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January 22, 2002

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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 Amended VA Guidelines as ordered in the above-referenced case. Please note that Appendix D has been updated to reflect the holiday schedule for 2002. Verizon Virginia will file its initial proposed changes to these Guidelines, based on the New York consensus and non-consensus metric changes, on February 22, 2002.

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:
Don R. Mueller, Esquire
William Irby
Kathleen A. Cummings
Raymond L. Doggett, Jr., Esquire
Performance Standards/Remedy Plans Subcommittee of the Collaborative Committee

January 22, 2002 Compliance Filing

Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Verizon Reports

January, 2002

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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.

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Ordering Interface	9
PO-2	OSS Interface Availability	3
PO-3	Contact Center Availability	4
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 Ordering Interface

Definition:

This metric measures the response time of the OSS 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: 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.

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 VA'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:

For CLECs for Metrics PO-1-01 through 06 and PO-1-09: $\sum$ Response Times for each transaction divided by the Number of Actual Transactions for each transaction type.

For Verizon Retail for Metrics PO-1-01 through 07 and PO-1-09, and for CLECs for Metric PO-1-07: $\sum$ Response Times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:

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

Products	CLEC Aggregate: • EDI • CORBA • WEB GUI

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**
	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**

[1] There is no Parsed CSR transaction for retail. Therefore, for Metric PO-1-09, basic CSR will be reported for retail performance.

	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [2]	
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.

[2] 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*** 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.

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance-Electronic Bonding. 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:

Metrics PO-2-01 and 03: No standard.

Metric PO-2-02: ≥ 99.5%

Methodology – PO-2 OSS Availability

Verizon uses EnView as one means of monitoring all VZ systems, including Retail OSS. VZ measures reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. EnView is used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, Web GUI, and CORBA interface 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 transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem.

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	**OSS Interface Availability – Total**	
Calculation	**Numerator**	**Denominator**
	Number of hours in month minus the Number of hours interface is not available during month plus scheduled downtime.	Number of Hours in Month.
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.
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.

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.

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-3-01 and 03: No standard
Metrics PO-3-02 and 04: 80% within 30 seconds

Center Hours of Operation

Refer to Verizon website http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-support,FF.html for various center hours of operation schedules.

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

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

Products	• Resale	• UNE

Sub-Metrics

PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to main number through the ACD.	Total Calls Answered by Ordering Center.

Sub-Metrics (continued) Contact Center Availability		
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	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of time from call initiated to call answered for calls placed to the main repair number through the ACD.	Total calls answered by Repair Center.
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:

Performance standards are set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures.

The performance standard for **Metric PO-4-01,** % Change Management Notices sent on time is 95% or greater, and, for **Metric PO-4-03**, no delayed notices and documentation eight (8) or more days late.

For Metric PO-4-02: No standard.
* 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[3]
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

Products	Change Notification: • Type 1 – Emergency Maintenance • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – VZ originated • Type 5 – CLEC originated	Change Confirmation • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – VZ originated • Type 5 – CLEC originated

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.	

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

Function:

PO-5 Average Notification of Interface Outage

Definition:

This metric measures the average amount of time that elapses between VZ identification of an interface outage and VZ notification to CLECs that an outage exists. Notification is provided by electronic mail.

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 maintains a test deck of transactions that are used 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.

Exclusions:

None.

Performance Standard:

Metric PO-6-01: ≤ 5 %

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. Each month, 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 non-emergency software release.

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% according to schedule below.

Metrics PO-7-02 through 04: No standard.

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

Change type	Timeliness standard:
Orders rejected, with no workaround	48 hours
Orders rejected, with workaround	10 days

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** [4]	
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.	

[4] 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 Holiday Hours – Weekend Hours are from 5:00 pm Friday to 8:00 am Monday. Holiday Hours are from 5:00 pm of the business day preceding the holiday to 8:00 am of the first business day following the holiday. These hours are excluded from the elapsed time.		
Performance Standard:		
Metric PO-8-01: 95% within 48 Hours **Metric PO-8-02:** 95% within 72 Hours		
Sub-Metrics		
PO-8-01	**Average Response Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from receipt of request for Manual Loop Qualification to distribution of Loop Qualification information.	Number of Manual Loop Qualification transactions.
PO-8-02	**% On Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Count 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.

Note:

Metric PO-8-01 is intended to measure the timeliness of provision of manual loop qualification information where such information is provided on a stand-alone basis separate from the LSR process. The metric will be implemented when Verizon VA, after completion of the applicable change management notice processes, begins to provide manual loop qualification information on a stand-alone basis separate from the LSR process.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	14
OR-2	Reject Timeliness	12
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	12
OR-5	Percent Flow-Through	3
OR-6	Order Accuracy	3
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1

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. 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.

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

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) are not placed in the PON Master File.
(2) Verizon VA includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to VerizonVA's error in initial confirmation[5] 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 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing orders that were pre-qualified.

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

Exclusions:

Resale and UNE:

- VZ Test Orders [6]
- 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-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through):[7]
  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

  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.

[6] VZ-Test Orders – see Glossary.

[7] 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.

Report Dimensions	
Company: • CLEC Aggregate [8] • CLEC Specific	Geography: • Virginia

Performance Standard: OR-1 Order Confirmation Timeliness

Metrics OR-1-02, 04, 06, 08, 10, 12, 13, and 19: 95% On Time according to the schedule below.

Metrics OR-1-01, 03, 05, 07, 09, and 11: No standard.

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[9] **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: 72 hours Special Services: • Orders with no facility check: 48 hours • Orders with facility check: 72 hours **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	Average Local Service Request Confirmation (LSRC) Time (Flow-Through) [10]	
Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time minus order submission date and time for all orders that flow-through to Service Order Processor (SOP) *(e.g. no manual intervention required)* for specified product.	Total number of flow-through LSRs confirmed for specified product.

[8] Excludes Verizon Advanced Data Incorporated

[9] Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary).

[10] VZ will add complex and specials if this type of order is ever eligible for flow-through. However, manual intervention is currently required for both retail and wholesale services for loop qualification or design.

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	**Average LSRC/ASRC Time - No Facility Check (Electronic Submission – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time minus the order submission date and time for all electronically submitted LSRCs/ASRCs, not requiring a facility check, by product group.	Total number of electronically submitted LSRs/ASRs not requiring a facility check confirmed for specified product.
OR-1-04	**% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs 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/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	**Average LSRC/ASRC Time - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time minus the order submission date and time for all electronically submitted orders, requiring a facility check, by product group.	Total number of electronically submitted LSRs/ASRs requiring a facility check, confirmed for specified product.
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, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & 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	**Average ASRC Time - No Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time minus order submission date and time for all orders submitted by fax or mail, not requiring a facility check, by product group.	Total number of faxed or mailed ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	**% On Time ASRC - No Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs, 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 ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	**Average ASRC Time – Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time minus the order submission date and time for all orders requiring a facility check submitted by fax or mail, by product group.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-10	**% On Time ASRC - Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, DS1 & DS3) • Specials DS0 • 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	**Average Firm Order Confirmation (FOC) Time**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of order confirmation date and time minus submission date and time for trunk orders.	Number of orders confirmed.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within specified interval.	Number of orders confirmed.
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.	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.

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) are not placed in the PON Master File.
(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 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing 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-2-01 and OR-2-02: SOP scheduled downtime hours (Flow-through):[11]
  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

  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.

[11] 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

Report Dimensions :	
Company: • CLEC Aggregate [12] • CLEC Specific	Geography: • Virginia

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.

[12] 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.

Metrics OR-2-01, 03, 05, 07, 09, and 11: No standard.

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: [13] • 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: 72 hours Special Services: [14] • Orders with no facility check: 48 hours • 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	**Average Local Service Request (LSR) Reject - Time (Flow-Through)**	
Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time minus order submission date and time for all orders that flow-through to SOP *(e.g. no manual intervention required)* for specified product.	Total number of flow-through LSRs rejected for specified product.
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**
	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.

[13] Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary)

[14] Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary)

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	**Average LSR/ASR Reject Time - 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 • Specials
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time minus the order submission date and time for all electronically submitted LSRs/ASRs, not requiring a facility check, that were rejected for specified product.	Total number of LSRs/ASRs electronically submitted not requiring a facility check rejected for specified product.
OR-2-04	**% On Time LSR/ASR 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 • 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/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	**Average LSR/ASR Reject Time - 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 • Specials
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time minus order submission date and time for all electronically submitted LSRs/ASRs, requiring a facility check rejected for specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.

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 • 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	**Average Reject Time - No Facility Check (Fax)**	
Products	UNE*:* • Specials	
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time minus order submission date and time for all orders not requiring a facility check submitted by fax, by product group.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
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	**Average Reject Time - Facility Check (Fax)**	
Products	UNE*:* • Specials	
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time minus order submission date and time for all orders requiring a facility check submitted by fax, by product group.	Total number of faxed rejects requiring a facility check rejected for specified product.
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	**Average Trunk ASR Reject Time**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Sum of reject date minus submission date for rejected ASRs for trunk orders with less than 192 trunks.	Number of rejected trunk orders for less than 192 trunks.
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 Ordering Interface (Request Manager), not just those with associated bill completions. **Note:** Edit Rejects (orders failing basic front-end edits) are not placed in the PON Master File.		
Exclusions:		
• VZ Test Orders		
Performance Standard:		
Metric OR-3-01: No standard. **Metric OR-3-02:** 95%		
Report Dimensions		
Company: • CLEC Aggregate [15] • 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 with unique PONs 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

[15] Excludes Verizon Advanced Data Incorporated

Function:

OR-4 Timeliness of Completion Notification

Definition:

This metric measures the timeliness of completion notification.

Resale and UNE:

Completion Notification Response Time:
The elapsed time between the actual order completion in the billing system or Service Order Processor (SOP) and the distribution of the order completion notification. If multiple orders were generated from a single CLEC/Reseller request, the measure is taken between the completion of the last order associated with the request and the distribution of the completion notification.

Completion notifications for Resale and UNE orders received via, EDI or WEB/GUI are delivered mechanically via the same interface.

Average Completion Notification Response Time For Resale and UNE:
The mean of all completion notification response times associated with a product group.

Percent On Time:
The percentage of completion notifications sent within the agreed upon timeframes as specified in the Performance Standards.

Note: Rejected Orders (orders failing basic front-end edits) are not placed in the PON Master File.

Exclusions:

- Verizon Test Orders

Performance Standard:

Metrics OR-4-01 and 04: No standard.

Metrics OR-4-02 and 05, % On Time:
95% by next business day at noon.

Metrics OR-4-06, 07, and 08: Parity with Retail.
Metric OR-4-11: Not more than 5%.
Metrics OR-4-12 and OR-4-14: 95%.
Metrics OR-4-13 and OR-4-15: 99%.

Report Dimensions

Company:	Geography:
• VZ Retail (where applicable) • CLEC Aggregate [16] • CLEC Specific	• Virginia

[16] Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification			
OR-4-01	**Completion Notice – Average Response Time**		
Products	Resale		UNE
Calculation	**Numerator**		**Denominator**
	Sum of the notification date and time minus the CRIS bill completion date and time for specified product.		Total number of completion notices for specified product.
OR-4-02	**Completion Notice – % On Time**		
Products	Resale		UNE
Calculation	**Numerator**		**Denominator**
	Number of completion notices where the notice occurs on or before noon the next business day after bill completion		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-03	**Metric not in use in Virginia.**		
OR-4-04	**Work Completion Notice – Average Response Time**		
Products	Resale		UNE
Calculation	**Numerator**		**Denominator**
	Sum of SOP notification date and time less SOP completion date and time for specified product.		Total number of SOP completion notices for specified product.
OR-4-05	**Work Completion Notice – % On Time**		
Products	Resale		UNE
Calculation	**Numerator**		**Denominator**
	Number of SOP completion notices where notice occurs on or before noon the next business day after SOP completion for specified product.		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-06	**Average Duration – Work Completion (SOP) to Bill Completion**		
Products	Retail	Resale	UNE
Calculation	**Numerator**		**Denominator**
	Sum of date and time for Bill completion less date and time for SOP completion.		Number of orders with SOP and Bill completions.
OR-4-07	**% SOP to Bill Completion >= five (5) Business Days**		
Products	Retail	Resale	UNE
Calculation	**Numerator**		**Denominator**
	Number of orders where date and time for Bill completion minus date and time for SOP completion is greater than or equal to five (5) business days.		Number of orders with SOP and Bill completions.

Sub-Metrics Timeliness of Completion Notification, continued			
OR-4-08	**% SOP to Bill Completion > one (1) Business Day**		
Products	Retail	Resale	UNE
Calculation	**Numerator**	**Denominator**	
	Number of orders where date and time for Bill completion minus date and time for SOP completion is greater than one (1) business day.	Number of orders with SOP and Bill completions.	
OR-4-11 through OR—4-15 Products	Resale	UNE	
OR-4-09	**Not included in Virginia C2C guidelines**		
OR-4-10	**Metric not in use in Virginia**		
OR-4-11	**% Completed orders without either a PCN or BCN**		
Calculation	**Numerator**	**Denominator**	
	Total number of orders in the denominator for which neither a PCN nor a BCN exists with a time-stamp in Request Manager within three (3) business days of SOP completion.	Number of SOP completed orders during the report period.	
OR-4-12	**% Due Date to PCN within two (2) Business Days**		
Calculation	**Numerator**	**Denominator**	
	Number of PCNs sent within two (2) business days of due date.	Number of orders with due dates in the calendar month.	
OR-4-13	**% Due Date to PCN within five (5) Business Days**		
Calculation	**Numerator**	**Denominator**	
	Number of PCNs sent within five (5) business days of due date.	Number of orders with due dates in the calendar month.	
OR-4-14	**% Due Date to BCN within four (4) Business Days**		
Calculation	**Numerator**	**Denominator**	
	Number of BCN sent within four (4) business days of due date.	Number of orders with due dates in calendar month.	
OR-4-15	**% Due Date to BCN within seven (7) Business Days**		
Calculation	**Numerator**	**Denominator**	
	Number of BCNs sent within seven (7) business days of due date.	Number of orders with due dates in calendar month.	

Note: Because of the manner in which SOACS interacts with Request Manager and CRIS, SOACS does not have the ability to meet the standards for Metrics OR-4-11 through 15. Verizon is unable to measure SOACS ordering transactions separately from expressTRAK ordering transactions. Accordingly, until July 1st, 2002, the measured intervals for Metrics OR-4-11 through 15 will be as follows: OR-4-11, four (4) business days; OR-4-12, three (3) business days; OR-4-13, six (6) business days; OR-4-14, six (6) business days; and, OR-4-15, nine (9) business days.

Function:

OR-5 Percent Flow-Through

Definition:

This metric measures the percent of valid orders received through the electronic ordering interface (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) are not placed in the PON Master File.

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 and 02: No standard developed for total flow-through or simple 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/ASR records (orders) for specified product.

Sub-Metrics – OR-5 % Flow-through (continued)		
OR-5-02	**% Flow-through – Simple**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow-through for specified product minus CENTREX and Specials.	Total number of LSR/ASR records (orders) for specified product minus CENTREX and Specials.
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 orders with error. The second measure is focused on the percent of fields populated correctly.

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 and for orders with Directory Listing Requests) 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-6-02: No standard.

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	• 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	**% Accuracy – Opportunities**	
Calculation	**Numerator**	**Denominator**
	Number of fields sampled minus fields with Verizon errors for specified product.	Number of fields sampled for specified product.
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[17]	
Products	• Stand-alone Directory Listing Orders[18] • 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.

[17] 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.

[18] 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[19] • CLEC Specific	Geography: • Virginia	
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01	**% Order Confirmations/Rejects Sent Within 3 Business Days**	
Products	Resale	UNE Platform UNE Loop
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations plus rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

[19] Excludes Verizon Advanced Data Incorporated

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 [20] • 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.

[20] 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 [21] • 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.

[21] Excludes Verizon Advanced Data Incorporated

Section 3

Provisioning Performance

(PR)

	Function	Number of Sub-metrics
PR-1	Average Interval Offered	10
PR-2	Average Interval Completed	11
PR-3	Completed within Specified Number of Days (1-5 Lines)	11
PR-4	Missed Appointments	8
PR-5	Facility Missed Orders	3
PR-6	Installation Quality	3
PR-7	Jeopardy Reports	1
PR-8	Open Orders in a Hold Status	2
PR-9	Hot Cut Performance	4

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 line sharing.

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[22]).
- 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): Parity with VZ Retail.

Metrics PR-1-01 and 02, UNE 2 Wire xDSL Loops: No standard.

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 documented in Appendix L for the specific intervals offered for products and services.

Report Dimensions

[22] 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.

Company: • VZ Retail • VADI [23] • CLEC Aggregate [24] • CLEC Specific	Geography: • POTS and Complex: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

[23] Reported for DSL metrics only
[24] Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	**Average Interval Offered – Total No Dispatch**		
Products	Retail/VADI:[25] • POTS: Residence • POTS: Business • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services • Specials	UNE: • POTS – Hot Cut Loop • POTS – Platform • POTS – Other (UNE Switch & INP) • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
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	Retail/VADI: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • 2-Wire Digital Services • Specials	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
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	Retail: • POTS: Residence • POTS: Business	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	Retail: • POTS – Total	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.	

[25] "Retail/VADI" – see Glossary.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**		
Products	Retail: • POTS - Total	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	Retail: • Specials	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	Retail: • Specials	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	Retail: • Specials	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	Retail: • IXC FGD Trunks	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	Retail: • POTS (including Complex) • Specials	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 Average Interval Completed

Definition:

This metric measures the average interval completed. The Average Interval completed for POTS and Specials is the average number of business days between order application date and actual work completion 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.
Coordinated Cut-over (Hot Cut) Loop orders are considered complete according to definition documented in the PR-9 Hot Cut metric section of this document.

DSL Loops are considered complete according to definition documented in the PR-4 metric section of this document.

Average Interval Completed Trunks: The Average Interval Completed for Trunks is the amount of time in business days between receipt of a clean ASR (received date restarted for each supplemental order) and the date the order is completed and the customer is notified. Measures service orders **completed** between the measured dates.

Note:
(1) Sub-metrics reported according to line size groupings are based on the total lines in the orders.

Exclusions:

- VZ Test Orders
- Orders where customers request a due date that is 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 they are completed).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- 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).For 2 Wire Digital Services, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing, orders missed due to facility reasons.
- Trunks orders where the customer desired due dates are > 18 days.
- Disconnects are excluded from all sub-metrics ***except*** sub-metric PR-2-18, which measures disconnects.

Performance Standard:

Metrics PR-2-01 through 09 and PR-2-18 (except PR-2-01 and 02, UNE 2 Wire xDSL Loops): Parity with VZ Retail.

Metrics PR-2-01 and 02, UNE 2 Wire xDSL Loops: No standard.

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 documented in Appendix L for intervals on specific products and services.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: : NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

Sub-Metrics – PR-2 Average Interval Completed			
PR-2-01	**Average Interval Completed – Total No Dispatch**		
Products	Retail: • POTS: Residence • POTS: Business • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services • Specials	UNE: • POTS – Hot Cut Loop • POTS – Platform • POTS – Other (UNE Switch & INP) • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of the completion 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-2-02	**Average Interval Completed – Total Dispatch**		
Products	Retail/VADI • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • 2-Wire Digital Services • Specials	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus the application date for orders with an outside dispatch in product groups.	Number of orders for orders with an outside dispatch in product groups.	
PR-2-03	**Average Interval Completed – Dispatch one (1) to five (5) Lines**		
Products	Retail: • POTS: Residence • POTS: Business	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus the application date for POTS orders with one (1) to five (5) lines with an outside dispatch in product groups.	Number of orders for POTS orders with one (1) to five (5) lines with an outside dispatch in product groups.	
PR-2-04	**Average Interval Completed – Dispatch six (6) to nine (9) Lines**		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus the application date for POTS orders with six (6) to nine (9) lines with an outside dispatch in product groups.	Number of orders for POTS orders with six (6) to nine (9) lines with an outside dispatch in product groups.	

Sub-Metrics – PR-2 Average Interval Completed(continued)			
PR-2-05	**Average Interval Completed – Dispatch [3] 10 Lines**		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus the application date for POTS orders with 10 or more lines with an outside dispatch in product groups.	Number of orders for POTS orders with 10 or more lines with an outside dispatch in product groups.	
PR-2-06	**Average Interval Completed – DS0**		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus application date for Special Services DS0 orders.	Number of orders for Special Services DS0 orders.	
PR-2-07	**Average Interval Completed – DS1**		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus application date for Special Services DS1 orders.	Number of orders for Special Services DS1 orders.	
PR-2-08	**Average Interval Completed – DS3**		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus application date for Special Services DS3 orders.	Number of orders for Special Services DS3 orders.	
PR-2-09	**Average Interval Completed – Total**		
Products	Retail: • IXC FGD Trunks (≤ 192 Trunks) • IXC FGD Trunks (> 192 & Unforecasted Trunks)	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus the application date for orders within product groups.	Number of orders for orders within product groups.	
PR-2-10 to 17	**Metrics not in use in Virginia**		
PR-2-18	**Average Interval Completed – Disconnects**		
Products	Retail: • POTS (including Complex) • Specials	Resale: • POTS (including Complex) • Specials	UNE: • POTS (including Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date minus application date for disconnect (D&F) orders within product group.	Number of disconnect orders for product group.	

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.
- Except for Metric PR-3-11, orders for 2 Wire Digital Services and 2 Wire xDSL Services that require a manual loop qualification.

  Note: 2-Wire xDSL 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 Service, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing missed due to facility reasons.

Performance Standard:

Metrics PR-3-01 through 10 (except PR-3-03, UNE 2 Wire xDSL Line Sharing, PR-3-08 UNE Hot Cut Loops, and PR-3-10, UNE 2 Wire xDSL Loops): Parity with VZ Retail.

Metric PR-3-08, UNE Hot Cut Loops: 95%.

Metrics PR-3-03 and 11, UNE 2 Wire xDSL Line Sharing: Parity with VADI.

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

Refer to the Verizon web-site documented in Appendix L for information on specific products and services.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS: NOVA, Central (Richmond), Eastern, Western

Sub-Metrics			
PR-3-01	**% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch**		
Products	Retail: • POTS – Total	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP)
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	**% Completed in two (2) Days one (1) to five (5) Lines – No Dispatch**		
Products	Retail: • POTS – Total	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP)
Calculation	**Numerator**	**Denominator**	
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is two (2) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-03	**% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch**		
Products	Retail/VADI: • POTS – Total • 2 Wire XDSL Line Sharing	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP) • 2 Wire XDSL Line Sharing
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	**% Completed in one (1) Day one (1) to five (5) Lines – Dispatch**		
Products	Retail: • POTS – Total	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP)
Calculation	**Numerator**	**Denominator**	
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of 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-3-05	**% Completed in two (2) Days one (1) to five (5) Lines – Dispatch**		
Products	Retail: • POTS – Total	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP)
Calculation	**Numerator**	**Denominator**	
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is two (2) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.	
PR-3-06	**% Completed in three (3) Days one (1) to five (5) Lines – Dispatch**		
Products	Retail: • POTS – Total	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP)
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	**% Completed in four (4) Days one (1) to five (5) Lines – Total**		
Products	Retail/VADI: • POTS – Total •	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP) •
Calculation	**Numerator**	**Denominator**	
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is four (4) or fewer days.	Number of POTS orders with one (1) to five (5) lines.	
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)	Retail: • POTS – Total	Resale*:* • POTS – Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP) • 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**		
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	Retail/VADI: • POTS – Total • ISDN (2 wire digital) • 2 wire xDSL – Loops • 2-Wire xDSL - Line Sharing	Resale*:* • POTS - Total	UNE*:* • POTS – Platform & Other (UNE Switch & INP) • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing
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 [26]**		
Products	Retail/VADI: • 2 wire xDSL Loops • 2-Wire xDSL - Line Sharing	UNE*:* • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing	
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.	

[26] 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 and 2 Wire xDSL Services, orders missed for facility reasons.

Performance Standard:

Metrics PR-4-01, 02, 04, and 05 (except PR-4-04, UNE 2 Wire xDSL Loops): Parity with VZ Retail.
Retail Comparison for UNE IOF is Retail DS3 and for UNE EEL is Retail DS1.
Retail Comparison for Metric PR-4-02, UNE 2 Wire xDSL Loops, is Retail Specials DS0.

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.[27]

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

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

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	Retail: • DS0 • DS1 • DS3 • Specials Other • IXC Feature Group D (FGD) Trunks	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	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials – Total • DS0 • DS1 • DS3 • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services. • Specials Total	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 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	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • DS1 • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • EEL • 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.

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-04	**% Missed Appointment – Verizon – Dispatch**		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
Products	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • Loop – New • Loop – Hot Cut • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing
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	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • Loop – Hot Cut • POTS – Other • 2 –Wire Digital Services • 2-Wire xDSL - Line Sharing
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.	

Sub-Metrics (continued) PR-4 Missed Appointments		
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: • POTS • 2-Wire Digital Services. • Specials	UNE: • Platform • Loop – Hot Cut • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 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 [MAC = SC]) 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.

Function:

PR-5 Facility Missed Orders

Definition:

This metric measures facility missed orders.

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.

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 complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with VZ Retail.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: 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	Retail/VADI: • POTS • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • IXC FGD Trunks	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing if applicable to process)	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.	

Sub-Metrics (continued) Facility Missed Orders				
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	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing.	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/Dispatched Orders completed more than 60 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: • POTS • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • Loop • Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of trunks/dispatched orders where the completion date minus due date is more than 60 days for Company Facility reasons for product group.		Number of trunks/dispatched orders completed for product group.	

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.
- For Metric PR-6-01, 2 wire xDSL Services troubles reported by CLECs that do not participate in cooperative testing.

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:

Metrics PR-6-01 and 02 (except PR-6-02, UNE POTS – Loop Hot Cut): Parity with VZ Retail For Found Troubles (For PR-6-01, UNE 2 Wire xDSL Loops, the comparison is to Retail POTS-Dispatch.)

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	• POTS: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: 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	Retail/VADI: • POTS • POTS-Dispatch • 2 wire digital services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	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. • 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	Retail: • POTS	Resale: • POTS	UNE: • POTS – Loop - Total • POTS – Loop Hot Cut • POTS - Platform	
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	Retail/VADI: • POTS • 2 wire digital services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 wire Digital Services (ISDN) • Specials	UNE: • POTS – Loop • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 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 Jeopardy Reports

Definition:

This metric measures the percent of orders, completed or cancelled, identified with a jeopardy condition. CLECs are provided with jeopardy notices, unless they specifically agree or request, in writing, not to receive them. The jeopardy notifications are now available to all CLECs and Resellers in Virginia . These notices are posted twice daily for CLECs to retrieve on the WEB server. All CLECs and Resellers in Virginia currently have these posted.

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 or cancelled.

Report Dimensions

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

Performance Standard:

Jeopardy Status Notification:

Timeliness of notice of jeopardy of Service Order request where a ***miss*** is known in advance of the due date (missed commitment with new date/time) [28]

- Resale and UNE:
- 100% at least 24 hours before due date with facilities
- 100% at least 48 hours before due date without facilities
- Interconnection Trunks: Two (2) days prior to due date.

% Orders with Jeopardy status: Assessed in conjunction with missed appointments.

Sub-Metrics

PR-7-01	**% Orders with Jeopardy Status**	
Products	UNE: • EEL	
Calculation	**Numerator**	**Denominator**
	Number of EEL orders with jeopardy status.	Total EEL orders completed or cancelled.

[28] To the extent that VZ has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date.

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.
For UNE 2W xDSL Loops, the Retail compare is Specials DS0.

Report Dimensions

Company	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	Retail/ VADI: • POTS • 2–Wire Digital Services • 2–Wire xDSL - Line Sharing • Specials DS0 • Specials • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 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	Retail: • POTS • 2–Wire Digital Services • Specials DS0 • 2–Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 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.

From PR-9-09 % Supplemented or Cancelled Orders at Verizon VA's request:

- Hot Cuts where no CLEC dial tone was found on due date-2 test and the CLEC was notified of problem
- Hot Cuts where CLEC dial tone was found on due date-2 test and not present on the due date.

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 and 09: No Standard established

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)[29]. Four (4) hour window applies to start time.

Report Dimensions

Company:	Geography:

[29] 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	• POTS: NOVA, Central (Richmond), Eastern, Western

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 are considered not met. **Note:** 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.**	

Sub-Metrics – Hot Cut Loops (Continued)		
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	**% Supplemented or Cancelled Orders at Verizon Virginia Request**	
Description	Percent of orders supplemented or cancelled by CLEC at the request of Verizon VA as a percent of total Hot Cut orders.	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cuts cancelled or supplemented at VZ Request.	Number of Hot Cut orders completed plus cancelled orders.

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	5
MR-4	Trouble Duration Intervals	10
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. (earlier version Monday through Friday now expanded to seven (7) days, no holiday exclusions) For VZ retail representatives: Retail performance is reported directly from Caseworker R2. 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[30]	
Products	• Retail	• CLEC
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble[31]**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

[30] Initially, performance will be reported for Virginia, Maryland, the District of Columbia, and West Virginia, combined. Caseworker R2 does not have the ability to identify transactions by state. Plans are underway to replace Caseworker R2 with CAD (Common Access Desktop), which will be able to identify transactions by state. Implementation of CAD is expected to begin by the end of 2001.

[31] Initially, Average Response Time for Retail Create Trouble transactions will reflect both Retail Create Trouble and Retail Modify Trouble transactions. Caseworker R2 does not have the ability to identify and measure these transactions separately. Plans are underway to replace Caseworker R2 with CAD (Common Access Desktop), which will be able to separately identify Retail Create and Modify Trouble transactions.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
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**[32]	
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.

[32] Initially, Average Response Time for Retail Modify Trouble transactions will reflect both Retail Create Trouble and Retail Modify Trouble transactions. Caseworker R2 does not have the ability to identify and measure these transactions separately. Plans are underway to replace Caseworker R2 with CAD (Common Access Desktop), which will be able to separately identify Retail Create and Modify Trouble 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 8.8 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. To be used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
POTS:	Number of all trouble reports with found network troubles (trbl_cd is FAC or CO).		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	Retail/ VADI: • POTS • 2 wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	Resale: • POTS • 2 wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing
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	Retail/ VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	Resale: • POTS • 2 wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
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	Retail/ VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
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	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09).	Number of lines in service.	

Function:

MR-3 Missed Repair Appointments

Definition:

This metric measures 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.

Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

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 – Parity with VZ Retail. UNE Loop measurement is compared to Retail Business and Residence combined.

Metrics MR-3-03, 04 and 05 (except Metrics MR-3-04 and 05, UNE 2-Wire xDSL Loops and UNE 2-Wire xDSL Line Sharing): No standard.

Metrics MR-3-04 and 3-05, UNE 2-Wire xDSL Loops and UNE 2-Wire xDSL Line Sharing: Parity with VADI.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: NOVA, Central (Richmond), Eastern, Western

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail/ VADI: • POTS –Business • POTS - Residence • POTS-Total • 2 Wire Digital Services (ISDN) • 2–Wire xDSL Loops • 2–Wire xDSL Line Sharing	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

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).

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail/VADI: • POTS - Business • POTS- Residence • POTS-Total • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	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
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	Retail/ VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
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	**% Missed Repair Appointment – No Double Dispatch**		
Products	Retail/ VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • POTS – Platform • POTS – Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Number of network troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0599) for troubles with a single dispatch.		Number of network troubles (Disposition Codes 03, 04, and 05) for troubles with a single dispatch.

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-05	**% Missed Repair Appointment –Double Dispatch** [33]		
Products	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Number of network troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0599) for troubles with multiple dispatches. **Retail** is measured by individual dispatches on a single trouble. **UNE** is based on double dispatch identifier.		Number of network troubles (Disposition Codes 03, 04, and 05) for troubles with multiple dispatches. **Retail** is measured by individual dispatches on a single trouble. **UNE** is based on double dispatch identifier.

[33] When Verizon VA opens a second trouble report, after an incorrect dispatch by a CLEC, Verizon VA will notify the CLEC by telephone of the second trouble ticket.

Function:

MR-4 Trouble Duration Intervals

Definition:

This metric measures the 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 and Complex** type services this is measured on a *running clock* basis. Run clock includes weekends and holidays.

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 includes weekends and holidays. 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.

Double Dispatch: A trouble that has more than one dispatch before closure. May include more than one outside dispatch or dispatches inside and outside.

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.

Performance Standard:

Parity with VZ Retail. UNE Loop measurement will be compared to Retail Business and Residence combined.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

Sub-Metrics – Trouble Duration Intervals				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • Specials	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	Retail/VADI: • POTS- Business • POTS - Residence • POTS-Total • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	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	
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	Retail/VADI: • POTS- Business • POTS- Residence • POTS-Total • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	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	
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).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-04	**% Cleared (all troubles) within 24 Hours**			
Products	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials	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	Retail: • IXC FGD Trunks		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	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • Platform • Specials	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	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	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).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-08	**% Out of Service > 24 Hours**			
Products	Retail/VADI: • POTS-Business • POTS-Residence • POTS-Total • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials	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	**Mean Time To Repair – No Double Dispatch**			
Products	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing		UNE: • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	
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) for troubles with a single dispatch.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with a single dispatch.	
MR-4-10	**Mean Time To Repair –Double Dispatch**			
Products	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing		UNE: • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing	
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) for troubles with multiple dispatches. **Retail** is measured by the number of individual dispatches on a single trouble. **UNE** is based on double dispatch identifier.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for troubles with multiple dispatches. **Retail** is measured by the number of individual dispatches on a single trouble. **UNE** is based on double dispatch identifier.	

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
- Excluded from the ***repeat*** reports are: subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.

Performance Standard:

Parity with VZ Retail.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• POTS and Complex: NOVA, Central (Richmond), Eastern, Western • Specials & Trunks: Virginia

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail/VADI: • POTS • 2 Wire Digital Services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 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
NP-3	Switching Performance	0
NP-4	Notification of Network Outage	0

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	Retail: • VZ Common Final (Local)Trunks	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:

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 cage until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:

- None

Formula:

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

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 cages 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.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-03	**Average Interval – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation cages completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation cages 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 cages completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Virtual Collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation cage due completion date and due date for missed Physical Collocation cages (including due date extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation cages.
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 cages (including due date extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Function:
NP-3 Switching Performance
Performance Standard:
Parity with Retail - by design of switch
Metrics Not Reported:
Switching performance data will be provided to the Commission in accordance with the requirements of Commission regulation, if any. No additional reporting is required by this metric..

Function:
NP-4 Notification of Network Outage
Performance Standard:
Parity with Retail – Same notification via e-mail distribution list
Metrics Not Reported:
Refer to the CLEC Handbook Series III, Section 8.3.7 for the Network Outage Notification processes.

Section 6

Billing Performance

(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	4
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy	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 three (3), four (4), five (5), and eight (8) 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:		
None		
Formula:		
(Total usage records in "y" business days divided by the total records on file) multiplied by 100 **Note:** y = 3, 4, 5 or 8		
Performance Standard:		
Process is Designed at parity with Retail **Metric BI-1-02:** 95% in Four (4) Business Days. **Metrics BI-1-01, 03, and 04:** No standard.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Virginia	
Sub-Metrics		
BI-1-01	**% DUF in three (3) 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 three (3) days or less.	Number of Usage Records on DUF tapes processed during month.
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	**% DUF in five (5) 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 five (5) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-04	**% DUF in eight (8) 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 eight (8) days or less.	Number of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• None		
Formula:		
(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 [34] within 10 business days of bill date.	Number of Carrier Bills distributed.

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

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percent of carrier bill charges adjusted due to billing errors.		
Exclusions:		
• Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, performance remedies, OOS credits, special promotional credits		
Performance Standard:		
No Performance Standard yet developed.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate	Geography: • Virginia	
Sub-Metrics		
BI-3-01	**% Billing Adjustments – Dollars Adjusted**	
Calculation	**Numerator**	**Denominator**
	Number of dollars adjusted for billing errors.	Total Dollars Billed.
BI-3-02	**% Billing Adjustments – Number of Adjustments**	
Calculation	**Numerator**	**Denominator**
	Number of adjustments for billing errors.	Total Bills.

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) [35]	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.

[35] 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 web-site listed in Appendix L, Product Interval Summary, 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.
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.
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 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	0Total 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)	0actual_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 Verizon'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 Verizon 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.
0
1
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.

0

Timeouts are set at 60 seconds.

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

0Customer Service Record
region specific wholesale CSR
0region specific retail CSR
1Difference

1

2Address Validation
0region specific wholesale ADV
3region specific retail ADV
0Difference

4Due Date Availability
0region specific wholesale DDA
1region specific retail DDA
2Difference

5Telephone Number Select
region specific wholesale TNS
region specific retail TNS
0Difference

Product and Services Availability
0region specific wholesale PSA
region specific retail PSA
0Difference
1
2Basic Loop Qualification
3Region specific wholesale LXR
4Region 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.

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1Holiday Schedule

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3(No staffing or limited staffing of work units.)

The current Verizon holiday schedule is located on the Verizon Wholesale Web Site: URL- http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf. The following is the 2002 holiday schedule.

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	0Memorial 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

Note: Holidays may vary based on collective bargaining agreements.

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.

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.

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2On 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.

3ENHANCED 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

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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

Disposition Code	Trouble was found in:
036x	Reserved for Protective Live Wire
037x	Protection
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

Disposition Code	Trouble was found in:
0478	Fiber Termination Panel
048x	Miscellaneous
0481	Miscellaneous
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)

Disposition Code	Trouble was found in:
058x	Radio System
0580	Other /Came Clear
0581	Maritime
0582	Improved Mobile Telephone Service (IMTS)
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)

Disposition Code	Trouble was found in:
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
099x	Other Switched Services
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

Disposition Code	Trouble was found in:
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
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

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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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 *Includes:* -Local & Foreign Directory Lstg for Straight Main and, Additional Listings -USOC In scope list by state • Resale Account Activity *Includes*:	• 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)

	-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	• 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	• 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 0-2W ADSL zero bridge tap -2W HDSL -2W xDSL

• HDSL • xDSL	Directory Lstg for Straight Main and Additional listings -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

	~~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 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	• 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) • 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

	- 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

0 i.e. Platform to Loop, does not flow through at Level 5.

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

"Appendix I2.xls"

2
3
4All forecasting Guides can be found in the CLEC Handbook, Volume 1
5
6Forecasting Information: CLEC Volume 1, Section 8
7http://128.11.40.241/east/wholesale/resources/master.htm
8
9Forecasting Templates
10 http://128.11.40.241/east/wholesale/resources/master.htm
11

"Appendix J2.xls"

12

2Statistical Methodologies:

3
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:

4Counted Variables:

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

5
6Measured Variables:

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

0
1Note: 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.
2
3Definitions:
4
5Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.
6
7Counted Variables are metrics of proportions, such as percent measures.
8
9_
10X is defined as the average performance or mean of the sample
11S is defined as the standard deviation
12n is defined as the sample size
13p is defined as the proportion, for percentages 90% translates to a 0.90 proportion
14
15
16A ***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.
17
18Sample Size Requirements:
19
20The 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 $n_{INC}p_{INC}(1\text{-}p_{INC})$ and $n_{CLEC}p_{CLEC}(1\text{-}p_{CLEC})$ must be greater than or equal to 5. When the sample size requirement is not met, Verizon will do the following:
21
22
23
24

a.) If the absolute performance for the CLEC is better than Verizon's 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
0test 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:

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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,the 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 behaviorVerizon 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.

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1Documentation:

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3Verizon 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.

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Appendix L

Note: Not all products listed in this appendix are offered in all jurisdictions.

Refer to the Verizon web-site:

http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.html#handbooks

for Product Interval Summary and Product Specifications Information.

Note: Not all products listed in this appendix are offered in all jurisdictions.

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, WVA, 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.~~

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1LSC Confirmation/Order Types:

	Loop			LNP			Platform/PORTS		
	New	Change	Disc.	Port Out	Trigger	Directory List	New	Migrate	Disc
5FIELD 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/UNE-P	MD, DC, WV, VA
Maryland (Silver Spring)	Resale	MD, DC, WV, VA

Long Term Solution: (MD, DC, WVA, 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)
- Application Date
- 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.

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.

Field	**Name**	***6Definition***
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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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.

0TEST DECK
1
2PRE-ORDER AND ORDER WEIGHTS
3
4The Test Deck is currently under development

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).

01/22/2002—Matrix of Changes for Virginia Carrier-to-Carrier Guidelines Compliance Filing

The following changes were made to the October 30, 2001 Guidelines.

6Change #	Metric(s)	Change Made	Rationale
1	Guidelines Introduction/PO-1	Fixed character spacing in document.	Aesthetic, makes Guidelines easier to read.
2	OR-1, OR-2 footnotes	Alter footnotes to reflect July 1, 2002 start date for downtime hours that do not include SOACS downtime hours.	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), p. 4.
3	OR-4-11 through OR-4-15 note	Alter note to reflect July 1, 2002 start date for expressTRAK based intervals.	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), pp. 4-5.
4	OR-6-04	Added Directory Listing sub-metric and related provisions. (See Appendix M revisions, below.)	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), pp. 6, 7.
5	PR-3-08	Add UNE Hot Cut Loops product.	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), p. 10.
6	PR-9-02	Include sub-metric Performance Standard.	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), p. 9.
7	Appendix D	Updated 2001 Holiday Schedule and URL with 2002 information.	2001 Holiday Schedule and URL are outdated.
8	Appendix H	Added language with regard to changes to the list of the types of orders that Flow-Through.	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), p. 11.
9	Appendix M	Added directory listing fields reviewed for Metric OR-6-04.	Metric OR-6-04 was added to the Guidelines per VA Commission order dated Jan. 04, 2002 (PUC010206), pp. 6, 7.
10	Exhibit 1	Added language on reporting dates.	Per VA Commission Order dated Jan. 04, 2002 (PUC010206), p. 13.

7CERTIFICATE OF SERVICE

I hereby certify that on this 22nd day of January, 2002, a copy of Verizon Virginia Inc.'s Amended VA Guidelines in Case Number PUC010206 was sent via
E-Mail, U.S. Mail and/or hand delivered to:

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

_____
Lydia R. Pulley