR-2-04 & 06	% Reject on Time		72.85		140
<i>ADSL Loops</i>					
OR-1-03 & 05	Average Order Confirmation Response Time		61.56		5
OR-1-04 & 06	% Orders Confirmed On Time		40.00		5
OR-2-03 & 05	Average Reject Response Time		50.52		5
OR-2-04 & 06	% Reject on Time		60		5
Provisioning Performance					
<i>2 Wire Digital Loops</i>					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)		4.70		431
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)		0.70%		713
PR-6-01	% Installation Troubles within 30 Days		12.23%		777
<i>ADSL Loops</i>					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	9.00	6.00	27	7
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)	3.57%	0.00%	28	7
PR-6-01	% Installation Troubles within 30 Days		UD		9

Jul-99					
Ordering Performance					
<i>2 Wire Digital Loops</i>					
OR-1-03 & 05	Average Order Confirmation Response Time		29.38		1490
OR-1-04 & 06	% Orders Confirmed On Time		78.85		1490
OR-2-03 & 05	Average Reject Response Time		21.26		292
OR-2-04 & 06	% Reject on Time		83.56		292
<i>ADSL Loops</i>					
OR-1-03 & 05	Average Order Confirmation Response Time		64.45		51
OR-1-04 & 06	% Orders Confirmed On Time		45.09		51
OR-2-03 & 05	Average Reject Response Time		39.28		30
OR-2-04 & 06	% Reject on Time		66.66		30
Provisioning Performance					
<i>2 Wire Digital Loops</i>					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)		5.91		505
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)		2.20%		998
PR-6-01	% Installation Troubles within 30 Days		14.27%		1051
<i>ADSL Loops</i>					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	10.63	6.09	342	44
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)	0.88%	0.00%	342	56
PR-6-01	% Installation Troubles within 30 Days		3.57%		56

Aug-99					
Ordering Performance					
<i>2 Wire Digital Loops</i>					
OR-1-03 & 05	Average Order Confirmation Response Time		31.50		687
OR-1-04 & 06	% Orders Confirmed On Time		86.89		687
OR-2-03 & 05	Average Reject Response Time		25.38		152
OR-2-04 & 06	% Reject on Time		87.50		152
<i>ADSL Loops</i>					
OR-1-03 & 05	Average Order Confirmation Response Time		63.03		480
OR-1-04 & 06	% Orders Confirmed On Time		59.37		480
OR-2-03 & 05	Average Reject Response Time		28.43		222
OR-2-04 & 06	% Reject on Time		88.73		222
Provisioning Performance					
<i>2 Wire Digital Loops</i>					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)		7.82		169
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)		4.00%		350
PR-6-01	% Installation Troubles within 30 Days		12.66%		403
<i>ADSL Loops</i>					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	7.19	7.21	637	332
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)	3.02%	6.90%	637	449
PR-6-01	% Installation Troubles within 30 Days		4.64%		453

NOTE: WFA used for August ADSL Missed Appt. and Interval Data.

= Interval metrics revised to exclude customer caused misses.

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Metric #

Performance		Volume	
<i>BA</i>	<i>CLEC</i>	<i>BA</i>	<i>CLEC</i>

Sep-99

Ordering Performance

2 Wire Digital Loops

OR-1-03 & 05	Average Order Confirmation Response Time		40.08		328
OR-1-04 & 06	% Orders Confirmed On Time		78.35		328
OR-2-03 & 05	Average Reject Response Time		20.46		131
OR-2-04 & 06	% Reject on Time		93.12		131

ADSL Loops

OR-1-03 & 05	Average Order Confirmation Response Time		67.29		805
OR-1-04 & 06	% Orders Confirmed On Time		55.40		805
OR-2-03 & 05	Average Reject Response Time		34.06		332
OR-2-04 & 06	% Reject on Time		81.02		332

Provisioning Performance

2 Wire Digital Loops

PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)		9.69		157
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)		1.30%		231
PR-6-01	% Installation Troubles within 30 Days		22.53%		182

ADSL Loops

PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	7.69	7.88	586	328
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)	2.10%	3.22%	856	653
PR-6-01	% Installation Troubles within 30 Days		4.12%		655

NOTE: WFA used for September ADSL Missed Appt. and Interval Data.