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February 22, 2002

Mr. Joel H. Peck, Clerk
State Corporation Commission
Document Control Center
Post Office Box 2118
Richmond, Virginia 23216

Dear Mr. Peck:

Re: Case No. PUC010206

Enclosed for filing is the original and fifteen (15) copies of Verizon Virginia Inc.'s comments and revised VA Guidelines for filing in the above-referenced case. These revised guidelines reflect the New York consensus and non-consensus metric changes adopted by the New York Public Service Commission on October 29, 2001.

I have e-mailed, mailed or hand-delivered copies to the parties shown below. Thank you for bringing this matter to the attention of the Commission.

Very truly yours,

Enclosure

Copy to:
William Irby
Kathleen A. Cummings
Service List

BEFORE THE
STATE CORPORATION COMMISSION
OF THE COMMONWEALTH OF VIRGINIA

Commonwealth of Virginia, ex rel.	**:**	
State Corporation Commission	**:**	
	:	**Case No. PUC010206**
Ex Parte: Establishment of Carrier	**:**	
Performance Standards for Verizon	**:**	
Virginia Inc.	**:**	

VERIZON VIRGINIA INC.'s
PROPOSED REVISIONS TO THE VA GUIDELINES

In accordance with the Virginia State Corporation Commission ("Commission") "Order Establishing Carrier Performance Standards with Implementation Schedule and Ongoing Procedure to Change Metrics" (January 4, 2002), Verizon Virginia Inc. ("Verizon VA") submits the following proposed revisions to the "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" ("VA Guidelines"). The Commission should adopt the revisions to the VA Guidelines proposed by Verizon VA.

I. Introduction.

On October 29, 2001, the New York Public Service Commission ("PSC") adopted an order approving revisions to the NY Guidelines.[1] In accordance with this Commission's order of January 4, 2002, Verizon VA submits for the Commission's consideration the attached revisions to the VA Guidelines to address the October 29, 2001 changes to the NY Guidelines (see, Attachment 1, hereinafter the "February 22 Proposed VA Guidelines").

Verizon VA proposes implementation of the revisions to the VA Guidelines for the third calendar month after the month in which the Commission approves the revisions. For example,

[1] *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies, Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines,* NY PSC Case 97-C-0139 (10/29/01) ("NY Order").

if the Commission approved the updated VA Guidelines in March 2002, Verizon VA's first performance report that would reflect the revisions to the VA Guidelines would be for the month of June 2002. This report would be issued at the end of July 2002 and include performance data for June 2002.

The proposed implementation period is needed in order to allow Verizon VA to undertake the complex work of making the system and process changes necessary to perform and report the modified measurements. It will also allow Verizon VA to test whether these changes have been properly made.

II. The Commission Should Adopt the Revisions to the VA Guidelines Proposed by Verizon VA.

In November, 2001, Verizon NY submitted to the New York PSC revised NY Guidelines incorporating the revisions approved by the PSC in its October 29 order ("November NY Guidelines"). The February 22 Proposed VA Guidelines include without alteration almost all of the November changes to the NY Guidelines. However, in order to properly apply the November NY Guidelines to the Virginia, Verizon VA found it necessary to include in the February 22 Proposed VA Guidelines a limited number of modifications to the November NY Guidelines that address Virginia-specific circumstances or correct internal inconsistencies in the VA Guidelines that would result from the revisions to the NY Guidelines.[2]

III. THE COMMISSION EITHER SHOULD NOT ADOPT NEW YORK METRICS OR-10 AND OR-4-11 OR SHOULD MODIFY THESE METRICS.

A. METRIC OR-10. THE COMMISSION EITHER SHOULD NOT ADOPT THIS METRIC OR SHOULD MODIFY THE MEASUREMENT INTERVALS AND STANDARD TO 95% IN NINE (9) BUSINESS DAYS FOR METRIC OR-10-01 AND 99% IN THIRTY (30) BUSINESS DAYS FOR METRIC OR-10-02.

NY Guidelines Metrics OR-10-01 and 02 are new metrics that measure the timeliness of Verizon's resolution of Netlink EDI PON notifier exceptions submitted by CLECs claiming that

[2] Because the existing VA Guidelines were developed at the same time that the November changes to the NY Guidelines were being discussed by the New York Carrier Working Group, some of the November changes to the NY Guidelines were already included in the VA Guidelines approved by the Commission on January 4, 2002. Since these changes to the NY Guidelines were already contained in the VA Guidelines, they are not shown as red-line changes in the February 22 Proposed VA Guidelines.

PON notifiers were not received by them. The standard for New York Metric OR-10-01 is that 95% of PON notifier exceptions will be resolved in *three* business days. The standard for New York Metric OR-10-02 is that 99% of PON notifier exceptions will be resolved in *ten* business days. The intervals in these standards were *non-consensus* items in New York.[3]

While these metrics may have been needed in New York, where each month several thousand PONs, more than 2.5% of all PONs, were the subject of notifier exceptions, the number of PONs that are subject to notifier exceptions in Virginia is so small that there is no need for these metrics in Virginia.

For the period January through December, 2001, Verizon VA received PON notifier exceptions from unaffiliated CLECs for Virginia for less than 0.46% of the PONS submitted by these CLECs (i.e., for less than 2500 of the over 550,000 PONS submitted by the CLECs). For the period of July through December, 2001, Verizon VA received PON notifier exceptions from unaffiliated CLECs for Virginia for less than 0.24% of the PONS submitted by these CLECs (i.e., for less than 700 of the over 298,000 PONS submitted by the CLECs). Such a miniscule number of PON exception notifiers as this certainly does not merit adoption of two new metrics.

If the Commission does include this metric in the VA Guidelines (which it should not), the Commission should modify the measurement intervals and standard to 95% in *nine (9)* business days for Metric OR-10-01 and 99% in *thirty (30)* business days for Metric OR-10-02. In adopting these metrics for the NY Guidelines, the New York PSC was acting in light of the monthly submission in New York of PON notifier exception tickets for several thousand PONs, representing more than 2.5% of all PONS submitted. The New York PSC recognized that as the volume of PON notifier exceptions grows smaller, as it already has in Virginia, it is likely that the smaller number of PON notifier exceptions that continue to be reported will reflect delayed

[3] NY Order at 9-12. Verizon NY proposed intervals of nine business days for Metric OR-10-01 and thirty business days for Metric OR-10-02. NY Order at 10.

notifiers that are the result of unusual problems that could take extended intervals, longer than those allowed in the New York metric, to identify and correct:

> "Department Staff will monitor the exceptions to determine if the number declines as the new process is fully implemented leaving the more difficult exceptions to be resolved. We may revisit the interval for the 95% standard if the amount of exceptions declines."[4]

Thus, Verizon VA's success in reducing the occurrence of PON notifier exception reports results in a need for a standard different from the one that applies in New York, a standard with a longer allowed interval for resolving the PON notifier exceptions. While not every PON notifier exception may require a longer resolution interval, with the small number of PONS subject to notifier exceptions in Virginia (for July through December 2001, on average less than 117 PONS per month), Verizon VA will not be able to meet the 95% within three business days standard that applies in the November NY Guidelines if more than five PONS require in excess of the allowed three business days for resolution or the 99% within ten business days standard that applies in the November NY Guidelines if more than just one PON requires in excess of the allowed ten business days for resolution.

B. METRIC OR-4-11. THE COMMISSION EITHER SHOULD NOT ADOPT METRIC OR-4-11 OR SHOULD CHANGE THE STANDARD FOR THIS METRIC TO A STANDARD OF "NOT MORE THAN 1%," WITH A THREE-BUSINESS DAY INTERVAL.

NY Guidelines Metric OR-4-11 is a substantially revised metric that measures whether Verizon has failed to send both a Provisioning Completion Notice ("PCN") and a Billing Completion Notice ("BCN") for a CLEC order. This metric measures the percent of EDI PONs completed for which neither a PCN nor a BCN was sent within a specified number of business days after the last service order has been updated as provisioning completed in the SOP.

The standard for this metric in New York is that not more than *0.25%* of PONs received neither a PCN nor a BCN within *two (2)* business days from the SOP posting of the provisioning

[4] NY Order at 12.

of the last service order associated with a specific PON.[5] This measurement interval and standard were *non-consensus* items in New York.[6]

As a practical matter, in Virginia, Metric OR-4-11 duplicates Metric OR-4-16. Because of this, Metric OR-4-11 should not be adopted for the VA Guidelines.

In New York, Metric OR-4-16 measures the timeliness of the transmission of a PCN by measuring whether a PCN was sent to a CLEC within a specified interval. Metric OR-4-17 measures the timeliness of the transmission of a BCN by measuring whether a BCN was sent to a CLEC within a specified interval. Metric OR-4-11 measures whether any order completion notice at all was sent to the CLEC by measuring whether either a PCN or a BCN was sent within a specified interval and reporting instances where neither a PCN nor a BCN was sent within that interval. Metric OR-4-11, thus, performs a measurement similar to Metrics OR-4-16 and OR-4-17 combined, but uses the data in a somewhat different manner, as a test not of timeliness but rather of whether any completion notice (PCN or BCN) at all was sent to the CLEC.

Metric OR-4-11 was adopted in New York based upon the assumption that the PCN and BCN were provided by Verizon NY as independent operations.[7] As a consequence, it was assumed in New York that this metric provided a measurement of whether any completion notice at all (either PCN or BCN) was sent to the CLEC that while in part duplicating the results of the measurements for Metrics OR-4-16 and 17 combined, did not duplicate either of these metrics standing alone.

ExpressTRAK, Verizon VA's primary Service Order Processing ("SOP") system for Virginia, though, does not issue a BCN unless a PCN has been issued. This is because expressTRAK is simultaneously updating the information in both Verizon's provisioning and

[5] NY Order at 16-17.

[6] Verizon NY proposed a standard of 5% with a three-business day interval. NY Order at 16.

billing systems and thus if the provisioning update process is not completed, the billing completion process will not be completed either. Because a BCN will not be issued unless a PCN is issued, a metric such as Metric OR-4-11 that measures the failure to send both notifiers is in fact simply a metric that measures the failure to send the PCN, a measurement that is already performed by Metric OR-4-16. Since the measurement performed by Metric OR-4-11 is already performed by Metric OR-4-16, there is no need to adopt Metric OR-4-11.

If the Commission, nonetheless, adopts Metric OR-4-11 (which it should not), the standard should be "not more than *1%*" with a *three (3)*-business day interval. The standard adopted by the New York PSC rested on an assumption of the independence of the PCN and BCN notifiers, the transmission of either of which would satisfy the performance requirement of Metric OR-4-11. As proposed by the CLECs in New York, a combination of the 95% ("not more than 5%") standard for Metric OR-4-16 for PCNs and the 95% ("not more than 5%") standard for Metric OR-4-17 for BCNs, resulted in a 0.25% standard (5% x 5% = 0.25%) for Metric OR-4-11, which was accepted by the New York PSC.[8]

In Virginia, though, the assumption relied upon in New York is not applicable because a BCN cannot be sent unless a PCN is sent. As a consequence, the computation giving rise to the New York standard (5% x 5% = 0.25%), which assumes that the standard in Metric OR-4-11 should reflect the combined standards of Metrics OR-4-16 and OR-4-17, cannot properly be applied in Virginia. Instead, because in Virginia Metric OR-4-11 is simply a repetition of Metric OR-4-16, it reasonably could be argued that the 95% standard that applies to Metric OR-4-16 should also apply to Metric OR-4-11, except stated in an inverse fashion, "not more than 5%."

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[7] NY Order at 17.

[8] NY Order at 17.

However, as a compromise and to make Metric OR-4-11 a meaningful metric, Verizon VA proposes a standard for Metric OR-4-11 of "not more than *1%*," with a *three (3)*-business day interval. While this is a slightly less stringent standard than the New York standard of "not more than 0.25%" with a two (2)-business day interval, it reflects the difference between SOP systems in New York and Virginia. The New York PSC's decision to impose the stringent standard that it did was based on the assumption that Verizon NY's issuance of PCNs and its issuance of BCNs were independent processes and therefore for each CLEC order Verizon NY had two independent opportunities to meet the standard. In Virginia, because the PCN and BCN processes are not independent and a BCN will not issue unless a PCN has issued, Verizon VA has only one opportunity to meet the standard, through issuance of a PCN. Accordingly, a slightly less stringent standard is appropriate for Virginia.

The standard proposed by Verizon VA for Virginia is certainly one that is high enough to adequately protect CLECs and their customers. It assures that 99% of completed CLEC orders will receive completion notifiers within three business days of completion. Coupled with the 95% of PCNs to be sent within one business day standard of Metric OR-4-16, Verizon VA's proposed standard for Metric OR-4-11 will ensure that CLECs receive prompt notice of order completion.

IV. The Commission Should Accept: (a) Changes to the November Revisions to the NY Guidelines that Are Required by Virginia-Specific Circumstances; and, (b) Changes to the VA Guidelines that Correct Inconsistencies Resulting from the November Revisions to the NY Guidelines.

A. Changes to the NY Guidelines Required by Virginia-Specific Circumstances.

In preparing the February 22 Proposed VA Guidelines, in some instances it was necessary for Verizon VA to modify the November revisions to the NY Guidelines to address Virginia-specific circumstances, including, in particular, the need for geographic reporting areas

that would be appropriate for Virginia. These Virginia-specific modifications for the VA Guidelines are discussed in the following sections.

1. PO-2. Geographic Reporting Area.

Metric PO-2 measures OSS interface availability. In the November NY Guidelines, the geographic reporting area for this metric is stated to be "Verizon North," which includes New York, Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. Since the Verizon North reporting area does not include Virginia, Verizon VA has left in place without change in the February 22 Proposed VA Guidelines the reporting area for this metric set out in the existing VA Guidelines, which were approved by Commission on January 4, 2002: "District of Columbia, Maryland, Virginia, and West Virginia (combined data)."

2. PO-3. Geographic Reporting Area.

Metric PO-3 measures the timeliness of the response to CLEC calls by the Verizon VA ordering and maintenance call centers. In the November NY Guidelines, the geographic reporting area for the ordering call centers is stated to be "Verizon North," which includes New York, Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. Since the Verizon North reporting area does not include Virginia, for the February 22 Proposed VA Guidelines, Verizon VA has changed the geographic reporting area for this metric for ordering call centers to: "Maryland, District of Columbia, Virginia, and West Virginia (combined data)" ("MDVW"). The MDVW reporting area is appropriate because the Verizon ordering call centers that serve Virginia also serve the District of Columbia, Maryland and West Virginia. Reporting on a four jurisdiction basis is necessary because the Automatic Call Distribution systems that record the time it takes for Verizon to answer a CLEC call do not have the ability to record jurisdiction-specific data since the jurisdiction that a call is being made about will not be known until the calling CLEC representative speaks with the Verizon representative.

3. PO-3. Performance Standard.

The November revisions to the NY Guidelines added a Verizon website URL reference to the Performance Standard section of Metric PO-3. This URL is no longer correct. In the February 22 Proposed Guidelines, Verizon VA has included the correct URL:

http://128.11.40.241/east/wholesale/contact/master.htm.

4. PO-4. Geographic Reporting Area.

Metric PO-4 measures the timeliness of change management notices for the Verizon Operations Support Systems ("OSS") interfaces. In the NY Guidelines, the geographic reporting area for this metric is stated to be "Verizon North," which includes New York, Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. Since the Verizon North reporting area does not include Virginia, for the February 22 Proposed VA Guidelines, Verizon VA has changed the reporting area to "Verizon South," which includes the District of Columbia, Delaware, Maryland, New Jersey, Pennsylvania, Virginia, and West Virginia.

5. PO-5. Geographic Reporting Area.

Metric PO-5 measures the timeliness of Verizon's provision to CLECs of notice of an OSS interface outage. In the November NY Guidelines, the geographic reporting area for this metric is stated to be "Verizon North," which includes New York, Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. Since the Verizon North reporting area does not include Virginia, for the February 22 Proposed VA Guidelines, Verizon VA has retained the existing VA Guidelines language for the geographic reporting area for this metric:

> "Notification of interface outages for OSS interfaces serving Virginia (combined data). (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other jurisdictions.)"

6. PO-6. Geographic Reporting Area.

Metric PO-6 measures OSS interface software validation. The geographic reporting area for this metric stated in the November NY Guidelines is: "The Verizon New York test deck

results are reported for this sub-metric on the New York C2C reports." Since the New York test deck does not apply to Virginia, for the February 22 Proposed VA Guidelines, Verizon VA has changed this metric to state: "The Verizon MDVW (Maryland, District of Columbia, Virginia, West Virginia) test deck results are reported for this sub-metric on the Virginia C2C reports." The MDVW test deck is the appropriate test deck for Virginia because the OSS interface software whose performance is measured by this metric that is used to serve Virginia also serves the District of Columbia, Maryland and West Virginia.

7. PO-7-04. Geographic Reporting Area.

Metric PO-7 measures OSS interface software problem resolution timeliness. Metric PO-7-04 measures cumulative delay hours for certain types of software problem resolution. In the November NY Guidelines, the geographic reporting area for Metric PO-7-04 is stated to be "New York." Since New York does not include Virginia, for the February 22 Proposed VA Guidelines, Verizon VA has changed the geographic reporting area for Metric PO-7-04 to: "Maryland, District of Columbia, Virginia, West Virginia (combined data)." As in the case of Metric PO-6, MDVW is the appropriate reporting area for Metric PO-7-04 because the OSS interface software that is used to serve Virginia and whose problem resolution performance is measured by this metric also serves the District of Columbia, Maryland and West Virginia.

8. OR-1. References to ASR Submission of Orders for UNE DS0s.

Metric OR-1 measures the timeliness of Verizon's provision of order confirmation notices. The November NY Guidelines included revisions stating that orders for UNE Specials DS0s would change from the Local Service Request ("LSR") format to the Access Service Request ("ASR") format and would be submitted via LSRs rather than ASRs:

> "**Note:** Effective October 2001, orders for UNE Specials DS0s will change from the LSR format to the ASR format. The DS0 orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines."

> **"Note:** Effective October 2001, orders for UNE Specials DS0s will be submitted via ASRs. UNE Specials DS0s do not automatically require facility checks through REQNET. UNE Specials DS0s will require facility checks if the order is for more than five (5) lines."

This language, though, is not appropriately included in the VA Guidelines because in Virginia orders for UNE Specials DS0s are submitted via an LSR, not an ASR. Accordingly, Verizon VA has not included the quoted November NY Guidelines language in the February 22 Proposed VA Guidelines.[9]

9. OR-6. Geographic Reporting Area.

Metric OR-6-01 measures order accuracy. In the NY Guidelines, the geographic reporting area for this metric was changed from "New York," a state-specific reporting area, to "Verizon North," a regional reporting area which includes New York, Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. Since the Verizon North reporting area does not include Virginia, in the February 22 Proposed VA Guidelines, Verizon VA has included a reporting area for Metric OR-6-01 that includes Virginia. However, consistent with the change in the NY Guidelines, which expanded the reporting area from a state-specific reporting area to a regional reporting area, Verizon VA in the February 22 Proposed VA Guidelines has expanded the existing state-specific reporting area of "Virginia" to a regional reporting area of "Maryland, District of Columbia, Virginia, West Virginia (combined data)." MDVW is the appropriate reporting area because the Verizon order processing centers that serve Virginia also serve the District of Columbia, Maryland and West Virginia.

Metric OR-6-03 measures Local Service Request Confirmation ("LSRC") accuracy. In the November NY Guidelines, the geographic reporting areas for this metric are stated to be "Verizon New York" for Resale and "Verizon North" for UNE. Since the Verizon New York

[9] The February 22 Proposed VA Guidelines also do not include the November NY Guidelines heading change for Metric OR-1-08, which shows UNE Specials DS0s as being submitted via an ASR.

and Verizon North reporting areas do not include Virginia, in the February 22 Proposed VA Guidelines, Verizon VA has changed the reporting area for Metric OR-6-03 to "Virginia."

10. OR-6. Definition.

The Definition section of Metric OR-6 in the November NY Guidelines includes the following Note:

> "Note: The OR-6-03 Interim measure is in effect until LSOG 4 is fully implemented."

This Note is not applicable to Virginia. As was set out in Verizon VA's proposed implementation schedule for the VA Guidelines, Verizon VA is implementing the OR-6-03 "Long Term Measure" in Virginia and as a consequence is not implementing the OR-6-03 "Interim Measure." Since the November NY Guidelines Note is not applicable to Virginia, Verizon VA has not included it in the February 22 Proposed VA Guidelines.

11. MR-1. "Common Agent Desktop (CAD)" and "Caseworker."

Metric MR-1 measures the timeliness of the response for Verizon's maintenance OSS interface. The performance of the Verizon systems that serve CLECs is compared to the performance for the Verizon systems that serve Verizon retail customers.

The NY Guidelines state that the Verizon system used to serve Verizon retail customers is "Caseworker." Caseworker, though, is not used in Virginia. Instead, in Virginia, Verizon VA uses the "Common Agent Desktop" ("CAD") system to serve Verizon retail customers. Since Verizon VA uses CAD, rather than Caseworker, for Virginia, in the February 22 Proposed VA Guidelines, Verizon VA has revised the metric to refer to CAD.

12. NP-2. Tariff References.

This metric measures the timeliness of Verizon's provision of collocation arrangements. The November NY Guidelines state in the Definition section:

> "This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff."

And:

> "Refer to the state tariff in effect for interval information. The state tariffs are contained on web site . . .".

Verizon VA's FCC collocation tariff, though, may contain intervals that are different from those stated in the Verizon VA's Virginia collocation tariff. Accordingly, in the February 22 Proposed VA Guidelines, Verizon VA has modified the language of the first sentence of the Definition section of the metric to reflect the potential for different intervals in the Verizon VA FCC collocation tariff and the Verizon VA Virginia collocation tariff:

> "This metric includes collocation arrangements ordered via both the state and federal tariffs."

Verizon VA has left unchanged the following language in the Definition section of the existing VA Guidelines:

> "Refer to applicable Verizon tariff for specific collocation intervals. Tariffs are posted on the web site . . .".

13. NP-2. NY 45 Business Day Augment Interval.

The November NY Guidelines contain sections in the Definition portion of Metric NP-2 referring to a "45 Business Day Augment Interval for Physical Collocation." The November NY Guidelines, though, provide that this augment interval is "applicable in NY and CT only." Accordingly, Verizon VA has not included these sections in the February 22 Proposed VA Guidelines. Also, Verizon VA has not included in the February 22 Proposed VA Guidelines the modified NY Guidelines Product statement associated with the New York 45 business day augment interval or NY Guidelines Appendix P, which sets out a "45 Business Day Augment Interval Timeline."

14. Appendix L. Change Verizon North Information to Virginia Information.

In the November NY Guidelines, Appendix L, Reference # 2 sets out information pertaining to the Verizon call centers that serve the "Verizon North" jurisdictions, Connecticut, Massachusetts, Maine, New Hampshire, New York, Rhode Island and Vermont. Verizon VA has substituted for this information in the February 22 Proposed VA Guidelines information pertaining to the Verizon call centers that serve Virginia.

In the November NY Guidelines, Appendix L, Reference # 3 sets out ordering intervals for the "Verizon North" jurisdictions. Since these ordering intervals do not apply to Virginia, Verizon VA has substituted for these ordering intervals in the February 22 Proposed VA Guidelines the ordering intervals for Virginia and the other "Verizon South" jurisdictions.

In the November NY Guidelines, Appendix L, Reference # 4 includes pages from Verizon NY's state collocation tariff. Since this tariff is not applicable to Virginia, Verizon VA did not include these pages in the February 22 Proposed VA Guidelines. Instead, Verizon VA has included references to the Verizon website at which its tariffs are available. Because of the length and complexity of the Verizon VA tariff provisions that would need to be included in the Reference to parallel the Verizon NY tariff sections, and the potential for changes in the Verizon VA tariff provisions, Verizon VA has not set out these provisions in Appendix L.

15. Appendix O. Test Deck.

Metric PO-6 measures OSS interface software validation. In the NY Guidelines, this metric states: "The Verizon New York test deck results are reported for this sub-metric on the New York C2C reports." Appendix O of the NY Guidelines sets out the measurement weights for the New York test deck.

Since the New York test deck does not apply to Virginia, in the February 22 Proposed VA Guidelines, Verizon VA has inserted a chart of MDVW test deck measurement weights.

B. Corrections for Inconsistencies Resulting from the November Revisions to the NY Guidelines.

In a few instances, the November revisions to the NY Guidelines produced internal inconsistencies in the NY Guidelines. In the February 22 Proposed VA Guidelines, Verizon VA has undertaken to make the necessary corrections for these inconsistencies.

1. Metric PO-1. Application to Pre-Order Queries.

Metric PO-1 measures pre-order query response times. To reflect the fact that this metric measures pre-order query response times, the November revisions to the NY Guidelines modified the caption for this metric by changing "Ordering" to "Pre-Ordering:" "PO-1 Response Time OSS Ordering Interface," to "PO-1 Response Time OSS Pre-Ordering Interface." However, the November revisions to the NY Guidelines failed to also change references to "Ordering" within the metric to references to "Pre-Ordering."

In the February 22 Proposed VA Guidelines, Verizon VA has made the change to the caption for the metric contained in the November NY Guidelines. For consistency, Verizon VA also has made a change in the first sentence of the Definition section, revising the first sentence, which had read "This metric measures the response time of the OSS Ordering Interface." to read, "This metric measures the response time of the OSS Pre-Ordering Interface."

2. Metric PO-1. Formula.

In the November NY Guidelines, the Formula section of Metric PO-1 reads as follows:

> "∑ Response Times for each transaction divided by the Number of Transactions for each transaction type.
>
> **Note:** For all PO-1 Retail sub-metrics, and for sub-metric PO-1-07, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type."

The "Note," inconsistent with the formula that immediately precedes it in the text, omits the ∑ sign at the beginning of the formula. The ∑ sign is included in the sentence in the existing VA Guidelines that is comparable to the "Note."

To assure the internal consistency of the Formula section, in the February 22 Proposed VA Guidelines, Verizon VA has corrected the inconsistency in the NY Guidelines and consistent with the existing VA Guidelines has included the ∑ sign in the "Note." Thus, the "Note" in the February 22 Proposed VA Guidelines reads:

> "**Note:** For all PO-1 Retail sub-metrics, and for sub-metric PO-1-07, the formula is: ∑ Response times for each transaction divided by the number of simulated transactions for each transaction type."

3. PO-3. Performance Standard.

The November revisions to the NY Guidelines deleted Metrics PO-3-01 and 03. However, due to an oversight, in the NY Guidelines references to these metrics were not deleted from the Performance Standard section of Metric PO-3. Since, consistent with the November deletion of Metrics PO-3-01 and 03 from the NY Guidelines, Verizon VA has deleted these metrics from the February 22 Proposed VA Guidelines, Verizon VA also has deleted the references to these metrics in the Performance Standard section of Metric PO-3.

4. OR-1. Exclusions.

The November revisions to the NY Guidelines deleted Metric OR-1-01. However, the Exclusions section of NY Guidelines Metric OR-1 inconsistently continues to contain an exclusion for SOP scheduled downtime hours for Metric OR-1-01. Since, consistent with the November deletion of Metric OR-1-01 from the NY Guidelines, Verizon VA has deleted this metric from the February 22 Proposed VA Guidelines, Verizon VA also has deleted the references to this metric in the Exclusions section of Metric OR-1.

5. OR-6-02. Geographic Reporting Area.

The November revisions to the NY Guidelines deleted Metric OR-6-02. However, the Geography section of NY Guidelines Metric OR-6 inconsistently continues to refer to Metric OR-6-02. Since, consistent with the November deletion of Metric OR-6-02 from the NY

Guidelines, Verizon VA has deleted Metric OR-6-02 from the February 22 Proposed VA Guidelines, Verizon VA also has not included a reference to this metric in the Geography section of Metric OR-6.

6. PR-9-09. Exclusions.

The November revisions to the NY Guidelines deleted Metric PR-9-09. However, the Exclusions section of NY Guidelines Metric PR-9 inconsistently continues to contain an exclusion related to Metric PR-9-09. Since, consistent with the November deletion of Metric PR-9-09 from the NY Guidelines, Verizon VA has deleted this metric from the February 22 Proposed VA Guidelines, Verizon VA also has deleted the references to this metric in the Exclusions section of Metric PR-9.

7. Provisioning and Maintenance Metrics. Product Titles.

The Provisioning and Maintenance sub-metrics in the November NY Guidelines contain measurements for UNE "2-Wire xDSL Line Sharing" and UNE "2-Wire xDSL Line Splitting." However, in using these terms in the revised Performance Standard sections of the Provisioning and Maintenance metrics, the NY Guidelines at some points failed to accurately replicate these terms and instead used shorthand terms such as "UNE DSL Line Sharing" and "UNE DSL Line Splitting."

In the February 22 Proposed VA Guidelines, Verizon VA has corrected this inconsistent use of product identifiers in Metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, MR-2, MR-3, MR-4, and MR-5. For instance, in November NY Guidelines Metric PR-4, the final standard identifies the applicable products as: "UNE 2Wire xDSL Line Sharing and Line Splitting . . .". In the February 22 Proposed VA Guidelines, Verizon VA has changed this language to "UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting." In this way, the February 22

Proposed VA Guidelines more consistently reflect the products actually listed in the sub-metrics.[10]

C. Other Changes.

1. BI-3-04 and 05. Interim Status.

The November NY Guidelines contain two new metrics, BI-3-04 and 05, which measure the timeliness of Verizon's acknowledgement and resolution of billing claims. The New York PSC order adopting these metrics stated that they are interim metrics subject to a four-month study period.[11] In order to make the interim nature of these metrics clear, in the February 22 Proposed VA Guidelines, Verizon VA has included a footnote for each metric identifying the metric as an interim metric that is under trial in New York.

2. Appendix D. Relocate Holiday Schedule to Appendix L.

Prior to the November changes to the NY Guidelines, Appendix D of the NY Guidelines contained information on the New York Unbundled Network Element Bona Fide Request process. With the November changes, this appendix was deleted from the NY Guidelines. The November changes to the NY Guidelines also added to Appendix L of the NY Guidelines as "Reference 1" a chart showing Verizon holidays for 2001.

Consistent with the November changes to the NY Guidelines, in the February 22 Proposed VA Guidelines, Verizon VA has deleted Appendix D of the VA Guidelines, which had contained a chart showing Verizon holidays, and inserted in Appendix L a chart showing Verizon holidays for 2002.

V. Conclusion.

[10] In the February 22 Proposed VA Guidelines, Verizon VA also has corrected an inconsistency in Sub-Metric PR-3-03, changing UNE "2 Wire XDSL Line Sharing" to UNE "2 Wire xDSL Line Sharing."

[11] NY Order, Attachment 1 at 39.

The Commission should adopt the revisions to the VA Guidelines and the schedule for implementing these revisions proposed by Verizon VA.

Respectfully submitted,

_____

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Dated: February 22, 2002

CERTIFICATE OF SERVICE

I hereby certify that on this 22nd day of February, 2002, a copy of Verizon Virginia Inc.'s Comments Amended VA Guidelines based on the New York consensus and non-consensus metric changes in Case No. PUC010206 was sent via E-Mail, U. S. Mail and/or hand delivered to:

Don R. Mueller, Esquire
State Corporation Commission
Office of the General Counsel
Post Office Box 1197
Richmond, Virginia 23218

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Office of Attorney General
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Richmond, Virginia 23219

Performance Standards/Remedy Plans Subcommittee of the Collaborative Committee
(via E-Mail)

_____
Lydia R. Pulley

Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Verizon Reports

DRAFT

February 22, 2002

Category		*Function*	**# of Metrics**	
Pre-Ordering	PO-1	Response Time OSS Pre-Ordering Interface	9	
	PO-2	OSS Interface Availability	2	
	PO-3	Contact Center Availability	2	
	PO-4	Change Management Notice	3	
	PO-5	Average Notification of Interface Outage	1	
	PO-6	Software Validation	1	
	PO-7	Software Problem Resolution and Timeliness	4	
	PO-8	Manual Loop Qualification	2	
Ordering	OR-1	Order Confirmation Timeliness	8	
	OR-2	Reject Timeliness	6	
	OR-3	Percent Rejects	2	
	OR-4	Timeliness of Completion Notification	3	
	OR-5	Percent Flow-Through	2	
	OR-6	Order Accuracy	4	
	OR-7	Percent Order Confirmation Rejects sent within 3 days	1	
	OR-8	Acknowledgement Timeliness	1	
	OR-9	Order Acknowledgement Completeness	1	
	OR-10	PON Notifier Exception Resolution Timeliness	2	
Provisioning	PR-1	Average Interval Offered	10	
	PR-2	Metrics Not in Use in Verizon VA	0	
	PR-3	Completed within Specified Number of Days (1-5 Lines)	7	
	PR-4	Missed Appointments	8	
	PR-5	Facility Missed Orders	4	
	PR-6	Installation Quality	3	
	PR-7	Metrics Not in Use in Verizon VA	0	
	PR-8	Open Orders in a Hold Status	2	
	PR-9	Hot Cut Performance	3	
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6	
	MR-2	Trouble Report Rate	5	
	MR-3	Missed Repair Appointments	3	
	MR-4	Trouble Duration Intervals	8	
	MR-5	Repeat Trouble Reports	1	
Network Performance	NP-1	Percent Final Trunk Group Blockage	4	
	NP-2	Collocation Performance	8	
Billing	BI-1	Timeliness of Daily Usage Feed	1	
	BI-2	Timeliness of Carrier Bill	1	
	BI-3	Billing Accuracy & Claims Processing	2	
Operator Services	OD-1	Operator Services – Speed of Answer/Directory Assistance	2	
	OD-2	LIDB, Routing and OS/DA Platforms	0	
General Standards	GE-1	Directory Proofs	0	
	GE-2	Poles, Ducts, Conduit and Rights of Way	0	
Glossary		Glossary of Terms		

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	URL In Effect Information
M	Order Accuracy Details
N	Table of Measures, Sub-Metrics and Product Disaggregation
O	Test Deck – Weighted transaction Matrix

Exhibits	
1	Additional Provisions

INTRODUCTION

The Virginia Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provide the metrics and performance standards applicable to Verizon Virginia,Inc. ("Verizon VA," "Verizon" or "VZ"). Comprehensive explanations of the standards' definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals, are included within this document. In addition, this document includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon VA retail services and its wholesale products and services.

Verizon VA will provide Performance Reports on a monthly basis. A Competitive Local Exchange Carrier (CLEC) that wishes to obtain reports produced pursuant to the Guidelines must contact the Account Manager that Verizon VA has designated for that CLEC to make the appropriate arrangements to receive the reports.

Effective with Commission approval of these Guidelines, Verizon will report at the Virginia state level for metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, PR-9, MR-2, MR-3, MR-4, and MR-5. Disaggregated geographical reports will no longer be provided in the monthly C2C reports. Verizon will continue to provide disaggregated geographical reports to CLECs that have existing interconnection agreements which require these reports. Additionally, CLECs may initiate a request for disaggregated geographical reports through the CLEC's Verizon Account Manager. Once the request is received, Verizon provides that CLEC with disaggregated reports, and will continue to do so until the CLEC issues a discontinue notice through the Account Manager.

URL References

Verizon references URLs, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. A copy of URL information in effect at the time of the filing is contained in Appendix L.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics -	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
Exceptions Noted below:	Resale POTS – Total	Retail POTS - Total
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform	Retail POTS - Total
	UNE POTS-Other	Retail POTS - Total
	UNE Loop	Retail POTS - Total
	UNE 2 Wire Digital Loop	Retail ISDN (2 wire digital)
	UNE 2 wire xDSL Loop	VADI Line Sharing
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 [12]
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 [1]
	UNE EEL – Loop	Retail DS1[1]
	UNE EEL	Retail DS1[1]
	Interconnection Trunks	IXC Feature Group D Trunks
	Specials – Total	Retail Specials - Total
Exceptions for provisioning:		
PR-4-02	UNE 2 wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2 wire xDSL Loop	Retail POTS - Dispatched
PR-6	UNE 2 wire Digital	Retail POTS – Dispatched
PR-8	UNE 2 wire xDSL Loop	Retail Specials DS0
Maintenance Measures:	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform – Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence	Retail POTS – Residence
	UNE Platform – Business	Retail POTS – Business
	UNE Loop	Retail POTS – Total (Business and Residence)

[12] Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

	UNE 2 Wire Digital Loop	Retail POTS – Total (ALL)
	UNE 2 wire xDSL Loop	Retail POTS – Total (ALL)
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	UNE Specials DS0 & below	Retail Specials DS0 & below
	UNE Specials DS1 & above	Retail Specials DS1 & above
	Interconnection Trunks	IXC Feature Group D Trunks

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	**Software Validation**	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	**Manual Loop Qualification**	2

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

This metric measures the response time of the OSS Pre-Ordering Interface.

Response Time: For metrics PO-1-01 through 1-06 and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a Pre-Order transaction. For CLEC transactions, this is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.

For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.

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 PO-1-07 and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.

Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. 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.

Exclusions:

Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

Refer to web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf for a list of holidays Verizon recognizes. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces): Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.

- WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of

interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:

The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.

For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the *Ente*r key is hit until a response from the Pre-Ordering OSS is received back on the display screen.

At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.

Methodology – Response Time OSS (Continued):

The total number of simulated queries depends on the average response times.

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced 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.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, ***excluding*** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

∑ Response Times for each transaction divided by the Number of Transactions for each transaction type.

Note: For all PO-1 **Retail** sub-metrics, and for sub-metric PO-1-07, the formula is: ∑ Response times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:

Company:	Geography:
• VZ Retail[13] • CLEC Aggregate • CLEC Specific (PO-1-09 only)	• Virginia

Products	CLEC Aggregate: • EDI • CORBA • WEB GUI **Note:** Metric PO-1-09 ***Parsed CSR*** does not go through the WEB GUI interface, therefore, sub-metric PO-1-09 does not report WEB GUI results.

Sub-Metrics – PO-1 Response Time OSS Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**

[13] ~~There is no Parsed CSR transaction for retail. Therefore, for Metric PO-1-09, basic CSR will be reported for retail performance.~~ For sub-metric PO-1-09, there is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

	Sum of all response times for Due Date (DD) Availability.	Number of Due Date Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [14]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – DSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

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

Function:

PO-2 OSS Interface Availability

Definition:

This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.

Scheduled Availability is as follows:

- Prime Time: 6:00AM to 12:00AM ET Monday through Saturday, ***excluding*** major Holidays
- Non-Prime Time: 12:01AM to 5:59AM ET Monday through Saturday, and all day Sundays and Holidays.

Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the ***Observations*** column heading.

Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance-Electronic Bonding. Each server within the interfaces is measured separately. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

The following exclusions apply:

- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Metric PO-2-02: ≥ 99.5%

Metric PO-2-03: No standard.

Methodology – PO-2 OSS Availability

Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center Help Desk) with EnView reported outages. VZ measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center (WCCC) Help Desk receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

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

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all of its

Methodology –OSS Availability (Continued):

Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (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 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

Formula:

(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate	• District of Columbia, Maryland, Virginia, and West Virginia (combined data)

Products	• Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI • EDI • CORBA • Maintenance – Electronic Bonding

Sub-Metrics – OSS Interface Availability

PO-2-01	**Metric Not in Use in Verizon VA**	
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of prime-time hours in month minus the Number of prime-time hours in month interface is not available plus scheduled downtime.	Number of Prime-Time Hours in Month multiplied by the number of servers.
PO-2-03	**OSS Interface Availability – Non-Prime-Time**	
Calculation	**Numerator**	**Denominator**

	Number of non-prime-time hours in month minus the Number of non-prime-time hours in month interface is not available plus scheduled downtime.	Number of Non-Prime-Time Hours in Month multiplied by the number of servers.

Function:

PO-3 Contact Center Availability

Definition:

This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.

This metric also includes **Speed of Answer – CLEC** centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).

Note: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator.

Speed of Answer is measured in seconds from the time a call enters the VZ ACD, following selection of a menu option, until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through the ACD, or CLECs can call their dedicated representatives on the representative's direct line. Calls placed to the representative's direct line, if unanswered, will be forwarded to the ACD, following selection of a menu option. VZ measures speed of answer for calls to the 800 number and for calls forwarded to the ACD.

The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD, following selection of a menu option. For calls to a dedicated representative that are forwarded to the ACD, the measurement begins when the forwarded call enters VZ's ACD, following selection of a menu option. The measurement ends when a representative answers the call.

Exclusions:

Calls directed to and answered by dedicated representatives.

Performance Standard:

Metrics PO-3-02 and 04: 80% within 30 seconds

Center Hours of Operation:

Refer to Verizon website http://128.11.40.241/east/wholesale/contact/master.htm for various center hours of operation schedules. After accessing the web site, select a center to receive center specific information.

Repair Help Desk: 24 hours/day – seven (7) days a week

National Market Center (Ordering): 8 AM to 6 PM, Monday through Friday

Note: The National Marketing Center is measured in metric PO-3-02.
The Repair Help Desk is measured in metric PO-3-04.

Report Dimensions		
Company: CLEC Aggregate		Geography: Ordering: Maryland, District of Columbia, Virginia, and West Virginia (combined data) Repair: Verizon East Verizon East includes: CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, MD, DC, VA, and WV.
Products	• Resale	• UNE
Sub-Metrics		
PO-3-01	**Metric Not in Use in Verizon VA**	
PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	**Metric Not in Use in Verizon VA**	
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:
PO-4 Timeliness of Change Management Notice
Definition:
These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes. Documentation is not considered available until all material changes are made.
Exclusions:
None.
Performance Standard:
PO-4-01: 95% PO-4-02: No standard PO-4-03: no delayed notices and documentation over eight (8) days. The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures. * Regulatory changes will vary based on applicable law/regulatory rules.

Timeliness Standards:

Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[15]
Type 5 – CLEC originated	≥ 73 days for business rules, ≥ 66 days for technical specifications	>= 45 days
Type 4 – Verizon originated	≥ 73 days for business rules, ≥ 66 days for technical specifications	>= 45 days
Type 3 – Industry Standard	≥ 73 days for business rules, ≥ 66 days for technical specifications	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A

Report Dimensions	
Company: CLEC Aggregate	Geography: Verizon South Verizon South includes: PA, NJ, DE, MD, DC, VA, WV

[15] Type one (1) change confirmation is not applicable.

Products	Change Notification: • Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) • • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5- CLEC originated (combined) • •	Change Confirmation • Type 2 – Regulatory • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5- CLEC originated (combined) • •
Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**
	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.
PO-4-02	**Change Management Notice – Delay one (1) to seven (7) days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent one (1) to seven (7) days late.	
PO-4-03	**Change Management Notice – Delay eight (8) plus days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent eight (8) or more days late.	

Function:

PO-5 Average Notification of Interface Outage

Definition:

This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC.

Note: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.

Exclusions:

None.

Performance Standard:

Not more than: 20 minutes.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Notification of interface outages for OSS interfaces serving Virginia (combined data). (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other jurisdictions.)

Sub-Metrics

PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:

PO-6 Software Validation

Definition:

This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June, and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor. Within the software validation metric, weight factors will be allocated among transaction types *(e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order)* and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

Verizon VA will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon VA will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon VA will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights.

For those months that Verizon does not execute the test deck, the C2C report is populated with the notation ***R3*** to indicate the test deck is executed three (3) times per year.

Exclusions:

None.

Performance Standard:

Metric PO-6-01: ≤ 5 %

Report Dimensions:

Sub-Metrics

PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:

PO-7 Software Problem Resolution Timeliness

Definition:

This metric measures Software Problem Resolution Timeliness. Verizon installs software CLEC-affecting releases three (3) times per year (usually during the months of February, June, and October). After each major CLEC-affecting software release, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Help Desk, those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.

PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a major CLEC-affecting software release.

For those months that Verizon installs software releases, the C2C report is populated with data in accordance with the PO-7 calculations.

For those months that Verizon does not install software releases, the C2C report is populated with the notation ***R3*** to indicate software releases are installed three (3) times per year.

Exclusions:

Failed Pre-order and Order transactions reported to the Help Desk between 6:00PM on Friday and 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.

Performance Standard:

Metric PO-7-01: ≥ 95%
PO-7-02 and PO-7-04: 48 Hours
PO-7-03: 10 days
Note: The data value populated on the C2C report for PO-7-02, 7-03, and 7-04 represents the number of hours (or days) beyond the standard. For example, a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard.

Problem Resolution Timeliness Standard measured from time the trouble was reported to the Help Desk (see Appendix O).

Report Dimensions:

Sub-Metrics

PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	Number of production referrals resolved within timeliness standard.	Total number production referrals.
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	

	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with order rejects with no workaround.
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**
Calculation	**Data Value**
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with order rejects with a workaround.
PO-7-04	**Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [16]
Calculation	**Data Value**
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with order rejects with no workaround for Test Deck Transactions.

[16] This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:
PO-8 Manual Loop Qualification
Definition:
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services *(e.g. 2W-xDSL)*, when such information is not available through an electronic database.
Exclusions:
Weekend and major Holidays are excluded from the interval count. **Note:** 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.
Performance Standard:
Metric PO-8-01: 95% within 48 Hours **Metric PO-8-02:** 95% within 72 Hours
Sub-Metrics

PO-8-01	**% On Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of Manual Loop Qualification transactions.
PO-8-02	**% On Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Sum of Engineering Record Requests where the time from receipt of Engineering Record Request to distribution of Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	8
OR-2	Reject Timeliness	6
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	3
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	4
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1
OR-10	PON Notifier Exception Resolution Timeliness	2

Function:

OR-1 Order Confirmation Timeliness

Definition:

This metric measures Order Confirmation Timeliness.

Resale and UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. **Note:** Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent.

Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

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

Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines.

Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each supplemental order.

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

Notes

(1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON

Master File; therefore, they are not included in the calculation.

(2) Verizon VA includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon VA's error in initial confirmation[17] in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.

(3) If no order confirmation time exists due to a missing order confirmation, Verizon VA will use the completion notification time.

(4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.

(5) The Pre-Qualified Complex category includes 2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

Resale and UNE:

- VZ Test Orders [18]
- 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.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-02: SOP scheduled downtime hours (flow-through):[19]

  Monday 11:30 PM to Tuesday 4 AM

  Tuesday 11:30 PM to Wednesday 4 AM

  Wednesday 11:30 PM to Thursday 4 AM

  Thursday 11:30 PM to Friday 4 AM

  Friday 11:30 PM to Saturday 5 AM

  Saturday 9 PM to Sunday 8 AM

[17] 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 Verizon VA reasons are not counted as resent confirmations.

[18] VZ-Test Orders – see Glossary.

[19] The downtime hours listed represent expressTRAK and its associated systems. In addition, SOACS is also used in Virginia. Until July 1st, 2002, the following downtime hours will apply and represent an aggregate of expressTRAK, SOACS, and their associated systems: Mon. 10:30 PM to Tues. 6 AM, Tues. 10:30 PM to Wed. 6 AM, Wed.10:30 PM to Thur. 6 AM, Thur 10:30 PM to Fri. 6 AM, Fri. 10:30 PM to Sat. 7 AM, Sat. 9 PM to Sun. 8 AM, Sun. 8 PM to Mon. 6 AM.

Sunday 8 PM to Monday 4 AM Additionally, SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

Report Dimensions	
Company: • CLEC Aggregate [20] • CLEC Specific	Geography: • Virginia

Performance Standard: OR-1 Order Confirmation Timeliness		
Metrics OR-1-02, 04, 06, 08, 10, 12, , and 19: 95% On Time according to the schedule below. OR-1-13: 95%		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: **POTS/Pre-Qualified Complex:** • **Flow-through orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services (requiring Manual Loop Qualification)** • **2- wire Digital Services: 72 hours** **Special Services:** • Orders with no facility check : 48 hours • Orders with facility check: 72 hours[21] **Faxed/Mailed Orders**: Not measured for Resale	Electronically Submitted Orders: **POTS/Pre-Qualified Complex:** • **Flow-Through Orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services(requiring Manual Loop Qualification)** • **2-Wire Digital Services: 72 hours** • **2-Wire xDSL Loops: 72 hours** • **2-Wire xDSL Line Sharing/Line Splitting: 72 hours** **Special Services:** • **Orders with no facility check: 48 hours. Note: The 48 hour standard does not apply to UNE Specials (DS1 and above) received via ASR.** • **Orders with facility check: 72 hours (UNE Specials DS1 and above)** **Faxed/Mailed Orders**: Add 24 hours to intervals above. Not measured for UNE POTS	Electronically Submitted Orders: Firm Order Confirmation: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Design Layout Record • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Inbound Augment Trunks: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

Sub-Metrics		
OR-1-01	**Metric Not in Use in Verizon VA**	
	•	: • •

[20] Excludes Verizon Advanced Data Incorporated

[21] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.~~documented in Appendix L (Product Interval Summary).~~

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-02	**% On Time LSRC – Flow-through**	
Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	**Metric Not in Use in Verizon VA**	
	• • • • • •	• • • • • • • •
OR-1-04	**% On Time LSRC - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • • Specials DS0 • •
Calculation	**Numerator**	**Denominator**

	Number of electronic LSRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	**Metric Not in Use in Verizon VA**	
	• • • • • •	• • • • • • • •
OR-1-06	**% On Time LSRC/ASRC - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	**Metric Not in Use in Verizon VA**	
	• • • •	

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	**% On Time LSRC - No Facility Check (Fax/Mail)**	
Products	UNE: • • Specials DS0 • •	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed LSRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed LSRs, not requiring a facility check, confirmed for specified product.
OR-1-09	**Metric Not in Use in Verizon VA**	
	• • • •	
OR-1-10	**% On Time ASRC - Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, Non DS1 & Non DS3) • • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	**Metric Not in Use in Verizon VA**	
	• •	

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks and Projects)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	**Metrics not in use in Virginia.**	
OR-1-19	**% On Time Response - Request for Inbound Augment Trunks**	
Products	• VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of requests for Inbound Augment Trunks with responses sent within specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:

OR-2 Reject Timeliness

Definition:

This metric measures Reject Timeliness.

Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (Request Manager) or Fax date and time stamp. **Note:** Orders are considered distributed at the time Verizon sends and order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent.

Average Reject Response Time: The mean of all reject response times associated with a product group.

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

Notes:
(1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
(2) Measurements are based on rejected orders.
(3) VZ VA does not include cancelled orders in the measurements.
(4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month.
(5) The Pre-Qualified Complex category includes 2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

- VZ 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.

- For OR-2-02: SOP scheduled downtime hours (Flow-through):[22]

  Monday 11:30 PM to Tuesday 4 AM

  Tuesday 11:30 PM to Wednesday 4 AM

  Wednesday 11:30 PM to Thursday 4 AM

  Thursday 11:30 PM to Friday 4 AM

  Friday 11:30 PM to Saturday 5 AM

  Saturday 9 PM to Sunday 8 AM

  Sunday 8 PM to Monday 4 AM

[22] The downtime hours listed represent expressTRAK and its associated systems. In addition, SOACS is also used in Virginia. Until July 1st, 2002, the following downtime hours will apply and represent an aggregate of expressTRAK, SOACS, and their associated systems: Mon. 10:30 PM to Tues. 6 AM, Tues. 10:30 PM to Wed. 6 AM, Wed.10:30 PM to Thur. 6 AM, Thur 10:30 PM to Fri. 6 AM, Fri. 10:30 PM to Sat. 7 AM, Sat. 9 PM to Sun. 8 AM, Sun. 8 PM to Mon. 6 AM..

Additionally, SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.
Report Dimensions :

Company:	Geography:
• CLEC Aggregate [23] • CLEC Specific	• Virginia

[23] Excludes Verizon Advanced Data Incorporated

Performance Standard – Reject Timeliness		
Metrics OR-2-02, 04, 06, 08, 10, and 12: 95% On Time According to schedule below.		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* **POTS/Pre-Qualified Complex:** • **Flow-Through Orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services (2- Wire Digital Services ISDN) (requiring Manual Loop Qualification):** • **Orders: 72 hours** **Special Services:** [24] • **Orders with no facility check: 48 hours** • **Orders with facility check: 72 hours** **Faxed/Mailed Orders**: Not measured for Resale	Electronically Submitted Orders: **POTS/Pre-Qualified Complex:** • **Flow-Through Orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services (requiring Manual Loop Qualification)** *:* • **2Wire Digital Services 72 hours** • **2Wire xDSL Loop: 72 hours** • **2Wire xDSL Line Sharing/Line Splitting: 72 hours** **Special Services:** [25] • **Orders with no facility check: 48 hours. Note: The 48 hour standard does not apply to UNE Specials (DS1 and above) received via ASR.** • **Orders with facility check: 72 hours** **Faxed/Mailed Orders**: Add 24 hours to intervals above. Not measured for UNE POTS	**Electronically Submitted Orders:** • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Metric Not in Use in Verizon VA**	
	•	• •
OR-2-02	**% On Time LSR Reject (Flow-through)**	
Products	Resale*:* • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**

[24] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation~~documented in Appendix L (Product Interval Summary)~~

[25] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation~~documented in Appendix L (Product Interval Summary)~~

	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	**Metric Not in Use in Verizon VA**	
	• • •	• • • • • •
OR-2-04	**% On Time LSR Reject - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs, not requiring a facility check rejected for specified product.
OR-2-05	**Metric Not in Use in Verizon VA**	
	• • •	• • • • • •

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	**Metric Not in Use in Verizon VA**	
	•	
OR-2-08	**% On Time Reject - No Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	**Metric Not in Use in Verizon VA**	
	•	
OR-2-10	**% On Time Reject - Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-11	**Metric Not in Use in Verizon VA**	
	•	
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard (10 days).	Number of rejected trunk orders for less than 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected. The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering Interface (Request Manager), not just those with associated bill completions. **Note:** Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File;therefore, they are not included in the calculation.		
Exclusions:		
• VZ Test Orders		
Performance Standard:		
Metric OR-3-01: No standard. **Metric OR-3-02:** 95%		
Report Dimensions		
Company: • CLEC Aggregate [26] • CLEC Specific	Geography: • Virginia	
Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	**% Resubmission Not Rejected**	
Calculation	**Numerator**	**Denominator**
	Total PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted at Verizon's request

[26] Excludes Verizon Advanced Data Incorporated

Function:

OR-4 Timeliness of Completion Notification

Definition:

Refer to the *Definition* listed next to each OR-4 sub-metric (OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.

Exclusions:

- Verizon Test Orders
- Orders not received through the Verizon Netlink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI.
- VADI orders
- For sub-metric OR-4-11 only includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN.

Performance Standard:

For sub-metric OR-4-11:

- [0.25% NY PSC ordered standard] of PONs that received neither a PCN nor a BCN within two (2) business days [NY PSC ordered standard] from the SOP posting of the provisioning of the last service order associated with a specific PON.
- [1%Verizon VA Proposed Standard] of PONs that received neither a PCN nor a BCN within three (3) business days [Verizon VA Proposed Standard] from the SOP posting of the provisioning of the last service order associated with a specific PON.

For sub-metric OR-4-16: 95% of PCNs sent within one (1) business day
For sub-metric OR-4-17: 95% of BCNs sent within two (2) business days.

Report Dimensions

Company:	Geography:
• CLEC Aggregate [27] • CLEC Specific	• Virginia Note: Geography is state specific

[27] Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification	
OR-4-01 through OR-4-10	**Metrics Not in Use in Verizon VA**

Sub-Metrics Timeliness of Completion Notification, continued		
OR-4-11 through OR-4-15 Products	Resale	UNE
OR-4-11	**% Completed orders with neither a PCN nor BCN sent**	
Description	The percent of EDI PONs for which the last service order has been *provisioning completed* in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) [NY PSC ordered interval] three (3) [Verizon VA Proposed Interval] business days after *provisioning completion*, the order will be captured here in this measure.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) [NY PSC ordered interval] three (3) [Verizon VA Proposed Interval] business days after the last service order has been updated as *provisioning completed* in SOP.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in SOP in a month.
OR-4-12	**Metric Not in Use in Verizon VA**	
OR-4-13	**Metric Not in Use in Verizon VA**	
OR-4-14	**Metric Not in Use in Verizon VA**	
OR-4-15	**Metric Not in Use in Verizon VA**	
OR-4-16	**% Provisioning Completion Notifiers sent within one (1) Business Day**	

Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one (1) business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in the Verizon SOP system of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one (1) business day of the Work Order Completion (WFA completion date) in SOP.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a PCN one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.
OR-4-17	**% Billing Completion Notifiers sent within two (2) Business Days**	
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

[Note: Verizon VA proposes not to include Metric OR-4-11 in the VA Guidelines.]

Function:
OR-5 Percent Flow-Through
Definition:
This metric measures the percent of valid orders (LSRs) received through the electronic ordering interface (example includes: Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through. **Simple Flow-through:** Percent of Basic POTS Services ***(excluding Centrex)*** that actually flow-through from Request Manager to SOP. **% Flow-through Achieved:** Percent of valid orders received through the electronic ordering interface (Request Manager) that are designed to flow-through and actually flow-through, but excluding those

orders that do not flow-through due to CLEC errors.

Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.

Exclusions:

- VZ Test Orders
- Verizon Advanced Data Incorporated (VADI)

From Achieved Flow-through:

- Orders not eligible to flow-through

  Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H.

- Orders with CLEC input errors in violation of published business rules

Performance Standard:

Metrics OR-5-01: No standard developed for total flow-through.
Metric OR-5-03: 95% for % flow-through achieved

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Virginia

Sub-Metrics

OR-5-01	**% Flow-through – Total**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow-through for specified product.	Total number of LSR records (orders) for specified product.

Sub-Metrics – OR-5 % Flow-through (continued)		
OR-5-02	**Metric Not in Use in Verizon VA**	
OR-5-03	**% Flow-through Achieved**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of flow-through eligible orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:

OR-6 Order Accuracy

Definition:

This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of order confirmations sent from Verizon to the CLEC with error. The second measure is focused on the percent of fields populated correctly on the Verizon order.

Methodology:

VZ uses a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s). For Directory Listing accuracy (Metric OR-6-04), a statistically valid random sample of approximately 400 Stand-alone Directory Listing Orders and 400 Other Directory Listing Orders (orders other than Stand-alone Directory Listing Orders) each month, (20 orders randomly sampled each business day for Stand-alone Directory Listing Orders and Other Directory Listing Orders, respectively) are pulled from Request Manager.

Exclusions:

- Orders entered by the CLEC that flow-through.
- Verizon Advanced Data Incorporated (VADI) Orders.

Performance Standard:

Metric OR-6-01 and OR-6-03 (Interim Measure): 95% orders without Verizon errors.

Metric OR-6-03 (Long Term Measure): Not more than 5% of LSRCs resent due to Verizon error.

Metric OR-6-04: 98% orders without Verizon errors

Report Dimensions

Company:	Geography:
• CLEC Aggregate	OR-6-01: Maryland, District of Columbia, Virginia, West Virginia (combined data) OR-6-03 and OR-6-04: Virginia •

Sub-Metrics		
Products OR-6-01- OR-6-03	Resale	UNE: • Loop/Complex/LNP • Platform
OR-6-01	**% Accuracy - Orders**	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled minus orders with Verizon errors for specified product.	Number of orders sampled for specified product.
OR-6-02	**Metric Not in Use in Verizon VA**	
OR-6-03	**% Accuracy – LSRC (Interim Measure)**	
Calculation	**Numerator**	**Denominator**
	Number of LSRCs sampled minus LSRCs with Verizon errors for specified product.	Number of LSRCs sampled.
OR-6-03	**% Accuracy – LSRC (Long Term Measure)**	
Calculation	**Numerator**	**Denominator**
	Number of LSRCs resent due to Verizon error.	Number of LSRCs.
OR-6-04	**% Accuracy – Directory Listing**[28]	
Products	• Stand-alone Directory Listing Orders[29] • Other Directory Listing Orders (orders other than Stand-alone Directory Listing Orders)	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled for Directory Listings minus orders with errors.	Number of Directory Listing orders sampled.

[28] A list of the fields that are reviewed for the Stand-alone Directory Listing Orders measurement and the Other Directory Listing Orders measurement is set out in Appendix M.

[29] Stand-alone Directory Listing Orders are orders that are issued by a CLEC for directory listings only and that do not include a request with regard to other services. Verizon will begin to report the separate measurement for Stand-alone Directory Listing Orders when Verizon has deployed the ability to perform this measurement on a mechanized basis. Prior to the time that Verizon begins to report the separate measurement for Stand-alone Directory Listing Orders, Verizon will include Stand-alone Directory Listing Orders in its measurement of Other Directory Listing Orders.

Function:
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days
Definition:
The percent of Resale, UNE Platform, and UNE Loop LSRs confirmed or rejected by VZ within three (3) business days of receipt as a percent of total LSRs received. **Note:** This is a measure of completeness not timeliness. Source: Master PON File.
Exclusions:
• Cancelled orders. • LSRs that were supplemented prior to confirmation or rejection. • Edit Rejects (negative 99s) that are not eligible for confirmation or rejection.
Report Dimensions
Company: • CLEC Aggregate[30] • CLEC Specific Geography: • Virginia
Performance Standard
Metric OR-7-01: 95%.
Sub-Metrics

[30] Excludes Verizon Advanced Data Incorporated

OR-7-01	% Order Confirmations/Rejects Sent Within 3 Business Days	
Products	Resale	UNE Platform UNE Loop
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI.		
Exclusions		
• Orders submitted by Web GUI Interface. • Orders not submitted electronically.		
Report Dimensions		
Company: • CLEC Aggregate [31] • CLEC Specific	Geography: • Virginia	
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

[31] Excludes Verizon Advanced Data Incorporated

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator. This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day.		
Exclusions:		
• Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.		
Report Dimensions		
Company: • CLEC Aggregate [32] • CLEC Specific	Geography: • Virginia	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

[32] Excludes Verizon Advanced Data Incorporated

Function:

OR-10 PON Notifier Exception Resolution Timeliness

Definition:

The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days [NY PSC ordered standard] nine (9) business days [Verizon VA Proposed Standard] and ten (10) business days [NY PSC ordered standard] thirty (30) business days [Verizon VA Proposed Standard] from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.

The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).

PON Notifier Exceptions received after 5:00PM will be considered received the next business day.

The PON Notifier Exception is considered resolved when Verizon has either:

1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request).

2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated.

3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number.

4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC.

5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date.

CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM. For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.

Exclusions:

- Non NetLink EDI PON Exception Notifier Trouble Tickets.
- VADI PON Exception Notifier Trouble Tickets excluded from the CLEC aggregate.
- Any request for Notifier for orders due/complete more than 30 business days old.
- Orders for Products/Services that are not designed to produce the requested notifier (e.g.

LIDB).

Performance Standard:
OR-10-01: 95% resolved within: • Three (3) business days [NY PSC ordered standard]. • Nine (9) business days [Verizon VA Proposed Standard]. OR-10-02: 99% resolved within: • Ten (10) business days [NY PSC ordered standard]. • Thirty (30) business days [Verizon VA Proposed Standard].

Report Dimensions	
Company: • CLEC Aggregate (excluding VADI) • CLEC Specific • VADI (For commission viewing only)	Geography: • Virginia These sub-metrics are reported at a state specific level.

Sub-Metrics		
OR-10-01	**% of PON Exceptions Resolved Within Three (3) Business Days [NY PSC ordered standard] Nine (9) Business Days [Verizon VA Proposed Standard]**	
Products for OR-10-01 and OR-10-02	All	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within three (3) business days [NY PSC ordered standard] nine (9) business days [Verizon VA Proposed Standard].	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.
OR-10-02	**% of PON Exceptions Resolved Within Ten (10) Business Days [NY PSC ordered standard] Thirty (30) Business Days [Verizon VA Proposed Standard]**	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within ten (10) business days [NY PSC ordered standard] thirty (30) business days [Verizon VA Proposed Standard].	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days [NY PSC ordered standard] thirty (30) business days [Verizon VA Proposed Standard].

[Note: Verizon VA proposes not to include Metric OR-10 in the VA Guidelines.]

Section 3

Provisioning Performance

(PR)

	Function	Number of Sub-metrics
PR-1	Average Interval Offered	10
PR-2	Metrics Not in Use in Verizon VA	0
PR-3	Completed within Specified Number of Days (1-5 Lines)	7
PR-4	**Missed Appointments**	8
PR-5	Facility Missed Orders	4
PR-6	Installation Quality	3
PR-7	Metrics Not in Use in Verizon VA	0
PR-8	Open Orders in a Hold Status	2
PR-9	Hot Cut Performance	3

Function:
PR-1 Average Interval Offered
Definition:
This metric measures the average interval offered for completed and cancelled orders. For **POTS and Specials**, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day. **Complex Orders** include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line Splitting. **Specials** Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately. **Trunks**: The amount of time in business days between receipt of a clean ASR (received date restarted for each Supplemental order) and due date committed to from FOC. Measures service orders completed between the measured dates. **Notes:** (1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.

(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code[33]).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative intervals or intervals over 200 business days – indicative of typographical error).*
- Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Suspend for non-payment and associated restore orders.
- Orders that have neither completed nor been cancelled.
- Orders requiring manual loop qualification.

  Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the ***Required*** field of the LR (indicating that a manual loop qualification is required).
- Disconnects are excluded from all sub-metrics ***except*** sub-metric PR-1-12 which measures disconnects.

Performance Standard:

Metrics PR-1-01 through 09 and PR-1-12 (except PR-1-01 and 02, UNE 2-Wire xDSL Loops, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting): Parity with VZ Retail.

Metrics PR-1-01 and 02, UNE 2-Wire xDSL Loops: No standard.
Metrics PR-1-01 and 02, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.

The published interval for one (1) to five (5) 2 Wire xDSL Loops is six (6) business days (pre-qualified). Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocationfor the specific intervals offered for products and services. After accessing this web site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

Report Dimensions

Company:	Geography:
• VZ Retail • VADI [34] • CLEC Aggregate [35]	• Virginia

[33] Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

[34] Reported for DSL metrics only

[35] Excludes Verizon Advanced Data Incorporated

• CLEC Specific	

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	**Average Interval Offered – Total No Dispatch**		
Products	• • • • • •	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services •	UNE: • • POTS – Platform • • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting •
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.	
PR-1-02	**Average Interval Offered – Total Dispatch**		
Products	• • • •	Resale: • 2-Wire Digital Services •	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting •
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.	
PR-1-03	**Average Interval Offered – Dispatch one (1) to five (5) Lines**		
Products	• •	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	

	Sum of committed due date minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.		Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	**Average Interval Offered – Dispatch six (6) to nine (9) Lines**		
Products	•	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of committed due date minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.		Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	**Average Interval Offered – Dispatch (³ 10 Lines)**		
Products	•	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	
PR-1-06	**Average Interval Offered – DS0**		
Products	•	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.	
PR-1-07	**Average Interval Offered – DS1**		
Products	•	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.	
PR-1-08	**Average Interval Offered – DS3**		
Products	•	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.	
PR-1-09	**Average Interval Offered – Total**		
Products	•	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for product group orders.	Number of orders for product group.	
PR-1-10 & 11	**Metric not in use in Virginia**		

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-12	**Average Interval Offered – Disconnects**		
Products	• •	Resale: • POTS (including Complex) • Specials	UNE*:* • POTS (including Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date minus application date for product group disconnect (D & F) orders.	Number of orders for product group.	

Function:
PR-2 Metrics Not in Use in Verizon VA
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Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

This metric measures the percent of orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a due date beyond the standard available appointment interval. (X Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. 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.
- For sub-metrics PR-3-03 and PR-3-10 2-Wire xDSL Loop and PR-3-03 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting: orders that require a manual loop qualification.

  Note: 2-Wire xDSL Loop, Line Sharing, and Line Splitting orders that require manual loop qualification have an **R** populated in the ***Required*** field of the LSR (indicating that a manual loop qualification is required).

- Orders for 2 Wire Digital Services, 2 Wire xDSL Loops, 2 Wire xDSL Line Sharing, and 2 Wire xDSL Line Splitting missed due to facility reasons.

Performance Standard:

Metrics PR-3-01, PR-3-06, and PR-3-09: Parity with VZ Retail

Metric PR-3-08, Hot Cut Loops: 95%
Metrics PR-3-03, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: : 95% within the lesser of three (3) business days OR Parity with VADI.

Metrics PR-3-10 and 11, UNE 2 Wire xDSL Loops: 95%.

Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics			
PR-3-01	**% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch**		
Products	•	Resale*:* • POTS – Total	UNE*:* • POTS – Platform
Calculation	**Numerator**	**Denominator**	
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-02	**Metric Not in Use in Verizon VA**		
	•	•	•
PR-3-03	**% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch**		
Products	• •	•	UNE*:* • • 2 Wire xDSL Line Sharing • 2 Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**	
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-04	**Metric Not in Use in Verizon VA**		
	•	•	•

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)			
PR-3-05	**Metric Not In Use in Verizon VA**		
	•	•	•
PR-3-06	**% Completed in three (3) Days one (1) to five (5) Lines – Dispatch**		
Products	•	Resale*:* • POTS – Total	UNE*:* • • POTS- Platform • Loop- New
Calculation	**Numerator**		**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	**Metric Not in Use in Verizon VA**		
	•	•	•
PR-3-08	**% Completed in five (5) days one (1) to five (5) Lines – No Dispatch**		
Products (also apply to PR-3-09 except UNE Hot Cut Loops)	•	•	UNE*:* • Hot Cut Loops
Calculation	**Numerator**		**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.		Number of No Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)			
PR-3-09	**% Completed in five (5) Days one (1) to five (5) Lines – Dispatch**		
Products	Resale: • POTS-Total	UNE: • POTS-Platform • Loop-New	
Calculation	**Numerator**	**Denominator**	
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-10	**% Completed in six (6) Days one (1) to five (5) Lines – Total**		
Products	• • • •	•	UNE*:* • • • 2-Wire xDSL Loops •
Calculation	**Numerator**	**Denominator**	
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.	
PR-3-11	**% Completed in nine (9) Days one (1) to five (5) Lines – Total** [36]		
Products	• •	UNE*:* • 2-Wire xDSL Loops •	
Calculation	**Numerator**	**Denominator**	
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.	

[36] Interim performance measure. This metric will be removed upon completion of PO-8 metric.

Function:

PR-4 Missed Appointments

Definition:

This metric measures the Percent of Orders completed after the commitment date.

For LNP: The percent of orders completed on time (not early). **DSL Loops** are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a due date-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop.

Trunks: Includes reciprocal trunks from VZ to CLEC. The percentage of trunks completed for which there was a missed appointment.

Exclusions:

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders
- 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 completed)
- Suspend for non-payment and associated restore orders.
- LNP orders without office equipment which do not have a trigger order.
- For PR-4-04 and PR-4-14, 2 Wire Digital Services ,2 Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting ***only*** exclude orders missed for facility reasons.

Performance Standard:

Metrics PR-4-01, 02, 04, and 05 (except UNE 2-Wire xDSL Line Sharing, UNE 2-Wire xDSL Line Splitting, and PR-4-04, UNE 2 Wire xDSL Loops): Parity with VZ Retail.

Metric PR-4-07 LNP: 95% on Time

Metric PR-4-04, UNE 2 Wire xDSL Loops: Not more than 5%.

Metric PR-4-14, UNE 2 Wire xDSL Loops: 95% on Time.

Metrics PR-4-03 and 08: No standard.[37]

[37] % Missed Appointment Customer – No Standard – Not in Control of Verizon

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

Sub-Metrics				
PR-4-01	**% Missed Appointment – Verizon – Total**			
Description	The percent of orders/trunks completed after the commitment date, due to Verizon reasons.			
Products	• • • • •	Resale: • DS0 • DS1 • DS3 • Specials Other	UNE: • EEL • IOF • DS0 • DS1 • DS3 • Specials Other	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of Orders/Trunks where the Order completion date is greater than the order due date due to Verizon reasons for product group.		Number of orders/trunks completed for product group.	
PR-4-02	**Average Delay Days – Total**			
Description	For orders/trunks missed due to Verizon reasons, the average number of days between committed due date and actual work completion date.			
Products	• • • • • • • • •	Resale: • POTS • 2-Wire Digital Services. • Specials Total	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials Total • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date minus due date for orders/trunks missed due to company reasons by product group.		Number of orders/trunks missed for company reasons, by product group.	
PR-4-03	**% Missed Appointment – Customer**			
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)			

Products	• • • • • • •	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL – Line Splitting • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of orders/trunks where the order completion date is greater than the order due date due to customer reasons for product group.		Number of orders/trunks completed for product group.	
PR-4-04	**% Missed Appointment – Verizon – Dispatch**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.			
Products	• • • •	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • Loop – New • • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting	
Calculation	**Numerator**		**Denominator**	
	Number of Dispatched Orders where the order completion date is greater than the order due date due to Verizon reasons for product group.		Number of Dispatched Orders completed for product group.	
PR-4-05	**% Missed Appointment – Verizon – No Dispatch**			
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.			

Products	• • •	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • • • 2 –Wire Digital Services • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting
Calculation	**Numerator**	**Denominator**	
	Number of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.	
PR-4-06	**Metric Not in Use in Virginia. Measure moved to PR-9 metrics.**		
PR-4-07	**% On Time Performance – LNP Only**		
Description	Percent of all LNP orders (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**	
	Number of LNP orders, where port trigger is completed one (1) day before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame.	Number of LNP orders completed.	
PR-4-08	**% Missed Appointment – Customer – Due to Late Order Confirmation**		
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.		
Products	Resale: • • 2-Wire Digital Services. • Specials	UNE: • • • • 2-Wire Digital Services. • 2-Wire xDSL Loops • • Specials	
Calculation	**Numerator**	**Denominator**	
	Number of orders where the order completion date is greater than the order due date due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.	
PR-4-09 to 4-13	**Metric numbers not available in Virginia.**		
PR-4-14	**% Completed On Time – 2-Wire xDSL Loops**		

Description	% of 2-Wire xDSL Loops completed on time. Complete per VZ and CLEC. A 2Wire xDSL Loop order is considered completed on time if: For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or : For CLECs that do ***not*** provide serial numbers; Verizon completed the service on the due date.	
Products	UNE • 2Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the due date.	Number of completed orders minus any orders delayed for customer reasons.

Function:

PR-5 Facility Missed Orders

Definition:

These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. **Note:** The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.

Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.

Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

Facility Missed Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. **Note:** trunks are not dispatched.

Exclusions:

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- From PR-5-01 through PR-5-03: Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- From PR-5-04: Orders missed or delayed due to customer reasons.

Performance Standard:

Metrics PR-5-01 through PR-5-03 (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting): Parity with VZ Retail.

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI

Metric PR-5-04: No Standard. This is a diagnostic measure.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics

PR-5-01	**% Missed Appointment – Verizon – Facilities**
Description	The percent of Trunks/Dispatched Orders completed after the commitment date, due to lack of Verizon facilities.

Products	• • • • • •	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of trunks/dispatched orders where the order completion date is greater than the order due date due to Verizon Facility reasons for product group.		Number of trunks/dispatched orders completed for product group.	
PR-5-02	**% Orders Held for Facilities > 15 Days**			
Description	The Percent of Trunks/Dispatched Orders completed more than 15 days after the commitment date, due to lack of Verizon facilities.			
Products	• • • • • •	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing. • 2-Wire xDSL- Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of trunks/dispatched orders where the completion date minus due date is more than 15 days for Company Facility reasons for product group.		Number of trunks/dispatched orders completed for product group.	
PR-5-03	**% Orders Held for Facilities > 60 Days**			
Description	The Percent of Trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. **Note:** trunks are not dispatched.			

Products	• • • • • •	• • •	• • • • • •	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of trunkswhere the completion date minus due date is more than 60 days for Company Facility reasons for product group.		Number of trunks completed for product group.	
PR-5-04	**% Orders Cancelled (> five (5) days) after Due Date- Due to Facilities**			
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.			
Products	UNE: • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • Specials			
Calculation	**Numerator**		**Denominator**	
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons.)		Number of orders completed or cancelled for the product group within the report month.	

Function:

PR-6 Installation Quality

Definition:

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.

Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via SERVICE automatically by CLEC. Source: NORD

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Formula:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100

Performance Standard:

Metric PR-6-01: Parity with VZ Retail For Found Troubles

Metric PR-6-01, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.

Metric PR-6-02, UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days: 2%

Metric PR-6-03: No standard.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Products	• • • • • • •	Resale: • POTS • 2 wire digital services (ISDN) • Specials	UNE: • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing. • 2-Wire xDSL- Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.	

Sub-Metrics (continued) Installation Quality				
PR-6-02	**% Installation Troubles reported within seven (7) Days**			
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	•	•	UNE: • • POTS – Loop Hot Cut •	
Calculation	**Numerator**		**Denominator**	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.		Total Lines installed in calendar month.	
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**			
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).			
Products	• • • • • •	Resale: • POTS • 2 wire Digital Services (ISDN) • Specials	UNE: • POTS – Loop • POTS – Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.	

Function:
PR-7 Metrics Not in Use in Verizon VA
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Function:

PR-8 Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.

An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include:

1. open orders that have passed the originally committed completion date due to VZ reasons; and,
2. open orders that have not been assigned a completion date due to VZ reasons.

Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Verizon Administrative orders.
- Additional segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or cancelled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation)
- Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.

Performance Standard:

Parity with VZ Retail.

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting performance standard is Parity with VADI.

Report Dimensions

Company	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	• • • • • •	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	• • • • • •	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.	

Function:

PR-9 Hot Cut Loops

Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (*e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call*)) by close of intervals noted under *Met Hot Cuts* definition due to a Verizon reason (*e.g. HFC, late turn-up, due date pushed out due to Verizon action*).

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- 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)
- If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.

For PR-9-02:

- Early cuts not reported by CLEC to 877-HotCuts line.
-
-

Performance Standard:

Hot Cuts:
PR-9-01: 95% completed within window
PR-9-02: Not more than 1% of lines cut early
PR-9-08: No Standard

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

one (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours
100 to 199 lines: four (4) Hours
200 plus lines: eight (8) Hours

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)[38]. Four (4) hour window applies to start time.

Report Dimensions

Company:	Geography:

[38] Only applicable if Verizon VA notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

• CLEC Aggregate • CLEC Specific	• Virginia	
Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02	**% Early Cuts – Lines**	
Description	The total number of lines cut before the frame due time (i.e. the beginning of the cut-over window) or cut before mutually agreed upon time between Verizon and the CLEC divided by the total number of hot cut lines completed in the month.	
Calculation	Numerator	Denominator
	Count of hot cut (coordinated loop) lines (With or without number portability) cut before frame due time or cut before mutually agreed upon time between Verizon and the CLEC.	Count of hot cut lines completed.
PR-9-03 through PR-9-07	**Metrics not in use in Virginia.**	
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) days.
PR-9-09	**Metric Not in Use in Verizon VA**	

Section 4

Maintenance & Repair Performance

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	3
MR-4	Trouble Duration Intervals	8
MR-5	Repeat Trouble Reports	1

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform. Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.		
Exclusions:		
• CLEC Create Transactions – complex create trouble transactions not available to retail.		
Methodology:		
8:00AM to 5:00PM seven (7) days per week, no holiday exclusions. For VZ retail representatives: Retail performance is reported directly from Common Agent Desktop (CAD) . Measurements begin when the CAD server receives a request from the GUI, and end when the CAD server sends a response back to the GUI. The create, modify, and request cancellation of trouble transaction measurements, are the sum of the averages of the response times for the initial inquiry transaction (initiated from the blank TE or Trouble Entry Screen), and the requested create, modify, or cancel (initiated from the TR or Trouble Report Screen). The first measurement captures the response time from the time CAD receives an inquiry request from the user, who enters a TN and hits the ***ok*** button on the TE screen, until the data is received from LMOS and CAD sends a TR screen to the user. The second measurement captures the response time from the time CAD receives an "action" request from the user, to the time the LMOS information is received and sent to the GUI. The "action" request initiated from the TR screen can be a create, modify or cancel. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement. For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.		
Performance Standard:		
Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate	Geography: • Virginia	
Products	• Retail	• CLEC
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**

	Sum of all response times from *Enter* key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:

MR-2 Trouble Report Rate

Definition:

This metric measures the 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 Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).

UNE Loop is defined as 2-wire analog loop.

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Section 8.7 are included in Appendix G.

Exclusions:

- Report rate excludes subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on VZ official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Excluded from MR-2-02 and MR-2-03 for 2 Wire xDSL Loops and Line Sharing: Installation troubles

Performance Standard:

Metrics MR-2-01, 02, and 03, Report Rate:
Parity with VZ Retail.
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR

Metric MR-2-04, % Subsequent Reports:
No standard. Parity to be assessed in conjunction with missed appointments.

Metric MR-2-05, % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK):
No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**			
Products	• •	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
POTS:	Number of all trouble reports with found network troubles.		Number 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	• • • •	Resale: • POTS • 2 wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting
Calculation	**Numerator**	**Denominator**	
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.	
MR-2-03	**Network Trouble Report Rate – Central Office**		
Products	• • • •	Resale: • POTS • 2 wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**	
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.	
MR-2-04	**% Subsequent Reports**		
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.		
Products	• • • •	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2 Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**	
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).	Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).	

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	• • • • •	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2 Wire xDSL Line Splitting • Specials
Calculation	**Numerator**	**Denominator**	
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09) and Not Found Troubles for Specials (NFT).	Number of lines in service.	

Function:

MR-3 Missed Repair Appointments

Definition:

These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent 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. These troubles are always dispatched.

Exclusions:

- 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 (FOK) and Test OK (TOK)).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.

Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a *No Access* situation.

***** The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.

Performance Standard:

Metrics MR-3-01 and MR-3-02 (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting)**–** Parity with VZ Retail.
Metrics MR-3-01 and MR-3-02 UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.

Metrics MR-3-03,: No standard.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**		
Products	• • • • • •	Resale: • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**		**Denominator**

	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).		Number of Loop troubles (Disposition Codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	• • • • • •	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**		**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).		Number of Central Office Troubles (Disposition Code 05).
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**		
Products	• • • •	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**		**Denominator**
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).		Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	**Metric Not in Use in Verizon VA**		
	• • • •	• •	• • • • •
MR-3-05	**Metric Not in Use in Verizon VA**		
	• • • •	• •	• • • • •

Function:

MR-4 Trouble Duration Intervals

Definition:

This metric measures trouble duration intervals. Mean Time to Repair: (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, Resale, and Platform,** type services: trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays.

For **UNE Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL Loop** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. ***For example,*** if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 8:00AM Monday. This applies to dispatched out tickets only.

For **Special Services** type services and Interconnection trunks, this is measured on a *stop clock* basis *(e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).*

Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for that product listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours).

For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network.

Exclusions:

- 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 Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.

For troubles where the *stop clock* is used:

- The time period from when the *stop clock* is initiated until the time the clock resumes.

Performance Standard:

Parity with VZ Retail (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting).

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.UNE Loop measurement will be compared to Retail Business and Residence combined.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • • Virginia

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	**Mean Time To Repair – Total**			
Products	• • • •	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	
MR-4-02	**Mean Time To Repair – Loop Trouble**			
Products	• • • • • •	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**	
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).	
MR-4-03	**Mean Time To Repair – Central Office Trouble**			
Products	• • • • • •	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	

Calculation	Numerator		Denominator	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).	
MR-4-04	**% Cleared (all troubles) within 24 Hours**			
Products	• • • • • •	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	
MR-4-05	**% Out of Service > 2 Hours**			
Products	•		Trunks: • CLEC Trunks	
Calculation	**Numerator**		**Denominator**	
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).	
MR-4-06	**% Out of Service > 4 Hours**			
Products	• • •	Resale: • POTS • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-07	**% Out of Service > 12 Hours**			

Products	• • • • •	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-08	**% Out of Service > 24 Hours**			
Products	• • • • • • • •	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).	
MR-4-09	**Metric Not in Use in Verizon VA**			
	• • • •		• • • •	
MR-4-10	**Metric Not in Use in Verizon VA**			

	• • • •	• • • •

Function:

MR-5 Repeat Trouble Reports

Definition:

This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report.

The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:

A report is not scored as a ***repeat*** when the original reports are:

- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

For Loop troubles *(e.g. analog loop, 2Wire Digital Loops, and 2Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected.

1. The initial trouble is closed to a *No Access* disposition code (a no access is only scored when access is not available within the appointment window).
2. A report is *misdirected* if it is an original report closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE), and was dispatched in the opposite direction of the found trouble.

Excluded from the ***repeat*** reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- CPE troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.

Performance Standard:

Parity with VZ Retail (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting).

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**

Products	• • • • • •	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.	

Section 5

Network Performance

(NP)

	Function	Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	**Collocation Performance**	8

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
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 VZ 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 Verizon 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.] For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and tandems. CLEC Trunks are dedicated final trunks carrying traffic from the VZ tandem to the CLEC.
Exclusions:
Trunks not included: • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded: • 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 VZ request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements.
Performance Standard:
Metrics NP-1-01, 02, and 03: No standard (Note: 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 VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. **Metric NP-1-04:** An individual trunk should not be blocked for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific		Geography: • Virginia
Products	•	Trunks: • CLEC Trunks
Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:

NP-2 Collocation Performance

Definition:

This metric includes collocation arrangements ordered via both the state and federal tariffs.

Interval: 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.

Refer to applicable Verizon tariff for specific collocation intervals. Tariffs are posted on the web site http://www.bell-atl.com/tariffs_info/intra/index.htm.

Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:

- None

Formula:

Interval:∑ (Committed Due Date minus the Application Date) divided by the Number of Arrangements.
% On Time: Number of Arrangements completed on Due Date (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100.
Delay Days: :∑ (Actual Completion Date minus the Committed Due Date (adjusted for milestone misses)) divided by the Number of Arrangements where Due Date is missed.

Performance Standard:

Refer to applicable Verizon tariff for specific collocation intervals. Tariffs are posted on the web site http://www.bell-atl.com/tariffs_info/intra/index.htm.

Metrics NP-2-01 and 05 - Physical:
95% On Time
Metrics NP-2-02 and 06 - Virtual:
95% On Time
Metrics NP-2-03, 04, 07, and 08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• Virginia

Products	• New Applications • Augment Applications

Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical Collocation arrangements where response to request is answered on time.	Number of requests for Physical Collocation received in period.
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual Collocation arrangements where response to request is answered on time.	Number of requests for Virtual Collocation received in period.
NP-2-03	**Average Interval – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-04	**Average Interval – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
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).	Number of Physical Collocation arrangements 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).	Number of Virtual Collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation arrangement due completion date and due date for missed Physical Collocation arrangements (including due date extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Virtual Collocation arrangement due completion date and due date for missed Virtual Collocation arrangements (including due date extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6

Billing Performance

(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy & Claims Processing	2

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed
Definition:
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as VZ's. **Note:** • Verizon VA monitors the level of service order errors with the potential of delaying usage feeds; • Verizon VA monitors the timeliness of the usage feed to the process on a daily basis; and • Verizon VA offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.
Exclusions:
Verizon Test Orders
Formula:
(Total usage records in "y" business days divided by the total records on file) multiplied by 100 **Note:** y = 4
Performance Standard:
Process is Designed at parity with Retail **Metric BI-1-02:** 95% in Four (4) Business Days.
Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• Virginia

Sub-Metrics

BI-1-01	**Metric Not in Use in Verizon VA**	
BI-1-02	**% DUF in four (4) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.

Sub-Metrics BI-1 Timeliness of DUF (continued)		
BI-1-03	**Metric Not in Use in Verizon VA**	
BI-1-04	**Metric Not in Use in Verizon VA**	

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:		
Verizon Test Orders		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • Virginia	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Number of carrier bills sent to CLEC [39] within 10 business days of bill date.	Number of Carrier Bills distributed.

[39] Sent to Carrier, unless other arrangements are made with CLEC

Function:

BI – 3 Billing Accuracy & Claims Processing

Definition:

- These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims. (Note specific content of acknowledgement and resolution statement to be discussed at an operational meeting date TBD). Business hours for receipt of billing claims are Monday through Friday, 8:00AM until 5:00PM, excluding Verizon legal holidays;
- CLEC billing adjustment claims received outside these business hours shall be considered received at 8:00AM on the first business day thereafter.
- Day of receipt shall be considered Day zero (0) for computing acknowledgement performance.
- Day of acknowledgement of a billing claim is considered Day zero (0) for computing resolution performance.

Exclusions:

CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits.

Performance Standard:

BI-3-04: 95% within two (2) business days
BI-3-05: 95% within 28 calendar days (after acknowledgement).

Report Dimensions

Company:	Geography:
• • CLEC Aggregate	• Virginia

Sub-Metrics

BI-3-01 through BI-3-03	**Metrics not in use in Verizon VA**	
BI-3-04	**% CLEC Billing Claims Acknowledged within two (2) Business Days**[40]	
Calculation	**Numerator**	**Denominator**
	Number of billing claims acknowledged during the month within two business days.	Total number of valid/complete billing adjustment claims acknowledged during the month.
BI-3-05	**% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement**[41]	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims during the month resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims resolved during the month.

[40] Interim measure. Sub-metric under trial in NY.

[41] Interim measure. Sub-metric under trial in NY.

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:	
OD-1 Operator Services/Directory Assistance – Speed of Answer	
Performance Standard:	
Standard: Average Speed of Answer provided at parity with Verizon retail.	
Exclusions:	
• None	
Report Dimensions	
For metric OD-1-01 Operator Services – Speed of Answer Company: • Virginia Retail (and Resale) • Virginia CLEC (facility based and UNE-P) For metric OD-1-02 Directory Assistance – Speed of Answer • Virginia Retail (and Resale) • Virginia CLEC (facility based and UNE-P) [42]	Geography: • Virginia

Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

[42] If no Virginia CLEC traffic is handled by these centers, the data will not be reported.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
Verizon VA does not report this performance area.

Section 8

General and Miscellaneous Standards

(GE)

	Function	Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon VA does not report this performance area.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon VA has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon VA will respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon VA does not report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV].
Basic Edits	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include the following validations: State Code must equal DE, DC, MD, VA, NJ, PA, VA, WV; CLEC Id cannot 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 VZ Change Control procedures.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. In Physical Collocation, the CLEC and VZ 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). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required. 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 VZ of the VZ work completion notice and any applicable security fee. In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ 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.

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
CLEC Trunk Requests	< = 192 Forecasted Trunks are requests for 192 trunks or less that are forecasted by the CLEC and are not projects. > 192 and Unforecasted Trunks are requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) All Common Final trunks are engineered at the B.005 level.
Common Trunks:	**High Usage Trunks** carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. **Final Trunks**: Final Trunks carry two-way local and long distance IXC traffic between an end office and a tandem switch. In some geographic areas, Final Trunks are designed to carry only two-way local or only long distance IXC traffic between an end office and a tandem, which means that the local and long distance traffic are separated.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon 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 VZ end user to a CLEC completed with manual coordination by VZ 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: One (1) to nine (9) lines: one (1) hour 10 to 49 lines: two (2) hours 50 to 99 lines: three (3) hours 100 to 199 lines: four (4) hours 200 plus lines: eight (8) hours
Dedicated Final Trunks Blockage:	Dedicated final trunk groups carry local traffic from a VZ Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	**High Usage Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC switch to a Verizon switch **or** carry two-way local traffic between a Verizon switch and a CLEC switch. High Usage Trunks are designed so that traffic will overflow to final trunk groups. These trunks are ordered by the CLEC. **Final Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office **or** carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold. **High Usage Trunks – VZ to CLEC Interconnection**: carry one-way local traffic from a Verizon switch to a CLEC switch. High Usage Trunks are designed so that traffic will overflow to final trunk groups. VZ orders these trunks from CLECs. **Final Trunks – VZ to CLEC Interconnection**: carry one-way traffic from a VZ switch or a CLEC switch. Final Trunks are designed using a B.005 standard. VZ orders these trunks from CLECs. **High Usage Trunks – IXC Feature Group D**: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXCs order these trunks from VZ. **Final Trunks – IXC Feature Group D;** carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed using a B.005 standard. IXCs order these trunks from VZ.
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size.
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 receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	**Left in Dial tone Orders**. 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 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 or xDSL services.**
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (EDI, Web GUI) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon 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
Negotiated Intervals	A process whereby Verizon VA and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon VA requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon VA should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 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 VZ representative into the VZ Service Order Processor (SOP) system. 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 the Central Office, including frame wiring and translation troubles. Disposition Code 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ 6 lines:	A facility check is completed on orders greater than five (5) lines.
OSS	Operations Support Systems
Parsed CSR	**The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field =** Y **on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.**
POTS Services	**Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex and PBX trunks.**
PON	**Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.**

Projects	Projects 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. For Special Services ordered via ASRs the following is considered a project: UNE IOF Projects- New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits. UNE Loop Projects- New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are: for DS1= 10 or more circuits for DS3, 10 or more circuits. Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers, or mergers) For additional information on Special Services projects, refer to the CLEC Handbook.
Retail/VADI	For metrics where the standard is "Parity with Retail", (a) Verizon will use its UNE 2 Wire xDSL Loops performance for Verizon Advanced Data Inc. as the basis of comparison for its UNE 2 Wire xDSL Loops performance for CLECs, and (b) Verizon will use its UNE 2 Wire xDSL Line Sharing performance for Verizon Advanced Data Inc. as the basis of comparison for its UNE 2 Wire xDSL Line Sharing performance for CLECs.
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.
SOP	Service Order Processor. Used as a generic term referring to both SOACS and expressTRAK.
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, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Includes: (a) orders to suspend Verizon Retail customer service for non-payment and to restore service suspended for non-payment; and (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to Verizon as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to Verizon's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.

Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) 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 Verizon's Central Office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Verizon, 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 four (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 four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop. Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: 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 (for UNE, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing)

Special Services	Special Services 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). Ordering: • Service order classification of ordering master rec = 1 Provisioning: • CL_FID is not NULL Maintenance: • 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 Verizon 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 Verizon 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 (cktid character 4 for a length of 2) indicates non-UNE access tariff filing.
For Trunks:	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 Verizon 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.

Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for (Special Access) circuits under the Access tariff.

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 Verizon 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.

Measure Trunks:	criteria
total lines	Count of all Message Trunks that are currently working…I.e. provisioning work is complete.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg (actual_dur) ….the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.
out of service	This is used as the divisor for all of the out of service metrics…..upon 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 Verizon network (trbl_cd is "FAC" or "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100

repeats	Total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles…then multiply by 100.

Trunks:

trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for special access circuits under the Access tariff.

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 Verizon 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 Verizon 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 (cktid character 4 for a length of 2) indicates access tariff filing. table will be provided.

Measure Special Services:	Criteria
total lines	count circuits where center (MCTR) is not blank, not an official service (cktid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100.
total troubles loop	trouble close out code indicates the trouble was found in the facility portion of the Verizon Network - (trbl_cd is "FAC")

network trouble report rate- loop	total troubles loop divided by total lines multiply by 100
total troubles "CO"	trouble close out code indicates the trouble was found in the central office portion of the Verizon Network - (trbl_cd is "CO").
network trouble report rate - co	total troubles central office divided by total lines then multiply by 100.
mean time to repair	Average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) ….the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.

Special Services:

mean time to repair loop	average (mean) of all duration times for receipt of the loop trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) and trbl_cd is "FAC"….the actual_dur field does not contain any time where the Verizon technician could not gain access to customer location
mean time to repair co	average (mean) of all duration times from receipt of the CO trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer …avg(actual_dur) and trbl_cd is "CO"…the actual_dur field does not contain any time where the Verizon Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
out of service	This is used as the divisor for all of the out of service metrics…..upon 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 Verizon network (trbl_cd is "FAC" or "CO").
out of service loop	This is used as the divisor for all of the loop out of service metrics…..upon 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 a trouble was found within the LOOP piece of the Verizon network (trbl_cd is "FAC").
out of service co	This is used as the divisor for all of the CO out of service metrics…..upon 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 CO piece of the Verizon network (trbl_cd is "CO").

out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100.
out of service over 24- loop	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility network (trbl_cd is "FAC").
% out of service over 24 loop	total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100.
out of service over 24- CO	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Central Office network (trbl_cd is "CO").
% out of service over 24 CO	total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100.
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles…then multiply by 100.
trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Example of Actual coding for Out of Service Specials:

stop oos le 3 (5)	actual_dur is le 003:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le3(5)	stop oos le 3(5) / total oos 5 * 100
stop oos le 4(5)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le 4(5)	stop oos le 4(5) / total oos 5 * 100
stop oos le 4 (3,4)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le4(3,4)	stop oos le 4(3,4) / total oos 3/4 * 100
stop oos le 16(3,4)	actual_dur is le 016:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le 16(3,4)	stop oos le 16(3,4) / total oos 3/4 * 100

SORD Code Tables: (Service Order Database Codes)

ORDER TYPE:

Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)
F	The "From" portion when a customer moves From one address To another address
D	Total Disconnect of service
R	Record change

Appointment Type Code (ATC):

This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than Verizon's offered Due date
S	The customer requested a due date that was earlier than Verizon's offered due date
M	The customer requested a due date that was earlier than Verizon's offered due date because of a Medical emergency.
R	A due date could not be applied due to company or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Used on VZ initiated orders that are customer affecting, but not requested by the customer.
Z	Used on VZ initiated orders that are not customer affecting.

Missed Appointment Code (MAC):

When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customers premises(customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date
__	Under Development: CLEC Not Ready
__	Under Development: CLEC Not Ready – due to late FOC

Company (VZ) Missed Appointment:

CA	The cable pair from the VZ central office to the customer premises could not be Assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The VZ business office taking the request caused the delay (misplaced the order)
CF	The assigned cable facility was bad
CL	Not enough VZ technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technicians truck broke down)
CS	The VZ Central office work was not complete (line not programmed)

SWO:

A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal VZ service
NS	Special services
NP	VZ Coin services
NI	Private Public Pay Phone (not VZ)
NO & O	VZ Internal Services

SELLER TYPE

A code used to identify orders for Wholesale/Resale/UNE

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

CL FID:

Circuit Layout identifies the type of circuit

*	any code in this field identifies the service as a special service

Service Code Modifier (SCM):

Identifies the service grouping of a special service circuit .

ITEM	*SERVICE ORDER*	*SORD FILED*	*VALUE*
Dispatch	OCB in STAT section	OCB_COC	='O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<>'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	='55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<>'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level
AB	DS0	QY	DS0	ED	DS3
CC	DS0	RC	DS0	EH	DS3
DA	DS0	ST	DS0	EJ	DS3
DC	DS0	US	DS0	EK	DS3
DM	DS0	WB	DS0	FI	DS3
DP	DS0	WC	DS0	GW	DS3
DQ	DS0	WD	DS0	HD	DS3
DR	DS0	WE	DS0	HE	DS3
DS	DS0	WF	DS0	HF	DS3
DW	DS0	XA	DS0	HG	DS3
DX	DS0	XB	DS0	HH	DS3
DY	DS0	XC	DS0	HI	DS3
DZ	DS0	XD	DS0	HT	DS3
FE	DS0	XE	DS0	HZ	DS3
FF	DS0	XF	DS0	JI	DS3
GA	DS0	XG	DS0	JJ	DS3
GB	DS0	XH	DS0	JK	DS3
GC	DS0	XI	DS0	LI	DS3
GD	DS0	XJ	DS0	LM	DS3
GE	DS0	XR	DS0	LO	DS3
GF	DS0	YG	DS0	LW	DS3
GG	DS0	YN	DS0	LX	DS3
GH	DS0			LY	DS3
GI	DS0			MB	DS3
GJ	DS0	AC	DS1	MD	DS3
GK	DS0	AH	DS1	ME	DS3
GL	DS0	AQ	DS1	MF	DS3
GM	DS0	AR	DS1	MG	DS3
GN	DS0	AS	DS1	MH	DS3
GO	DS0	CH	DS1	MI	DS3
GP	DS0	DB	DS1	MJ	DS3
GQ	DS0	DF	DS1	MK	DS3
GR	DS0	DG	DS1	MM	DS3
GS	DS0	DH	DS1	MP	DS3
GT	DS0	FL	DS1	OA	DS3
GU	DS0	HC	DS1	OB	DS3
GV	DS0	HJ	DS1	OD	DS3
GZ	DS0	HK	DS1	OE	DS3
HA	DS0	HL	DS1	OF	DS3
HB	DS0	HN	DS1	OG	DS3
HP	DS0	HU	DS1	QC	DS3
HQ	DS0	HX	DS1	QH	DS3
HR	DS0	IP	DS1	QI	DS3
HS	DS0	JE	DS1	TV	DS3
HW	DS0	QA	DS1	TZ	DS3
HY	DS0	QG	DS1	VR	DS3
IA	DS0	SY	DS1	YH	DS3
IB	DS0	UF	DS1	YI	DS3
ID	DS0	UH	DS1		
PC	DS0	UM	DS1		
QB	DS0	VS	DS1		
QD	DS0	VW	DS1		
QE	DS0	VX	DS1		
QJ	DS0	VY	DS1		
QK	DS0	YB	DS1		
QL	DS0				
QR	DS0				
QS	DS0				

Log files – the daily files produced by the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.
The log files that are used are:

rr_xxx.log*

*rr = the robot designation and xxx = the cycle date

The log files are automatically FTP'd to the EnView reports server & Wholesale metrics server each morning.

Excel workbook – the format for VZ internal daily distribution and reporting of the official response time results. Monthly average response times are calculated in the Excel workbook Production by State STATE Master.xls.

Timeouts are set at 60 seconds.

The following transactions and response time differences are measured and reported for PreOrder response times:

Customer Service Record
region specific wholesale CSR

region specific retail CSR

Difference

Address Validation
region specific wholesale ADV

region specific retail ADV
Difference

Due Date Availability
region specific wholesale DDA

region specific retail DDA

Difference

Telephone Number Select
region specific wholesale TNS
region specific retail TNS
Difference

Product and Services Availability
region specific wholesale PSA

region specific retail PSA
Difference

Basic Loop Qualification

Region specific wholesale LXR

Region specific retail LXR

ENVIEW PROCESS – NOTES:

There are currently two robots that log into applications and execute transactions for the PreOrder response time measurement process. The EnView process and the resulting response times are common to the VZ South footprint due to the commonality of the interface. Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Verizon service representative using the OSS and of a CLEC representative accessing the OSS through the Wholesale interfaces. The ROBOT creates log records that show whether the transaction was successful or failed, and records transaction response times.

The robot sends the wholesale transactions to the same wholesale interfaces that the customers use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface and back-end applications. Corresponding transactions are sent directly by EnView to the OSS as well.

The process is active on a 7 day by 24-hour basis. However, only those transactions included in the report period as defined above are recorded and documented as PreOrder response times.
Data from the EnView robot log files is processed daily and average response times by hour and by day for each of the above transactions is calculated and included in the text files that are used for input to the Excel workbooks. These daily response times are subsequently averaged by month in the Excel workbook.

The resulting averages and the differences between the corresponding retail and wholesale average response times are reported and distributed daily.

Errors and Timeouts are not included in these calculations. They are removed from the queue and reported separately in the text files. Daily average response times as received in the EnView log files are reported "as is" in the Excel workbook with the exception of Telephone Number Select for OSS. It is not possible to do a Telephone Number Select transaction in Request Manager without including an Address Validation. However, in the OSS these transactions are separate and manual effort is required to update the service rep's screen in between actions.

In order to make a like for like comparison between Request Manager and the OSS an adjustment is made to the response times prior to calculating the Request Manager and OSS response time differences. The daily average response time for the Live Wire Address Validation transaction is combined with the response time for the Live Wire Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types.

Appendix D - Reserved For Future Use

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LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to VZ for a loop hot-cut with LNP. VZ returns a FOC to the CLEC with the date and time for the cutover. VZ also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. VZ sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID. If the CLEC uses Request Manager or other mechanized interface for LSR, the FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, VZ VA will send the LSC back to the CLEC after VZ VA issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since VZ's internal service order generates the FOC and NPAC create message at the same time, VZ's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANC LNP Process Flows. The CLEC/new service provider has 18 hours to enter their subscription from the time the VZ VA subscription version is sent to the NPAC. NPAC hours are from 7 am to 7 pm Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then their subscription will be canceled. This timing issue and NPAC subscription version cancellation was a problem for many CLECS when they first started porting with the LNP process.

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Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. VZ has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Verizon number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Verizon number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the VZ Regional CLEC Co-ordination Center (RCCC) will arrange with internal VZ personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date VZ will install a 10 digit unconditional trigger on the VZ line (during the porting process, it is VZ's policy to place the 10 digit trigger on all non-DID numbers to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP or INP) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC 1 hour before the scheduled cutover time to ensure that both parties are ready. If the CLEC indicates that the port should proceed, VZ will cut the loop at the scheduled time and report the completion to the CLEC within 60 minutes. Upon notification of the completion, the CLEC would send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Verizon line, this PORT OUT is under the total control of the CLEC. However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions.

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT:

VZ will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the VZ switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the VZ service order. At the same time the service orders are issued, VZ will send the FOC to the CLEC and the create subscription version to the NPAC. The NPAC 18-hour timers will start at this point. Since no hotcut is involved, once the 10 digit trigger is added to the VZ telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10 digit trigger is not applied because the VZ account is DID, then the FDT would govern the porting out activity and VZ will handle in the same manner as a hotcut.

Note that triggers can be placed on all lines with OE (Office equipment). DID service requires coordination between the CLEC and the RCCC at the FDT. VZ places the 10-digit trigger on all non-DID porting orders. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. VZ activates the 10 digit trigger at least 1 day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose.

On all ports without a loop and with a trigger, the VZ service order will carry a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the VZ line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

- **Background:**

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by VZ in those counties where VZ is the incumbent telephone company or has been contracted by the municipality or state to be the lead telephone company or database administrator. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. VZ is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of VZ's local service or by VZ's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. VZ updates the E911 database once each evening from the VZ service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. VZ developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When VZ or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The Telephone Company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database to make the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to the E911 database to identify the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in VZ's *CLEC Handbook* and *E911 PS/ALI Guide*. Both documents are available to the public at VZ's website.

All repair codes can be found in the CLEC Handbook, Volume 3, Section 8
Disposition Codes: CLEC Handbook, Volume 3, Section 8.7
http://128.11.40.241/east/wholesale/customer_docs/master.htm

Cause Codes: CLEC Handbook, Volume 3, Section 8.8
http://128.11.40.241/east/wholesale/customer_docs/master.htm

8. 7 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8. 7.2 DISPOSITION CODES SOUTH

Disposition Code	Trouble was found in:
03xx	**Station Wiring**
030x	Complex Inside Wiring
031x	Reserved
0300	Other/Came Clear
0301	Less Than 25 Pairs
0302	25-50 Pairs
0303	Over 50 Pairs
0304	25 Pair Ribbon Connector
0305	Jack/Connecting Block
032x	Modular Connector (OCS, Public and 911 only)
0320	Other/Came Clear
0321	Surface Mount
0322	Flush Mount
0323	Wall Phone Mount
0324	1A Type converter
0325	Customer convenience Termination
0326	“R” Interface (TA)
0327	“S” Interface (NT2-TA / TE1)
0328	“T” Interface (NT1-NT2)
0329	“U” Interface (NT1-Loop)
033x	Simple Inside Wiring (OCS, Public and 911 only)
0331	Simple Inside Wire
0339	Came Clear
034x	Network Interface Device
0341	Indoor-Single/Multiple
0342	Outdoor-Single/Multiple
0343	Network Terminating Wire
0344	(PCA) Protective Connecting Arrangement
0349	Came Clear
035x	Nonmodular Termination (OCS, Public and 911 only)
0350	Other/Came Clear
0351	Connecting Block
0352	Jack
036x	Reserved for Protective Live Wire
037x	Protection

Disposition Code	Trouble was found in:
0371	Protection
0372	Grounding/Bonding
0379	Came Clear
038x	Aerial/Buried Service Wire
0381	Aerial
0382	Buried
0389	Came clear
039x	Other Network Devices
0390	Reserved for Future Regional Use
0391	Suppressor
0392	(MTU) Maintenance Test Unit
0399	Came Clear
04xx	**Outside Plant**
040x	Trouble Not Repaired
0400	Came clear
0401	Pair Transferred
0402	Pair Cut Dead / Bridge Tap Removed
0403	Pair Transposed
0404	Reversing Clips / Shoes
041x	Cable – Distribution & Feeder
0411	Cable
0412	Load Coil Capacitor/Buildout
0413	Temporary Closure
0414	Cut and Damaged Cable
042x	Closure/Splice Case
0421	Hard Closure/Case
0422	Poly /Ready Access Closure
0423	Encapsulated
0424	Closure Pedestal
043x	Terminal
0431	Ready Access-Aerial
0432	Ready Access-Buried
0433	Fixed Count Distribution Aerial/Buried
0434	Cross Connecting Terminal
044x	Distribution Wire/Terminal
0441	Distribution Wire
0442	Wire Terminal
045x	Reserved
046x	IOF Carrier Supporting Hardware
0461	IOF Copper Fed
0462	IOF Fiber Fed
047x	Loop Carrier Supporting Hardware
0471	Multiplexer
0472	Power Source
0473	Common Circuit Pack
0474	Channel Unit
0475	Repeater Shelf
0476	Wiring
0477	Monitoring Unit
0478	Fiber Termination Panel
048x	Miscellaneous
0481	Miscellaneous

Disposition Code	Trouble was found in:
0482	Loop Treatment Device
0483	Fiber Optics
05xx	**Central Office**
050x	Other Switched Services
0501	Billing
0502	Signal Transfer Point
0503	Access Tandem
0504	Originating Equipment Change
0505	Frame –Cross connect Changes
0506	Protector Change
0507	Precautionary Changes (All)
051x	Switching Equipment
0510	Other/Came Clear
0511	Common Equipment
0512	Line Equipment
0513	Subscriber Line Carrier – Integrated
0514	Trunk Equipment
0515	Carrier System Integrated Other
0516	Common Channel Signaling C.O. Equipment
0517	Power
052x	Line Translations
0520	Other/Came Clear
0525	Line Translations Error
0526	Line Translations Document Error
0529	PIC Provisioning Error
053x	Frame
0530	Other/Came Clear
0531	Cross Connection
0532	Protector
0533	Reversing Device/Test Cord
055x	Software
0550	Other/Came Clear
0551	Switch Software
0552	Translations – Other
056x	Network Terminal Equipment
0560	Other/Came Clear
0561	Digital Loop Carrier
0562	IOF Carrier
0563	Transmission/Signaling/Equipment
0564	Miscellaneous Customer Service Equipment
0565	Test System/Circuit
057x	Non Message Network Switched Services
0571	Central Office-Local Area Network
0572	PPSN-Access Concentrator (ANP)
0573	PPSN-Packet Switch (EXD-P)
0574	Group Access Bridging Equipment (GAB)
0575	Regulated Adjunct Processors
0576	Multi Services Platform (MSP)
058x	Radio System
0580	Other /Came Clear
0581	Maritime
0582	Improved Mobile Telephone Service (IMTS)

Disposition Code	Trouble was found in:
0583	Manual Mobile Radio Service
059x	Database for Data Driven Service
0590	Other/Came clear
0591	Calling Card Service
0592	Automatic Intercept System (AIS)
0593	Expanded 911 Service (E911)
0594	BOC 800 Service
0595	Class
0596	900 NXX Service
0597	Advanced Intelligent Network (AIN)
06xx	**Customer Action**
060x	No Access-Customer Can't be Reached during 3 day Follow-up period
0601	No Access-Unable to Renegotiate
061x	Error or Misuse of Equipment (OCS, Public and 911 only)
0611	Use of Equipment (i.e., ROH, Dialing, Power)
062x	Error or Misuse of customer Administered Systems
0621	Use of Features (i.e., MACSTAR, CCFR)
063x	Error or Misuse of Features/Company Administered
0630	VMS
0631	Custom Calling Features
0632	Multi Services Platform (MSP)
0637	Class
0639	Miscellaneous
09xx	**Not Found Troubles**
090x	Miscellaneous
0901	Dispatched out, No Access and During Follow-up Procedures in the Center, the Customer States that the Trouble has Disappeared
0902	Found OK by Technician
0903	Found OK by Customer
091x	Reserved
093x	Public Technician Dispatched & Found OK
0931	Found OK by Technician
0932	Found OK per Customer
094x	OCS Technician Dispatched & Found OK
0941	Found OK by Technician
0942	Found OK per Customer
097x	Test OK and Trouble is NOT Referred or Dispatched
0971	Verified OK with Customer
0972	Customer Does Not Answer
0973	Traffic Overload
0974	Test OK via Front-end – Closed Out
0975	Customer Canceled Original Report
0979	Predictor
098x	Found OK in Database Driven Services
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System (AIS)
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
099x	Other Switched Services

Disposition Code	Trouble was found in:
0991	(CO-LAN)
0992	Public Packet Switched Network (PPSN)-Access Concentrator
0993	Public Packet Switched Network (PPSN)-Packet Switched
0994	Group Access Bridging (GAB) Equipment
0995	Found OK – IN
0996	Found OK – IN (VMS)
10xx	**Referred Out**
101x	Referred to Another Unit Number
1010	(PAB) Applies when a Trouble Report is Referred via SAB Resulting in a PAB Status – Detail Code 1010 is automatically applied to originating MC upon closeout from the receiving MC
12xx	**Customer Equipment and Wiring**
120x	Other (i.e., Wire Tap Investigations-No charge applied)
1204	Wire Tap (Bell Atlantic PA, DE only)
1205	Wire Tap Found
1206	Wire Tap Not Found
122x	Customer Equipment/Wire Cable-Dispatched Out-Charge Applied
1221	Equipment
1222	Customer Wire/Cable
1223	Installation T&M as a Result of a No Visit Order, Repair Work is Performed and T&M Charges apply
1225	No Access-Trouble Proven to Customer's Side of Network Interface Device (NID)
1231	Wholesale No Trouble Found – OK to NID – Dispatch Out – Proved to CPE
1232	Wholesale No Trouble Found – Dispatch In
1233	No Access to NID – Dispatch Out
1239	Wholesale No Trouble Found - OK to NID – Dispatch Out
124x	Company/Customer Initiated Test No Charge Applied
1241	Company Initiated Test Dispatched/Non Dispatched
1242	Customer/ Vendor Initiated Test Dispatched/Non-Dispatched
125x	Non Standard Wire/Cable- Non Registered Equipment-Dispatched Out-Charge Applied
1251	Equipment/Wire/Cable
126x	Reserved
127x	Customer Equipment/Diagnostics and Vendor Referral-No Charge Applied
1270	Unregulated-MSP Services
1271	CRSAB/CSB
1272	MC/CSB/CSC/NTC/NRC/Technician, etc.
1273**	Guardian/Sentry/Set Customer Received Loaner Set
1274	Customer who has taken a Bell Atlantic telephone number with them to a co-carrier and the trouble is not in the facilities provided by Bell Atlantic
1275	Referred to Long Distance Vendor
1276	Sentry II
1277	Sentry III
1278	BASI CPE Contract
1279	VMS CO Equipment
128x	Maintenance Agreements
1282	Total Premise Solution One year warranty
1283	Guardian/Sentry I Mounting Cord (Cust did not receive loaner set)
1284	90 day Warranty

Disposition Code	Trouble was found in:
1285	Residence/Business OWMP Wire & Jacks
1286	Guardian/Sentry I Wire & Jacks
1287	Contractual Agreements
129x	Customer Equipment/Wire/Cable-No Charge Applied
1290	No NID, No T&M “If Company Policy”
1299	Special Billing Arrangements

Appendix G
Repair Disposition Codes

8. 8.2 CAUSE CODE TABLE –SOUTH

The Cause Code describes the trouble’s cause.

Cause Code	Trouble was caused by:
1XX	Employee & Operational Support System
161	LNP-LSMS/SOA (Local Service Management System/Service Order Activation)

162	LNP-Database Signal Control Point (SCP)
163	LNP-Switch/Translations
2XX	Non-employee
216	Competitive Local Exchange Carrier (CLEC) or Long Distance/Inter-Exchange Carrier (IC)
3XX	Plant Equipment
4XX	Weather/Environment

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1
2
3
4
5
6
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9
10
11
12
13
14
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17Appendix H
Flow Through Ordering Scenarios

A list of orders that flow-through is set out on Verizon's website:

http://128.11.40.241/east/business_rules/master.htm

The list of orders that flow-through is subject to change from time-to-time in accordance with applicable change control processes. The list provided below is included for illustrative purposes only and represents a snapshot view of what currently resides on the Verizon website as of 7/30/01.

The CLECs shall be provided at least sixty (60) days' advance written notice of any deletions to the list of orders that flow-through as part of Verizon Virginia's OSS Change Management Process. This notification does not preclude a CLEC from pursuing regulatory action at the Virginia State Corporation Commission if it opposes a change.

VERIZON GENERIC FLOW-THROUGH SCENARIOS
COVERING THE FORMER BELL ATLANTIC TERRITORIES IN
DE, MD, NJ, PA, VA, WV, DC

		Updated 06/19/01
Resale Services	Request Types **Mechanically Generated (Flow-through)**	**Exceptions*** ***Is not inclusive of LSR entry errors**
Basic Exchange – Residence (res & bus)	~~• Conversions As Is – *Includes:*~~ - Local & Foreign Directory Lstg for Straight Main and Additional listings ~~• Conversion As Is – with Changes Includes:~~ ~~- Local & Foreign Directory Lstg for Straight Main and Additional Listings~~ ~~• Conversions As Specified *Includes*~~ -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -USOC In scope list by state • New Activity	• New activity over 5 lines • Expedites (EXP) • Directory Captions and Indents, Special instructions lstgs • Hunting activity • For conversion as specified with a Line activity of conversion as is • Partial conversion • Conversion as specified disconnect of main line • Change telephone number (BTN) • New activity if Telephone field populated with "N" • Additional Engineering (AENG) • Migration of Resale to Resale • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • PAL • COIN – Conversation As Is wi Changes, As Specified, New Activity, and all Post Migration changes • CENTREX • ISDN (BRI) • ISDN (PRI)

	Includes: -Local & Foreign Directory Lstg for Straight Main and, Additional Listings -USOC In scope list by state • Resale Account Activity *Includes*: -USOC In scope list by state -Add lines -Delete Account -Delete lines -Deny -Restore Deny -Outside Move -Change telephone number (Non-BTN) -Change PIC/LPIC -Freeze PIC/LPIC (all valid entries) -Add, Change, Delete Blocking -Add, Change, Delete Features - Add, Change, or Delete Local & Foreign Directory Lstg for Straight Main and Additional listings • COIN - Conversion As Is • Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version	• PBX • Advanced Services • Foreign exchange service • Semi-public • Prison/Inmate • Remote Call Forwarding • WATS • SADLO = NEW ADDR • ADL (Additional line request) • total number of listings over 99 • New Jersey - Retail to Resale Migration of SNP'd account • Resale Private Line • Resale Frame Relay. • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including) LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed • Seasonal Suspend • Seasonal Restore

Unbundled Network Elements (UNE)	**Request Types Mechanically Generated (Flow-through)**	**Exceptions* *Is not inclusive of LSR entry errors**
Loop • 2W analog (Includes M Loop) • 4W analog (Includes M Loop) • 2W digital (Includes M Loop) *Includes:* • ISDN • ADSL • HDSL • xDSL • 4W digital • ISDN • ADSL • HDSL	• Conversions from Retail and Resale Includes: -Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings -Analog 2W CSS wi/Local & Foreign Directory Lstg for Straight Main and Additional listings • New Activity *Includes*: - ISDN loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings - 2 Wire Analog w/Local & Foreign Directory Lstg for Straight Main and Additional listings	• Conversion & New over 20 loops • New Activity - Digital Loop Not Qualified • Disconnect over 50 loops • Partial conversion with BTN • Partial Conversion (Non-BTN) • Conversion of ISDN loop • ANALOG -2W P phone -2W M loop -4W analog - 4W M loop • DIGITAL -2W ADSL zero bridge tap -2W HDSL -2W xDSL

• xDSL	-Analog-2W CSS wi/Local & Foreign Directory Lstg for Straight Main and Additional listings -ADSL • All Disconnect Activity • CHC (coordinated hot cut) • Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version • Line Sharing (New and Disconnect only)	-2W Digital M loop • Line Sharing (except New and Disconnect) • Additional Engineering (AENG) • Expedites • Directory Captions and Indents, Special instruction lstgs • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO = NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • New Jersey, Delaware, Pennsylvania only: Full migrations with new listing • Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed

Unbundled Network Elements (UNE)	**Request Types Mechanically Generated (Flow-through)**	**Exceptions* *Is not inclusive of LSR entry errors**
Loop with LNP	• Conversions from Retail and Resale *Includes*: Basic loop w/ Local & Foreign Directory Lstg for Straight Main and Additional listings • Disconnects • Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version	• Partial conversion with BTN • Partial Migration (Non-BTN) • Disconnect over 50 • Directory Captions and Indents, Special instruction lstgs • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO = NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix)

		LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • New Jersey, Delaware, Pennsylvania only: Full migrations with new listing • Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed
LNP	• Conversion from Retail and Resale • Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version	• Partial conversion with BTN • Partial Migration (Non-BTN) • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO = NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed

Unbundled Network Elements (UNE-P)	**Request Types Mechanically Generated (Flow-through)**	**Exceptions* *Is not inclusive of LSR entry errors**
Platform (bus/res)	~~• Conversions As Is – *Includes:*~~ Local & Foreign Directory Lstg for Straight Main and Additional Listings ~~• Conversion As Is – with Changes Includes:~~ ~~Local & Foreign Directory~~	• All Partial migrations (BTN and Non-BTN) • Additional Engineering (AENG) • Expedites • New activity over 5 lines • Migrate, Change, Delete over 20 lines • Change telephone number (BTN) • Remove inter/intra and inter-intra freeze • Directory Captions and Indents, Special instruction lstgs • Additional Engineering (AENG)

	~~Lstg for Straight Main and Additional Listings~~ • ~~Conversion As Specified Includes: -Local & Foreign Directory Lstg for~~ Straight Main and Additional Listings - USOC In scope list by state • New Activity – *Includes:* -Local & Foreign Directory Lstg for Straight Main, Additional listings -USOC In scope list by state • Platform Account Activity Includes: - USOC In scope list by state - Add Lines - Delete Lines, - Delete Account - Change telephone number (Non-BTN) - Change PIC/LPIC, - Freeze PIC/LPIC - Suspend (two way) - Restore (two way) - Add, Change, Delete Blocking - Add, Change, Delete Features - Add, Change, Delete Local & Foreign Straight Main and Additional Listings - Outside Move • ~~Resale to Platform Conversions As Is – *Includes:*~~ Local & Foreign Directory Lstg for Straight Main and Additional Listings • ~~Resale to Platform Conversion~~	• Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Suspension (one way) • Restore (one way) • COIN • PAL • Hunting Activity • New activity if Telephone field populated with "N" • CENTREX • ISDN (BRI) • ISDN (PRI) • Advanced Services • Foreign exchange service • Semi-public • Prison /Inmate • Remote Call Forwarding • WATS • SMDI Port • P Phone • DS1 • DID/DOD • PBX • SADLO = NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed

	~~As Is – with Changes~~ ~~Includes:~~ ~~-Local & Foreign Directory Lstg for~~ ~~Straight Main and Additional Listings~~ • ~~Resale to Platform Conversion As Specified (Full Migration)~~ ~~Includes:~~ ~~-Local & Foreign Directory Lstg for~~ Straight Main and Additional Listings - USOC In scope list by state • Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version • Option B (PA only) • Clec to Clec "As Specified (Full Migration) Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings	

• **LIDB** (Line Information Data Base) **Offered by Contract**	Request Types **Mechanically Generated (Flow-through)**	**Exceptions*** ***Is not inclusive of LSR entry errors**
LIDB	All (only an ACT of C and an LNA of C is allowed)	

Standalone Directory	Request Types **Mechanically Generated (Flow-through)**	**Exceptions* *Is not inclusive of LSR entry errors**
Standalone Directory Listings	• Local & Foreign New, Change, Delete Directory Lstg for Straight Main and Additional listings • Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version	• Directory Captions and Indents, Special instruction lstgs • SADLO = NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed

Note:
1. Listing Exception: 20 or more listings in DE, MD, VA, WV do not flow Level 5
2. Unless otherwise noted in Request Types Mechanically Generated (Flow-through), product to product i.e. Platform to Loop, does not flow through at Level 5.

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APPENDIX I

0Trunk Forecasting Guide

All Forecasting Guides can be found in the CLEC Handbook, Volume 1

Forecasting Information: CLEC Volume 1, Section 8
http:/128.11.40.241/east/wholesale/resources/master.htm

Forecasting Templates
http:/128.11.40.241/east/wholesale/resources/master.htm

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AppendixI2.xls

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0Appendix J
1Collocation Forecasting Guide
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All forecasting Guides can be found in the CLEC Handbook, Volume 1

Forecasting Information: CLEC Volume 1, Section 8

http://128.11.40.241/east/wholesale/resources/master.htm

0Forecasting Templates
1http://128.11.40.241/east/wholesale/resources/master.htm

"Appendix J2.xls"

Statistical Methodologies:

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

Counted Variables:

$$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}\left(1 - P_{INC}\right)\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$$

Measured Variables:

$$t = \frac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed.

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.

–

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 for both Verizon and CLEC is 30. For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5. When the sample size requirement is not met, Verizon will do the following:

a.) If the absolute performance for the CLEC is better than Verizon performance, no statistical analysis is required.

b.) If the performance is worse for the CLEC than for Verizon, Verizon will use the t distribution or binomial (counted or measured) until such time as a permutation

test can be run in an automated fashion. If the performance is worse for the CLEC than for Verizon for a counted variable, Verizon will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. Verizon will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.

c.) If the t or binomial distribution show an "out of parity" result, Verizon will run the permutation test.

d.) If the permutation test shows an "out of parity" condition, Verizon will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, Verizon 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 Verizon's 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, Verizon will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

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

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

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

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

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

Documentation:

Verizon 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

Verizon's and CLEC performance. For cable failures, Verizon will provide appropriate documentation detailing all other troubles associated with that cable failure.

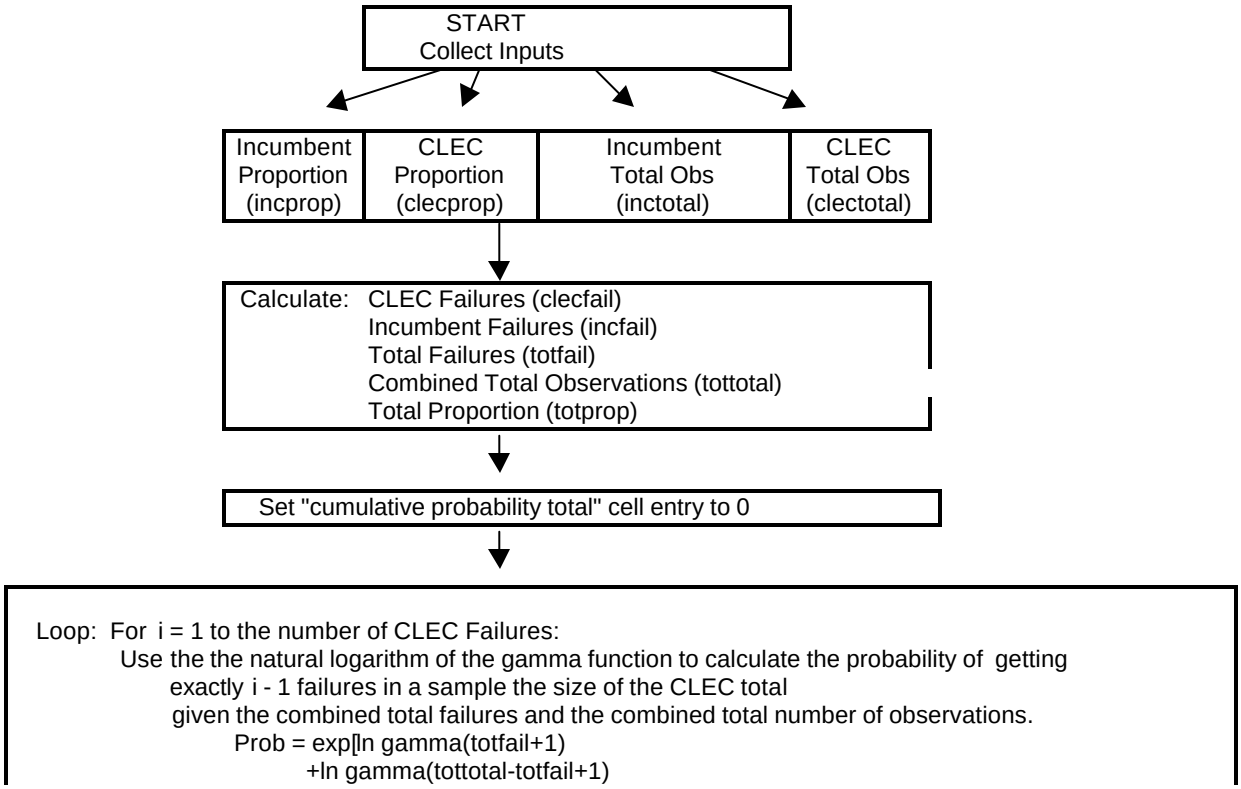
Appendix K

Statistical Methodologies

Flow Chart of Log Gamma Routine

For C2C Report, Small Sample Size

Counted Variable Metric Comparisons



+ln gamma(tottotal-clectotal+1)
+ln gamma(clectotal+1)
-ln gamma(i+1)
-ln gamma(totfail-i+1)
-ln gamma(tottotal+i-totfail-clectotal+1)
-ln gamma(clectotal-i+1)
-ln gamma(tottotal+1)]

Add this probability to the entry in the "cumulative probability total" cell.

The probability for the metric comparison is based upon the cumulative probability that exists in the "cumulative probability total" cell at the end of looping.

Determine the C2C Report "Stat Score Equivalent" as the the standard normal Z score that has the same probability as one minus the probability in the "cumulative probability total" cell.

Order Accuracy Measures:

In the order processing area two issues of concern are: (1) whether appropriate information is being recorded on the Order Confirmation ("LSRC") that VZ VA is sending CLECs; and (2) whether the VZ VA order correctly reflects what is included on the Local Service Request. VZ VA will separately measure performance for order confirmation and order accuracy. **LSRC Accuracy:**

Short Term Solution: (MD, DC, WV, VA)

~~VZ will manually sample LSR's and compare to their associated LSRC. Eight or Nine (depending on the order type) key fields will be compared to ensure that the correct information is placed on the LSRC. These key fields are information that Verizon must provide. Information already provided by the CLEC, hence already known, is not included in these critical fields. These fields are detailed below according to specific order types.~~

LSC Confirmation/Order Types:

	Loop			LNP			Platform/PORTS		
	New	Change	Disc.	Port Out	Trigger	Directory List	New	Migrate	Disc
FIELD NAME									
PON	X	X	X	X	X	X	X	X	X
VER	X	X	X	X	X	X	X	X	X
ATN	X	X	X	X	X	X	X	X	X
CD/SENT	X	X	X	X	X	X	X	X	X
REP	X	X	X	X	X	X	X	X	X
TELNO	X	X	X	X	X	X	X	X	X
ECCKT	X								
SOID	X	X	X	X	X	X	X	X	X
SOID DD	X	X	X	X	X	X	X	X	X

Sampling methodology:

VZ will sample according to the centers that process CLEC orders, 20 LSRs per center. Samples will be identified using random number generation from Request Manager. VZ will then print a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluate it to determine if the information included is accurate. These centers are as follows:

Center	Product	State(s) Covered
Virginia (Fairview Park)	UNE Loop/LNP	MD, DC, WV, VA
Maryland (Silver Spring)	Resale	MD, DC, WV, VA

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf
Long Term Solution: (MD, DC, WV, VA)

When Verizon has an automated capability to calculate % LSRCs re-sent due to error, the long term solution will be implemented.

Order Accuracy:

Permanent Solution:

Order accuracy performance will be completed using a sampling process whereby 20 completed Service Orders are selected each day using a random number generator within Request Manager. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
-
- Due Date
- Remarks (if applicable)

0Includes all fields on service order that impact service. For example “optional fields” such as call forwarding to telephone number would be included as a “feature” field and be subject to review.
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Order Accuracy – Directory Listing

The following fields on the Directory Listing Form of the LSR (LSOG4 or greater) (if populated) need to be compared to SOP: Else - the CSR of the former retail customer needs to be compared to SOP.

Appendix M
Order Accuracy Details

Field	**Name**	**Definition**
10	LACT	Listing Activity (new, z, change)
11	ALI	Alpha Numeric Listing Identifier Code (optional - change or delete activity) resale & platform additional listings, UNE primary and additional listings
12	RTY	Record Type (main, addl, foreign listing)
13	LTY	Listing Type (listed, non listed)
39	LTN	Listed Telephone Number
45	LNLN	Listed Name, Last Name
46	LNFN	Listed Name, First Name
56	ADI	Address Indicator (O to omit address)
59	LASF	Listed Address House Number Suffix
60	LASD	Listed Address Street Directional
61	LASN	Listed Address Street Name
62	LATH	Listed Address Thorofare (St., Rd., Ave.)
63	LASS	Listed Address Street Suffix (Main St. West)
65	LALOC	Listed Address Locality
94	YPH	Yellow Page Heading

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Appendix N
Table of Measures, Sub-Metrics and Product Disaggregation

Verizon VA will provide to the state commission and CLECs requesting Carrier-to-Carrier (C2C) reports, an "issues log" identical to that provided by Verizon-NJ to the NJ Board of Public Utilities Staff. For any changes in the scale or scope of the New Jersey issues log, including but not limited to its elimination, the adoption of an alternative, and the elimination, modification and/or enhancement of certain reporting requirements contained therein, the issues log for VA will also be modified, eliminated or replaced to automatically conform to the then-current NJ requirement.

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf
Appendix O

0TEST DECK
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2PRE-ORDER AND ORDER WEIGHTS
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"PO-6-01
4Weights-LSOG4-5MDVW -C2C-AGG.xls"
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EXHIBIT 1

ADDITIONAL PROVISIONS

1. **Reporting Date.** Performance Measurement Reports will be distributed on the 27th day of the month following the reporting month for Aggregate CLEC and Aggregate Affiliate Reports, and the 29th day of the month following the reporting month for CLEC Specific Reports (or, if the 27th or 29th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

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Appendix L - URL information in effect at time of filing

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf

Reference 1: Information contained on web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf , referenced in the PO-1 section of the C2C guidelines, at the time of the February 2002 C2C guidelines filing is as follows:

Date	Holiday	DC	MD	VA	WV	PA	DE	NJ
01/01/2002	New Year's Day	Y	Y	Y	Y	Y	Y	Y
02/18/2002	President's Day	Y	Y	Y	Y	Y	Y	Y
03/29/2002	Good Friday	N	N	N	N	Y	Y	N
05/27/2002	Memorial Day	Y	Y	Y	Y	Y	Y	Y
07/04/2002	Independence Day	Y	Y	Y	Y	Y	Y	Y
09/02/2002	Labor Day	Y	Y	Y	Y	Y	Y	Y
10/14/2002	Columbus Day	N	N	N	N	N	N	Y
11/11/2002	Veteran's Day	Y	Y	Y	Y	Y	Y	Y
11/28/2002	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
11/29/2002	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N
12/25/2002	Christmas Day	Y	Y	Y	Y	Y	Y	Y

Reference #2: Information contained on web-site http://128.11.40.241/east/wholesale/contact/master.htm referenced in section PO-3 of the C2C guidelines at the time of February, 2002 filing appeared as follows:

VERIZON
National Market Centers
Escalation List for MD, DC, VA and WV- ASR, RESALE/PLATFORM and UNE
Escalation Procedural Steps:
Contact Service Representative, then 1st Level, then Center Manager.
If required, you may also contact Escalation Specialist, Manager and Director.
Call Center Hours of Operation: Monday - Friday 8:00 A.M. - 6:00 P.M.

Contact	UNE	Resale/Platform	ASR
Point of Entry Service Representative	888-847-6288 Menu Selection #1,2	888-847-6288 Menu Selection #1,3	888-847-6288 Menu Selection #1,4
First Level Center Escalation Managers	Sandy McBride Tel#: 703-645-1417	Holly Fry Tel#: 301-282-8287	Michele Alderson Tel#: 301-236-8106
Second Level NMC Managers	Fay Brown Tel#: 703-645-1301	Albert Townsend Tel#: 301-989-6700	Albert Townsend Tel#: 301-989-6700
Customer Care Team	(800) 334-1694 Menu Selection 1		
Customer Care Manager	Terry Charlton Tel#: 301-989-4229		
NMC Director	Steve Herrling Tel#: 301-236-3337		

Regional CLEC Maintenance Center Escalation List

For RCMC Out of Hours Escalations, call 888 270-1800 and ask for the duty supervisor.

Escalation Level 1: Customer Care

POTS / Resale / UNE-P	DSL / Line Sharing / Hicaps
804 204 2137	973 649 8881

Escalation Level 2: Customer Care Supervisors

POTS / Resale / UNE-P		DSL / Line Sharing / Hicaps	
Sheri Patterson	804 340 5846	Mary Curry	973 497 4444
Leonard Jackson	804 340 4808	Nelson Gonzalez	973 497 4445
Kathryn McNamee	804 340 5847	Cherisse Rheubottom	973 497 4459
Heather Hallmark	804 340 5845	Alizannette Rodriguez	973 649 5016
Beth Waters	804 340 5848	Alien Finklin	973 649 3415

Escalation Level 3: Center Managers

POTS / Resale / UNE-P		DSL	
Chris Alston	804 340 4932	Charlie Amato	973 649 0651
EQCU / Line Sharing		UNE Hicap	
Dave Ehrman	973 497 9747	Scott Sandhovel	973 649 2055

Escalation Level 4:

Maureen Davis Executive Director – CLEC Operations 301 282 8983

Escalation Level 5:

Tom Maguire Vice President – Verizon North CLEC Operations 212 395 3430

Clare Beth Nogay Vice President – Verizon South CLEC Operations 973 350 5111

For RCMC Out of Hours Escalations, call 888 270 1800 and ask for the duty supervisor

Last Updated 02/07/02

Resale Standard Intervals

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Resale Standard Intervals

Verizon-South Residence

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "-A" procedure for subsequent requests Unless otherwise noted, cut off time for LSR receipt is 5 p.m. Product Name Changes for DE, NJ, PA Only.	DUE DATE INTERVAL TO OFFER (all intervals are business days): The timing of the interval starts when Verizon receives an accurate LSR from the CLEC. Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
One Main Line – No Cut Through	Offer date in preorder DDA function
One Main Line – With Cut Through	LSR received before 12 Noon: Next day or any day thereafter LSR received after 12 Noon: 2 days or any day thereafter
2-5 Lines – With or without service already existing at premise	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ
Additional Lines* - N&T: Up to and including 5 lines (existing service) (1-5) N&T up to and including 5 lines (no existing service) (1-5) *The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ LSR's received via fax require additional one day to be added to the intervals listed.
6 or more lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
Cheap FX (non-designed-MD and VA only): 1-9 lines	DDA
Cheap FX (non-designed MD and VA only) 10+ lines	Negotiated*
LINE CHANGES	
Hunting Rearrangement: 1-20 lines	1 Day
Hunting Rearrangement: 20+ lines or complex	Negotiated*

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SERVICE REQUEST	INTERVAL
POTS (Plain Old Telephone Service) Regrades	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Telephone Number Changes	LSR received before 12 Noon – Today LSR received after 12 Noon– Next Day
No Access on Original Order	2 days before 3 PM. After 3PM, 3 days
Medical Emergency	See Escalation Procedure
Critical Situation	See Escalation Procedure
PIC/LPIC Changes Intra Lata and Inter Lata	Same Day (can take up to 48 hours to complete) or Desired Due Date (whichever is greater)
FEATURES	
Call Gate & Do Not Disturb	2 days
Easy Voice	3 days
Ultra Forward & Remote Call Forwarding	2 days
Home Voice Mail (MDVW)	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Home Voice Mail (DE, NJ, PA)	2 Days
Telephone Protection Plan (DE)	1 Day
Talking Call Waiting (NJ)	LSR received before 2 PM: Today LSR received after 2 PM: Next Day (same as regular Call Waiting)
Call Intercept	1 day. Available in the following LATAs only: Phila. LATA 228 (Philadelphia Metro Area - 215, 267, 484, 610; includes DE) PA (LATA 226 Capital; Area Codes: 717, 610 & 814) PA (LATA 230 Altoona; Area Code: 814) PA (LATA 232 Northeast; Area Codes: primarily 570, some 717, 610 & 908) PA (LATA 234 Pittsburgh; Area Codes: 412 & 724) Wash. Met. (LATA 236) NJ (LATAs 220, 222, 224; Area Codes: 201, 609, 732, 856, 908 & 973) MD (all LATAs; Area Codes: 301, 240, 410 & 443) VA (Area Codes: 540, 571, 703, 804 & 757) WV (LATA 256 Clarksburg; LATA 254 Charleston)
Distinctive Ring (formerly Identa-Ring)	1 day
Caller ID & Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Distinctive Ring (formerly Identa-Ring)	1 Day
Select Call Forwarding	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
Call Forwarding Busy Line Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Busy Line	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
All other IQ services	LSR issued before 12 Noon – Today LSR issued after 12 Noon – Next Day
Directory Assistance Listing Update	2 Days from Service Order Completion

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SERVICE REQUEST	INTERVAL
Disconnect of Feature	Same Day
Party Line (Regrades)	Offered date in preorder DDA function
700/900 Block or Toll Block	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Temporary Suspend and Restore	LSR received before 3 PM – Today LSR received after 3 PM – Next Day

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Verizon-South Business

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "-A" procedure for subsequent requests	DUE DATE INTERVAL TO OFFER (all intervals are business days): Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
INWARD POTS/MVP CENTREX	
Lines: Main and/or Additional lines, with or without premises visit (applies in all jurisdictions in Verizon South)	
1 Line (Main)	Green Light Day
2-5 Lines	Standard 5 day interval or offer date in preorder DDA function (whichever is greater)
6 or More Lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before assigning a due date to the order
CHANGES: POTS REGRADES	
(Ex: From a limited to an unlimited or extended calling area service). Applies in all jurisdictions in Verizon South	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Gross Orders (large volume/more than 50 lines)/Multiple Regrades	3 Days
CHANGES: POTS/MVP CENTREX	
Telephone Number Changes (applies to all jurisdictions in Verizon South)	LSR received before 12 Noon – Today LSR received after 12 Noon– Next Day
POTS FX/FCO, MVP CENTREX FX/FCO Accounts	Special Services Interval
CHANGES: PIC CHANGES	
Add, Delete, Change (applies in all jurisdictions in Verizon South)	
POTS, MVP CENTREX (less than 30 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS (31-50 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Individual Case Basis
Temporary Suspensions and Restorals	LSR received before 3 PM – Today LSR received after 3 PM – Next Day

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SERVICE REQUEST	INTERVAL
Disconnect Orders (D & F) Applies to all jurisdictions in Verizon South	D and F orders are worked between 2 AM and 5 AM
POTS, MVP CENTREX Lines Only (less than 50 lines)	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
POTS, MVP CENTREX Lines Only (more than 50 lines)	3 Days
Home Voice Mail	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Gold Number Service	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
INWARD (ADDING) OR CHANGES TO FEATURES ONLY ORDERS	
For POTS Accounts Only – Listed by Product. Applies in all jurisdictions in Verizon South	When the class of service is: 1BZ, 1BR, LMB, 1MB, BVA, 1VB, B1M, BWL, and 1FB only
Call Answering/Voice Mail	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day Not available for resale except under special contract
Caller ID/Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Message Waiting Indicator	3 Days
Remote Call Forwarding – Single Path	2 Days
Remote Call Forwarding – MultiPath	Follow POTS line intervals above
UltraForward	2 Days
Call Forwarding Busy Line Don't Answer	LSR received before 2 PM: Today LSR received after 2 PM: Next Day
Call Forwarding Busy Line	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Wake-up Call	4 Days
Reminder Call	4 Days
All Other IQ Features	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Hunting Rearrangements	3 Days
700/900 Block or Toll Block	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Extended Basic Referral	Not less than interval associated with the services being disconnected, changed or suspended.
Directory Assistance Listing Update	2 Days from Service Order Completion
OUTWARD (DISCONNECTING/REMOVING) FEATURES ONLY	
For POTS accounts only – all products listed above applies in all jurisdictions in Verizon South	LSR received before 2 PM – Today LSR received after 2 PM – Next Day
CHANGES, ADDITIONS, DELETIONS OF FEATURES, INCLUDING HUNTING REARRANGEMENTS	
For MVP CENTREX accounts only – all products listed above applies in all jurisdictions of Verizon South	
2-30 Lines	3 Days
INWARD AIN FEATURES	
Applies in all jurisdictions in Verizon South	

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SERVICE REQUEST	INTERVAL
Verizon VPNS (Large Business customers only)	Individual Case Basis
Call Gate	2 Days
CENTREX Ultra-Forward	2 Days
Switched Redirect	Individual Case Basis
Work at Home Billing	5 Days
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO NJ, PA AND DE ONLY)	
Local Serving Office	Green Light Day
Foreign Serving Office	Green Light Day
With MVP CENTREX	Individual Case Basis
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO MD, DC, VA AND WV)	
Local or Foreign Serving Office	Becomes a Special Services order. See Special Services intervals
With MVP CENTREX	Individual Case Basis
INWARD INTELLIGENT TOLL-FREE SERVICE IN CONJUNCTION WITH BASIC, KEY CONNECTIONS AND STANDARD SERVICE (APPLIES IN ALL JURISDICTIONS EXCEPT WASHINGTON, DC)	
IntraLATA	3 Days
InterLATA (with a long distance carrier)	5 Days

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Verizon-South ISDN

SERVICE REQUEST	INTERVAL
INWARD (ADDING) ISDN-BRI (APPLIES TO NJ, PA, MD, DC, VA, WV)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN, CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO NJ, PA, MD, DC, VA WV)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI (APPLIES TO DE ONLY)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO DE ONLY)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in NJ, PA, MD, DC, VA and WV * Customer requested Foreign Exchange Service is billable ** ISDN Anywhere is free Foreign Exchange Service	

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SERVICE REQUEST	INTERVAL
Qualified - Not a Long Loop. No mid-span repeater issued as a Special Services Order	
1-5 Lines	6 Days
6 or More Lines	Minimum 6 Days. Project guidelines followed
Qualified with Longer Loop. Needs a mid-span repeater. Issued as a Special Services Order	
1-5 Lines	15 Days
6 or More Lines	Minimum of 15 Days. Project guidelines followed
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in DE only * Customer requested Foreign Exchange Service is billable ** ISDN Anywhere is free Foreign Exchange Service	
Qualified - No Longer Loop Needed or Qualified with Longer Loop (needs a mid-span repeater). Issued as a Special Services Order	
1-4 Lines	20 Days
5 or More Lines	Min. 20 Days. Regional Operations Center Project Guidelines are followed;facility checks required
INWARD (ADDING) ISDN-BRI	
Cancel and Reissue (applies in all jurisdictions in Verizon South)	
Order originally issued as Non-Special Services, with 5 (NJ, PA, Potomac) or 20 (DE) business day interval. Needs a mid-span repeater, requiring original order to be cancelled and reissued as a Special Services Order	Add 3 Days to the *Original Date Due*
OUTWARD/DISCONNECTS (REMOVING) ISDN-BRI (APPLIES TO ALL JURISDICTIONS IN VERIZON SOUTH)	
Non-Special Services "D" Order	Next Business Day
Special Services (FX)/Repeater	4 Days
PIC CHANGES: ISDN-BRI OR ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete	3 Days using the SOP (i.e., MISOS, SOP/DOE, or SOACS
Add, Change, Delete	Same Day using XEA
SET CONFIGURATION CHANGES: ISDN-BRI OR ISDN-PRI	
Applies in all jurisdictions in Verizon South	3 Days

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SERVICE REQUEST	INTERVAL
TELEPHONE NUMBER/SPID CHANGES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
ISDN-BRI: Non-Special Services, with or without Multiline Hunt	5 Days
ISDN-BRI: Special Services (FX), with or without Multiline Hunt	6 Days
CHANGE ORDERS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete Custom Calling/IQ Features on ISDN-BRI (except non-standard configuration group changes)	3 Days (when software change only)
Changes to Line Class Codes (except Multiline Hunt groups)	3 Days (when software change only)
Change Orders (applies in all jurisdictions in Verizon South)	Intervals below are based on facilities availability. 4-5 Days is allowed for pre-provisioning process which is checked *before* the Special Services Order is issued
Change Point to Multi-Point	5 Days. Designed Services (Special Service Orders). See non-access SS multipoint intervals based on quantity
Change Hunting	5 Days. Designed Services (Special Services Orders) 6 Days
Non-standard Configuration Group Changes	5 Days. Designed Services (Special Services Orders) 6 Days
OUTWARD/DISCONNECT (REMOVING) ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Special Services Order	4 Days
CONTRACTED ISDN SERVICES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Intervals for various ISDN services - new, changes, or disconnects that are specified in contracts between Verizon and a customer, carrier, CLEC, reseller, certified vendor or authorized dealer WILL ALWAYS PREMPT any of the standard intervals	

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Verizon-South CENTREX

SERVICE REQUEST	INTERVAL
CUSTOPAK (APPLIES IN NJ, PA AND DE ONLY)	
INWARD New Service or Regrade only from POTS to CustoPAK	
2-30 Lines	5 Days*
SUBSEQUENT CHANGES	
C Order; additions, deletions, changes, including Hunting Rearrangements to existing service (applies in NJ, PA, DE only)	3 Days*
2-30 Lines	3 Days*
With Sentry III +	5 Days added to the applicable interval above
With WATS	5 Days added to the applicable interval above
Products marked as "+" are INELIGIBLE for Resale	
(DISCONNECTS (D ORDERS) (APPLIES IN NJ, PA, DE ONLY)	
2-30 Lines	3 Days
CUSTOPAK (APPLIES IN MD, DC, VA AND WV ONLY)	
INWARD SERVICES, Regrade from POTS to CustoPAK or Subsequent Changes (C Order, additions, deletions or changes) to Existing Service - including Hunting Rearrangements)	
2-4 Lines	5 Days
5-8 Lines	6 Days*
9-14 Lines	7 Days*
15-20 Lines	8 Days*
21-30 Lines	Individual Case Basis
DISCONNECTS ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN MD, DC, VA AND WV ONLY)	
2-30 Lines	3 Days
CUSTOPAK MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
PIC CHANGES ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-30 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South	
1-30 Lines	3 Days

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SERVICE REQUEST	INTERVAL
CUSTOFLEX 2100 (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
New Service or Regrade from POTS to CustoFLEX or subsequent addition of lines to existing CustoFLEX 2100 service	
2-30 Lines#	3 Days*
21-75 Lines#	5 Days*
76-100 Lines#	7 Days*
101-400 Lines#	Individual Case Basis*
# Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date	* All CustoFLEX 2100 services and their associated intervals are predicated on available facilities, telephone numbers, office equipment, technician availability, etc.
TELEPHONE NUMBER CHANGES ON CUSTOFLEX 2100 ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 AND ISDN	
See ISDN Template	
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING CUSTOFLEX 2100 ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis	Individual Case Basis
PIC CHANGES ON EXISTING CUSTOFLEX 2100 ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	Negotiated, typed and distributed before 2 PM - Today Negotiated, typed and distributed after 2 PM - Next Day
50+ Lines	Individual Case Basis

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SERVICE REQUEST	INTERVAL
DISCONNECTS ON EXISTING CUSTOFLEX 2100 ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
CUSTOFLEX 2100 MULTIPATH CALL FORWARDING (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED/DESIGNED CENTREX	
Applies in all jurisdictions in Verizon South	If a design is warranted (i.e., distance from CO requires electronics, etc.), the date due (and order type) may be affected. Network Engineering advises the negotiator to reissue the order as Special Services and the due date is renegotiated
INWARD (New - N, T), or Subsequent Addition of Lines to an Existing Engineered CENTREX Account	
1-5 Lines*	Green Light Day
6-49 Lines*	See facilities check above. Minimum of 5 Days, however, date due will be based on facilities availability
50+ Lines* * Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date	Individual Case Basis. Requires facilities availability check
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACOUNTS	
Includes main TN which may require N&D Orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
ENGINEERED CENTREX AND ISDN	
See ISDN Template	

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SERVICE REQUEST	INTERVAL
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING ENGINEERED CENTREX ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis	Individual Case Basis
PIC CHANGES ON EXISTING ENGINEERED CENTREX ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
50+ Lines	Individual Case Basis
DISCONNECTS ON EXISTING ENGINEERED CENTREX ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
ENGINEERED CENTREX MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED CENTREX 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
CallMAX Services (APPLIES IN DC, DE, MD, PA AND VA ONLY)	Negotiated
	The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations.

Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.

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VERIZON-South Migrations-Conversions

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS	
Received Electronically	1 Business Day Interval
Received Via FAX	2 Business Days Interval
AS SPECIFIED MIGRATIONS	
LSR's received via fax require additional one day to be added to the intervals listed	The migration order carries the same interval as stated above for AS IS. The AS SPECIFIED work will carry the interval for the work being requested on the LSR, (such as feature or line additions)but will never carry a due date sooner than the actual migration order

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VERIZON-South Special Services

SERVICE REQUEST	INTERVAL
Unless otherwise specified below, requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date is assigned to the order	
1-23 Special Services (e.g., Trunks, DID, Circuits 1000-3000, 6000, 9000, FX/FCO/FZ, Switched 56, DDS)	6 Days
1-23 Legs of a Multi-point Circuit	6 Days
23+	Negotiated The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
SPECIAL SVC DISCONNECTS	
Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Any quantity of lines, circuits: 4 Business Days
DS1 High Cap (includes all types, muxed and non-muxed, i.e., Flexpath, DS1 Handoff, ADC, LTS, PRI (all types) and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS1 Services, unless separately noted) #included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility checks, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.	1-8 DS1s 9 Days with Facilities. This interval includes a 3# day facility check; 9+ systems negotiated interval. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 9+ DS1 intervals are negotiated The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
DS3 High Cap (includes all types, muxed and non-muxed, LTS, and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS3 Services, unless separately noted) #included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility check, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.	1-4 DS3s 20 Days with Facilities. This interval includes a 6# day facility check. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 14 Day interval. 5+ DS3 intervals are negotiated The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
DSO Ordered with High Cap	
DSO Trunks Riding High Cap Pipe Ordered with Pipe - Non-Access, Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Intervals below based on facility availability. 4-5 Days is allowed for pre-provisioning process check
After the initial installation of a pipe, additional trunks may be added, using the standard interval for 1-23 trunks	
Up to 200 Lines	2 Weeks (Interval After Cmpltd Package Rc'vd)

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SERVICE REQUEST	INTERVAL
Over 200 Lines	Negotiated*
Infospeed DSL (NJ)	5 Days
Change PIC Flexpath or ISDN-PRI	3 Days
PROJECTS (ALL JURISDICTIONS)	Multiple coordination required to determine due date.
FRAME RELAY+ 56Kbp, DS1 9 Days## DS3 20 Days## OC3C and Projects Negotiated*	##Day 1 starts after receipt of the VAD CFA
+Does not apply for PA Fast Packet or Advanced Data Products +In NJ standard pre non-VAD Intervals remain	
DISCONNECTS OF HIGH CAPACITY SERVICES (APPLIES ALL JURISDICTIONS VERIZON SOUTH)	
All High Capacity Services	Any Quantity 4 Days
FIRST OFFICE APPLICATIONS	
Any new technologies/products in a geographic area	Any Quantity 4 Days
NON-TARIFFED SERVICES OR ICB DESIGN	
	Any Quantity 4 Days
SUBSEQUENT SPECIAL SERVICES CHANGES	
Changes not requiring design for the following Products or Services	Intervals associated with POTS used for the feature/changes below
PIC	Any Quantity 4 Days
IQ Services	Any Quantity 4 Days
556/576/976/Restrictions	Any Quantity 4 Days
Call Denial	Any Quantity 4 Days
Class of Service	Any Quantity 4 Days
Suspend for Non-Payment	Any Quantity 4 Days
Deny/Non-Basic	Any Quantity 4 Days
Toll Deny	Any Quantity 4 Days
Record Orders Not Effecting Any Provisioning Database	Any Quantity 4 Days
SERVICES NEGOTIATED IN COORDINATION WITH INDEPENDENT COMPANIES Not all Independent Telephone Companies (ITC) provide all Special Services. The intervals below are based on the ITC product availability, and facility availability of these services	
PA:	
Inward Orders (not projects)	10 Business Days
Outward Orders	6 Business Days
NJ:	
Inward Orders (not projects)	10 Business Days
Outward Orders	6 Business Days
MD, VA, WV:	Pending independent Telco negotiations. Exchange Carrier Services is contacted

Not for use or disclosure outside the Verizon Companies except under written agreement.

	Intervals for Unbundled Network Elements	
	REVISED February 4, 2002	
All Intervals are Business Days Unless Otherwise Noted****		
BA-NY = New York		
BA-NE = Massachusetts, Maine, New Hampshire, Vermont, Rhode Island		
BA-S = Pennsylvania, New Jersey, Maryland, Delaware, Virginia, West Virginia, Washington D.C.		
UNE		
Service		
LOOP (NY, NE & S)	**Interval**	
NEW INSTALLS		
2 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	**SMARTS**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**SMARTS**	
6+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**Greenlight Date**	
11-20	**10 Days**	
21+	**Negotiated***	
Disconnects	**2 Days**	
2 Wire Analog Loops -CSS		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Disconnects	**2 Days**	
2 Wire Digital Loop-ISDN Qualified including V-Loops		

BA-NY:		
1-9 Loops	**SMARTS**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**SMARTS**	
6+	**Negotiated***	
Loop Qualification	**3 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**9 Days (includes loop qualification/facility check)**	
11-20	**13 Days (includes loop qualification/facility check)**	
21+	**Negotiated***	
Disconnects	**2 Days**	
House and Riser		
BA-NY:		
1-9 Loops	**SMARTS**	
10+	**Negotiated***	
Disconnects	**SMARTS**	
BA-NE:		
1-9 Loops	**SMARTS**	
10+	**Negotiated***	
Disconnects	**SMARTS**	
BA-S:		
1-9 Loops	**N/A**	
10+	**N/A**	
Disconnects	**N/A**	
4 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	**Greater of 7+ Days or SMARTS**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**Greater of 7+ Days or SMARTS**	
6+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-5 Loops	**N/A**	
6+	**N/A**	
Disconnects	**N/A**	

4 Wire Analog Loops-CCS		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Disconnects	**2 Days**	
2 Wire Digital Loops-ADSL Qualified and 2+4 Wire Digital Loops-HDSL Qualified		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Disconnects	**2 Days**	
Digital Design Loops including:		
2W Digital Design Metallic Loop 18-30K ft		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	

Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
2W Digital Design Metallic Loop 18-30K ft w/request for zero bridged tap		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
2W Digital ADSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	

Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
2W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
4W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	

Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
2W Digital with ISDN Electronics		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
4 Wire Digital -DS1 including V-Loops		
BA-NY:		
1-9 Loops	**9 Days (includes loop qualification/facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+6 Days**	
Disconnects		

1-9	**4 Days**	
10+	**6 Days**	
BA-NE:		
1-9 Loops	**9 Days (includes loop qualification/facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+6 Days**	
Disconnects		
1-9	**4 Days**	
10+	**6 Days**	
BA-S:		
1-10 Loops	**13 Days (includes loop qualification/facility check)**	
11+	**Negotiated***	
No Facilities	**ECCD + 10 days**	
Disconnects	**2 Days**	
Digital DS3 Loop including V-Loop		
BA-NY:		
1-9 Loops	**18 Days (includes loop qualification/facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects		
1-9	**4 Days**	
10+	**6 Days**	
BA-NE:		
1-9 Loops	**18 Days (includes loop qualification/facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects		
1-9	**4 Days**	
10+	**6 Days**	
BA-S:		
1-10 Loops	**LAM+18 Days where facilities exist (includes loop qualification/facility check)**	
11+	**Negotiated***	
No Facilities	**ECCD+15 Days facility check done prior to placing order 2 days**	
Disconnects	**2 Days**	
M-Loops		
4 Wire Digital M-Loop-DS1		
BA-NY:		

1-9 Loops	**18 Days (includes loop qualification/facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+ 15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-9 Loops	**18 Days (includes loop qualification/facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+ 15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**13 Days (includes loop qualification/facility check)**	
11+	**Negotiated***	
No Facilities	**ECCD + 10 Days**	
Disconnects	**2 Days**	
2 Wire Analog M-Loops and 2 Wire Digital M-Loops-ISDN		
BA-NY:		
1-10 Loops	**6 Days**	
11+	**Negotiated***	
No Facilities	**ECCD+ 6 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-10 Loops	**6 Days**	
11+	**Negotiated***	
No Facilities	**ECCD+ 6 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
No Facilities	**RCCC 2 Days, FMC 2 Days**	
Disconnects	**2 Days**	
HOT CUTS/SERVICE TRANSFERS		
2 Wire Analog Loops and 2 Wire Digital Loops-ISDN Qualified		
BA-NY:		
1-9 Loops	**5 Days**	
10+	**Negotiated***	
BA-NE:		
1-9 Loops	**5 Days**	
10+	**Negotiated***	
BA-S:		
1-10	**5 Days**	
11-20	**10 Days**	

21+	**Negotiated***	
4 Wire Analog Loops		
BA-NY:		
1-9 Loops	**7 Days**	
10+	**Negotiated***	
BA-NE:		
1-9 Loops	**7 Days**	
10+	**Negotiated***	
BA-S:	**N/A**	
EEL		
DS3 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-S:		
All	**Negotiated***	
Disconnects	**2 Days**	
DS3 EEL Loop		
BA-NY:		
1-9 Loops	**15 Days**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-9 Loops	**15 Days**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**Loop Facility Available Date +15 Days**	
11+	**Negotiated***	
Facility Check	**72 Hours (In addition to 15 day Interval)**	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
DS1 Transport with MUX		

BA-NY:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
DS1 EEL Loop		
BA-NY:		
1-9 Loops	**15 Days (includes 72 hour facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-9 Loops	**15 Days (includes 72 hour facility check)**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**10 Days ***	
11+	**Negotiated***	
Facility Check	**72 Hours (In addition to 15 day interval)**	
No Facilities	**ECCD+ 10 Days**	
Disconnects	**2 Days**	
SWITCH (BA-N&S)		
POTS Platform (Res/Bus w/ zone pricing)		
BA-NY & NE:		
Migration:		
As is:	**Next Day**	
As specified:	**2 Days**	
New Lines:		
1-5 Lines	**Smarts Clock**	
6+ Lines	**Negotiated***	
Facility check	**72 Hours**	
BA-S:		

New 1-5 Platforms (per order)	**Intervals provided by LiveWire**	
New 6-10 Platforms	**5 Days**	
New 11-20 Platforms	**7 Days**	
New 21+ Platforms	**Negotiated***	
As Is Migrations		
Received Electronically	**1 Bus Day Interval**	
via Fax	**2 Bus Day Interval**	
As Specified Migration	**The migration order carries the same interval as stated above for "As Is." The "As Specified" work will carry the interval for the work being requested on the LSR, but will never carry a due date sooner than the actual migration order.**	
UNE Switch Port Analog (Res & Bus)		
BA-NY & NE:		
1-19 Lines (per order)	**2 Days**	
20-100 Lines (w/facilities)	**10 Days**	
Other	**Negotiated***	
Hot Cut-existing customer	**5 Days**	
BA-S:		
1-5 Ports (per order)	**Interval provided by LiveWire**	
6-10 Ports	**5 Days**	
11-20 Ports	**7 Days**	
21+ Ports	**Negotiated***	
FEATURE/SERVICE CHANGES		
BA-NY & NE:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling, All Phonesmart (including Call Blocking, Anonymous Call Rejection, Call Return, and Call Trace), Repeat Dialing.	**LSR Received by 3 p.m. (EST) Same Day. LSR Received after 3 p.m. (EST) Next Day.**	
Telephone Number Changes	**Issued before 12 Noon (EST) Today by 7 p.m. Issued after 12 Noon (EST) Next Day by 7 p.m.**	
Other Features:		
Caller ID, Caller ID With Name, Call Waiting ID, Call Waiting ID With Name, Call Manager, Call Manager With Name.	**4 Days**	
Remote Call Forwarding	**2 Days**	
Hunting	**1 Day**	
Distinctive Ringing	**1 Day**	
Suspend, Block, or Restore Orders.	**1 Day**	

BA-S:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling.	**LSR received before 12 Noon (EST) Same Day LSR received after 12 Noon (EST) Next Business Day**	
Other Features:		
Caller ID/Deluxe, Call Waiting ID, Call Manager.	**2 Days**	
Remote Call Forwarding Single Path	**2 Days**	
Remote Call Forwarding Multipath	**Same as Analog Pots Ports**	
Hunting	**3 Days**	
Distinctive Ringing	**1 Day**	
Suspend, Restore, Disconnect Orders.	**LSR received before 12 Noon (EST) Same Day LSR received after 12 Noon (EST) Next Business Day**	
PIC Change Only	**LSR received before 2 p.m. (EST) Same Day LSR received after 2 p.m (EST) Next Business Day**	
UNE Switch Port Centrex		
BA-NY & NE:		
Analog (Migration or New)		
1-20 Ports (w/ Standard Features)	**10 Days**	
21+ Ports (w/ Standard Features)	**Negotiated***	
Any Ports w/ Non-Standard Features	**Negotiated***	
BA-S:		
Analog		
1-10 Ports (per order)	**5 Days**	
11-20 Ports	**7 Days**	
21+ Ports	**Negotiated***	
ISDN		
1-5 Ports	**5 Days (Delaware: 20 Days)**	
6+ Ports	**Negotiated***	
DS1 - DID, DOD, PBX Port Interface		
BA-NY & NE:		
Ports		
1 - 4 Ports	**20 Days ***	
4 + Ports	**Negotiated***	
BA-S:		
Switched DS1 Port		
1-4 Ports	**16 Days ***	
5-9 Ports	**20 Days ***	
10+ Ports	**Negotiated***	

***Plus 4 Days pre-provisioning process check**		
UNE Switch Port/Platform Basic Rate Interface - ISDN Port		
BA-NY & NE:		
Migration/New		
1-12 lines	**8 Days**	
13+ Lines	**Negotiated ***	
BA-S:		
Port:		
1-5 Ports (per order)	**5 Days (Delaware: 20 Days)**	
6+ Ports	**Negotiated***	
Platform:		
1-10 Platforms (per order)	**6 Days**	
11-20 Platforms	**10 Days**	
21+ Platforms	**Negotiated***	
Migration or New		
1-5 Platforms (per order)	**5 Days (Delaware: 20 Days)**	
6+ Platforms	**Negotiated***	
Primary Rate Interface - ISDN Port		
BA-NY & NE:		
Ports		
1- 4 Ports	**20 Days ***	
4+ Ports	**Negotiated ***	
BA-S:		
1-4 Ports	**18 Days ***	
5-9 Ports	**26 Days ***	
20+ Ports	**Negotiated***	
***Plus 4 Days pre-provisioning process check**		
UNE Switch Port TR008 BA NY, NE and BA-S	**Negotiated***	
PAL/Coin Platform		
BA-NY & NE		
Migration:		
As is:	**Next Day**	
As specified	**2 Days**	
New Lines:		
1 - 5 Lines	**Smarts Clock (POTS)**	
6+ Lines	**Negotiated***	
Facility Check	**72 Hours**	
BA-S:		
New 1 - 5 Platforms (per order)	**Intervals provided by Livewire**	

New 6-10 Platforms	**5 Days**	
New 11-20 Platforms	**6 Days**	
New 21 + Platforms	**Negotiated***	
Migration As Is		
LSR received before 12 noon	**Same Day**	
LSR received After 12 noon	**Next Day**	
Migration As Specified	**2 Days**	
UNE Switch Port Coin/PAL		
BA-NY & NE:		
1-19 Lines (per order)	**2 Days**	
20-100 Lines (w/facilities)	**10 Days**	
Other	**Negotiated***	
Hot-Cut-existing Customer	**5 Days**	
BA-S:		
PAL Port		
1-10 Ports (per order)	**3 Days**	
11-20 Ports	**6 Days**	
21+ Ports	**Negotiated***	
Coin (UCP) Port		
1-10 Ports (per order)	**3 Days**	
11-20 Ports	**6 Days**	
21+ Ports	**Negotiated***	
UNE Switch Port SMDI (BA-N&S)	**Negotiated***	
Interoffice Facilities (BA-N&S)		
Dedicated IOF DS1 Transport		
Facilities Check	**72 Hours**	
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
***15 Days includes facility check**		
Facilities not available	**Negotiated***	
Dedicated IOF DS3 Transport		
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days**	
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
***15 Days includes facility check**		
Facilities not available	**Negotiated***	

Dedicated IOF OC-n Transport (NY, NE)	**Negotiated***	
Dedicated STS-1 IOF Transport (NY)	**Negotiated***	
Unbundled Multiplexing (3/1, 1/0)		
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
*** 15 Days includes facility check**		
Facilities not available	**Negotiated***	
Low Speed (DS1, Voice Grade) Connections from MUX		
Quantity 1-8	**15 days from installation of MUX**	
Quantity >8	**Negotiated***	
Unbundled Dedicated Trunk Ports, Extended Dedicated Trunk Ports		
New Trunk Group 1-240 trunks (1-10 DS1s)	**60 business days**	
Add to existing groups 1-96 trunks (1-4 DS1s)	**30 business days**	
Number of trunks exceeds above	**Negotiated***	
Dark Fiber (MA/NH/RI only)	**Negotiated***	
AIN/SS7 (BA-N&S)		
SS7 - Access to STPs	**Negotiated***	
SS7 - Query Access to call related IN db (LIDB)	**Negotiated***	
SS7 - Query Access to call related IN db (800/888)	**Negotiated***	
SS7 - Query Access to call related AIN db.	**Negotiated***	
SS7 - Query Access to LNP db	**Negotiated***	
Service Mgmnt System/Service Creation - AINService Development	**Negotiated***	
CLEC AIN Service Deployment-Mass Mkt	**Negotiated***	
CLEC AIN Service Deployment-Complex	**Negotiated***	
AIN Trigger Access-Line Based/Subscribed Triggers	**Negotiated***	

AIN Trigger Access-Other(Office Based Triggers)	**Negotiated***	
Number Portability		
BA-NY & NE		
Local Number Portability (LNP) without unbundled Loops	**Intervals apply when appropriate facilities are available.**	
1-19 Lines/numbers	**3 Days**	
20-100 Lines	**10 Days**	
Over 100 Lines	**Negotiated***	
LNP with unbundled Loops	**Loop intervals apply but not less than 3 days**	
BA-S		
Local Number Portability (LNP) without unbundled Loops		
1-50 Lines	**3 Days**	
51-100 Lines	**4 Days**	
101-200 Lines	**5 Days**	
Over 200 Lines	**Negotiated***	
LNP with unbundled Loops	**Loop intervals apply but not less than 3 days**	
Directory Assistance		
CLECs customer's information incorporated into database	**2 days**	
DA Trunks to TOPS Tandem Provisioning Intervals		
If Facilities are available	**18 days**	
If Facilities are not available	**Negotiated***	
Line Identification Database ("LIDB"):		
CLECs customer's information incorporated into database	**2 Days**	
Operator Services:		
Provisioning of FG C-type Modified Operator Services Signaling Trunks:		
If Facilities are available:	**18 days**	
If Facilities are not available:	**Negotiated***	
LINE SHARING AND LINE SPLITTING		
NEW YORK AND NEW ENGLAND		
1-5 LOOPS	**3 BUS DAYS**	

6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
BA SOUTH		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE W/ DSL PREMIS		
1-5 LOOPS	6 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE EXCEPTIONS		
PENNSYLVANIA		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	3 BUS DAYS	
10+ LOOPS	3 BUS DAYS	
20+	6 BUS DAYS	
MARYLAND		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
RESOLD DSL OVER RESOLD VOICE		
BA NO & SO		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	

*** In NY implementation intervals begin upon receipt of application in all other states implementation intervals begin upon acceptance of the JO**		
**** Conditioned space/special construction required**		
*****Initial/Subsequent**		
***The term "*negotiated*" refers to the Internal/VZ negotiating done within various provisioning organizations.**		
****** Intervals apply to standard arrangements which were properly forecast. Intervals for non-standard arrangements shall be mutually agreed upon by the CLEC and Verizon.**		

UNE-P Standard Intervals

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Verizon-South

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only):	**DUE DATE INTERVAL TO OFFER (all intervals are business days)**: *The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations LSR's received via fax require additional one day to be added to the intervals listed **Unless otherwise noted, cut off time for LSR receipt is 5 p.m.**
Analog POTS Platform(new):	
Analog POTS Platform: residential main line with cut through	LSR received before noon-next day LSR received after noon-min. 2 days
Analog POTS Platform: 1-9 lines	DDA (not to exceed 5 days in NJ)
Analog POTS Platform: 10+ lines	Negotiated*
Platform FX non-designed(MD and VA only):1-9 lines	DDA
Platform FX non-designed(MD and VA only) 10+lines	Negotiated*
Platform Digital Services(new):	
Platform ISDN BRI 1-9 lines	10 days
Platform ISDN BRI: 10+ lines	Negotiated*
Platform ISDN BRI(DE): 1-5 lines	20 days
Platform ISDN BRI (DE): 6+ lines	Negotiated*
Platform ISDN PRI: 1-9 lines	20 days
Platform ISDN PRI: 10+ lines	Negotiated*
ISDN Anywhere(Virtual ISDN)	Use FX intervals
Platform Centrex: up to 20 lines	10 days
Platform Centrex: 20+ lines	Negotiated*
Special Services (new):	
Platform FX(designed): 1-9 lines	10 days
Platform FX(designed): 10+ lines	Negotiated*
Platform Digital Handoff: 1-9 lines	20 days
Platform Digital Handoff: 10+ lines	Negotiated*
I	
Platform Coin Service(POTS):	
1-5 lines	DDA

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SERVICE REQUEST	INTERVAL
6-10 lines	5 days
11-20 lines	6 days
20+ lines	Negotiated*
Platform POTS Features:	
Call Forwarding	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID Deluxe	LSR received before Noon – Today LSR received after Noon – Next Day
Distinctive Ring (formerly Identa-Ring)	1 Day
Hunting rearrangement : 1-20 lines	1 day
Hunting rearrangement: 20+ lines or complex service	Negotiated*
Listings	2 days from service order completion
Priority Call	LSR received before Noon – Today LSR received after Noon – Next Day
PIC/LPIC Change	LSR received before 3 p.m. – Today LSR received after 3 p.m. – Next Day
Repeat Call	LSR received before Noon – Today LSR received after Noon – Next Day
*69 (aka return call)	LSR received before Noon – Today LSR received after Noon – Next Day
Select Forward	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 8	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 30	LSR received before Noon – Today LSR received after Noon – Next Day
Suspend/Restore	LSR received before Noon – Today LSR received after Noon – Next Day
Three Way Calling	LSR received before Noon – Today LSR received after Noon – Next Day
Touch Tone	LSR received before Noon – Today LSR received after Noon – Next Day
Class Blocking/IQ Declass	LSR received before Noon – Today LSR received after Noon – Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before Noon – Today LSR received after Noon – Next Day
Disconnect of Feature	Same day

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Reference #3 http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation

VERIZON-South Migrations-Conversions-Disconnects

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS(POTS)-received electronically	Received before 3pm-next day
	Received after 3pm-2 days
As Is Migrations(POTS)-received via fax	2 days
AS SPECIFIED MIGRATIONS(POTS)	The AS SPECIFIED work will carry the longest of the intervals for the work being requested on the LSR, (such as feature or line additions) but no less than AS IS migration intervals.
As Is migrations (Specials and Centrex)	10 days
As Specified Migrations (Specials and Centrex)	10 days
Disconnects-POTS	Same day
Disconnects-Special Services(BRI, FX, etc.)	4 days
Temporary Suspension and Restoral	LSR received before 3 pm – Today LSR received after 3 pm – Next Day

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Reference #4 [http://www.bell-atl.com/tariffs_info/intra/index.htm**]**