

March 12, 2001

Mr. William Irby, Director
Division of Communications
Virginia State Corporation Commission
1300 East Main Street
Richmond, Virginia 23219

Dear Mr. Irby:

Re: PUC000026 – Collaborative Committee Performance Standards

As requested in the Collaborative Committee conference call on February 20, 2001, attached is an updated proposal for performance standards and reports from Verizon Virginia. This submission shows the performance standards and reports adopted for use in PUC000035 “redlined” to overlay our proposal of February 5, 2001 for use in the Collaborative Committee.

The Verizon submission reflects the most up to date work done in collaborative processes in other jurisdictions, most notably the New York Consensus proceeding. Because these drafts are intended to be a vehicle for discussion and will be subject to comments from other parties (as well as continuing Verizon internal review), the Verizon reserves the right to propose changes to the draft plans during the Virginia collaborative process.

I look forward to working with you and other members of the Collaborative Committee as we move forward to mutual agreement on a performance standard plan for Virginia.

Sincerely,

Attachments

Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports

-March 12, 2001

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INTRODUCTION

These “Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports” provide the measurements and performance standards that will be applicable to Verizon Virginia Inc. (“Verizon”). A statement of the measurements and standards, the measurement methodologies, and geographic reporting areas, is included. Also included are a glossary and appendices that provide explanatory material related to the measurements and standards. The appendices contain a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon retail services and the delivery of Verizon wholesale services.

Verizon will prepare monthly performance reports setting forth the measured results for each metric. Verizon will furnish to the Virginia State Corporation Commission (“Commission”) the following reports: the report for Verizon Retail performance; the report for CLEC Aggregate performance; the report for Verizon Affiliate Aggregate performance; and, the report for Verizon Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier (“CLEC”), Verizon will furnish to the CLEC the following reports: the report for Verizon Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for Verizon Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with Verizon and the agreement between Verizon and the CLEC has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

, Verizon will provide the reports by placing them on an Internet site.¹

¹ If at the time Verizon begins to provide the reports the internet site is not yet ready, Verizon will provide the reports to the Commission and CLECs on computer disk(s) until the Internet site is ready.

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

Response time – The time, rounded to the nearest 1/100th of a second, for a response to a pre-ordering query. For CLECs, this performance is measured through the access platform. For Verizon, this performance is measured directly to and from the Operations Support System (“OSS”).

Metrics PO-1-01 through 06 and Metric PO-1-09 – Average Response time – For each transaction type, the sum of all the response times for the successful transactions divided by the number of successful transactions.

Metric PO-1-07 – Average Response time – The sum of all the response times for the rejected queries divided by the number of rejected queries.

Rejected Queries – A “Rejected Query” is a query that cannot be processed by Verizon’s pre-ordering system due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender.

Time-out – A time-out is a query for which the requested information or an error message is not provided within 59.99 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. Time-outs are excluded from the calculation of average response time for both EnView measurements and actual response time measurements. Verizon will provide data showing the percentage of attempted transactions that time-out.

Response times will be measured and reported separately for each of the following: EDI, Web GUI and CORBA.²

Methodology:

Verizon Retail - Metrics PO-1-01 through 07 and Metric PO-1-09; CLECs-Metric PO-1-07:

For measuring Verizon Retail performance for Metrics PO-1-01 through 07 and Metric PO-1-09 and CLEC performance for Metric PO-1-07, measurements for EDI, Web GUI and CORBA will be performed by use of EnView (formerly Sentinel). EnView is a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. EnView emulates the transactions of a service representative using the OSS By replicating the keystrokes of a representative, EnView measures transaction time from the point the “enter” key is hit until a response is received back on the display screen. A statistically valid sample size of ten transactions per hour per transaction type is taken from Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

EnView Successful Transactions – A pre-order response time transaction is considered “successful” by the EnView robot when a predefined response is received in a specific field and screen. The robot is coded to wait until the successful response is received. If it is not received within a predetermined amount of time, then a “time-out” is created. The time-out transaction is removed from the average response time queue for that transaction type and listed as a “time-out”.

Each request has a unique name based on time and date. The robot monitors for a matching response, and identifies successful responses by the file extension name. The file extension varies according to whether the transaction is successful or experiences an error condition. (For instance, a successful response for an Address Validation request is identified by a file extension of “.adr.”) The file is read to ensure that it starts and ends with the appropriate indicators for a successful transaction.

² Some types of transactions may not be available through all access platforms (e.g., Parsed CSR is not at present available through Web GUI).

CLECs – Metrics PO-1-01 through 06 and Metric PO-1-09:

For Metrics PO-1-01 through 06 and Metric PO-1-09, Verizon will measure actual response times for CLEC pre-ordering query transactions. Verizon will measure the interval from when a pre-ordering query is received at Verizon's interface until when a response is sent by Verizon. Measurements will be performed Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

Exclusions:

- Sunday, and Holidays, as well as hours outside of the normal Monday through Saturday reporting period (10 PM to 6 AM, Monday through Saturday).
- Response time aberrations occurring due to failures of the **response time measurement systems (e.g. failures of the EnView robot or the network between EnView and the Verizon OSS)**. (If response time aberrations occur due to failures of the **response time measurement systems, Verizon will note such failure times and report the failure times in a footnote on the report.**)

Performance Standard:

For P0-1-01, 02, 03, 05, 06 and 07:

- EDI: Parity with **Verizon** Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)
- Web GUI: Parity with **Verizon** Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.)⁴
- CORBA: Parity with **Verizon** Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)

Metrics PO-1-04 and 09: Parity with **Verizon** Retail plus not more than 10 seconds. (10-Second difference allows for variations in functionality and additional security requirements of interface.)

⁴ Verizon will advise the Commission in January, 2002 whether, based on actual performance of the Web GUI interface, it will be feasible to reduce the Web GUI performance standard interval to an interval that is less than "Parity with Verizon Retail plus not more than 7 seconds."

Response Time OSS Pre-Ordering Interface (continued)		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate 	<ul style="list-style-type: none"> • State 	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	Average Response Time – Customer Service Record	
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 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 Availability⁵	
Calculation	Numerator	Denominator
	Sum of all response times for Product & Service Availability.	Number of Product & Service Availability transactions.
PO-1-05	Average Response Time – Telephone Number Availability & Reservation⁶	
Calculation	Numerator	Denominator
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
PO-1-06	Average Response Time – Facility Availability (ADSL Loop Qualification)	
Calculation	Numerator	Denominator
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions.

⁵ At present, the Product & Service Availability transaction consists of a single query for CLECs, but multiple queries for Verizon Retail. Accordingly, in computing performance results, the time for the single CLEC query will be compared to the sum of the times for the multiple Verizon Retail queries.

⁶ At present, the Telephone Number Availability & Reservation transaction consists of a single query for CLECs, but multiple queries for Verizon Retail. Accordingly, in computing performance results, the time for the single CLEC query will be compared to the sum of the times for the multiple Verizon Retail queries.

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-07	Average Response Time – Rejected Query	
Calculation	Numerator	Denominator
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of simulated rejected query transactions.
PO-1-09	Parsed CSR⁷	
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

⁷ Because there is no Parsed CSR transaction for Verizon Retail, basic Verizon Retail CSR response time (Metric PO-1-01) will be reported for Verizon Retail performance for Metric PO-1-09.

Function:

PO-2 OSS Interface Availability

Definition:

“OSS Interface Availability” measures the time (measured in hours and minutes {as a percentage of an hour}) 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, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Scheduled Availability⁸

Pre-Ordering/Ordering Interface

- Prime Time: 6:00 AM to 10:00 PM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 10:00 PM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Maintenance Interface

- Prime Time: 6:00 AM to 12:01 AM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 AM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Note: the number of hours of downtime will be noted in the reports under “observations”.

Measurements will be reported for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding.

⁸ Scheduled Availability does not include any scheduled interface outage for a major system release, replacement, upgrade or maintenance, if CLECs were provided advance notice of the outage in accordance with the Verizon Change Management Guidelines.

Methodology:

EDI, Web GUI and CORBA.

Verizon will measure availability of the EDI, Web GUI and CORBA interfaces based on: (a) EnView measurement; and, (b) out of service troubles reported by CLECs.

EnView: EnView measurement of availability of the EDI, Web GUI and CORBA interfaces will be as follows:

The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each of EDI, Web GUI, CORBA and OSS. The hours of the day are divided into 6 minute measurement periods.

If an interface for any transaction type in a 6 minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6 minute measurement period is counted as “unavailable.”

If it is determined that no transactions were issued, then the 6 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem.

Verizon will include in its reports, as a footnote, the number of 6 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 6 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 6 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 4880 6 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 6 minute measurement periods lack successful transactions, then availability equals $[1-(12/4880)] \times 100 = 99.75\%$ Availability.

CLEC Trouble Reporting: Out of service troubles must be reported by CLECs to **Verizon's** designated trouble reporting point in accordance with Appendix L.

Electronic Bonding

Verizon will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, **Verizon** will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by **Verizon**, but not reported by CLECs. Out of service troubles must be reported by CLECs to **Verizon's** designated trouble reporting point in accordance with Appendix L.

Trouble Logs

Upon request by a CLEC in accordance with Appendix M, **Verizon** will make available for inspection by the CLEC **Verizon's** logs of CLEC reports that an interface is not available.

Exclusions: PO-2 OSS Interface Availability		
<p>The following exclusions will apply with regard to troubles reported by CLECs:</p> <ul style="list-style-type: none"> • Troubles reported but not found. • Troubles reported by a CLEC that were not reported to Verizon's designated trouble reporting point. <p>Also excluded, any scheduled interface outage for a major system release, replacement, upgrade or maintenance, if CLECs were provided advance notice of the outage in accordance with the Verizon Change Management Guidelines.</p>		
Performance Standard:		
Metrics PO-2-01 and 03: No standard.		
Metric PO-2-02: 99.5%.		
Report Dimensions:		
Each OSS Interface serving Virginia (EDI, Web GUI, CORBA, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other jurisdictions.)		
Sub-Metrics:		
PO-2-01	OSS Interface Availability – Total	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	Numerator	Denominator
	(Number of Hours of Scheduled Availability in Month) - (Number of Hours of Scheduled Availability in Month Interface is not available).	Number of Hours of Scheduled Availability in Month.
PO-2-02	OSS Interface Availability – Prime Time	
Products	EDI Pre-Ordering/Ordering (combined Pre-Ordering and Ordering data) Web GUI Pre-Ordering/Ordering (combined Pre-Ordering and Ordering data) CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	Numerator	Denominator
	(Number of Hours of Prime Time Scheduled Availability in Month) - (Number of Hours of Prime Time Scheduled Availability in Month Interface is not available).	Number of Hours of Prime Time Scheduled Availability in Month.
PO-2-03	OSS Interface Availability – Non-Prime Time	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	Numerator	Denominator
	(Number of Hours of Non-Prime Time Scheduled Availability in Month) - (Number of Hours of Non-Prime Time Scheduled Availability in Month Interface is not available).	Number of Hours of Non-Prime Time Scheduled Availability in Month.

Function:
PO-3 Contact Center Availability
Definition:
<p><u>Contact Center Availability</u> – Hours of operation of Verizon Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center [“TISOC”]), and maintenance (Regional CLEC Maintenance Center [“RCMC”]). 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 volume.</p> <p><u>Speed of Answer.</u></p> <p>TISOC</p> <p>For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a Verizon call center’s general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a Verizon representative assigned to handling CLEC calls, until the CLEC call is answered by a Verizon representative; and, (2) for a call initially placed by a CLEC representative to a Verizon call center representative assigned to that CLEC at the Verizon representative’s direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available Verizon representative or to voice mail, until the call is answered by a Verizon representative or by voice mail.</p> <p>RCMC</p> <p>For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC’s call management system until the CLEC call is answered by a Verizon representative.</p>
Exclusions:
<p>Speed of Answer</p> <ul style="list-style-type: none"> • Calls directed to and answered by Verizon representatives assigned to the calling CLEC. • Calls directed to voice mail when the voice mail system is not operating.
Performance Standard:
<p>Metrics PO-3-01 and 03: No standard.</p> <p>Metrics PO-3-02 and 04: 85% within 20 Seconds.</p> <p>Center Hours of Operation: Not measured.</p> <p style="padding-left: 40px;">TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays. Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays. GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays. RCMC: 24 hours per day, seven days per week.</p>
Report Dimensions:
<ul style="list-style-type: none"> • Each call center serving Virginia (each TISOC serving Virginia and each RCMC serving Virginia) (Note, a Verizon call center may handle CLEC calls not only for Virginia but also for other jurisdictions. Verizon may combine measurement data for multiple jurisdiction handled by a call center.)

Sub-Metrics		
PO-3-01	Average Speed of Answering – Ordering	
Calculation	Numerator	Denominator
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-02	% Answered within 20 Seconds – Ordering	
Calculation	Numerator	Denominator
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.
PO-3-03	Average Speed of Answering – Repair	
Calculation	Numerator	Denominator
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-04	% Answered within 20 Seconds – Repair	
Calculation	Numerator	Denominator
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
<p>The percentage of change management notices (i.e., notices scheduling interface affecting changes) and change management confirmations sent within the applicable time-frames stated in the Performance Standard. Change confirmation documentation will not be considered available until all material changes in such documentation have been made.</p> <p>The determination of whether the change management notice and the change management confirmation associated with an interface affecting change comply with the minimum notice intervals stated in the Performance Standard will be made at the time the notice or confirmation is sent.</p>		
Exclusions:		
Change management notices and change management confirmations as to which Verizon and the CLECs agreed to an interval shorter than the interval stated in the Performance Standard.		
Performance Standard:		
<p>Metric PO-4-01: 95% complying with applicable minimum interval stated below. Metric PO-4-02: No standard.</p> <p>Metric PO-4-03: 0 (No change management notices or change management confirmations sent 8 or more days late.)</p>		
Timeliness Standards:		
Change type	<u>Change Management Notice:</u> Interval between notification and implementation	<u>Change Management Confirmation:</u> Final Documentation Availability before implementation
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, unless a shorter time period is needed in order to comply with the Order.	Time periods established in Regulatory Order. If no time periods set, default to above time period, unless a shorter time period is needed in order to comply with the Order.
Type 1 – Emergency Maintenance	Notification before implementation	Not Applicable ⁹
Products	<p><u>One (1) Product reflecting the combination of the following:</u></p> <p><u>Change Management Notice:</u></p> <ul style="list-style-type: none"> • Type 1 – Emergency Maintenance • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – Verizon originated • Type 5 – CLEC originated <p><u>Change Management Confirmation:</u></p> <ul style="list-style-type: none"> • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – Verizon originated • Type 5 – CLEC originated 	

⁹ Type 1: Change Confirmation is not applicable

Sub-Metrics		
PO-4-01	% Change Management Notices and Change Management Confirmations Sent on Time – Total (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)	
Calculation	Numerator	Denominator
	Number of change management notices and change management confirmations complying with minimum notice intervals.	Total number of change management notices and change management confirmations.
PO-4-02	Change Management Notices and Change Management Confirmations – Delay 1 to 7 days (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)	
Calculation	Data Value	
	Cumulative delay days for all notices and confirmations sent 1 to 7 days late.	
PO-4-03	Change Management Notices and Change Management Confirmations – Delay 8 or more days (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)	
Calculations	Data Value	
	Cumulative delay days for all notices and confirmations sent 8 or more days late.	

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
The average amount of time that elapses between Verizon identification of an interface outage and Verizon notification to CLECs that an outage exists. Notice will be provided by electronic mail.		
Exclusions:		
<ul style="list-style-type: none"> None. 		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 	Geography: <ul style="list-style-type: none"> Notification of interface outages for OSS interfaces serving Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (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
	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by Verizon .	Total number of interface outages for which notice was given

Function:		
PO-6 Software Validation		
Definition:		
<p>Verizon maintains a test deck of transactions that will be used to validate the functionality of a non-emergency software release (Change Management Notice Type 2 through 5). Each transaction in the test deck will be assigned a weight factor. Weight factors will be allocated among transaction types (i.e., Pre-Order, Order-Resale, Order-UNE, Order-Platform) and then distributed across specific transactions within a transaction type. The initial array of weights for the transactions is displayed in Appendix N. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then re-distributed across specific transactions within a transaction type.</p> <p>The test deck will be executed by Verizon as follows. Within 1 business day following a non-emergency software release to production as communicated through Change Management, Verizon will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon will report the test deck transactions that failed. A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>Metric PO-6-01 is defined as the ratio for non-emergency software releases 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.</p>		
Exclusions:		
Emergency software releases.		
Performance Standard:		
Metric PO-6-01: Not more than 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:	
<p>This metric measures Verizon's resolution of "Production Referrals." "Production Referrals" are failed pre-order and order transactions reported by CLECs to the Help Desk or identified by Verizon by execution of the test deck, that were caused by Verizon code or documentation errors or omissions in non-emergency software releases (Change Management Notice Type 2 through 5) and that result in Type 1 changes (as defined in Verizon's Change Management Notice Plan). A transaction is defined as "failed" if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. A Production Referral will be deemed "resolved" when a change is implemented that corrects the Verizon code or documentation error or omission that is the basis for the Production Referral. Measured Production Referrals include only those Production Referrals reported by a CLEC to the Help Desk or identified by Verizon by execution of the test deck, within the 30 calendar days following implementation of the non-emergency software release that contained the code or documentation error or omission that is the basis for the Production Referral.</p> <p>Metric PO-7-01 is defined as the ratio of Production Referrals resolved within target response intervals to the total number of Production Referrals.</p>	
Exclusions:	
<ul style="list-style-type: none"> Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by Verizon by execution of the test deck, between 6:00 PM on Friday and 9:00 AM on Monday will be treated as received at 9:00 AM Monday. Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by Verizon by execution of the test deck, between 6:00 PM of the business day preceding a holiday and 9:00 AM of the first business day following the holiday will be treated as received at 9:00 AM on the first business day following the holiday. 	
Performance Standard:	
Metric PO-7-01: 95% on-time according to schedule below.	
Metrics PO-7-02 through 04: No standard.	
Problem Resolution Timeliness Standard: Measured from time reported by CLEC to the Help Desk or identified by Verizon by execution of the test deck:	
Change type	Timeliness standard:
<ul style="list-style-type: none"> Pre-Order/Order Transactions failed, with no workaround 	48 hours
<ul style="list-style-type: none"> Pre-Order/Order Transactions failed, with workaround 	10 calendar days
Sub-Metrics	
PO-7-01	% Software Problem Resolution Timeliness
Calculation	Numerator
	Number of Production Referrals resolved within timeliness standard.
PO-7-02	Denominator
	Total number Production Referrals.
PO-7-02	Delay Hours – Software Resolution – Change – Transactions failed, no workaround
Calculation	Data Value
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for identified software resolution changes associated with pre-order/order failures with no workaround.

Sub-Metrics PO-7 Software Problem Resolution Timeliness (continued)	
PO-7-03	Delay Days – Software Resolution – Change – Transactions failed with workaround
Calculation	Data Value
	Number of cumulative delay days (i.e., beyond the 10-calendar day standard) for identified software resolution changes associated with pre-order/order failures with a workaround.
PO-7-04	Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround
Calculation	Data Value
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with pre-order/order failures with no workaround for Test Deck Transactions.

Function:		
PO-8 Manual Loop Qualification		
Definition:		
Measures the response time for the provision of loop qualification information when such information is not available through an electronic data base.		
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.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
PO-8-01	% On-Time – Manual Loop Qualification	
Calculation	Numerator	Denominator
	Count of manual loop qualification requests where the time from receipt of request for manual loop qualification to distribution of loop-qualification information is less than or equal to 48 hours.	Number of Manual Loop Qualification transactions.
PO-8-02	% On-Time – Engineering Record Request	
Calculation	Numerator	Denominator
	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. This 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.

Ordering (OR)

Function:
OR-1 Order Confirmation Timeliness
Definition:
<u>Resale & UNE:</u> <u>Order Confirmation Response Time:</u> The amount of elapsed time (in hours and minutes {as a percentage of an hour}) (a) between receipt of a valid Local Service Request (“LSR”) (EDI, Web GUI or fax date and time stamp) and distribution of a Local Service Request Confirmation (“LSRC”), or, (b) between receipt of a valid Access Service Request (“ASR”) and distribution of an Access Service Request Confirmation (“ASRC”). A migration of less than 6 lines, where the lines are part of an account that includes 6 or more lines that must be rearranged, will be treated as an order for 6 or more lines. <u>Average Confirmation Response Time:</u> The mean of all confirmation response times associated with a product group. <u>Percent of LSRs/ASRs Confirmed On Time:</u> The percentage of LSRs/ASRs confirmed within the time frames specified in the Performance Standards. Note: Edit Rejects – Orders failing “Basic front-end edits” ¹⁰ are not placed on PON Master File. <u>Interconnection Trunks:</u> <u>ASR Order Confirmation Response Time:</u> The amount of elapsed time (in business days) between receipt of a valid Access Service Request (“ASR”) (received date restarted for each supplement) and distribution of an Access Service Request Confirmation (“ASRC”). Measures ASRs completed between the measured dates. <u>Average Confirmation Response Time:</u> The mean of all confirmation response times. <u>Percent of ASRs Confirmed On Time:</u> The percentage of ASRs confirmed within the time frames specified in the Performance Standards. <u>Inbound (Verizon to CLEC) Augment Trunks:</u> For CLECs e-mailing a Trunk Group Service Request (“TGSR”), Verizon will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. For TGSRs for inbound (Verizon to CLEC) augment 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 Trunk category.
Exclusions:

¹⁰ Basic front-end edits – see Glossary.

Resale & UNE:

- Verizon Test Orders¹¹
- Resent confirmations that are resent for reasons other than Verizon error. (Errors do not include, inter alia, changes in due date and customer availability.)
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 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 when calculating the response times for non-Flow-Through requests.
- Also excluded for Sub-Metrics OR-1-01 and 02, Service Order Processor (“SOP”) scheduled down-time: SOACs - 12 Midnight to 6:00 AM, Monday through Friday, and 12 Midnight to 7:00 AM, Saturday and Sunday; ExpressTRAK – 11 PM to 6AM, Monday through Friday, and 11 M to 7 AM, Saturday and Sunday.¹² For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with Verizon Change Management Guidelines.

Report Dimensions:

Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific• Verizon Affiliate Aggregate• Verizon Affiliate Specific	Geography: <ul style="list-style-type: none">• State
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¹¹ Verizon Test Orders – see Glossary.

¹² No later than July 1, 2001, Verizon will advise the Commission whether shorter SOP down-time intervals are feasible.

Performance Standard: OR-1 Order Confirmation Timeliness

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

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

Resale:	UNE:	Interconnection Trunks:
<p>Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex (combined data):</i></p> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <p><i>Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):</i></p> <ul style="list-style-type: none"> Orders with < 6 Lines: 72 Hours Orders with ≥ 6 Lines: 72 Hours <p><i>Special Services:</i></p> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Orders with ≥ 6 Lines: 72 Hours¹³ <p>Faxed/Mailed Orders: Add 24 Hours to intervals above</p>	<p>Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex (combined data):</i></p> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <p><i>Complex (2 Wire Digital Services, 2 Wire xDSL Loops, 2 Wire xDSL Line Sharing.¹⁴) (requiring loop qualification):</i></p> <ul style="list-style-type: none"> Orders with < 6 Lines: 72 Hours Orders with ≥ 6 Lines: 72 Hours <p><i>Special Services:</i></p> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Orders with ≥ 6 Lines: 72 Hours¹⁵ <p>Faxed/Mailed Orders: Add 24 Hours to intervals above</p>	<p>Electronically Submitted Orders: CLEC to Verizon Interconnection Trunks:</p> <ul style="list-style-type: none"> ≤ 192 Forecasted Trunks: 10 Business Days <p>Design Layout Record (CLEC to Verizon Interconnection Trunks):</p> <ul style="list-style-type: none"> ≤ 192 Forecasted Trunks: 11 Business Days <p>Faxed/Mailed Orders: Add 24 Hours to intervals above</p> <p>Inbound (Verizon to CLEC) Augment Trunks:</p> <ul style="list-style-type: none"> ≤ 192 Forecasted Trunks: 10 Business Days > 192 Trunks: Negotiated Process

¹³ Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

¹⁴ Because 2 Wire xDSL Services have only been recently introduced and are rapidly changing, revisions to the 2 Wire xDSL Services measurements contained in these Guidelines may be needed at a relatively early date. At such time as any party believes that such revisions are necessary, that party may submit them to the Commission for its consideration.

¹⁵ Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)¹⁶	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex (combined data) 	<i>UNE:</i> <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform
Calculation	Numerator	Denominator
	Sum of confirmation date and time less order submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-02	% On Time LSRC – Flow Through	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex (combined data) 	<i>UNE:</i> <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-03	Average LSRC/ASRC Time < 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-qualified Complex (combined data) 2 Wire Digital Services (requiring loop qualification) 2 Wire xDSL Services (requiring loop qualification)¹⁷ Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform 2 Wire Digital Services (requiring loop qualification) 2 Wire xDSL Loops (requiring loop qualification) 2 Wire xDSL Line Sharing (requiring loop qualification) Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3

¹⁶ Verizon will add the following types of orders if they flow-through: 2 Wire Digital Services requiring loop qualification, 2 Wire xDSL Services requiring loop qualification, and Special Services. However, manual intervention is currently required for these services for loop qualification or design.

¹⁷ Verizon Virginia no longer provides retail and resale xDSL services. If this should change in the future and Verizon offers retail and resale xDSL services, this measure and other Resale 2 Wire xDSL Services measures in the document would be applicable.

Calculation	Numerator	Denominator
	Sum of confirmation date and time less order submission date and time for all LSRs/ASRs with less than 6 lines electronically submitted, by product group.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-04	% On Time LSRC/ASRC < 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-Qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.
OR-1-05	Average LSRC/ASRC Time ³ 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with 6 or more lines electronically submitted, by product group.	Total number of electronic LSRs/ASRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	% On Time LSRC/ASRC ³ 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines confirmed for specified product.
OR-1-07	Average LSRC/ASRC Time < 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with less than 6 lines submitted by fax, by product group.	Total number of faxed LSRs/ASRs for less than 6 lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	% On Time LSRC/ASRC < 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of faxed LSRs/ASRs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed LSRs/ASRs for less than 6 lines confirmed for specified product.
OR-1-09	Average LSRC/ASRC Time ³ 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time less LSR/ASR submission date and time for all LSRs/ASRs with 6 or more lines submitted by fax, by product group.	Total number of faxed LSRs/ASRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-10	% On Time LSRC/ASRC³ 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of faxed LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product	Total number of faxed LSRCs/ASRCs for 6 or more lines confirmed for specified product.
OR-1-11	Average Firm Order Confirmation (FOC) Time	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to Verizon Trunks (\leq 192 Forecasted Trunks) 	
Calculation	Numerator	Denominator
	Sum of ASR confirmation date and time less submission date and time for trunk orders.	Count of ASRs confirmed with 192 or less trunks that are not designated projects. ¹⁸
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to Verizon Trunks (\leq 192 Forecasted Trunks) 	
Calculation	Numerator	Denominator
	Count of ASRs confirmed within 10 Business days	Count of ASRs confirmed with 192 or less trunks that are not designated projects.

¹⁸ Projects—see Glossary.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-13	% On Time Design Layout Record (DLR)	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to Verizon Trunks 	
Calculation	Numerator	Denominator
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed
OR-1-19	% On Time Response – Request for Inbound (Verizon to CLEC) Augment Trunks	
Products	<ul style="list-style-type: none"> • Verizon Trunks (≤ 192 Trunks) • Verizon Trunks (>192 Trunks) 	
Calculation	Numerator	Denominator
	Count of requests for Inbound (Verizon to CLEC) Augment Trunks submitted via email TGSR where response is provided within standard.	Count of requests for Inbound (Verizon to CLEC) Augment Trunks submitted via e-mail TGSR

Function:**OR-2 Reject Timeliness****Definition:**Resale and UNEReject Response Time:

The amount of elapsed time (in hours and minutes (as a percentage of an hour)) between receipt of a Local Service Request (“LSR”) (EDI, Web GUI or fax date and time stamp) or Access Service Request (“ASR”) and distribution of a service order reject or query (a “Reject”).

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 LSRs/ASRs rejected within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing “Basic front-end edits” are not placed on PON Master File.

Interconnection Trunks:

Reject Response Time: The amount of elapsed time (in business days) between receipt of an Access Service Request (“ASR”) (received date restarted for each supplement) and distribution of a reject or query (a “Reject”).

Average Reject Response Time: The mean of all reject response times.

Percent of ASRs Rejected On Time: The percentage of ASRs rejected within the time frames specified in the Performance Standards.

Exclusions:

- Verizon 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 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 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 when calculating the response times for non-Flow-Through requests.
- Also excluded for Sub-Metrics OR-2-01 and 02, Service Order Processor (“SOP”) scheduled down-time: SOACS - 12 Midnight to 6:00 AM, Monday through Friday, and 12 Midnight to 7:00 AM, Saturday and Sunday; ExpressTRAK – 11 PM to 6 AM, Monday through Friday, and 11 PM to 7 AM, Saturday and Sunday.¹⁹ For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with Verizon Change Management Guidelines.

¹⁹ No later than July 1, 2001, Verizon will advise the Commission whether shorter SOP down-time intervals are feasible.

Performance Standard:		
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 (CLEC to Verizon):
Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex (combined data):</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <i>Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 72 Hours Orders with ≥ 6 Lines: 72 Hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Orders with ≥ 6 Lines: 72 Hours²⁰ Faxed/Mailed Orders: Add 24 Hours to intervals above	Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex (combined data):</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <i>Complex (2 Wire Digital Services, 2 Wire xDSL Loops, 2 Wire xDSL Line Sharing) (requiring loop qualification):</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 72 Hours Orders with ≥ 6 Lines: 72 Hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Orders with ≥ 6 Lines: 72 Hours²¹ Faxed/Mailed Orders: Add 24 Hours to intervals above	Electronically Submitted Orders: CLEC to Verizon Interconnection Trunks: <ul style="list-style-type: none"> ≤ 192 Forecasted Trunks: 10 Business Days Faxed/Mailed Orders: Add 24 Hours to intervals above
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific Verizon Affiliate Aggregate Verizon Affiliate Specific 	Geography: <ul style="list-style-type: none"> State 	

²⁰ Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

²¹ Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-02	% On Time LSR Reject – Flow Through	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-03	Average LSR/ASR Reject Time < 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs that are electronically submitted for less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.
OR-2-04	% On Time LSR/ASR Reject < 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator

	Number of electronic rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.
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Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-05	Average LSR/ASR Reject Time ³ 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs that are electronically submitted for 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-06	% On Time LSR/ASR Reject ³ 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-07	Average LSR/ASR Reject Time < 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs that are submitted by fax for less than 6 lines for specified product.	Total number of LSRs/ASRs submitted by fax for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-08	% On Time LSR/ASR Reject < 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with less than 6 lines for specified product.	Total number of LSRs/ASRs submitted by fax for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-09	Average LSR/ASR Reject Time ³ 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less LSR/ASR submission date and time for all rejected LSRs/ASRs that are submitted by fax for 6 or more lines for specified product.	Total number of LSRs/ASRs submitted by fax for 6 or more lines rejected for specified product.
OR-2-10	% On Time LSR/ASR Reject ³ 6 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for LSRs/ASRs with 6 or more lines for specified product.	Total number of LSRs/ASRs submitted by fax for 6 or more lines rejected for specified product.
OR-2-11	Average Trunk ASR Reject Time	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to Verizon Trunks 	
Calculation	Numerator	Denominator
	Sum of reject date less submission date for rejected Access Service Requests for trunk ASRs with 192 or less forecasted trunks.	Count of rejected trunk ASRs for 192 or less forecasted trunks.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to Verizon Trunks 	
Calculation	Numerator	Denominator
	Count of rejected trunk ASRs that meet reject trunk standard (10 Business days).	Count of rejected trunk ASRs for 192 or less forecasted trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
<p>Percent Rejects: The percentage of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission of or error in required order information.</p> <p>The percent reject measure is reported against all order transactions processed in EDI and Web GUI, not just those with associated bill completions.</p> <p>Note: Edit Rejects – Orders failing “Basic front-end edits” are not placed on PON Master File.</p> <p>Metric OR-3-02 – Percent Resubmission Not Rejected: The percentage of PONs resubmitted at Verizon’s request that are not rejected by Verizon’s systems as duplicative of PONs already in Verizon’s systems.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Verizon Test Orders 		
Performance Standard:		
<p>Metric OR-3-01: No standard.</p> <p>Metric OR-3-02: 95%.</p>		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
OR-3-01	% Rejects	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR ²² transactions .	Total number of LSR/ASR ²³ records with unique PONs for specified product.
OR-3-02	% Resubmission Not Rejected	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Total PONs resubmitted by Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted by Verizon's request.

²² Local Service Request/Access Service Request

²³ Local Service Request/Access Service Request

Function:

OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE:

Completion Notification Response Time:

For Metrics OR-4-01 and 02, the elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. For Metrics OR-4-04 and 05, the elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Under Verizon's current process, for UNE and Resale orders received via EDI or Web GUI, completion notifications are delivered electronically via the same interface.

Average Completion Notification Response Time For Resale and UNE (Metrics OR-4-01 and 04):

The mean of all completion notification response times associated with a product group.

Percent On Time (Metrics OR-4-02 and 05):

The percentage of completion notifications sent within the time frames specified in the Performance Standards.

Metrics OR-4-09 and 11: Applies to orders submitted via EDI. A completion notice will be deemed to have been sent by Verizon through EDI when the completion notice is time-stamped in Verizon's NetLINK system as having been sent (following translation and encryption of the completion notice).

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on PON Master File.

Exclusions:

- Verizon Test Orders
-
-
- Also excluded for Metrics OR-4 and 05:
 - Orders submitted by a means other than EDI or Web GUI (e.g. faxed or mailed orders).
 - Service Order Processor ("SOP") scheduled down-time: SOACs – 12 Midnight to 6 AM, Monday Friday, and 12 Midnight to 7 AM, Saturday and Sunday; ExpressTRAK-11 PM to 6 AM, Monday through Friday, and 11 PM to 7 AM, Saturday and Sunday.²⁵ For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with Verizon Change Management Guidelines.
 - Also excluded for Metrics OR-4-09 and 11
 - Orders submitted through Web GUI Interface
 - Orders not submitted electronically.
- Also excluded from Metrics OR-4-12 through 15:
 - Orders with due date misses due to CLEC or end user caused delay.
 - Orders with due date misses due to Verizon reasons where a jeopardy notice has been provided.

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²⁵ No later than July 1, 2001, Verizon will advise the Commission whether shorter SOP down-time intervals are feasible.

Performance Standard:

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

Metric OR-4-02:

95% by next business day at noon.²⁶

Metric OR-4-05: 95% within 2 hours after SOP completion.

Metric OR-4-09: 95% within 3 business days after SOP completion.

Metric OR-4-11: Not more than 5%.

Metrics OR-4-12 and 14: 95%

Metrics OR-4-13 and 15: 99%

Report Dimensions

<p>Company:</p> <ul style="list-style-type: none"> • • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • State
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Sub-Metrics

OR-4-01	Completion Notice – Average Response Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of notification date and time less bill completion date and time. (NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.)	Total number of completion notices for specified product.

²⁶ As used in this sentence, “next business day” includes Saturday, unless Saturday is a holiday.

Sub-Metrics (continued) Timeliness of Completion Notification		
OR-4-02	Completion Notice – % On Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of completion notices where notice occurs or on or before noon the business day after bill completion (records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y').	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
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 within 2 hours after SOP completion for specified product.	Number of PONs for specified product with ON-TIME-SOPNOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
		UNE
		Denominator
		Number of orders with SOP and Bill Completions.
		Denominator

Sub-Metrics (continued) Timeliness of Completion Notification		
OR-4-09	% SOP to Bill Completion Within 3 Business Days	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Total number of orders in the Denominator for which billing completion notices are sent within 3 business days after SOP completion.	Number of SOP Completed Orders during the reporting period.
Products	Resale	UNE
OR-4-11 through OR-4-15		
OR-4-11	% Completed Orders Without Either a PCN or BCN	
Products	Resale	UNE
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 reporting 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 reporting period.
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 reporting period.
OR-4-14	% Due Date to BCN Within Four (4) Business Days	
Calculation	Numerator	Denominator
	Number of BCNs sent within four (4) business days of due date.	Number of orders with due dates in the reporting period.
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 the reporting period.

Function:		
OR-5 Percent Flow-Through		
Definition:		
<p>Total Flow-Through: The percentage of valid orders received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor (“SOP”) without manual intervention. These service orders require no action by a Verizon service representative to type an order into the Service Order Processor. This is also known as “ordering” flow-through.</p> <p>Simple Flow Through: The percentage of valid orders for Basic POTS Services (excludes Centrex) received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor (“SOP”) without manual intervention.</p> <p>% Flow Through Achieved: The percentage of valid orders received through the electronic ordering interface (EDI, Web GUI) that are designed to flow through that actually do flow through, but excluding those orders that do not flow through due to CLEC errors.</p> <p>A summary of order types that are designed to Flow-Through for CLECs is included in Appendix G. Orders designed to Flow-Through may also fall out.</p> <p>Note: Edit Rejects – Orders failing “Basic front-end edits” are not placed on PON Master File.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Verizon Test Orders • Orders that are not submitted through a Verizon electronic ordering interface (e.g., orders submitted by U.S. Mail, private delivery service, or Fax) <p>Metric OR-5-03:</p> <ul style="list-style-type: none"> • Orders not eligible to flow through • • Orders with CLEC input errors in violation of published business rules • 		
Performance Standard:		
<p>OR-5-01: No Standard OR-5-02: No Standard OR-5-03: 95%</p>		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate 		<ul style="list-style-type: none"> • State
Sub-Metrics		
OR-5-01	% Flow Through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = ‘1’) for specified product.	Total number of LSR/ASR ²⁷ records (orders) for specified product.
OR-5-02	% Flow Through – Simple	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = ‘1’) for specified product (less CENTREX, Complex and Specials).	Total number of LSR/ASR ²⁸ records (orders) for specified product (less CENTREX, Complex and Specials).

²⁷ Local Service Request/Access Service Request

²⁸ Local Service Request/Access Service Request

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

Function:	
OR-6 Order Accuracy	
Definition:	
<p>Order accuracy is defined as the percentage of orders completed as ordered by the CLEC. Two dimensions will be measured. The first is a measure of orders without Verizon errors (Metric OR-6-01). The second measure is focused on the percentage of fields that are populated correctly (Metric OR-6-02).</p> <p>Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03).</p>	
Methodology:	
<p>Order Accuracy: Verizon will use 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) will be pulled. Verizon will compare required fields on the latest version of the LSR to the completed Verizon service order(s).²⁹</p> <p>The fields that will be reviewed by Verizon will include, but not be limited to:</p> <ul style="list-style-type: none"> • 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 Date³⁰ • Due Date • Remarks (if applicable) 	
Exclusions:	
<ul style="list-style-type: none"> • Orders that are entered by the CLEC and flow through. • Orders that are submitted via fax, when electronic capability is available. 	
Performance Standard:	
<p>Metric OR-6-01: 95% of orders without Verizon errors.</p> <p>Metrics OR-6-02: No standard.</p> <p>Metric OR-6-03: Not more than 5% of LSRCs resent due to Verizon error.</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • State

²⁹ Verizon will correct service order errors discovered by it in performing measurements under this Metric OR-6. Verizon will notify the applicable CLEC of such a correction.

³⁰ Verizon is investigating the potential for use of the receipt date on the LSR, rather than the "Application Date" typed on the order, for purposes of calculating provisioning intervals. If use of the receipt date is implemented, the "Application Date" will no longer be used and will not be included in this measurement.

Sub-Metrics		
OR-6-01	% Accuracy – Orders	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Orders Sampled less Orders with Verizon Errors for specified product.	Count of Orders Sampled for specified product.
OR-6-02	% Accuracy – Fields (each field reported separately)	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Fields Sampled less fields with Verizon errors for specified product.	Count of fields sampled for specified product.
OR-6-03	% Accuracy – Local Service Request Confirmation	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of LSRCs resent due to Verizon error	Count of LSRCs

Function:		
OR-7 % Order Confirmation/Rejects Sent Within 3 Business Days		
Definition:		
<p>The percent of LSRs confirmed or rejected by Verizon within 3 business days of receipt as a percent of total LSRs received.</p> <p>An LSR will be deemed to have been received by Verizon through EDI if the LSR is received by Verizon's NetLINK system (prior to decryption, parsing and translation of the LSR). The time stamp for receipt of the LSR will be applied after decryption, parsing and translation of the LSR. If processing of the LSR is delayed in Verizon's NetLINK system prior to application of the time stamp for receipt of the LSR and the LSR is "re-flowed" by Verizon, Verizon will adjust the time stamp to show the time when, in the absence of the delay, the time stamp would have been applied.</p> <p>An LSR confirmation or reject will be deemed to have been sent by Verizon through EDI when the confirmation or reject is sent by Verizon's NetLINK system (following translation and encryption of the confirmation or reject).</p> <p>Applies to orders submitted via EDI.</p> <p>Note: This is a measure of completeness not timeliness. Source: Master PON File.</p>		
Exclusions:		
<ul style="list-style-type: none"> • An LSR that is cancelled prior to confirmation or rejection, if the CLEC's cancellation notice was received by Verizon within three (3) business days after Verizon's receipt of the LSR. • LSRs that were Supplemented prior to confirmation or rejection. • Edit Rejects (negative 997s) that would not be eligible for confirmation or rejection. • Orders submitted through Web GUI Interface. • Orders not submitted electronically. • EDI orders that do not go through NetLINK. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State 	
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01		
Products	Resale:	UNE: <ul style="list-style-type: none"> • Platform • Loops)
Calculation	Numerator	Denominator
	Total LSR confirmations plus rejections sent within 3 business days of LSR submission.	Total LSRs received during the reporting period.

Note: Measurement for a CLEC under this metric will commence within two months after the CLEC migrates to the use of NetLINK.

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
<p><i>Percent of LSRs Acknowledged On Time:</i> 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 LSR will be deemed to have been received by Verizon through EDI when the LSR is received by Verizon's NetLINK system (prior to decryption, parsing and translation of the LSR). An acknowledgement will be deemed to have been sent by Verizon through EDI when the acknowledgement is sent by Verizon's NetLINK system (following translation and encryption of the acknowledgement). An electronic acknowledgement indicates that the file has met basic edits with valid and complete data and will be processed by Verizon. Applies to orders submitted via EDI.</p>		
Exclusions		
<ul style="list-style-type: none"> • Orders submitted through Web GUI Interface. • Orders not submitted electronically. • EDI orders that do not go through NetLINK. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State 	
Performance Standard		
Metric OR-8-01: 95% within 2 hours.		
Sub-Metrics		
OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgments sent within 2 hours of LSR receipt.	Total number of LSR acknowledgements.

Note: Measurement for a CLEC under this metric will commence within two months after the CLEC migrates to the use of NetLINK.

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
<p><i>Order Acknowledgment Completeness:</i> The number of LSR acknowledgments sent the same day as the LSR is received as a percent of total LSRs received. Both positive and negative acknowledgements are included in the measurement. An LSR will be deemed to have been received by Verizon through EDI when the LSR is received by Verizon's NetLINK system (prior to decryption, parsing and translation of the LSR). The acknowledgement will be deemed to have been sent by Verizon through EDI when the acknowledgement is sent by Verizon's NetLINK system (following translation and encryption of the acknowledgement). Applies to orders submitted via EDI. LSRs received after 10:00 pm Eastern Time are considered received the next day.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Orders submitted through Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.³¹ • Acknowledgements in unreadable files reported to Verizon by CLECs.³² • EDI orders that do not go through NetLINK. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State 	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgments sent the same day as LSR received.	Total number of LSRs received in the calendar month reporting period.

Note: Measurement for a CLEC under this metric will commence within two months after the CLEC migrates to the use of NetLINK.

³¹ Unreadable files will be retained by Verizon for a period of at least three (3) years.

³² Unreadable files reported to Verizon by a CLEC will be retained by the CLEC for a period of at least three (3) years.

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Provisioning (PR)

Function:
PR-1 Average Interval Offered
Definition:
<p><u>POTS, Complex, and Specials:</u> "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.</p> <p>All orders received after the "cut-off" time shown in the Verizon Product Interval Guide are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service (excluding 2 Wire xDSL Services) will be the same as the "cut-off" time for a Verizon Retail order for the analogous Verizon Retail service. The "cut-off" time for a CLEC order for a 2 Wire xDSL Service will be the same as the "cut-off" time for a VADI order for that 2 Wire xDSL Service.</p> <p><u>Complex</u> Orders include: Two wire digital services (Basic Rate ISDN) and Two Wire xDSL services.</p> <p><u>Specials</u> 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 will be reported separately.</p> <p><u>Trunks:</u> The average number of business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and due date committed to on firm order confirmation.</p>
Exclusions:
<ul style="list-style-type: none">• Verizon Test Orders.• Orders where customers request a due date that is greater than or less than the standard available appointment interval.• Verizon Administrative orders.³⁴• Orders with invalid intervals (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.³⁵• For 2 Wire Digital Services and 2 Wire xDSL Services (Loops and Line Sharing):<ul style="list-style-type: none">• Orders requiring loop qualification³⁶• Except for Metric PR-1-12, disconnects.
Performance Standard:
<p>Metrics PR-1-01 through 09 and Metric PR-1-12 (except PR-1-01, UNE POTS-Hot Cut Loop, PR-1-01 and 02, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing, and PR-1-09, UNE IOF and EEL): Parity with Verizon Retail</p> <p>Metrics PR-1-01 and 02, UNE 2 Wire xDSL Line Sharing: Parity with VADI.</p> <p>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 day (pre-qualified).³⁷</p> <p>Metrics PR-1-01, UNE POTS-Hot Cut Loop and PR-1-09, UNE IOF and EEL: No standard.³⁸</p>

³⁴ **Verizon** Administrative Orders – See Glossary

³⁵ See Glossary.

³⁶ 2 Wire xDSL Services orders that require loop qualification have an "R" populated in the "Required" field of the LSR (indicating that loop qualification is required).

³⁷ The most current interval information may be found in the Product Interval Guide on the Verizon website at: <http://www.BellAtlantic.com/wholesale/html/resources.htm>.

³⁸ These UNEs lack a Verizon Retail Service to which performance for them can be compared for

Report Dimensions

Company:

- Verizon Retail
- CLEC Aggregate
- CLEC Specific
- Verizon Affiliate Aggregate
- Verizon Affiliate Specific

Geography:

- POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western
- Specials, IOF and EEL: State
- Trunks: State

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	Average Interval Offered – Total No Dispatch		
Products	<i>Retail/VADI³⁹:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders without an outside dispatch in Product Groups		Count of Orders without an outside dispatch in Product Groups
PR-1-02	Average Interval Offered – Total Dispatch		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	<i>Resale:</i> <ul style="list-style-type: none"> • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders with an outside dispatch in Product Groups.		Count of Orders with an outside dispatch in Product Groups.
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.
PR-1-04	Average Interval Offered – Dispatch (6-9 Lines)		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • POTS – Total 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS – Total 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.

³⁹ "Retail/VADI" -- See Glossary.
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Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	Average Interval Offered – Dispatch (³ 10 Lines)		
Products	<i>Retail:</i> • POTS – Total	<i>Resale:</i> • POTS – Total	<i>UNE:</i> • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.		Count 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	<i>Retail:</i> • Specials	<i>Resale:</i> • Specials	<i>UNE:</i> • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Special Services orders for DS0 services.		Count of Special Services orders for DS0 services.
PR-1-07	Average Interval Offered – DS1		
Products	<i>Retail:</i> • Specials	<i>Resale:</i> • Specials	<i>UNE:</i> • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Special Services orders for DS1 services.		Count of Special Services orders for DS1 services.
PR-1-08	Average Interval Offered – DS3		
Products	<i>Retail:</i> • Specials	<i>Resale:</i> • Specials	<i>UNE:</i> • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Special Services orders for DS3 services.		Count of Special Services orders for DS3 services.
PR-1-09	Average Interval Offered – Total		
Products	<i>UNE:</i> • IOF • EEL	Retail Trunks: • IXC FG D Trunks (\leq 192 Forecasted Trunks) • IXC FGD Trunks ($>$ 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to Verizon Trunks: • Interconnection Trunks (\leq 192 Forecasted Trunks) • Interconnection Trunks ($>$ 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	Numerator		Denominator
	Sum of committed due date less application date for product group orders.		Count of orders for product group.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-12	Average Interval Offered – Disconnects		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • POTS (incl. Complex) • Specials 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS (incl. Complex) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS (incl. Complex) • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for product group disconnect (D & F) orders.		Count of orders for product group.

Function:**PR-2 Average Interval Completed****Definition:**

POTS, Complex and Specials: The average number of business days between order application date and completion date. The application date is the date that a valid service request is received.

All orders received after the "cut-off" time shown in the **Verizon** Product Interval Guide are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service (**excluding 2 Wire xDSL Services**) will be the same as the "cut-off" time for a **Verizon** Retail order for the analogous **Verizon** Retail service. **The "cut-off" time for a CLEC order for a 2 Wire xDSL Service will be the same as the "cut-off" time for a VADI order for that 2 Wire xDSL Service.**
Orders sent by fax are considered received 24 hours later.

The completion date for Coordinated Cut-over (Hot Cut) Loop orders will be as stated in Metric PR-9 "Definition."

Trunks: The average amount of time in business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

Exclusions:

- **Verizon** Test Orders
- Orders where customers request a due date that is greater than or less than the standard available appointment interval.
- **Verizon** Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Trunks: Excludes projects, reciprocal trunks from **Verizon** to the CLEC, and new connect orders for CLECs initially establishing service in a **Verizon** central office.
- **For 2 Wire Digital Services and 2 Wire xDSL Services (Loops and Line Sharing):**
 - Orders requiring loop qualification.⁴⁰
 - Orders missed due to facility reasons.
- **Except for Metric PR-2-18, disconnects**

Performance Standard:

Metrics PR-2-01 through 09 and Metric PR-2-18 (except PR-2-01, UNE POTS-Hot Cut Loop, PR-2-01 and 02, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing, and PR-2-09, UNE IOF and EEL): Parity with **Verizon** Retail.⁴¹

Metrics PR-2-01 and 02, UNE 2 Wire xDSL Loops: No standard. The published interval for one (1) to (5) 2 Wire xDSL Loops is six (6) business day (pre-qualified).⁴²

Metrics PR-2-01 and 02, UNE 2 Wire xDSL Line Sharing: Parity with VADI.

Metrics PR-2-01, UNE POTS-Hot Cut Loop, and PR-2-09, UNE IOF and EEL: No standard.⁴³

⁴⁰ 2 Wire xDSL Services orders that required loop qualification have an "R" populated in the "Required" field of the LSR (indicating that loop qualification is required).

⁴¹ 2 Wire xDSL Services orders that require loop qualification have an "R" populated in the "Required" field of the LSR (indicating that loop qualification is required).

⁴² The most current interval information may be found in the Product Interval Guide on the Verizon website at: <http://www.BellAtlantic.com/wholesale/html/resources.htm>.

⁴³ The Verizon Product Interval Guide is set out on Verizon's Web Page at <http://www.Verizon.com/wholesale/html/resources.htm>.

Report Dimensions			
Company:		Geography:	
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, IOF and EEL: State • Trunks: State 	
Sub-Metrics – PR-2 Average Interval Completed			
PR-2-01	Average Interval Completed – Total No Dispatch		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Orders without an outside dispatch in Product Groups		Count of orders for Orders without an outside dispatch in Product Groups
PR-2-02	Average Interval Completed – Total Dispatch		
Products	<i>Retail/VADI:</i> <ul style="list-style-type: none"> • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	<i>Resale:</i> <ul style="list-style-type: none"> • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Orders with an outside dispatch in Product Groups.		Count of orders for Orders with an outside dispatch in Product Groups.
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)		
Products	<i>Retail:</i> <ul style="list-style-type: none"> • POTS – Total 	<i>Resale:</i> <ul style="list-style-type: none"> • POTS - Total 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator

	Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.
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Sub-Metrics – PR-2 Average Interval Completed(continued)			
PR-2-05	Average Interval Completed - Dispatch (³ 10 Lines)		
Products	<i>Retail:</i> • POTS – Total	<i>Resale:</i> • POTS - Total	<i>UNE:</i> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	Count 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	<i>Retail:</i> • Specials	<i>Resale:</i> • Specials	<i>UNE:</i> • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS0 Orders.	Count of orders for Special Services DS0 Orders.	
PR-2-07	Average Interval Completed – DS1		
Products	<i>Retail:</i> • Specials	<i>Resale:</i> • Specials	<i>UNE:</i> • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS1 Orders.	Count of orders for Special Services DS1 Orders.	
PR-2-08	Average Interval Completed – DS3		
Products	<i>Retail:</i> • Specials	<i>Resale:</i> • Specials	<i>UNE:</i> • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for Special Services DS3 Orders.	Count of orders for Special Services DS3 Orders.	
PR-2-09	Average Interval Completed – Total		
Products	<i>UNE:</i> • IOF • EEL	<i>Retail Trunks:</i> • IXC FG D Trunks (\leq 192 Forecasted Trunks) • IXC FGD Trunks ($>$ 192 Forecasted Trunks and Unforecasted Trunks)	<i>CLEC to Verizon Trunks:</i> • Interconnection Trunks (\leq 192 Forecasted Trunks) • Interconnection Trunks ($>$ 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of completion date less application date for orders within product groups.	Count of orders for orders within product groups.	
PR-2-18	Average Interval Completed – Disconnects		
Products	<i>Retail:</i> • POTS (incl. Complex) • Specials	<i>Resale:</i> • POTS (incl. Complex) • Specials	<i>UNE:</i> • POTS (incl. Complex) • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for product group disconnect (D&F) orders.	Count of disconnect orders for product group.	

Function:	
PR-3 Completed within Specified Number of Days (1-5 Lines)	
Definition:	
<p>For orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.</p> <p>All orders received after the “cut-off” time shown in the Verizon Product Interval Guide are considered received the next business day at 8:00 AM. The “cut-off” time for a CLEC order for a service (excluding 2 Wire xDSL Services) will be the same as the “cut-off” time for a Verizon Retail order for the analogous Verizon Retail service. The “cut-off” time for a CLEC order for a 2 Wire xDSL Service will be the same as the “cut-off” time for a VADI order for that 2 Wire xDSL Service.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Verizon Test Orders. • Disconnect Orders. • Orders where customers request a due date that is greater than or less than the standard available appointment interval. • Verizon Administrative orders. • Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month that they are complete). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. • For 2 Wire Digital Services and 2 Wire xDSL Services (Loops and Line Sharing): <ul style="list-style-type: none"> • Orders requiring manual loop qualification.⁴⁴ (This exclusion does not apply to PR-3-11) • Orders missed due to facility reasons. 	
Performance Standard:	
<p>Resale: Parity with Verizon Retail.</p> <p>UNE (except 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing): Parity with Verizon Retail.⁴⁵</p> <p>Metric PR-3-10 and 11, UNE 2 Wire xDSL Loops: 95%.</p> <p>Metric PR-3-10 and 11, UNE 2 Wire xDSL Line Sharing: Parity with VADI.</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	Geography: <ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western

⁴⁴ 2 Wire xDSL Services orders that require loop qualification have an "R" populated in the "Required field for the LSR (indicating that loop qualification is required).

⁴⁵ These UNEs lack a Verizon Retail service to which performance for them can be compared for average interval measurements. However, any failure to meet the committed completion interval will be reflected in the measurements in Metrics PR-4 and P-9.

Products (For all PR-3 with the exception of PR-3-10)	<i>Retail:</i> • POTS – Total	<i>Resale:</i> • POTS – Total	<i>UNE:</i> • POTS – Platform & Other (UNE Switch & INP) (combined data)
Sub-Metrics			
PR-3-01	% Completed in 1 Day (1-5 Lines – No Dispatch)		
Calculation	Numerator		Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.		Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-02	% Completed in 2 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator		Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.		Count of No Dispatch POTS orders with 1 to 5 lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines)(continued)			
PR-3-03	% Completed in 3 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator		Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.		Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-04	% Completed in 1 Day (1-5 Lines – Dispatch)		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-05	% Completed in 2 Days (1-5 Lines – Dispatch)		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-06	% Completed in 3 Days (1-5 Lines – Dispatch)		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)		
Calculation	Numerator		Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.		Count of POTS orders with 1 to 5 lines.
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator		Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.		Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)		
Product disaggregation for PR-3-10	Retail/VADI:	Resale:	UNE:
	<ul style="list-style-type: none"> • POTS – Total • • 2 Wire Digital Services • 2 Wire xDSL Line Sharing 	<ul style="list-style-type: none"> • POTS – Total 	<ul style="list-style-type: none"> • POTS – Platform & Other (UNE Switch & INP) • 2 Wire Digital Svcs. • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of orders (by specified product) with 1 to 5 lines where completion date less application date is 6 or fewer days.		Count of orders (by specified product) with 1 to 5 lines.

PR-3-11	% Completed in 9 Days (1-5 Lines – Total)⁴⁶	
Products	Retail/VADI: <ul style="list-style-type: none"> • 2 Wire xDSL Line Sharing 	UNE: <ul style="list-style-type: none"> • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator
	Count of orders (by specified product) with 1 to 5 lines where completion date less application date is 9 or fewer days.	Count of orders (by specified product) with 1 to 5 lines.

⁴⁶ Metric PR-3-11 is an interim performance measure. Verizon will cease to perform measurements for Metric PR-3-11 when it begins to perform measurements for Metric PO-8.

Function:	
PR-4 Missed Appointments	
Definition:	
<p>% Missed Appointment: The percentage of orders completed after the commitment date.</p> <p>% Missed Appointment – Trunks: Includes reciprocal trunks from Verizon to CLEC. The percentage of trunks completed for which there was a missed appointment.</p> <p>Hot Cut Measurements: Except for Metric PR-4-08, Hot Cut measurements have been transferred to Metric PR-9.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Verizon Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments⁴⁷ on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • For Metrics other than PR-4-03 and 08, orders not completed on time due to CLEC or end user delay. • For Metrics PR-4-04 and 14, UNE 2 Wire Digital Services and UNE 2 Wire xDSL Loops, orders missed due to facility reasons. 	
Performance Standard:	
<p>Metrics PR-4-01, 02, 04 and 05 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.⁴⁸</p> <p>Metrics PR-4-02, UNE 2 Wire xDSL Line Sharing, PR-4-04, UNE 2 Wire xDSL Line Sharing, and PR-4-05, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADL.</p> <p>Metric PR-4-02, UNE 2 Wire xDSL Loops: Parity with Verizon Retail Specials DS0.</p> <p>Metric PR-4-04, UNE 2 Wire xDSL Loops: Not more than 5%.</p> <p>Metric PR-4-06 (“Hot Cuts”): Deleted.</p> <p>Metric PR-4-07 LNP: 95% On Time.</p> <p>Metrics PR-4-03 and 08: No standard.</p> <p>Metrics PR-4-14: 95% On Time.</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	Geography: <ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, EEL and IOF: State • Trunks: State

⁴⁷ Segments – See Glossary

⁴⁸ Verizon Retail comparison for UNE IOF is Retail Specials DS3 performance. Verizon Retail comparison for UNE EEL is Retail Specials DS1 performance.

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: <ul style="list-style-type: none"> • Specials (Non DS0, DS1, & DS3) • Specials DS0 • Specials DS1 • Specials DS3 • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • Specials (Non DS0, DS1, & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • EEL • IOF • Specials (Non DS0, DS1, & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders/ Trunks where the Order completion date is greater than the order due date due to Verizon Reasons for product group		Count 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: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • 2 Wire xDSL Line Sharing • Specials DS0 • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date less due date for Orders/Trunks missed due to Verizon reasons by product group.		Count of Orders/Trunks missed for Verizon 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. (See Appendix B for customer miss codes)			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • EEL • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	

	Count of Orders/ Trunks where the Order completion date is greater than the order due date due to Customer Reasons for product group	Count of Orders/ Trunks Completed for product group.
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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: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services 				
		UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS—Loop – New • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 				
Calculation	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:50%;">Numerator</th> <th style="width:50%;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Count of Dispatched Orders where the Order completion date is greater than the order due date due to Verizon Reasons (for product group.</td> <td>Count of Dispatched Orders Completed for product group.</td> </tr> </tbody> </table>		Numerator	Denominator	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Verizon Reasons (for product group.	Count of Dispatched Orders Completed for product group.
	Numerator	Denominator				
Count of Dispatched Orders where the Order completion date is greater than the order due date due to Verizon Reasons (for product group.	Count 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: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services 				
		UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 				
Calculation	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:50%;">Numerator</th> <th style="width:50%;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.</td> <td>Count of No Dispatch Orders Completed for product group.</td> </tr> </tbody> </table>		Numerator	Denominator	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.	Count of No Dispatch Orders Completed for product group.
	Numerator	Denominator				
Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.	Count of No Dispatch Orders Completed for product group.					
PR-4-06	Deleted					

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-07	% On Time Performance – LNP Only	
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due time and disconnect is completed on or after the frame due time. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	Numerator	Denominator
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)
PR-4-08	% 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 • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop – Hot Cut • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation) for product group	Count of Orders Completed for product group.

Function:				
PR-5 Facility Missed Orders				
Definition:				
<p>% Facility Miss: The percentage of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of Verizon facilities.</p> <p>% Facility Orders > 15 or 60 Days: The percentage of Dispatched Orders missed for lack of Verizon facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.</p> <p>Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of Verizon facilities.</p>				
Exclusions:				
<ul style="list-style-type: none"> • Verizon 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:				
<p>Metrics PR-5-01, 02 and 03 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.</p> <p>Metrics PR-5-01, 02 and 03, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADI.</p>				
Report Dimensions				
Company:		Geography:		
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State 		
Sub-Metrics				
PR-5-01	% Missed Appointment –Verizon– Facilities			
Description	The Percent of Dispatched Orders/Trunks completed after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Loops • 2 Wire xDSL Line Sharing • 2 Wire xDSL Services • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Dispatched Orders/Trunks where the Order completion date is greater than the order due date due Verizon Facility Reasons for product group.		Count of Dispatched Orders/Trunks Completed for product group.	

Sub-Metrics (continued) Facility Missed Orders				
PR-5-02	% Orders Held for Facilities > 15 Days			
Description	The Percent of Dispatched Orders/Trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Dispatched Orders/Trunks where the completion date less due date is more than 15 days for Verizon Facility Reasons for product group.		Count of Dispatched Orders/Trunks Completed for product group.	
PR-5-03	% Orders Held for Facilities > 60 Days			
Description	The Percent of Dispatched Orders/Trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Dispatched Orders/Trunks where the completion date less due date is more than 60 days for Verizon Facility Reasons for product group		Count of Dispatched Orders/Trunks Completed for product group.	

Function:				
PR-6 Installation Quality				
Definition:				
This metric measures troubles during the reporting month on lines that had installation activity within 30 or 7 days prior to the trouble report as a percentage of lines with installation activity in the reporting month. Includes Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).				
Exclusions:				
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Also excluded for Metrics PR-6-01 and 02: <ul style="list-style-type: none"> • Customer Premises Equipment (“CPE”) troubles. • Troubles reported but not found (Found OK/Test OK). • For PR-6-01, UNE 2 Wire xDSL Services troubles reported by CLECs that do not participate in cooperative testing. 				
Performance Standard:				
Metrics PR-6-01 and 02 (except UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail. (For Metric PR-6-01, UNE 2 Wire xDSL Loops, the comparison is to Retail POTS-Dispatch.) Metric PR-6-01, UNE 2 Wire xDSL Line Sharing: Parity with VADI. Metric PR-6-03: No standard.				
Report Dimensions				
Company:		Geography:		
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State 		
Sub-Metrics				
PR-6-01	% Installation Troubles reported within 30 Days			
Description	The percentage of lines/circuits/trunks installed where a trouble was reported, found in the Verizon network, and closed within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • POTS-Dispatch • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS – Loop • POTS – Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	

	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles closed in the reporting month with installation activity within 30 days prior to the trouble report close .	Total Lines with installation activity within the reporting month.
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Sub-Metrics (continued) Installation Quality			
PR-6-02	% Installation Troubles reported within 7 Days		
Description	The percentage of lines/circuits/trunks installed where a trouble was reported, found in the Verizon network, and closed within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Loop – Total • POTS – Platform
Calculation	Numerator		Denominator
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles closed in the reporting month with installation activity within 7 days prior to the trouble report close.		Total Lines with installation activity within the reporting month.
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE		
Description	The percentage of lines/circuits/trunks installed where a troubles was reported, was not found in the Verizon network, and was closed within 30 days of order completion. Includes disposition codes 09 (Found OK/Test OK) and 12 (CPE).		
Products	Retail/VADI: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS – Loop • POTS – Other • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Count of Not Found, Test OK and CPE troubles closed in the reporting month with installation activity within 30 days prior to the trouble report close.		Total Lines with installation activity within the reporting month.

Function:		
PR-7 Jeopardy Reports		
Definition:		
The percent of orders completed or canceled identified with a jeopardy condition. Jeopardy notices will be posted twice daily on the Verizon Web server for a CLEC to retrieve.		
Exclusions:		
<ul style="list-style-type: none"> • Verizon 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 canceled. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Performance Standard:		
95% on time in accordance with the schedule below: ⁴⁹		
<u>Jeopardy Status Notification:</u>		
Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time)		
<ul style="list-style-type: none"> • Resale and UNE <ul style="list-style-type: none"> • Where the jeopardy condition is due to a lack of Verizon facilities and the jeopardy condition is known to Verizon at least 48 hours before the due date, the jeopardy notice will be given at least 48 hours before the due date. • Where the jeopardy condition is due to a Verizon condition other than a lack of facilities and the jeopardy condition is known to Verizon at least 24 hours before the due date, the jeopardy notice will be given at least 24 hours before the due date. • Interconnection Trunks <ul style="list-style-type: none"> • Where the jeopardy condition is known to Verizon at least two days before the due date, the jeopardy notice will be given at least two days before the due date. 		
Sub-Metrics		
PR-7-01	% Orders with Jeopardy Status	
Products	UNE: <ul style="list-style-type: none"> • EEL 	
Calculation	Numerator	Denominator
	Count of EEL orders with jeopardy status	Total EEL orders completed or canceled

⁴⁹ If Verizon adopts a practice of giving Jeopardy Notices to Verizon Retail customers who purchase retail services that are analogous to the services covered by this metric, the standard would be "Parity with Verizon Retail".

Function:	
PR-8 Open Orders in a Hold Status	
Definition:	
<p>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 canceled. Open orders in a “hold status” include: (1) open orders that have passed the originally committed completion date due to Verizon reasons; and, (2) open orders that have not been assigned a completion date due to Verizon reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to Verizon 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 Verizon reasons will commence with the application date (application date = Day 0).</p>	
Exclusions:	
<ul style="list-style-type: none"> • Verizon 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 canceled. • 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. • Orders that at the request of the CLEC or Verizon Retail customer have not been assigned a completion date. 	
Performance Standard:	
<p>Metrics PR-8-01 and 02 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.⁵⁰ (For UNE 2 Wire xDSL Loops the comparison is to Retail Specials DS0.)</p> <p>Metrics PR-8-01 and 02, UNE 2 Wire xDSL Line Sharing: Parity with VADI</p>	
Report Dimensions	
Company <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	Geography <ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, EEL and IOF: State • Trunks: State

⁵⁰ Verizon Retail comparison for UNE IOF performance is Retail Specials DS3 performance. Verizon Retail comparison for UNE EEL performance is Verizon Retail Specials DS1 performance.

Sub-Metrics				
PR-8-01	Open Orders in a Hold Status > 30 Days			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Line Sharing • Specials • Specials DS0 • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • 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/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Line Sharing • Specials • Special DS0 • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • 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 Cuts
Methodology:
<p>Metric PR-9-01: This metric measures the percent of all UNE Loop Hot Cut (Coordinated Cut-over) orders completed within the cut-over window. Included are orders for UNE Loop only and orders for UNE Loop with number portability. A Hot Cut is considered completed within the cut-over window if (a) the work is completed within the cut-over window specified in the Performance Standard (start time specified on LSR), or (b) the work is completed within a cut-over window other than the cut-over window specified in the Performance Standard that has been agreed to by Verizon and the CLEC. Work is considered completed when the physical work is completed by Verizon and notice of completion is provided to the CLEC by Verizon (e.g., by telephone contact with a CLEC representative or by leaving a voice mail message for a CLEC representative).⁵¹ If there is a premature disconnect and the premature disconnect is reported to Verizon by the CLEC at 1-877-Hotcuts, the Hot Cut will be considered not to have been completed within the cut-over window. Included in the measurement are orders cancelled by the CLEC during or after a defective cut.</p> <p>Metric PR-9-08: This metric measures the average repair time (mean time to repair) for UNE Loop Hot Cut (Coordinated Cut-over) network troubles (disposition codes 3, 4 and 5) reported to Verizon by the CLEC at 1-877-Hotcuts within 7 calendar days after the Hot Cut.</p>
Exclusions:
<ul style="list-style-type: none"> • Verizon Test Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • If a CLEC cancels an order before the start of a hot cut cut-over window and Verizon performs the hot cut, this Verizon action will result in a retail trouble report and will not be reflected in this metric • Orders that are not complete. (Orders are included in the month that they are complete.) • A Hot Cut that is not completed within the cut-over window due to CLEC or end-user delay or other reasons beyond Verizon's reasonable control.
Performance Standard:
<p>Metric PR-9-01: 95% completed within Cut-Over Window.</p> <p style="padding-left: 40px;">Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:</p> <p style="padding-left: 80px;">1 to 9 lines: 1 Hour</p> <p style="padding-left: 80px;">10 to 49 lines: 2 Hours</p> <p style="padding-left: 80px;">50 to 99 lines: 3 Hours</p> <p style="padding-left: 80px;">100 to 199 lines: 4 Hours</p> <p style="padding-left: 80px;">200 or more lines: 8 Hours</p> <p style="padding-left: 80px;">If IDLC is involved – 4 Hour Window (8 AM to 12 Noon or 1 PM to 5 PM) applies to start time.⁵³</p> <p>Metrics PR 9-08: No standard.</p>
Report Dimensions

⁵¹ If Verizon attempts to give notice of work completion to a CLEC by telephone and the CLEC has not provided a representative who is available to accept the loop at the time Verizon calls to report completion of the work or a CLEC voice mail system at which Verizon can leave notice of completion of the work, work is considered completed when the physical work is completed.

⁵²

⁵³ Only applicable if Verizon notified CLEC by 2:30 PM on DD-2 that the service was on IDLC.

Maintenance and Repair (MR)⁵⁴

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding. ⁵⁵		
Exclusions:		
<ul style="list-style-type: none"> CLEC complex Create Trouble transactions that cannot be performed by Verizon Retail. 		
Methodology:		
For Verizon retail representatives: Actual response times reported by Caseworker.		
For CLEC representatives: Actual response times reported by applicable system (e.g., RETAS). For "Create Trouble" includes basic Create Trouble transactions.		
Performance Standard:		
Web GUI: Parity with Verizon Retail plus not more than 7 seconds.		
Electronic Bonding: Parity with Verizon Retail plus not more than 4 seconds.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific Verizon Affiliate Aggregate Verizon Affiliate Specific 	<ul style="list-style-type: none"> State 	
Sub-Metrics		
MR-1-01	Average Response Time – Create Trouble	
Calculation	Numerator	Denominator
	Sum of all response times for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	Average Response Time – Status Trouble	
Calculation	Numerator	Denominator
	Sum of all response times for Status Trouble transactions.	Number of Status Trouble transactions

⁵⁴ Note: 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 Appendix A.

⁵⁵ Some types of transactions may not be available through all access platforms (e.g. Trouble Report History is not presently available through Electronic Bonding).

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-03	Average Response Time – Modify Trouble	
Calculation	Numerator	Denominator
	Sum of all response times 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 for Request Cancellation of Trouble transactions.	Number of Request Cancellation of Trouble transactions
MR-1-05	Average Response Time –Trouble Report History (by TN/Circuit)	
Calculation	Numerator	Denominator
	Sum of all response times for Trouble Report History transactions.	Number of Trouble Report History transactions
MR-1-06	Average Response Time – Test Trouble (POTS Only)	
Calculation	Numerator	Denominator
	Sum of all response times for Test Trouble transactions.	Number of Test Trouble transactions

Function:	
MR-2 Trouble Report Rate	
Definition:	
<p>Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the Verizon network, per 100 lines/circuits/trunks in service. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).⁵⁶</p> <p>“Loop” is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). “Central Office” is defined as Central Office troubles (Disposition Code 5).</p> <p>Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>	
Exclusions:	
<p>All Metrics:</p> <ul style="list-style-type: none"> • Except MR-2-04, Subsequent reports (additional customer calls while the trouble is pending). • Troubles reported on Verizon 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. <p>Metrics MR-2-01, 02, 03 and 04:</p> <ul style="list-style-type: none"> • Customer Premises Equipment (CPE) troubles. • Troubles reported but not found (Found OK and Test OK). <p>Also excluded for Metrics MR-2-02 and 03 for 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing:</p> <ul style="list-style-type: none"> • Installation Troubles 	
Performance Standard:	
<p>Metrics MR-2-01, 02 and 03(except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail. (CLEC Trunks Retail Equivalent = IXC FGD Trunks.)</p> <p>Metrics MR-2-02 and 03, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADI</p> <p>Metric MR-2-04: No standard.</p> <p>Metric MR-2-05: No standard. (Note: For CLEC troubles, a not found trouble is coded as CPE.)</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

⁵⁶ Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

Sub-Metrics – Trouble Report Rate				
MR-2-01	Network Trouble Report Rate – Total			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
POTS:	Count of all trouble reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	
MR-2-02	Network Trouble Report Rate – Loop			
Products	Retail/ VADI : • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service	
MR-2-03	Network Trouble Report Rate – Central Office			
Products	Retail/ VADI : • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service	
MR-2-04	% Subsequent Reports			
Description	<u>Subsequent Reports</u> : Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)			
Products	Retail/ VADI : • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)		Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)	

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: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Count of all CPE (disposition code 12), Test OK and Found OK (disposition code 09) troubles		Count of Lines in service

Function:	
MR-3 Missed Repair Appointments	
Definition:	
<p>The percentage of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).⁵⁷</p> <p>“Loop” is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). “Central Office” is defined as Central Office troubles (Disposition Code 5).</p> <p>For Submetric MR-3-03: “CPE” is defined as trouble reports with Disposition Code 12. “Test OK” (“TOK”) and “Found OK” (“FOK”) are defined as trouble reports with Disposition Code 09. (Note: For CLEC troubles, a not found trouble is coded as CPE.)</p>	
Exclusions:	
<ul style="list-style-type: none"> • Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval. • Subsequent reports (additional customer calls while the trouble is pending). • Except for MR-3-03, Customer Premises Equipment (CPE) troubles. • Except for MR-3-03, 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 has reported a trouble. • Records of instances where Verizon dispatches a technician prior to the appointment date and encounters a “No Access” situation. 	
Performance Standard:	
<p>Metrics MR-3-01, 02(except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing Metrics MR-3-01 and 02 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.⁵⁸</p> <p>Metrics MR-3-01 and 02, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADI.</p> <p>Metric MR-3-03: No standard.</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	Geography: <ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western

⁵⁷ Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

⁵⁸ UNE POTS – Loop measurement is compared to combined measurements for Retail POTS – Residence and Retail POTS – Business.

Sub-Metrics			
MR-3-01	% Missed Repair Appointment – Loop		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS -Residence • POTS Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS -Residence • POTS Business • 2 Wire Digital Services • 2 Wire xDSL Services 	UNE: <ul style="list-style-type: none"> • POTS—Platform-Residence • POTS-Platform-Business • POTS-Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).
MR-3-02	% Missed Repair Appointment – Central Office		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS -Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS -Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Services 	UNE: <ul style="list-style-type: none"> • POTS—Platform-Residence • POTS Platform-Business • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK		
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services 	UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09), where clear time is greater than commitment time (missed appointments (M=X))		Count of all CPE (disposition Code 12), Test OK, and Found OK troubles (disposition code 09)

	•	•

Function:**MR-4 Trouble Duration Intervals****Definition:**

Metrics MR-4-01 through MR-4-03—Mean Time to Repair (MTTR): For Network Trouble reports for the Verizon Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).⁶⁰

“Loop” is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
“Central Office” is defined as Central Office troubles (Disposition Code 5).

For POTS and Complex-type services this is measured on a “running clock” (“Run clock”) basis.⁶¹ Run clock includes weekends and holidays.

For Special Services-type services and interconnection trunks, this is measured on a “stop clock” basis (i.e., the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access).

Out of Service Intervals: The percent of Network Troubles for the Verizon Network that indicate an out of service condition which was repaired and cleared more than “y” hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into Verizon’s designated trouble reporting interface either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: “y” equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").

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 has reported a trouble

⁶⁰ Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

⁶¹ “Run clock” is 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 report was received.

Performance Standard:

Metrics MR-4-01 through 08 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing):
Parity with Verizon Retail.⁶²

Metrics MR-4-02, 03, 04, 07, and 08, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing:
Parity with VADI.

Report Dimensions

Company:

- Verizon Retail
- CLEC Aggregate
- CLEC Specific
- Verizon Affiliate Aggregate
- Verizon Affiliate Specific

Geography:

- POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western
- Specials: State
- Trunks: State

⁶² UNE POTS-Loop measurement is compared to combined measurements for Retail POTS-Residence and Retail POTS-Business.

Sub-Metrics				
MR-4-01 Mean Time To Repair – Total				
Products	Retail: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS—Loop • 2 Wire Digital Services • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks—excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02 Mean Time To Repair – Loop Trouble				
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS -Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2Wire xDSL Line Sharing • Specials 	Resale: <ul style="list-style-type: none"> • POTS -Residence • POTS Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Platform -Residence • POTS-Platform-Business • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	
MR-4-03 Mean Time To Repair – Central Office Trouble				
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS -Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing 	Resale: <ul style="list-style-type: none"> • POTS -Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Services 	UNE: <ul style="list-style-type: none"> • POTS—Platform -Residence • POTS-Platform-Business • 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 less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition code 05)	
MR-4-04	% Cleared (all troubles) within 24 Hours			

Products	Retail: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours		Count of central office and loop troubles (disposition codes 03, 04 and 05)	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-05	% Out of Service > 2 Hours			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	Numerator		Denominator	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of out of service trunk troubles (Loop & CO).	
MR-4-06	% Out of Service > 4 Hours			
Products	Retail: • POTS • Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS—Platform • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of out of service troubles (Loop & CO).	
MR-4-07	% Out of Service > 12 Hours			
Products	Retail/VADI: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of out of service troubles (Loop & CO) .	
MR-4-08	% Out of Service > 24 Hours			
Products	Retail/VADI: • POTS - Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS - Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform-Residence • POTS-Platform-Business • POTS—Loop • 2 Wire Digital Loops • 2 Wire xDSL Line Sharing • 2 Wire xDSL Services • Specials	Trunks: • CLEC Trunks

Calculation	Numerator	Denominator
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Count of out of service troubles (Loop & CO).
	•	

Function:				
MR-5 Repeat Trouble Reports				
Definition:				
The percent of all trouble reports (Disposition Codes = 12) <i>cleared that have an additional ("repeat")</i> trouble report within 30 days that is found to be a Verizon network trouble (Disposition Codes 3, 4, or 5). ⁶³ A "repeat" trouble report is defined as a trouble on the same line/circuit/trunk as a previous ("original") trouble report within the last 30 calendar days. The 30 calendar day period is measured from close of the "original" trouble report to close of the "repeat" trouble report.				
Exclusions:				
Excluded from the "original" trouble reports are: <ul style="list-style-type: none"> • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble Excluded from the "repeat" trouble reports are: <ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (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 has reported a trouble 				
Performance Standard:				
Metric MR-5-01 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.				
Metric MR-5-01, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADI				
Report Dimensions				
Company: <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		Geography: <ul style="list-style-type: none"> • POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State 		
Sub-Metrics				
MR-5-01	% Repeat Reports within 30 Days			
Products	Retail/VADI: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	

⁶³ Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

	Count of central office and loop found troubles closed in the reporting month that had previous troubles closed within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes = 12)	Total central office and loop found troubles closed in the reporting month . (Disposition codes 03, 04 and 05)
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Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
<p>The percentage of Final Trunk Groups that exceed the applicable blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of Verizon trunk groups exceeding the applicable blocking design threshold will be reported.</p> <p>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. Blocking thresholds are determined based on the design standard for the final trunk group (B.01 or B.005 design standard, as applicable).</p> <p>Common final trunks carry local traffic between Verizon end offices and Verizon access tandems. Dedicated final trunks carry local traffic from a Verizon access tandem to a CLEC.</p> <p>A “Trunk Group” is a set of trunks, traffic engineered as a unit for the establishment of connections between switching systems, in which all of the paths are interchangeable.</p>
Exclusions:
<p>Trunks not included:</p> <ul style="list-style-type: none">• IXC Dedicated Trunks• Dedicated Trunks carrying only IXC traffic• Common Trunks carrying only IXC traffic <p>If a blocking cause listed below occurred, the following blocked trunks will be excluded:</p> <ul style="list-style-type: none">• Trunks blocked due to CLEC network failure• Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk• Trunks blocked where CLEC completion of an order for augmentation is overdue• Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation• Trunks blocked due to other CLEC trunk network rearrangements <p>Trunks that block as a result of CLEC failure to timely provide to Verizon accurate forecasts of trunking requirements.⁶⁴</p>
Performance Standard:
<p>Metrics NP-1-01, 02 and 03: No standard. (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with Verizon Retail on common trunks.)</p> <p>Metric NP-1-04 – Dedicated Final Trunks: For individual trunk groups carrying traffic between Verizon and a CLEC, Verizon will provide an explanation (and an action plan if necessary) on individual trunk groups blocking for two months consecutively. An individual trunk group should not be blocked for three consecutive months.</p>

⁶⁴ The trunk forecast methodology will be set out in the Verizon “CLEC Handbook”.

Report Dimensions		
Company: <ul style="list-style-type: none"> • Verizon Common Final Trunks • CLEC Aggregate – Dedicated Final Trunks • CLEC Specific – Dedicated Final Trunks • Verizon Affiliate Aggregate – Dedicated Final Trunks • Verizon Affiliate Specific – Dedicated Final Trunks 		Geography: <ul style="list-style-type: none"> • State
Products	Retail: <ul style="list-style-type: none"> • Verizon Common Final (Local) Trunks 	Trunks: <ul style="list-style-type: none"> • Verizon to CLEC Trunks
Sub-Metrics NP-1 Percent Final Trunk Group Blockage		
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month, exclusive of trunks that block due to CLEC network problems.	Total number of final trunk groups
NP-1-02	% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 2 Months	
Calculation	Numerator	Denominator
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable
NP-1-04	Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 3 Months	
Calculation	Numerator	Denominator
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable

Function:

NP-2 Collocation Performance

Definition:

Metric NP-2-01: % On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE⁶⁵, CCOE⁶⁶ and Virtual Collocation): Measures the percentage of collocation applications that are responded to by the committed response date (as extended for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-02: Average Interval – Physical Collocation: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-03: Average Interval – SCOPE: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-04: Average Interval – CCOE – Verizon Equipment is Secure: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-05: Average Interval – CCOE – Verizon Equipment is Unsecured: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) “time-outs” specified in the “Forecasting Guidelines”, implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-06: Average Interval – Virtual Collocation: The average number of *business* days between the completion interval start date and the actual completion date (excluding days for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-07: % On Time – Completion – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation): Measures the percentage of collocation requests that are completed by the committed completion date (as extended for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-08: Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation): If completion does not occur by the committed completion date (as extended for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses), the average number of *business* days between the committed completion date and the actual completion date (excluding days for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

⁶⁵ Secured Collocation Open Physical Environment.

⁶⁶ Cageless Collocation – Open Environment.

Exclusions:

- Interval stops for “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements (including, but not limited to, a CLEC failure to make a payment when due).
- Interval stops for CLEC milestone misses (including, but not limited to, a CLEC failure to make a payment when due).

Performance Standards:

Metrics NP-2-01 and 07: 95% on time according to the following schedule. All intervals are subject to postponement for (a) “time-outs” specified in the “Forecasting Guidelines,” implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses.

Metric NP-2-01:

Interval for initial response to request for Physical Collocation, SCOPE, CCOE or Virtual Collocation: Interval specified in Verizon Tariff S.C.C.-Va.-No. 218.

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Metric NP-2-07:

Interval for completion: Interval specified in Verizon Tariff S.C.C.-Va.-No. 218.

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Metrics NP-2-02, 03, 04, 05, 06 and 08: No standard.

Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Products	<ul style="list-style-type: none"> • New Applications • Augment Applications 	
Sub-Metrics:		
NP-2-01	% On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)	
Calculation	Numerator	Denominator
	Count of requests for collocation where initial response to request was due in the report period and initial response was provided on time (as extended for “time-outs” and CLEC milestone misses).	Count of requests for collocation where initial response to request was due in the report period.
NP-2-02	Average Interval – Physical Collocation	
Calculation	Numerator	Denominator
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-03	Average Interval – SCOPE	
Calculation	Numerator	Denominator
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-04	Average Interval – CCOE – Verizon Equipment is Secure	
Calculation	Numerator	Denominator
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-05	Average Interval – CCOE – Verizon Equipment is Unsecured	
Calculation	Numerator	Denominator
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-06	Average Interval – Virtual Collocation	
Calculation	Numerator	Denominator
	Duration in <i>business</i> days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period

NP-2-07	% On Time – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)	
Calculation	Numerator	Denominator
	Number of collocation arrangements completed during the report period on or before due date (as extended for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period.
NP-2-08	Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)	
Calculation	Numerator	Denominator
	For collocation arrangements completed during the report period that were completed after the due date (as extended for “time-outs” and CLEC milestone misses), sum of duration in business days between due date and actual completion date (excluding days for “time-outs” and CLEC milestone misses).	Count of collocation arrangements completed during the report period that were completed after the due date (as extended for “time-outs” and CLEC milestone misses).

Function:		
NP-5 Network Outage Notification		
Definition:		
<p>This metric measures the percentage of network outage event notices that are transmitted within 30 minutes after the responsible Verizon work center has determined that a network outage event notice is needed and has commenced the notice process. The measured notices include notices that are sent by electronic mail.</p> <p>The events that Verizon reports to CLECs include the following:</p> <p><u>911</u>: Any disruption of Verizon 911 service regardless of duration.</p> <p><u>IOF/Transport</u>: Failure of one or more T3s for 30 minutes or more. Failure of one or more T3s that support TSP rated services (Defense or FAA Government critical circuits), for 15 minutes or more.</p> <p><u>Switch</u>: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.</p> <p><u>Signaling</u>: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.</p> <p><u>Power</u>: Any power failure resulting in a major service interruption.</p> <p><u>Fire</u>: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.</p> <p><u>Local Loop/Sub Cable Failure</u>: A subscriber cable failure resulting in 25 or more initial customer reports.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Notices for CLECs which elect to receive notices on a delayed basis. • Notice to a CLEC which is not ready to receive the notice. • Fax notices. 		
Performance Standard:		
Parity with Verizon Retail.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics:		
NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	
Calculation	Numerator	Denominator
	Number of network outage notices in the reporting period that are transmitted within 30 minutes.	Total number of network outage notices in the reporting period.

Function:		
NP-6 NXX Activations		
Definition:		
This metric measures the percentage of NXX scheduled switch activations that were installed in Verizon 's switches by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis.		
Exclusions:		
<ul style="list-style-type: none"> NXX activations where the interval between Verizon receipt of the CLEC request for the NXX activation and the CLEC requested NXX activation date is less than the industry standard interval specified by ATIS for requesting an NXX activation (including, but not limited to, a requested activation date that is less than 45 days from input of code request information into the LERG). Delays in installation of NXX activations caused by the CLEC (including, but not limited to, activation requests with errors or omissions in the LERG, RDBS or BRIDS, changes in the information entered in the LERG, RDBS or BRIDS, or delays in assignment of NXX codes or installation of NXX codes caused by the CLEC). 		
Performance Standard:		
Parity with Verizon Retail.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific Verizon Affiliate Aggregate Verizon Affiliate Specific 	<ul style="list-style-type: none"> State 	
Sub-Metrics:		
NP-6-01	% of NXX Verizon Switch Activations Installed by the LERG Effective Date	
Calculation	Numerator	Denominator
	Number of NXX scheduled switch activations in the reporting period that were installed by the LERG effective date.	Total number of NXX scheduled switch activations in the reporting period.

Billing Performance (BI)

Function:	
BI-1 Timeliness of Daily Usage Feed	
Definition:	
<p>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 3, 4, 5, and 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 Verizon's.</p> <p>The Verizon usage records on the DUF that will be measured under this metric include, but are not limited to, categories 01-xx-xx (rated usage), 10-xx-xx (unrated usage), and 11-xx-xx (access usage).</p> <p>The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from Verizon to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date Verizon is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by Verizon to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, Verizon will measure only the time to provide the usage data electronically via telecommunications.</p>	
Exclusions:	
<ul style="list-style-type: none"> • None 	
Formula:	
$\left[\frac{\text{Total usage records in "y" business days}}{\text{Total usage records on file}} \right] \times 100$ <p>(note: y = 3, 4, 5 or 8)</p>	
Performance Standard:	
<p>Metrics BI-1-01, 03 and 04: No standard.</p> <p>Metric BI-1-02: 95% of DUF in 4 Business Days.⁶⁷</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • State

⁶⁷ This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.

Sub-Metrics		
BI-1-01	% DUF in 3 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-02	% DUF in 4 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-03	% DUF in 5 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-04	% DUF in 8 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percentage of ExpressTRAK ⁶⁸ paper carrier bills and CABS paper carrier bills sent to the carrier, unless the carrier 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:		
<ul style="list-style-type: none"> • A bill whose transmission is delayed at the request of the billed carrier. 		
Formula:		
[(Number of bills sent within 10 business days) / (Number of bills sent)] x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	Geography: <ul style="list-style-type: none"> • State 	
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Products	ExpressTRAK ⁶⁹ paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	Numerator	Denominator
	Count of carrier bills sent to CLEC within 10 business days of bill date.	Count of Carrier Bills distributed

⁶⁸ Until ExpressTRAK is available, the CRIS system will be used.

⁶⁹ Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percentage of carrier bill Verizon charges (as shown on ExpressTRAK ⁷⁰ paper bill) adjusted due to billing errors.		
Exclusions:		
<ul style="list-style-type: none"> Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits. Metric BI-3-03: Charges adjusted due to billing errors resulting from order activity post completion discrepancies. 		
Performance Standard:		
Metric BI-3-01: No standard.		
Metric BI-3-03: Parity with Verizon Retail.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific Verizon Affiliate Aggregate Verizon Affiliate Specific 	<ul style="list-style-type: none"> State 	
Sub-Metrics		
BI-3-01	% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-03	% Billing Adjustments – Excluding Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed

⁷⁰ Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 4 DUF Accuracy		
Definition:		
<p>Metric BI-4-01: This measure captures the accuracy of the usage records transmitted from Verizon to the CLEC on the Daily Usage Feed (“DUF”). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.</p> <p>In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).</p> <p>Metric BI-4-02: This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to Verizon that the original usage record did not have complete information content or proper formatting.</p>		
Exclusions:		
<p>For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the usage record.</p> <p>For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to Verizon by the CLEC more than thirty (30) days after the CLEC’s receipt of the inaccurate usage record.</p>		
Formula:		
<p>Metric BI-4-01: [(Number of usage records delivered in the reporting period that had complete information content and proper formatting) / (Total number of usage records delivered in the reporting period)] x 100</p> <p>Metric BI-4-02: [(Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date) / (Total number of corrected usage records due in the reporting period)] x 100</p>		
Performance Standard:		
<p>Metric BI-4-01: 95%</p> <p>Metric BI-4-02: No standard.</p>		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
BI-4-01	% Usage Accuracy	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

BI-4-02	% Corrected Usage Records Delivered On-Time	
Calculation	Numerator	Denominator
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

Function:		
BI – 5 Accuracy of Mechanized Bill Feed		
Definition:		
<p>This measure captures the accuracy of the mechanized bill feed for ExpressTRAK⁷¹ bills. The measure is derived by dividing the total number of mechanized bill feed records delivered in the reporting period that had complete information content and proper formatting by the total number of records delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt mechanized bill feed records that do not have complete information content or proper formatting.</p> <p>In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).</p>		
Exclusions:		
Any record with incomplete information content or improper formatting not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the record.		
Formula:		
$\left[\frac{\text{Total number of records delivered in the reporting period that had complete information content and proper formatting}}{\text{Total number of records delivered in the reporting period}} \right] \times 100$		
Performance Standard:		
95%		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
BI-5-01	% Accuracy of Mechanized Bill Feed	
Calculation	Numerator	Denominator
	Total number of records delivered in the reporting period that had complete information content and proper formatting	Total number of records delivered in the reporting period

⁷¹ Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 6 Completeness of Usage Charges		
Definition:		
This measure captures the completeness of Verizon usage charges and Verizon usage billing errors that are itemized by date on the ExpressTRAK ⁷² paper bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill.		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Usage charges shown on the bill that were recorded during the last two billing cycles) / (Total usage charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-6-01: No standard.		
Metric BI-6-02: Parity with Verizon Retail.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
BI-6-01	% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

⁷² Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 7 Completeness of Fractional Recurring Charges		
Definition:		
<p>This measure captures the completeness of Verizon fractional recurring charges shown on the ExpressTRAK⁷³ paper bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill.</p> <p>A “fractional recurring charge” is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle).</p>		
Exclusions:		
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
$\left[\frac{\text{Fractional recurring charges shown on the bill that accrued in the last two billing cycles}}{\text{Total fractional recurring charges shown on the bill}} \right] \times 100$		
Performance Standard:		
Metric BI-7-01: No standard.		
Metric BI-7-02: Parity with Verizon Retail.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
BI-7-01	% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

⁷³ Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 8 Non-Recurring Charge Completeness		
Definition:		
This measure captures the completeness of Verizon non-recurring charges shown on the ExpressTRAK ⁷⁴ paper bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill.		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Non-recurring charges shown on the bill that accrued in the last two billing cycles) / (Total non-recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-8-01: No standard.		
Metric BI-8-02: Parity with Verizon Retail.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
BI-8-01	% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

⁷⁴ Until ExpressTRAK is available, the CRIS system will be used.

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services – Speed of Answer		
Definition:		
Measures speed of answer for operator services and directory assistance.		
Exclusions:		
<ul style="list-style-type: none"> None 		
Performance Standard:		
Initial Measurement Period (the first six months after these Guidelines become effective): No standard. After the Initial Measurement Period:		
<ul style="list-style-type: none"> Metrics OD-1-01 and 2: No standard. Metrics OD-1-03 and 04: 95% within 30 seconds. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> Verizon/CLEC Aggregate (combined data) 	<ul style="list-style-type: none"> Measured and reported for each Verizon operator service center and Verizon directory assistance center, serving CLEC Virginia customers. 	
Sub-Metrics		
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator	Number of calls to operator services answered
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to Directory Assistance from time call enters queue until call is answered by operator.	Number of calls to Directory Assistance answered
OD-1-03	% Calls Answered in 30 Seconds – Operator Services	
Calculation	Numerator	Denominator
	Number of calls to operator service answered within 30 seconds after the call enters queue	Number of calls to operator services answered

OD-1-04	% of Calls Answered in 30 Seconds – Directory Assistance	
Calculation	Numerator	Denominator
	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue	Number of calls to Directory Assistance answered

Function:

Function:	
OD-3 DA Database Update Accuracy	
Definition:	
Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to Verizon is compared to the Directory Assistance database following completion of the update by Verizon. An update is “completed without error” if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.	
Methodology:	
This measurement will be performed using statistically valid samples.	
Exclusions:	
Metric OD-3-02: Directory Assistance database errors resulting from service order errors (order activity post completion discrepancies).	
Formula:	
[(Number of updates completed without error) / (Number of updates completed)] x 100	
Performance Standard:	
Metric OD-3-01: No standard.	
Metric OD-3-02: Parity with Verizon Retail.	
Report Dimensions:	
Company: <ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	Geography: <ul style="list-style-type: none"> • State
Sub-Metrics	
OD-3-01	% Directory Assistance Update Accuracy – Including Service Order (Order Activity Post Completion Discrepancy) Errors
Calculation	Numerator
	Number of updates completed without error
	Denominator
	Total number of updates completed
OD-3-02	% Directory Assistance Update Accuracy – Excluding Service Order (Order Activity Post Completion Discrepancy) Errors
Calculation	Numerator
	Number of updates completed without error
	Denominator
	Total number of updates completed

General (GE)

Function:		
GE-1 Directory Listing Verification Reports		
Definition:		
<p>This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in Verizon's CLEC and Reseller Handbooks.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory. 		
Performance Standard:		
95% of directory listing verification reports transmitted on or before the due date.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
GE-1-01	% of Directory Listing Verification Reports Furnished On-Time	
Calculation	Numerator	Denominator
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

Function:		
GE-2 Poles, Ducts, Conduit and Rights of Way		
Definition:		
This metric measures the percentage of requests for access to Verizon poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after Verizon's receipt of a complete and accurate request for access.		
Exclusions:		
<ul style="list-style-type: none"> • Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after Verizon's receipt of the request. • Delays in Verizon's response to the request caused by the CLEC or a third party (including, but not limited to, a failure by the CLEC to submit a reasonably complete and accurate request [application] for access, a failure by the CLEC to timely provide information needed to process its request for access, and changes in the CLEC's request for access). 		
Performance Standard:		
95% of responses transmitted on or before the due date.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
GE-2-01	% of Access Request Responses Transmitted On-Time	
Calculation	Numerator	Denominator
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

Function:		
GE-3 Bona Fide Request Responses		
Definition:		
This metric measures the percentage of bona fide requests (“BFRs”) for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC’s interconnection agreement with Verizon or such later date as may have been agreed to by the CLEC and Verizon .		
Exclusions:		
<ul style="list-style-type: none"> • None. 		
Performance Standard:		
No standard.		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
GE-3-01	% of BFR Responses Furnished On-Time	
Calculation	Numerator	Denominator
	Number of BFR access request responses due in the reporting period that are transmitted on or before the due date.	Total number of BFR access request responses due in the reporting period.

Glossary

Verizon Administrative Orders	Orders completed by Verizon for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for Verizon official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
Verizon Affiliate	"Verizon Affiliate" means a person that (directly or indirectly) controls, is controlled by, or is under common control with, Verizon, and that orders Resale services, UNE or Interconnection Trunks from Verizon.
Basic Front-End Edits	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include: State Code must equal DE, DC, MD, 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 Verizon Change Control procedures.
Business Day	Monday through Friday, excluding Holidays.
CLEC Aggregate	Except for Metrics PO-1 through PO-7, and OD-1, CLEC Aggregate does not include Verizon Affiliate measurement data.
CLEC Trunks	As used in Metrics PR-4, PR-5, PR-6, PR-8, MR-2, MR-4 and MR-5, "CLEC Trunks" includes: (1) CLEC to Verizon Trunks provided by Verizon to CLECs; and, (2) Verizon network facilities connecting Verizon to CLEC Trunks to the Verizon network.
Collocation Milestones	Verizon and the CLEC shall work cooperatively to jointly plan the implementation milestones. An implementation schedule will be developed outlining milestones. Verizon and the CLEC shall work cooperatively in meeting milestones as determined during the joint planning process. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Complex Services	For Retail and Resale, ISDN BRI and ADSL service. For UNE, 2 Wire Digital Services (2 wire digital loops and ISDN BRI switch ports), and 2 Wire xDSL Services (2 wire xDSL loops).
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a Verizon end user to a CLEC completed with manual coordination by Verizon 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
Dispatched Orders:	An order requiring the dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size.
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.
Flow-Through Orders	Orders received through the electronic ordering interface (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a Verizon service representative to type an order into the service order processor.
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

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.
OSS	Operations Support Systems
Parity with Verizon Retail (CLEC to Verizon Trunks, and CLEC Trunks)	For CLEC to Verizon Trunks provided by Verizon to CLECs, and CLEC Trunks, "Parity with Verizon Retail" is determined by comparing Verizon's performance with regard to such trunks and facilities to Verizon's performance with regard to IXC Feature Group D trunks provided by Verizon to IXCs.
POTS Services	<i>Plain Old Telephone Services</i> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks. POTS does not include Complex Services.
PON	<i>Purchase Order Number</i> : Unique purchase order number provided by CLEC to Verizon placed on Local Service Request ("LSR") or Access Service Request ("ASR") as an identifier of a unique order.
POTS Platform	The Analog POTS Platform.
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.
Reject	An order is rejected when there are omissions of 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.
Retail/VADI	For metrics where the standard is "Parity with VADI," (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.
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
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non-access service. Excludes trunks (CLEC to Verizon Trunks, CLEC Trunks, Verizon to CLEC 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, Verizon is awaiting carrier acceptance, or Verizon is denied access.
Suspend for non-payment and associated 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 Verizon to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL', 'NYNX', 'ZKPM', 'ZPSC', 'ZTKP', 'ZTPS', 'ZJIM'.
Trunks	CLEC to Verizon Trunks, CLEC Trunks and Verizon to CLEC Trunks, measured under these <i>Carrier-to-Carrier Guidelines</i> include only message trunks that carry local traffic. They do not include special access trunks provided under an access tariff, IXC dedicated trunks, or trunks carrying only IXC traffic.
VADI	Verizon Advanced Data Inc.

2 Wire Digital Loop	2 wire unbundled digital loop that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop with 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).
2 Wire Digital Services	For Retail and Resale, ISDN BRI service. For UNE, 2 wire digital loops and ISDN BRI switch ports.
2 Wire xDSL Services	For UNE, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing.

APPENDICES

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
F	Repair Disposition Codes
G	Flow-Through Ordering Scenarios
H	Trunk Forecasting Guide
I	Collocation Forecasting Guide
J	Statistical Methodologies
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log
N	Test Deck

These Appendices are an integral part of the Guidelines. However, in the event of an irreconcilable conflict between an Appendix and a Metric, the Metric shall prevail. In the event of an irreconcilable conflict between an Appendix and the Glossary, the Glossary shall prevail.

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are 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 provided 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 customer's location) or in the Central Office (the trouble was found within the **Verizon** central office), and 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.

Specials Services Maintenance:

Included are 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 provided 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, 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 customer's location) or in the Central Office (the trouble was found within the **Verizon** central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics. Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff service.

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 later 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 Verizon initiated orders that are customer affecting, but not requested by the customer.
Z	Used on Verizon 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 customer's 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. (Note: SP are not measured as Customer Missed Appointments).
SC	Under Development: CLEC Not Ready.

Appendix B Provisioning Codes

Company (Verizon) Missed Appointment:

CA, A	The cable pair from the Verizon 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, B	The Verizon business office taking the request caused the delay (misplaced the order).
CF, F, F1, F3, L3	The assigned cable facility was bad.
CL, L, L1,	Not enough Verizon technicians to complete the work on a given day.
CO, L2, O, O1, O2	Any other delay caused by Verizon not listed here (e.g., technician's truck broke down).
CS, S	The Verizon Central office work was not complete (line not programmed).

SWO:

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

NR, R	Residence service
NL, L	Non Special Business
NV, V	Complex business (5lines or more)
NA, A	Complex Business
ND, D	Disconnect
NC, C	Verizon Company
NS, S	Special services
NP, P	Verizon Coin services
NX, X	Message Trunk IEC & O

SELLER TYPE:

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

1	Verizon 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

Appendix B
Provisioning Codes

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

Appendix B
Provisioning Codes

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				

ENVIEW PROCESS – NOTES:

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, for **Metric PO-1-07, “Average Response Time – Rejected Query,”** of a CLEC representative accessing the OSS through the interface. The robot creates the log records that show whether the transaction was successful or failed, and records transaction response times.

For Metric PO-1-07 CLEC transactions, the robot sends transactions to the same interface that CLECs use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability {ADSL Loop Qualification}, and Reject Query).

Timeouts are set at 60 seconds and are an indication that a response was not received by the EnView robot prior to the 60 second timeout point. Timeouts are not included in the response time calculations. They are removed from the queue.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the Program One server in Boston. At the end of each month, they are also written to compact disks (CDs), which are stored in a Program One library.

Perl Program Files – The Program One Metrics team runs a Perl program that reads the input log files and creates a file that contains all EnView transactions during the report period 0600 through 2159 inclusive. The file is then imported into Excel and a macro is run to create pivot tables. These pivot tables provide the average response times and transaction volumes.

Excel workbook – the format for response time results. Monthly average response times are calculated in the Excel workbook.

Appendix C
Pre-Ordering
EnView Additional Details

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to **Verizon** for a loop hot-cut with LNP. **Verizon** returns an LSRC to the CLEC with the date and time for the cutover. **Verizon** 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. **Verizon** sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. If the CLEC uses EDI or Web GUI for LSR submission, the LSRC will be returned to the CLEC at the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, **Verizon** will send the LSRC back to the CLEC after **Verizon** issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since **Verizon**'s internal service order process generates the LSRC and NPAC create message at the same time, **Verizon**'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 NPAC business hours to enter its subscription from the time the **Verizon** 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 its subscription will be canceled.

Upon receipt of the LSRC, 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 it is ready to port, send a second message to NPAC to activate LNP in real time. **Verizon** has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. Then, on the date due, the CLEC will send an ACTIVATE message via SOA to NPAC when it is 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 **Verizon** Regional CLEC Co-ordination Center (RCCC) will arrange with internal **Verizon** personnel to have the cable pairs moved on the agreed upon due date at a specific time known as the frame due time (FDT). In addition, at least one business day prior to the due date, **Verizon** will install a 10 digit unconditional trigger on the **Verizon** line (during the porting process, **Verizon**'s procedure is 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) of unbundled loops, the CLEC is required to have dial tone at its collocation 48 hours before the DD. The RCCC will verify dial tone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC at the specified FDT to ensure that both parties are ready. If the CLEC indicates that the port should proceed, **Verizon** will cut the loop and report the completion to the CLEC. Upon notification of the completion, the CLEC will 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:

Verizon will issue service orders to place the 10-digit trigger on the line at least one business day prior to the date due and to remove the end user telephone number translation from the Verizon switch at 11:59 PM on the due date. For informational purposes, the CLEC requested work completion time will be carried on the Verizon service order. At the same time the service orders are issued, Verizon will send the LSRC 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 Verizon telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes its work by 11:59 PM on the confirmed due date. If the 10 digit trigger is not applied because the Verizon account is DID, then the FDT would govern the porting out activity and Verizon will handle in the same manner as a hotcut.

Note that triggers can be placed on all lines with OE (Office equipment). DID service require coordination between the CLEC and the RCCC at the FDT. Verizon 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 Verizon 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. Verizon activates the 10 digit trigger at least 1 business day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose.

On all ports without a loop and with a trigger, the Verizon service order will carry an 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 its work activities (switch translations, loop installs, NPAC activate, etc.) before the Verizon line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

Background:

For calls to 9-1-1, the E911 database identifies the street address associated with the calling telephone number and provides this address information for display at the PSAP.

Verizon is responsible for updating the E911 database for its own retail customers and for customers of CLECs served by resale of Verizon's local retail service. CLECs are responsible for providing to Verizon, for submission by Verizon to the E911 database, the information needed to update the E911 database for CLEC customers that utilize UNE port arrangements and for CLEC customers provided dial tone via CLEC switching equipment.

When Verizon provides updates to the E911 database, the address is compared against permissible street addresses and their associated ranges contained in the Master Street Address Guide (MSAG). The MSAG (address information) is compiled, provided and maintained by the applicable governmental entities. Thus, the MSAG is only as accurate as the information supplied by the governmental entities and only these governmental entities can authorize changes to the MSAG.

If the E911 database cannot process 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. If the update is for a CLEC, Verizon will return the update to the CLEC. The CLEC must correct the update and resubmit it to Verizon.

Responsibilities and procedures for updating the E911 database are described in Verizon's "CLEC Handbook" and "E911 Activation Process." Both documents are available to the public at Verizon's website.

Verizon's Procedures

As explained above, Verizon is responsible for updating the E911 database for its own retail customers and for CLECs that resell its local retail service. Verizon performs this function in a competitively neutral manner. For Verizon retail orders and Verizon resale orders, the customer's name, street address, and telephone number are electronically downloaded from the Verizon service order and a record is generated. These records are accumulated during the day and then electronically "batch" transmitted to the E911 database in the evening. Rejected records and their corresponding error messages are returned to the appropriate CLEC for correction and resubmission. Typical errors include mismatches on street addresses, such as misspellings, incorrect suffix, and street number outside of MSAG range. New street addresses and ranges must be validated by the CLEC with the appropriate governmental agency.

Repair Disposition Codes
From CLEC Handbook, Section 8.0

8.8 (Repair) Disposition Codes

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

8.8.1 DISPOSITION CODES

Disposition Code Table	
Disposition Code	Trouble was found in:
03xx	Verizon Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0341	Network Interface Device
04xx	Verizon Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Verizon Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Repair Disposition Codes

Disposition Code Table	
Disposition Code	Trouble was found in:
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
09xx	Not Found Troubles
0901	Dispatch Out, No Access and during follow-up procedures in the Center, the customer states that trouble has disappeared
0902	Found OK by technician
0903	Found OK by customer
0931	Found OK by public telephone technician
0932	Found OK by customer
0971	Verified OK with customer
0972	Customer does not answer
0973	Traffic overload
0974	Test OK via front-end -close-out
0975	Customer Cancelled Original Report
0979	Predictor
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
0991	CO-LAN Public Packet Switched Network
0992	Public Packet Switched Network-Packet Switched
0993	Public Packet Switched Network-Group Access Bridging
0994	Equipment
0995	Found OK-In
0996	Found OK- Voice Message Service
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Verizon's Central Office/IDC applies.

8.9.1 CAUSE CODE TABLE

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	Trouble was caused by.....
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

APPENDIX G

FLOW-THROUGH ORDERING SCENARIOS

A list of orders that flow-through is set out on **Verizon**'s website at http://www.BellAtlantic.com/wholesale/html/cd_supp_document.htm. The list of orders that flow-through is subject to change from time-to-time in accordance with applicable change control processes.

APPENDIX H

TRUNK FORECASTING GUIDE

On a semi-annual basis (and quarterly where a significant change in demand occurs between forecast periods), CLECs shall provide Verizon with at least a two year detailed forecast of traffic and volume requirements for all interconnection trunking. The forecast shall be in the form specified in the Verizon Trunk Forecast Template, as modified from time-to-time. The Verizon Trunk Forecast Template is available from Verizon's website at: <http://www.bell-atl/wholesale/html/resources.htm>.

This trunk forecasting requirement applies and must be complied with by CLECs for the purposes of these *Carrier-to-Carrier Guidelines*. This trunk forecasting requirement is in addition to, and does not cancel or terminate, any obligations that CLECs may have under interconnection agreements, tariffs or regulatory orders.

Appendix H
Trunk Forecast Template Instructions – August 1, 1999

APPENDIX I

COLLOCATION FORECASTING GUIDE

On a semi-annual basis (and quarterly where a significant change in demand occurs between forecast periods), CLECs shall provide Verizon with at least a two year detailed forecast of collocation requirements. The forecast shall be in the form specified in the Verizon Collocation Forecast Template, as modified from time-to-time. The Verizon Collocation Forecast Template is available from Verizon's website at: <http://www.bell-atl/wholesale/html/resources.htm>.

This collocation forecasting requirement applies and must be complied with by CLECs for the purposes of these *Carrier-to-Carrier Guidelines*. This collocation forecasting requirement is in addition to, and does not cancel or terminate, any obligations that CLECs may have under interconnection agreements, tariffs or regulatory orders.

Appendix I

Collocation Forecast Template Instructions – August 1, 1999

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APPENDIX J

STATISTICAL METHODOLOGIES

Note:

This Appendix may need to be revised to conform to a Performance Assurance Plan Payment regime when one is adopted by the Commission.

Statistical Methodologies:

Verizon will use statistical methodologies as a means to determine if “Parity with Verizon Retail” or “Parity with VADI”¹ exists (that is, to determine if the performance for a CLEC, or CLECs in the aggregate, is equivalent to the performance for Verizon retail customers or for VADI). For performance measures where “Parity with Verizon Retail” or “Parity with VADI” is the standard and a statistically significant sample size exists, Verizon will use the “modified t and Z statistics” proposed by a number of CLECs in LCUG (Local Competition Users Group). For metrics where the performance is measured against an objective (absolute) standard, the “modified t and Z statistics” are not applicable. The specific formulas are detailed below:

Where A Lower Mean or Lower Percentage Signifies a Better Performance

Mean Variables:	Percent Variables:
$t = \frac{\bar{X}_{VZ} - \bar{X}_{CLEC}}{\sqrt{S^2_{VZ} \left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$	$Z = \frac{P_{VZ} - P_{CLEC}}{\sqrt{P_{VZ} (1 - P_{VZ}) \left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$

Where a Higher Mean or Higher Percentage Signifies a Better Performance

Mean Variables:	Percent Variables:
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{VZ}}{\sqrt{S^2_{VZ} \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{VZ}} \right)}}$	$Z = \frac{P_{CLEC} - P_{VZ}}{\sqrt{P_{VZ} (1 - P_{VZ}) \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{VZ}} \right)}}$

Definitions:

Mean Variables are metrics of means or averages, such as mean time to repair, or average delay days.

Percent Variables are metrics of proportions, such as percent metrics.

\bar{X} is defined as the average performance or mean of the sample

S^2 is defined as the standard deviation

n is defined as the sample size

P is defined as the proportion (for percentages, 90% translates to a 0.90 proportion)

A Z or t score of below -1.645 provides a 95% confidence level that the samples are different, or that they come from different distributions.

¹ For 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing measures.

If the Z or t score is ≥ -1.645 , the performance standard of “Parity with Verizon Retail” or “Parity with VADI” will be deemed to have been met. If the Z or t score is < -1.645 (farther from zero than -1.645), except as otherwise provided in these Guidelines (including, but not limited to, in Appendix J, “Verizon Exceptions,” and Exhibit 1, Section 3, “Skewed Data”) or determined by the Commission, the standard of “Parity with Verizon Retail” or “Parity with VADI” will be deemed not to have been met.

Sample Size Requirements:

Minimum Sample Size: The minimum sample size is 10. When the measured sample size for either Verizon Retail (or VADI) or CLEC is less than 10 (Verizon Retail <10 {VADI<10} or CLEC <10), no determination will be made as to whether the standard has been met.

Use of Standard Z or t Statistic and Permutation Methods: The minimum sample size for use of the Z or t statistic is 30. When the measured sample size for each of Verizon Retail (or VADI) and CLEC is 30 or more (Verizon Retail = 30 {VADI = 30} and CLEC = 30), the Z or t statistic will be used for metrics where “Parity with Verizon Retail” (or “Parity with VADI”) is the standard. When the measured sample size for either Verizon Retail (or VADI) or CLEC is from 10 to 29 (Verizon Retail 10 to 29 {VADI 10 to 29} or CLEC 10 to 29), Verizon will do the following:

- a.) If the absolute performance for the CLEC is better than the Verizon retail (or VADI) performance, no statistical analysis is required; the standard will be deemed to have been met.
- b.) If the absolute performance for the CLEC is worse than the Verizon retail (or VADI) performance, Verizon will perform a permutation test to determine whether or not Verizon’s performance for the CLEC was at “Parity with Verizon Retail” (or “Parity with VADI”).
 - (1) For mean variable (metrics of means or averages), until Verizon has implemented the ability to perform a permutation test in a fully automated manner (i.e., with a computer automatically taking the data from the report and performing the permutation test, without the need for Verizon personnel to perform manual functions in connection with the test, such as inputting data or instructing the computer to perform calculations), Verizon will use the t distribution;
 - (2) For mean variables (metrics of means or averages), when Verizon has implemented the ability to perform a permutation test in a fully automated manner, Verizon will use a permutation test;
 - (3) For percent variables (metrics of proportions, such as percent metrics), until Verizon has implemented the ability to use a permutation test in a fully automated manner, Verizon will use either the binomial distribution or a hypergeometric distribution; and
 - (4) For percent variables (metrics of proportions, such as percent metrics), when Verizon has implemented the ability to use a permutation test in a fully automated manner, Verizon will use a permutation test.

Verizon Exceptions:

(1) Clustering:

A key assumption about the data, necessary to use statistics, is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunications services may not be 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.

- a.) **Event Driven Clustering: Cable Failure** : If a significant proportion (more than 30%) of a CLEC’s troubles are in a single cable failure, Verizon will provide the data demonstrating that all troubles within that failure, including Verizon 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 CLEC's 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 problem, will show that the problem was resolved in a manner equivalent to the manner in which such a problem primarily impacting Verizon retail operations would have been resolved, and 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 a significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon will provide the data demonstrating the unusual amount of activity on that day. Verizon will compare that single day's performance for the CLEC to Verizon's own performance, including Verizon's processing of similar peak loads in Verizon's retail operations. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity".

(2) CLEC Actions :

If Verizon's performance for any measure is impacted by unusual or inappropriate CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality deficiencies, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, failing to apply 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 to the CLEC and the Commission.

Where Verizon proposes an exception, Verizon will provide applicable information, ensuring protection of customer proprietary information, to the CLEC and the Commission. Such information might include individual trouble reports and orders, with analysis of Verizon and CLEC performance. For cable failures, Verizon will provide appropriate documentation detailing other troubles associated with that cable failure.

Metrics with Objective (Absolute) Standards:

Minimum Sample Size: The minimum sample size is 10. When the measured sample size is less than 10, no determination will be made as to whether the standard has been met.

2001 Holiday Schedule – Verizon East

(No staffing or limited staffing of work units.)

Date	Holiday	MD	WV	DC	VA	PA	DE	NJ	ME	MA	NH	NY	RI	VT
Mon/Jan 1	New Year's Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Mon/Feb 19	President's Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Fri/Apr 13	Good Friday	N	N	N	N	Y	Y	N	N	N	N	N	N	N
Mon/May 28	Memorial Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Wed/July 4	Independence Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Mon/Sept 3	Labor Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Mon/Oct 8	Columbus Day	N	N	N	N	N	N	Y	N	N	N	Y	N	N
Mon/Nov 12	Veteran's Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Thur/Nov 22	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Fri/Nov 23	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N
Tues/Dec 25	Christmas Day	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Note: Holidays may vary based on collective bargaining agreements. Holidays apply to work unit based on the state in which it is located.

APPENDIX L

OSS INTERFACE OUT OF SERVICE TROUBLE REPORTS

A CLEC shall report an OSS interface (EDI, Web GUI, CORBA, Electronic Bonding) outage by calling **Verizon**'s System Support Help Desk. At present, the telephone number of the Help Desk is 888-433-4357.

APPENDIX M

OSS INTERFACE OUT OF SERVICE TROUBLE REPORT LOG

A CLEC may obtain a copy of the **Verizon** log that keeps a record of CLEC reports of interface outages by contacting **Verizon**'s System Support Help Desk. At present, the telephone number of the Help Desk is 888-433-4357.

The log will be furnished on a computer disk. The log will exclude information identifying the CLECs that reported outages.

APPENDIX N

TEST DECK

PRE-ORDER AND ORDER WEIGHTS

ADDITIONAL PROVISIONS

1. **Interpretation.** These Carrier-to-Carrier Guidelines (“Guidelines”) are intended to implement the order of the Commission in “Establishment of a Collaborative Committee to Investigate Market Opening Measures,” Case No. PUC000026, [insert date], (“Order”) (as amended from time-to-time), and other applicable orders of the Commission. The Guidelines shall be construed and implemented so as to be consistent with and implement the Order and other applicable orders of the Commission.
2. **Changes.** The Commission, in accordance with the procedures provided under applicable law, may modify the Guidelines, including, but not limited to, in order to conform the Guidelines to changes in Verizon’s systems and processes.
3. **Skewed Data.** Verizon shall not be responsible for a failure to meet a performance standard, to the extent such failure was the result of: (a) a Force Majeure event; (b) a statistically invalid measurement; or, (c) Event Driven Clustering, Location Driven Clustering, Time Driven Clustering, or CLEC Actions, as described in Appendix J.

Force Majeure events include the following: (a) events or causes beyond the reasonable control of Verizon; or, (b) unusually severe weather conditions, earthquake, fire, explosion, flood, epidemic, war, revolution, civil disturbances, acts of public enemies, any law, order, regulation, ordinance or requirement of any governmental or legal body, strikes, labor slowdowns, picketing or boycotts, unavailability of equipment, parts or repairs thereof, or any acts of God.

If Verizon claims that it is excused under this Exhibit I, Section 3 from meeting a performance standard, Verizon will submit notice to the Commission and all affected CLECs at the time that it submits the applicable monthly performance report. If any interested party wishes to dispute Verizon’s claim, it must do so within thirty (30) calendar days after the monthly report is submitted to the Commission, by requesting the Commission to institute an appropriate proceeding to resolve the dispute.

4. Confidentiality.

(a) **Verizon Information:**

(1) As used in this Section 4(a), the following terms have the meanings stated below:

(A) “**Verizon Information:**” (1) information contained in the report for **Verizon** Retail performance; (2) information contained in the report for **Verizon** Affiliate Aggregate performance; and, (3) any other information about or related to **Verizon** retail customers or **Verizon** Affiliates or service provided to **Verizon** retail customers or **Verizon** Affiliates (including, but not limited to, **Verizon Advanced Data Inc.**), disclosed to a CLEC in conjunction with the Guidelines.

(B) “Agent:” (1) an employee, agent, contractor or affiliate² of a CLEC; and, (2) an employee of an agent, contractor or affiliate of a CLEC.

- (2) A CLEC may disclose **Verizon** Information to other persons only as follows: (1) to CLEC Agents who need to receive the **Verizon** Information for a use permitted by this Section 4(a); (2) to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreement, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between **Verizon** and the CLEC. A CLEC may use **Verizon** Information only for the following purposes: (1) assessment of **Verizon**’s performance in providing service; (2) assessment of **Verizon**’s performance in complying with these Guidelines; (3) enforcement of the CLEC’s rights under any performance assurance plan, an applicable agreement or tariff, or applicable law; (4) such other uses as may be required by applicable law or permitted by the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, including, but not limited to, reporting to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (5) such other uses as may be required or permitted by an agreement between **Verizon** and the CLEC. A CLEC’s Agents shall be bound by the same restrictions on disclosure and use of **Verizon** Information as the CLEC is under this Section 4(a) and the CLEC shall require its Agents to comply with these restrictions.
- (3) Except as otherwise expressly required by applicable law, in providing performance reports to a CLEC and otherwise performing its obligations under the Guidelines, **Verizon** shall not be obligated, and may decline, to disclose to a CLEC any individually identifiable information pertaining to a person other than the CLEC, including, but not limited to, any other carrier customer of **Verizon** or any retail customer of **Verizon**.

(b) CLEC Information

(1) As used in this Section 4(b), the following terms have the meanings stated below:

(A) “CLEC Information:” information disclosed by **Verizon** to a CLEC in a report for CLEC Specific performance for that CLEC, while such information is in a CLEC individually identifiable form.

(B) “Agent:” (1) an employee, agent, contractor or affiliate³ of **Verizon**; and, (2)

² As used in this Section 4(a) definition of “Agent,” an “affiliate of a CLEC” is a person that (directly or indirectly) controls, is controlled by, or is under common control with, the CLEC.

³ As used in this Section 4(b) definition of “Agent,” an “affiliate of BA” is a person that (directly or indirectly) controls, is controlled by, or is under common control with, BA.

an employee of an agent, contractor or affiliate of Verizon.

- (2) Verizon may disclose CLEC Information to other persons only as follows: (1) to Verizon's Agents who need to receive the CLEC Information for a use permitted by this Section 4(b); (2) to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreement, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between Verizon and the CLEC. Verizon may use CLEC Information only for the following purposes: (1) performing its obligations under the Guidelines; (2) assessment of Verizon's performance in providing service; (3) assessment of Verizon's performance in complying with these Guidelines; (4) enforcement of Verizon's rights these Guidelines, under any performance assurance plan, an applicable agreement or tariff, or applicable law; (5) provision of service to CLECs; (6) such other uses as may be required by applicable law or permitted by the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, including, but not limited to, reporting to the Commission, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (7) such other uses as may be required or permitted by an agreement between Verizon and the CLEC. Verizon's Agents shall be bound by the same restrictions on disclosure and use of CLEC Information as Verizon is under this Section 4(b) and Verizon shall require its Agents to comply with these restrictions.

(c) Exceptions

The restrictions on disclosure and use of Verizon Information and CLEC Information stated in Sections 4(a) and 4(b), above shall not apply:

- (1) With regard to Verizon Information, if Verizon makes the Verizon Information publicly available; and,
- (2) With regard to CLEC Information, if the CLEC makes the CLEC Information publicly available.

- (d) This Section 4 is intended to be in addition to and not in derogation of any applicable law protecting the confidentiality of the information of a telecommunications carrier or the customers or users of a telecommunications carrier, including, but not limited to, 47 U.S.C. § 222. This Section 4 shall not be construed as permitting any disclosure or use of information otherwise prohibited by applicable law.

5Reporting Date. Performance Measurement Reports will be distributed on the 25th day of the month following the reporting month (or, if the 25th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

6. CLEC General Obligations. CLECs shall comply with all of the obligations imposed upon them by the Guidelines, including, but not limited to, the obligation to provide timely, accurate forecasts for interconnection trunks (both “CLEC to Verizon” and “Verizon to CLEC”) and collocation.

Test Deck

Pre-Order and Order Weights

PRE-ORDER						ORDER			Appendix N TOTAL						
25% of total weights 18 scenarios						75% of total weights 38 scenarios			100%						
						RESALE	UNE	PLATFORM							
40% of preorder 10% of total 4 scenarios	### of preorder 3% of total 1 scenario	12% of preorder 3% of total 4 scenarios	### of preorder 3% of total 5 scenarios	### of preorder 3% of total 3 scenarios	### of preorder 3% of total 1 scenario	20% of orders 15% of total 17 scenarios	40% of orders 30% of total 9 scenarios	40% of orders 30% of total 12 scenarios							
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings	TN Availability Ord Reservation	Facility Availability (Loop Qualification)	<u>Scenarios</u>		<u>Scenarios</u>		<u>Scenarios</u>					
						1	0.88%	30	3.33%	18	2.5%				
						2	0.88%	31	3.33%	19	2.5%				
						3	0.88%	32	3.33%	20	2.5%				
						4	0.88%	33	3.33%	21	2.5%				
						5	0.88%	34	3.33%	22	2.5%				
						6	0.88%	35	3.33%	23	2.5%				
						7	0.88%	36	3.33%	24	2.5%				
						8	0.88%	37	3.33%	25	2.5%				
						9	0.88%	38	3.33%	26	2.5%				
15	2.5%	4	3.0%	6	0.75%	5	0.6%	1	1.0%	14	3.0%	10	0.88%	27	2.5%
16	2.5%			7	0.75%	10	0.6%	2	1.0%	11	0.88%	28	2.5%		
17	2.5%			8	0.75%	11	0.6%	3	1.0%	12	0.88%	29	2.5%		
18	2.5%			9	0.75%	12	0.6%			13	0.88%				
						14	0.88%			15	0.88%				
						15	0.88%			16	0.88%				
						16	0.88%			17	0.88%				
						17	0.88%								
10%	3.0%	3.00%	3.0%	3.0%	3.0%	15.00%	30.00%	30%	1						