5 February 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 your letter, attached are updated proposals for performance standards and reports from Verizon Virginia and Verizon South for use in the collaborative committee in Virginia. Both submissions are in redline format to show the differences between this proposal and the proposal we made on 19 July 2000. Additionally, per your request, I have also attached a comparison that identifies and explains the differences between the proposal we are making to the collaborative for ongoing, carrier-to-carrier metrics for Verizon Virginia and the metric set that has been adopted for use in PUC000035 by the Project Leader.

The Verizon submissions reflect 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 companies reserve the right to propose changes to the draft plans during the Virginia collaborative process.

I look forward to the collaborative committee conference call on 20 February, and hope it can be a productive session that will allow us to come to agreement on performance standard plans for Virginia.

Sincerely,

Attachments

Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

DRAFT

February 5, 2001

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 Methodology
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log
N	Test Deck

Exhibits	
1	Additional Provisions

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.

Average Response Time – The sum of the response times for pre-ordering queries in the report period divided by the number of pre-ordering queries in the report period. Average response time is calculated separately for each of Metrics PO-1-01 through 07 and Metric PO-1-09.

Rejected Queries – A "Rejected Query" is a query that cannot be processed due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender. Rejected Queries are measured in Metric PO-1-07. Rejected Queries are excluded from the calculation of Metrics PO-1-01 through 06 and Metric PO-1-09.

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. EnView is a performance evaluation software tool that measures and records the 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.

CLECs—Metrics P0-1-01 through 06 and Metric PO-1-09:

For Metrics PO-1-01 through 06 and Metric PO-1-09, Verizon will measure the actual response times for

[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).

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:

Metrics 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.)[3]
- 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.)

[3] 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."

Report Dimensions:	
Company: • Verizon Retail • CLEC Aggregate	Geography: • 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 Availability**[4]	
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 & Reservation**[5]	
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.

[4] 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.

[5] 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 CSR**[6]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

[6] Because there is no Parsed CSR transaction forVerizon 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 Availability[7] 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.

[7] 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 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 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 4800 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-(12/4800)] x 100 = 99.75% Prime Time 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

- 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.
- Troubles reported but not found.
- Troubles reported by a CLEC that were not reported to Verizon's designated trouble reporting point.

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	Pre-Ordering CORBA Maintenance Web GUI Maintenance Electronic Bonding	
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	Pre-Ordering/Ordering EDI (combined Pre-Ordering and Ordering data) Pre-Ordering/Ordering Web GUI (combined Pre-Ordering and Ordering data) Pre-Ordering CORBA Maintenance Web GUI Maintenance Electronic Bonding	
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	Pre-Ordering CORBA Maintenance Web GUI Maintenance Electronic Bonding	
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:

Contact Center Availability – 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.

Speed of Answer.

TISOC

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.

RCMC

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.

Exclusions:

Speed of Answer

- 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:

Metrics PO-3-01 and 03: No standard.

Metrics PO-3-02 and 04: 85% within 20 Seconds.

Center Hours of Operation: Not measured.

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.

Report Dimensions:

- 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 jurisdictions 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:

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.

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:

Metric PO-4-01: 95% complying with applicable minimum interval stated below.
Metric PO-4-02: No standard.
Metric PO-4-03: 0 (No change management notices or change management confirmations sent 8 or more days late.)

Timeliness Standards:

Change type	Change Management Notice: Interval between notification and implementation	Change Management Confirmation: 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[8]

Products	One (1) Product reflecting the combination of the following:

Change Management Notice:
- Type 1 – Emergency Maintenance
- Type 2 – Regulatory
- Type 3 – Industry Standard
- Type 4 – Verizon originated
- Type 5 – CLEC originated

Change Management Confirmation:
- Type 2 – Regulatory
- Type 3 – Industry Standard
- Type 4 – Verizon originated
- Type 5 – CLEC originated

[8] 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)**	
Calculation	**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:
• None.
Performance Standard:
Not more than: 20 minutes.

Report Dimensions

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

Verizon maintains a test deck of transactions that will be used to validate the functionality of a non-emergency software release. 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.

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.

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.

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:

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 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.

Metric PO-7-01 is defined as the ratio of Production Referrals resolved within target response intervals to the total number of Production Referrals.

Exclusions:

- 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:
• Pre-Order/Order Transactions failed, with no workaround	48 hours
• Pre-Order/Order Transactions failed, with workaround	10 calendar days

Sub-Metrics

PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	Number of Production Referrals resolved within timeliness standard.	Total number Production Referrals.
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for identified software resolution changes associated with pre-order/order failures with no workaround.	
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 72 Hours. **Metric PO-8-02:** 95% within 72 Hours.		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific	Geography: • 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 72 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:

This metric is intended to measure the timeliness of provision of manual loop qualification information and Engineering Records where such information and records are 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 and Engineering Records on a stand-alone basis separate from the LSR process.

Ordering (OR)

Function:

OR-1 LSR/ASR Confirmation Timeliness

Definition:

Resale & UNE:

LSR/ASR Confirmation Response Time: 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 LSR/ASR for 6 or more lines.

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

Percent of LSRs/ASRs Confirmed On Time: The percentage of LSRs/ASRs confirmed within the time frames specified in the Performance Standards.

Note: Edit Rejects – LSRs/ASRs failing "Basic front-end edits"[9] are not placed on PON Master File.

Interconnection Trunks:

ASR Confirmation Response Time: 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.

Average Confirmation Response Time: The mean of all confirmation response times.

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

Inbound (Verizon to CLEC) Augment Trunks: 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 Trunks category.

[9] Basic front-end edits – see Glossary.

Exclusions:	
Resale & UNE: • Verizon Test Orders (LSRs/ASRs)[10] • 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 AM, Monday through 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.[11] 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: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

[10] Verizon Test Orders – see Glossary.

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

Performance Standard: OR-1 LSR/ASR 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:
Electronically Submitted LSRs/ASRs: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services) (requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs < 6 Lines: 48 Hours • LSRs/ASRs ≥ 6 Lines: 72 Hours[13] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted LSRs/ASRs:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Loops, 2 Wire xDSL Line Sharing)*[14] *(requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs with < 6 Lines: 48 Hours • LSRs/ASRs with ≥ 6 Lines: 72 Hours[15] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted ASRs:** CLEC to Verizon Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days Design Layout Record (CLEC to Verizon Interconnection Trunks): • ≤ 192 Forecasted Trunks: 11 Business Days **Faxed/Mailed ASRs**: Add 24 Hours to intervals above Inbound (Verizon to CLEC) Augment Trunks: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process

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13 Also includes orders requiring facility verification as specified in 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 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	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation 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 confirmed for specified product.
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • 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 less than 6 lines electronically submitted, by product group.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.

[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.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-04	**% On Time LSRC/ASRC < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • 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/ASRCs 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • 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 LSR/ASR Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC/ASRC [3] 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • 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/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 electronic LSRs/ASRs for 6 or more lines confirmed for specified product.
OR-1-07	**Average LSRC/ASRC Time < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • 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 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 LSR/ASR Confirmation Timeliness (continued)		
OR-1-08	**% On Time LSRC/ASRC < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • 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 faxed LSRCs/ASRCs 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • 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 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 LSR/ASR Confirmation Timeliness (continued)		
OR-1-10	**% On Time LSRC/ASRC [3] 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • 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 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 LSRs/ASRs for 6 or more lines confirmed for specified product.
OR-1-11	**Average Access Service Request Confirmation (ASRC) Time**	
Products	Trunks: • CLEC to Verizon Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of ASR confirmation date and time less submission date and time for trunk ASRs.	Count of ASRs confirmed with 192 or less trunks that are not designated projects.[17]
OR-1-12	**% On Time ASRC**	
Products	Trunks: • CLEC to Verizon Trunks (≤ 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.

[17] Projects—see Glossary.

Sub-Metrics OR-1 LSR/ASR Confirmation Timeliness (continued)		
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • 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-1-14-18	**Omitted. Not applicable to Virginia.**	
OR-1-19	**% On Time Response – Request for Inbound (Verizon to CLEC) Augment Trunks**	
Products	• Verizon to CLEC Trunks (≤ 192 Trunks) • Verizon to CLEC Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of requests for Inbound (Verizon to CLEC) Augment Trunks submitted via e-mail 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 UNE

Reject 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 reject or query (a "Reject").

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

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

Note: Edit Rejects – LSRs/ASRs 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 (LSRs/ASRs)
- 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 AM, Monday through 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.[18] 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.

[18] 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 LSRs/ASRs*:* *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services) (requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs with < 6 Lines: 48 Hours • LSRs/ASRs with ≥ 6 Lines: 72 Hours[19] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted LSRs/ASRs:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through LSRs: 2 Hours • LSRs with < 6 Lines: 24 Hours • LSRs with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing) (requiring loop qualification):* • LSRs with < 6 Lines: 72 Hours • LSRs with ≥ 6 Lines: 72 Hours *Special Services:* • LSRs/ASRs with < 6 Lines: 48 Hours • LSRs/ASRs with ≥ 6 Lines: 72 Hours[20] **Faxed/Mailed LSRs/ASRs**: Add 24 Hours to intervals above	**Electronically Submitted ASRs:** CLEC to Verizon Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days **Faxed/Mailed ASRs**: Add 24 Hours to intervals above
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State	

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

[20] Also includes orders requiring facility verification as specified in 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	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • 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	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	*UNE:* • 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 for less than 6 lines that are electronically submitted for specified product.	Total number of electronically submitted LSRs/ASRs for less than 6 lines rejected for specified product.
OR-2-04	**% On Time LSR/ASR Reject < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	*UNE:* • 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 electronically submitted LSRs/ASRs for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-05	**Average LSR/ASR Reject Time [3] 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	*UNE:* • 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 for 6 or more lines that are electronically submitted for specified product.	Total number of electronically submitted LSRs/ASRs 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	*UNE:* • 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 • 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 electronically submitted LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-07	**Average LSR/ASR Reject Time < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	UNE: • 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 for less than 6 lines that are submitted by fax for specified product.	Total number of faxed LSRs/ASRs 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	UNE: • 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 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 faxed LSRs/ASRs 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	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	UNE: • 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 for 6 or more lines that are submitted by fax for specified product.	Total number of faxed LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-10	**% On Time LSR/ASR Reject – Facilities Check (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • Specials	UNE: • 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 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 faxed LSRs/ASRs for 6 or more lines rejected for specified product.
OR-2-11	**Average Trunk ASR Reject Time**	
Products	Trunks: • 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: • 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:

Metric OR-3-01—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.

The percent reject measure is reported against all order transactions processed in EDI and Web GUI, not just those with associated bill completions.

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

Metric OR-3-02—Percent Resubmission Rejection: 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.

Exclusions:

- Verizon Test Orders

Performance Standard:

Metric OR-3-01: No standard.

Metric OR-3-02: 95%.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics

OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR[21] transactions.	Total number of LSR/ASR[22] records with unique PONs for specified product.
OR-3-02	**% Resubmission Rejection**	
Calculation	Numerator	Denominator
	Total PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted at Verizon's request.

[21] Local Service Request/Access Service Request
[22] 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-4-04 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 through 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.[23] 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.

[23] 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.[24]

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-04-11: Not more than 5%.

Metrics OR-4-12 and 14: 95%

Metrics OR-4-13 and 15: 99%

Report Dimensions

Company:	Geography:
• • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

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.

[24] As used in this sentence, "business day" includes Saturday, unless Saturday is a holiday.

[25]

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 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-SOP NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.

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 **OR-4-11 through OR-4-15**	**Resale**	**UNE**
OR-4-11	**% Completed Orders Without Either a PCN or BCN**	
Calculation	**Numerator**	**Denominator**
	Total number of orders in the denominator for which neither a PCN nor a BCN exists with a time stamp in Request Manager within three (3) business days of SOP completion.	Number of SOP completed orders during the 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:

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.

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.

% 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.

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

Exclusions:

- 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)

Also excluded for Metric OR-5-03:

- Orders not eligible to flow through
- Orders with CLEC input errors in violation of published business rules

Performance Standard:

OR-5-01: No Standard
OR-5-02: No Standard
OR-5-03: 95%

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• 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[26] 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[27] records (orders) for specified product (less CENTREX, Complex and Specials).
OR-5-03	**% Flow Through Achieved**	

[26] Local Service Request/Access Service Request
[27] Local Service Request/Access Service Request

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:

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).

Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03).

Methodology:

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).[28]

The fields that will be reviewed by Verizon will include, but not be limited to:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for Specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Application Date[29]
- Due Date
- Remarks (if applicable)

Exclusions:

- Orders that are entered by the CLEC and flow through.
- Orders that are submitted via fax, when electronic capability is available.

Performance Standard:

Metric OR-6-01: 95% of orders without Verizon errors.

Metrics OR-6-02: No standard.

Metric OR-6-03: Not more than 5% of LSRCs resent due to Verizon error.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

[28] 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.

[29] 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 – Opportunities**	
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:

The percent of LSRs confirmed or rejected by Verizon within 3 business days of receipt as a percent of total LSRs received.

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.

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).

Applies to orders submitted via EDI.

Note: This is a measure of completeness not timeliness.
Source: Master PON File.

Exclusions:

- 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:
• CLEC Aggregate • CLEC Specific	• State

Performance Standard

Metric OR-7-01: 95%.

Sub-Metrics

OR-7-01		
Products	Resale:	UNE: • 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:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An 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 acknowledgment). 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.		
Exclusions		
• Orders submitted through Web GUI Interface. • Orders not submitted electronically. • EDI orders that do not go through NetLINK.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • 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:		
Order Acknowledgment Completeness: 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 acknowledgment). Applies to orders submitted via EDI. LSRs received after 10:00 pm Eastern Time are considered received the next day.		
Exclusions:		
• Orders submitted through Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.[30] • Acknowledgements in unreadable files reported to Verizon by CLECs.[31] • EDI orders that do not go through NetLINK.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • 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.

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

Provisioning (PR)

Function:
PR-1 Average Interval Offered
Definition:
POTS and Specials: "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. 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. *Complex* Orders include: Two wire digital services (Basic Rate ISDN) and Two Wire xDSL services. Specials Orders include: All Designed circuits, 4 wire circuits (including Primary Rate ISDN and 4 wire xDSL services), all DS0, DS1 and DS3 circuits. EEL and IOF will be reported separately. Trunks: 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.
Exclusions:
• Verizon Test Orders. • Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code). • Verizon Administrative orders.[32] • 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.[33] • Orders requiring loop qualification. [34] • Except for Metric PR-1-12, disconnects.
Performance Standard:
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. **Metrics 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:** No standard. [36]
Report Dimensions

[32] Verizon Administrative Orders – See Glossary

[33] See Glossary.

[34] 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).

[35]

[36] These UNEs lack a Verizon Retail service to which performance for them can be compared for average interval measurements.

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	*Retail/VADI:*[37] • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, 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	*Retail/VADI:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • 2 Wire Digital Services • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator	
	Sum of committed due date 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	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • 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	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • 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.	

[37] "Retail/VADI" – See Glossary.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator	
	Sum of committed due date 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	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • 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	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • 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	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • 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	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to Verizon Trunks: • Interconnection Trunks (≤ 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	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • 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 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 shall 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 (X or S Appointment Code).
- 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.
- Also excluded for Trunks: Excludes projects, reciprocal trunks from Verizon to the CLEC, and new connect orders for CLECs initially establishing service in a Verizon central office.
- Orders requiring loop qualification. [38]
- 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.

Metrics 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: No standard. [40]

[38] 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).
[39]

[40] 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 PR-9.

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-2 Average Interval Completed			
PR-2-01	**Average Interval Completed – Total No Dispatch**		
Products	*Retail/VADI:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, 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	*Retail/VADI:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • 2 Wire Digital Services • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of completion date 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	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • 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	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • 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.

Sub-Metrics – PR-2 Average Interval Completed(continued)			
PR-2-05	**Average Interval Completed - Dispatch (≥ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • 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	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • 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	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • 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	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • 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	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to Verizon Trunks: • Interconnection Trunks (≤ 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	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	Numerator	Denominator	
	Sum of completion date less application date for product group no dispatch disconnect (D&F) orders.	Count of no dispatch disconnect orders for product group.	

Function:

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

Definition:

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.

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.

Exclusions:

- Verizon Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code).
- 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.
- Orders for 2 Wire Digital Service, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing missed due to facilities reasons.
- Also excluded for Metric PR-3-10, 2 Wire Digital Services orders requiring loop qualification and 2 Wire xDSL Services orders requiring loop qualification.[41]

Performance Standard:

Resale: Parity with Verizon Retail.

UNE (except 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing): Parity with Verizon Retail.

Metric PR-3-10, UNE 2 Wire xDSL Loops: 95%.

Metric PR-3-10, UNE 2 Wire xDSL Line Sharing: Parity with VADI.

Metric PR-3-11: No standard.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western

[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]

Products (For PR-3-01 through PR-3-09)	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • 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: • POTS – Total • 2 Wire Digital Services • 2 Wire xDSL Line Sharing	Resale: • POTS – Total	UNE: • 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)**[43]	
Products	Retail/VADI: • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	UNE: • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**	**Denominator**
	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.

[43] 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:

% Missed Appointment: The percentage of orders completed after the commitment date.

% Missed Appointment – Trunks: The percentage of trunks completed for which there was a missed appointment.

Hot Cut Measurements: Except for Metric PR-4-08, Hot Cut measurements have been transferred to Metric PR-9.

Exclusions:

- Verizon Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments[44] 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, orders missed due to facility reasons.

Performance Standard:

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.[45]

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 Line Sharing: Parity with VADI.

Metric PR-4-02, UNE 2 Wire xDSL Loops: Parity with Verizon Retail Specials DS0.

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

Metric PR-4-06 ("Hot Cuts"): Deleted.

Metric PR-4-07 LNP: 95% On Time.

Metrics PR-4-03 and 08: No standard.

Metric PR-4-14: 95% On Time.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, EEL and IOF: State • Trunks: State

[44] Segments – See Glossary

[45] Verizon Retail comparison for UNE IOF is Retail Specials DS3 performance. Verizon Retail comparison for UNE EEL is Retail Specials DS1 performance.

[46]

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: • Specials (Non DS0, DS1, & DS3) • Specials DS0 • Specials DS1 • Specials DS3 • IXC FGD Trunks	Resale: • Specials (Non DS0, DS1, & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • EEL • IOF • Specials (Non DS0, DS1, & DS3) • Specials DS0 • Specials DS1 • Specials DS3	Trunks: • 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Line Sharing • Specials DS0 • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • EEL • Specials	Trunks: • 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.

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

Sub-Metrics (continued) PR-4 Missed Appointments		
	•	• •
	•	• •
Description	% of 2 Wire xDSL Services completed on time. Complete per Verizon and CLEC. A 2 Wire xDSL Services order is considered completed on time if: • For CLECs that timely provide serial numbers, the order is completed on the due date and a serial number is provided; or • For CLECs that do not timely provide serial numbers, Verizon completed the service on the due date.	
	•	
Products	UNE: • 2 Wire xDSL Services	
Calculation	Numerator	Denominator
	Count of all orders completed on or before the due date.	Count of completed orders.

Function:

PR-5 Facility Missed Orders

Definition:

% Facility Miss: The percentage of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of Verizon facilities.

% 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.

Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of Verizon facilities.

Exclusions:

- 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:

Metrics PR-5-01, 02 and 03 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.

Metrics PR-5-01, 02 and 03, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADI.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

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	Count of Orders/Trunks where the Order completion date is greater than the order due date due to Verizon Facility Reasons for product group.	Count of 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders/Trunks where the completion date less due date is more than 15 days for Verizon Facility Reasons for product group.		Count of 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders/Trunks where the completion date less due date is more than 60 days for Verizon Facility Reasons for product group		Count of Orders/Trunks Completed for product group.	

Function:

PR-6 Installation Quality

Definition:

The percentage of lines/circuits/trunks installed where a trouble was reported, found in the Verizon network, and closed, within 30 days (and within 7 days for POTS services) of order completion. Includes Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Also excluded for Metrics PR-6-01 and 02:
  - Customer Premises Equipment ("CPE") troubles.
  - Troubles reported but not found (Found OK/Test OK).
- 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 Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.

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

Metric PR-6-03: No standard.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS – Loop • POTS – Platform • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

[48]

	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 trouble report close.	Total Lines with installation activity within the reporting month.

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 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 trouble 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 • Specials	UNE: • POTS – Loop • POTS – Other • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Not Found, Test OK and CPE troubles closed in the reporting month with installation activity within 30 days prior to 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:

- 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:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Performance Standard:

95% on time in accordance with the schedule below:[49]

Jeopardy Status Notification:

Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time)

- Resale and UNE
  - 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
  - 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: • 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:

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).

Exclusions:

- 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:

Metrics PR-8-01 and 02 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing): Parity with Verizon Retail.[51]

Metrics PR-8-01 and 02, UNE 2 Wire xDSL Loops: Parity with Verizon Retail Specials DS0.

Metrics PR-8-01 and 02, UNE 2 Wire xDSL Line Sharing: Parity with VADI.

Report Dimensions

Company	Geography
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials, EEL and IOF: State • Trunks: State

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[51] 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Line Sharing • Specials • Specials DS0 • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days		Total number of orders completed in the reporting period	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	Retail/VADI: • POTS • 2 Wire Digital Services • 2 Wire xDSL Line Sharing • Specials • Specials DS0 • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days		Total number of orders completed in the reporting period	

Function:

PR-9 Hot Cut Loops

Methodology:

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).[52] 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.

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.

1.

Exclusions:

- 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:

Metric PR-9-01: 95% completed within Cut-Over Window.

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

1 to 9 lines: 1 Hour
10 to 49 lines: 2 Hours
50 to 99 lines: 3 Hours
100 to 199 lines: 4 Hours
200 or more lines: 8 Hours

If IDLC is involved – 4 Hour Window (8 AM to 12 Noon or 1 PM to 5 PM) applies to start time.[54]

MetricPR-9-08: No standard.

[52] 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.
[53]

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • Hot Cut Loops: NOVA, Central (Richmond), Eastern, Western

Sub-Metrics		
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
PR-9-01	**% On Time Performance – Hot Cut**	
Calculation	Numerator	Denominator
	Count of Hot Cut orders completed within cut-over window.	Count of Hot Cut orders completed.
		Denominator
		Count of Hot Cut lines completed.
		Denominator
		Count of Hot Cut orders completed.
		Denominator
		Count of Hot Cut lines completed.
		Denominator
		Count of Hot Cut orders completed.
		Denominator
		Count of Hot Cut lines completed.
		Denominator
		Count of Hot Cut orders completed.
PR-9-08	**Mean Time to Repair-Hot Cut**	
Calculation	Numerator	Denominator

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

	Sum of trouble clear date and time less trouble receipt date and time for Hot Cut network troubles (disposition codes 03, 04 and 05) reported within 7 calendar days of the Hot Cut.	Count of Hot Cut network troubles (disposition codes 03, 04 and 05) reported within 7 calendar days of the Hot Cut.

Maintenance and Repair (MR)[55]

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.[56]		
Exclusions:		
• 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: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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

[55] 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.

[56] 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:

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).[57]

"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).

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

Exclusions:

All Metrics:

- 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.

Also excluded for Metrics MR-2-01, 02, 03 and 04:

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

Also excluded for Metrics MR-2-02 and 03 for 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing:

- Installation Troubles

Performance Standard:

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.)

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

Metric MR-2-04:
No standard.

Metric MR-2-05:
No standard.
(Note: For CLEC troubles, a not found trouble is coded as CPE.)

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western • Specials: State • Trunks: State

[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]

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	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 Line Sharing	Resale: • POTS • 2 Wire Digital 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	Subsequent Reports: 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	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 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:

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).[59]

"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 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.)

Exclusions:

- 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:

Metrics MR-3-01 and 02 (except UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing):
Parity with Verizon Retail.[61]

Metrics MR-3-01 and 02, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing: Parity with VADI.

Metric MR-3-03:
No standard.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: NOVA, Central (Richmond), Eastern, Western

[59] 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.

[60]

[61] 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: • POTS-Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS-Residence • POTS-Business • 2 Wire Digital Services	UNE: • 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: • POTS-Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS-Residence • POTS-Business • 2 Wire Digital Services	UNE: • POTS—Platform-Residence • POTS-Platform-Business • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 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).[62] "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.[63] 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

[62] 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.

[63] "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.[65] **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

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[65] 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: • POTS • 2 Wire Digital Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • Specials	Trunks: • 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: • POTS-Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Resale: • POTS-Residence • POTS-Business • 2 Wire Digital Services • Specials	UNE: • POTS—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: • POTS-Residence • POTS-Business • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS-Residence • POTS-Business • 2 Wire Digital Services	UNE: • 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/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 • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • 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/Complex (combined data) • Specials • IXC FGD Trunks	Resale: • POTS/Complex (combined data) • 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 • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 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 • Specials	UNE: • POTS—Platform-Residence • POTS-Platform-Business • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 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 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) closed that have an additional ("repeat")* trouble report closed within 30 days that is found to be a Verizon network trouble (Disposition Codes 3, 4, or 5).[66] 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:

- 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:

- 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:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

[66] 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.

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	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).

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
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. 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). 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. 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.
Exclusions:
Trunks not included: • IXC Dedicated Trunks • Dedicated Trunks carrying only IXC traffic • Common Trunks carrying only IXC traffic If a blocking cause listed below occurred, the following blocked trunks will be excluded: • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC 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 Trunks that block as a result of CLEC failure to timely provide to Verizon accurate forecasts of trunking requirements.[68]
Performance Standard:
Metrics NP-1-01, 02 and 03: No standard. (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with Verizon Retail on common trunks.) **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.

[68] The trunk forecast methodology will be set out in the Verizon "CLEC Handbook".

Report Dimensions		
Company: • 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: • State	
Products	Retail: • Verizon Common Final (Local) Trunks	Trunks: • 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, SCOPE[69], CCOE[70] 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).

[69] Secured Collocation Open Physical Environment.
[70] 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:

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

Metric NP-2-07:

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

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

Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific		Geography: • State
Products	• 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 *business* 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 *business* 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 *business* 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 *business* 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 *business* 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:

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.

The events that Verizon reports to CLECs include the following:

911: Any disruption of Verizon 911 service regardless of duration.

IOF/Transport: 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.

Switch: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.

Signaling: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.

Power: Any power failure resulting in a major service interruption.

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports.

Exclusions:

- 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:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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 and will be included in Performance Standards calculations for the final month of the quarter.

Exclusions:

- 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 73 days from receipt of the CO Code Assignment Request Form by the neutral code administrator in the LERG, or 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:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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:
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. 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). 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.
Exclusions:
• None
Formula:
[(Total usage records in "y" business days) / (Total usage records on file)] x 100 (note: y = 3, 4, 5 or 8)
Performance Standard:
Metrics BI-1-01, 03 and 04: No standard. **Metric BI-1-02:** 95% of DUF in 4 Business Days.[71]
Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

[71] 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[72] 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:		
• 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: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Products	ExpressTRAK[73] 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

[72] Until ExpressTRAK is available, the CRIS system will be used.
[73] 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[74] paper bill and CABS paper bill) adjusted due to billing errors.		
Exclusions:		
• 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: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-3-01	**% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies**	
Products	ExpressTrak[75] paper bills and CABS paper bills (combined data)	
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**	
Products	ExpressTrak[76] paper bills and CABS paper bills (combined data)	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed

[74] Until ExpressTRAK is available, the CRIS system will be used.
[75] Until ExpressTRAK is available, the CRIS system will be used.
[76] Until ExpressTRAK is available, the CRIS system will be used.

Function:

BI – 4 DUF Accuracy

Definition:

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.

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).

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.

Exclusions:

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.

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.

Formula:

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

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

Performance Standard:

Metric BI-4-01: 95%

Metric BI-4-02: No standard.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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:		
This measure captures the accuracy of the mechanized bill feed for ExpressTRAK[77] 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. 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).		
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:		
[(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)] x 100		
Performance Standard:		
95%		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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

[77] 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[78] 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: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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

[78] Until ExpressTRAK is available, the CRIS system will be used.

Function:		
BI – 7 Completeness of Fractional Recurring Charges		
Definition:		
This measure captures the completeness of Verizon fractional recurring charges shown on the ExpressTRAK[79] 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. 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).		
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:		
[(Fractional recurring charges shown on the bill that accrued in the last two billing cycles) / (Total fractional recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-7-01: No standard. Metric BI-7-02: Parity with Verizon Retail.		
Report Dimensions:		
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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

[79] 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[80] 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: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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

[80] 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:		
• None		
Performance Standard:		
• **Metrics OD-1-01 and 2:** No standard. • **Metrics OD-1-03 and 04:** 95% within 30 seconds.		
Report Dimensions		
Company: • Verizon/CLEC Aggregate (combined data)	Geography: • 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:		
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: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State	
Sub-Metrics		
OD-3-01	**% Directory Assistance Update Accuracy – Including Service Order (Order Activity Post Completion Discrepancy) Errors**	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed
OD-3-02	**% Directory Assistance Update Accuracy – Excluding Service Order (Order Activity Post Completion Discrepancy) Errors**	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed

General (GE)

Function:		
GE-1 Directory Listing Verification Reports		
Definition:		
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.		
Exclusions:		
• 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: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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:

- 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:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• 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:		
• None.		
Performance Standard:		
No standard.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • 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), 2 Wire xDSL Loops, and 2 Wire xDSL Line Sharing.
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	*Plain Old Telephone Services* 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	*Purchase Order Number:* 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 *Carrier-to-Carrier Guidelines* 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

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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 even 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 (cktid 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 **T**o another address.
C	Change request to existing service (add or remove features/services).
F	The "From" portion when a customer Moves **F**rom 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.

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
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	='55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<>'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

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

Appendix B
Provisioning Codes

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.

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. 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

FLOW-THROUGH ORDERING SCENARIOS

A list of orders that flow-through is set out on Verizon's website at http://www.bell-atl.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.

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.

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.

STATISTICAL METHODOLOGIES

Verizon will use statistical methodologies as a means to determine if "Parity with Verizon Retail" or "Parity withVADI"[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 forVADI). For performance measures where "Parity with Verizon Retail" or "Parity withVADI" 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:
$t = \frac{\overline{X}_{VZ} - \overline{X}_{CLEC}}{\sqrt{S^2_{VZ}\left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}}\right)}}$	$Z = \frac{P_{VZ} - P_{CLEC}}{\sqrt{P_{VZ}(1-P_{VZ})\left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}}\right)}}$

Where a Higher Mean or Higher Percentage Signifies a Better Performance

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

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.

$\overline{X}$ 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)

[1] For 2 Wire xDSL Loop and 2 Wire xDSL Line Sharing measures.

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.

If the Z or t score is ≥-1.645, the performance standard of "Parity with Verizon Retail" or "Parity withVADI" 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 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 (orVADI) 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 withVADI"):

(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.

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.

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.

TEST DECK

PRE-ORDER AND ORDER WEIGHTS

APPENDIX N

Virginia *Quality Baseline Validation Test Deck - LSOG4*

February Release

Pre-Order and Order Weights

PRE-ORDER						ORDER			TOTAL
25% of total weights 18 scenarios						75% of total weights 38 scenarios			100%
						RESALE	UNE	PLATFORM	
40% of preorde 10% of total 4 scenarios	### of preorde 3% of total 1 scenario	12% of preorde 3% of total 4 scenarios	### of preorde 3% of total 5 scenarios	### of preorde 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)	Scenarios 1 0.88% 2 0.88% 3 0.88% 4 0.88% 5 0.88% 6 0.88% 7 0.88% 8 0.88% 9 0.88% 10 0.88% 11 0.88% 12 0.88% 13 0.88% 14 0.88% 15 0.88% 16 0.88% 17 0.88%	Scenarios 30 3.33% 31 3.33% 32 3.33% 33 3.33% 34 3.33% 35 3.33% 36 3.33% 37 3.33% 38 3.33%	Scenarios 18 2.50% 19 2.50% 20 2.50% 21 2.50% 22 2.50% 23 2.50% 24 2.50% 25 2.50% 26 2.50% 27 2.50% 28 2.50% 29 2.50%	
15 2.50% 16 2.50% 17 2.50% 18 2.50%	4 3.00%	6 0.75% 7 0.75% 8 0.75% 9 0.75%	5 0.60% 10 0.60% 11 0.60% 12 0.60% 13 0.60%	1 1.00% 2 1.00% 3 1.00%	14 3.00%				
10.0%	3.0%	3.0%	3.0%	3.0%	3.0%	15%	30%	30%	100%

This appendix may be modified from time-to-time to reflect changes in the test deck. Notice of changes to this appendix will be given through the Change Management Control Process.

BEFORE THE
STATE CORPORATION COMMISSION
OF THE COMMONWEALTH OF VIRGINIA

ESTABLISHMENT OF A	**:**
COLLABORATIVE COMMITTEE	**:**
TO INVESTIGATE MARKET	**: Case No. PUC000026**
OPENING MEASURES	**:**

COMPARISON OF VERIZON VIRGINIA INC.'s PROPOSED CARRIER-TO-CARRIER GUIDELINES AND THE KPMG TEST METRICS

In accordance with the Virginia State Corporation Commission's ("Commission") letter of January 11, 2001, Verizon Virginia Inc. ("Verizon VA") submits the following comparison of the "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" ("Guidelines") submitted by Verizon VA to the Commission on February 5, 2001, and the "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" ("KPMG Test Metrics") adopted by the Project Leader in Case No. PUC000035 for the KPMG Test.[1]

The Guidelines and the KPMG Test Metrics are substantially the same. Where they differ, it is because the Guidelines better reflect the consensus of the telecommunications industry, the decisions of regulatory commissions in other jurisdictions, and Verizon's practical experience. The Guidelines are the most up-to-date statement of carrier-to-carrier service quality measurements and standards that has been offered by any of the Verizon telephone companies. They represent the sum of nearly four years of telecommunications

[1] This "Comparison" discusses the differences between the Guidelines and the KPGM Test Metrics that have been identified by Verizon VA in performing a manual comparison between the two documents and that appear to Verizon VA to be sufficiently significant to merit discussion. If other material differences between the documents are identified by the Staff or a party, Verizon VA will address them during the collaborative sessions.

industry collaborative discussion, litigation and careful regulatory commission review. The Commission should adopt the Guidelines without change.[2]

A. Verizon VA's Proposed Guidelines are the Product of Extensive Industry Negotiation and Regulatory Commission Scrutiny and Should be Adopted by the Commission Without Change.

The Commission should adopt Verizon VA's proposed Guidelines because they are the product of nearly four years of collaborative discussions, litigation and regulatory commission review in other jurisdictions. The July 19, 2000 version of the Guidelines[3] was based on the Guidelines adopted by the New Jersey Board of Public Utilities on July 13, 2000.[4] The New Jersey Guidelines were at that time the most highly developed and extensive carrier-to-carrier service quality Guidelines adopted for a Verizon telephone company. The New Jersey Guidelines were based on the Guidelines adopted by the Pennsylvania Public Utility Commission ("PUC")[5] and the New York Public Service Commission ("PSC").[6] The New York

[2] If the Guidelines are adopted promptly, the Commission may wish to consider revising the KPMG Test Metrics to conform to the Guidelines. However, if adoption of the Guidelines is delayed, changing the KPMG Test metrics will not be useful since it could require Test work to be redone and delay completion of the Test. Given the substantial similarity between the KPMG Test Metrics and the Guidelines such delay would not be of significant benefit.

[3] Pursuant to a letter issued by the Virginia State Corporation Commission in *Establishment of a Collaborative Committee to Investigate Market Opening Measures*, Case No. PUC000026, Verizon VA on July 19, 2000 filed its proposed "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" with the Virginia SCC.

[4] *In the Matter of the Investigation Regarding Local Exchange Competition for Telecommunications Services* and *In the Matter of the Board's Investigation Regarding the Status of Local Exchange Competition in New Jersey*, Docket Nos. TX95120631 and TX98010010 (7/13/00).

[5] *Joint Petition of NEXTLINK Pennsylvania, Inc. et al*., Docket No. P-00991643, Opinion and Order (12/31/99) ("PA PUC December 31 Order"); Opinion and Order (7/21/00); Opinion and Order (9/1/00); Opinion and Order (11/14/00) ("PA PUC November 14 Order").

[6] *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies, Order Establishing Additional Inter-Carrier Service Quality Guidelines and Granting in Part Petitions for Reconsideration and Clarification*, Case 97-C-0139 (2/16/00); *Order Establishing Additional Inter-Carrier Service Quality Guidelines and Granting in Part Petition for Reconsideration, Clarification and Stay* (11/5/99); *Order Establishing Permanent Rule* (6/30/99); *Order Adopting Inter-Carrier Service Quality Guidelines* (2/16/99); *Order Approving Interim Guidelines for Carrier-to-Carrier Performance Standards and Reports* (3/16/98).

Guidelines were accepted by the Federal Communications Commission as a basis for its approval of Verizon's request to provide long distance service in New York.[7]

The February 5, 2001 Guidelines have revised the July 19, 2000 Guidelines to incorporate changes that were agreed to in the New York Carrier to Carrier Working Group, a collaborative group of Verizon and CLECs that meets monthly under the auspices of the New York PSC to address carrier-to-carrier service quality measurement issues. These changes were approved on December 15, 2000 by the New York PSC and have been included in the New York Guidelines.[8] In addition, the February 5, 2001 Guidelines include revisions that have been shown to be necessary by Verizon's experience since last July in New York, Pennsylvania, New Jersey and Massachusetts.

Accordingly, the Commission should adopt the Guidelines without change.

B. The Commission Should Adopt the Revisions to the KPMG Test Metrics Contained in Verizon VA's Proposed Guidelines.

1. The Commission Should Adopt the 2 Wire xDSL Services Provisions of the Guidelines.

The most significant difference between the KPMG Test Metrics and the Guidelines is with regard to 2 Wire xDSL Services. The KPMG Test Metrics contained measurements for 2 Wire xDSL Services, which were defined to include UNE 2 Wire xDSL Loops and Retail and Resale ADSL Service. The Guidelines contain two significant revisions with regard to these measurements.

First, the Guidelines add measurements for 2 Wire xDSL Line Sharing, the process whereby a CLEC can provide data communications services to a customer over a copper loop

[7] *Application of Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York*, FCC 99-404, CC Docket No. 99-295, ¶¶ 429-443 (12/22/99).

which Verizon VA is using to provide voice communications services to that customer.[9] These measurements were agreed to by the New York Carrier to Carrier Working Group and approved by the New York PSC in its December 15, 2000 order.[10]

Second, the Guidelines omit measurements for Retail and Resale 2 Wire xDSL Services and establish new performance standards for UNE 2 Wire xDSL Services. In accordance with the FCC's order approving the Bell Atlantic-GTE merger,[11] Verizon VA no longer provides xDSL services to its retail customers or for resale by CLECs. Rather, Verizon Advanced Services Inc. ("VADI"), an affiliate of Verizon VA, now provides xDSL services in Virginia. As a consequence, Verizon VA has removed from the Guidelines measurements for Retail and Resale 2 Wire xDSL Services. In addition, the Guidelines now contain a standard for Verizon VA's provision of UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing that in most instances for Provisioning and Maintenance metrics is "Parity with VADI."[12] These changes were agreed to in the New York Carrier to Carrier Working Group and approved by the New York PSC in its December 15, 2000 order.[13]

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[8] *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, Case 97-C-0139, *Order Adopting Revisions to Inter-Carrier Service Quality Guidelines* (12/15/00) ("NY PSC December 15 Order").

[9] Measurements for UNE 2 Wire xDSL Line Sharing are contained in Metrics OR-1-03 through 10, OR-2-03 through 10, PR-1-01 and 02, PR-2-01 and 02, PR-3-10 and 11, PR-4-02, 03, 04, 05, 08 and 14, PR-5-01, 02 and 03, PR-6-01 and 03, PR-8-01 and 02, MR-2-02 through 05, MR-3-01 through 03, MR-4-02 through 04, 07 and 08, and MR-5-01. The measurements in these metrics that were formerly listed as UNE "2 Wire xDSL Services" have been more clearly renamed as UNE "2 Wire xDSL Loops."

[10] NY PSC December 15 Order, Att. A at 11-13, 6, 7, 8 and 10.

[11] *In re Application of GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, For Consent to Transfer Control of Domestic and International Sections 214 and 310 Authorizations and Application to Transfer Control of a Submarine Cable Landing License*, Memorandum Opinion and Order, FCC CC Docket No. 98-184, FCC 00-221, Appendix D, Section I, "Separate Affiliate for Advanced Services," ¶¶ 1 through 12 (6/16/00).

[12] In a few instances, in accordance with the agreement of the New York Carrier to Carrier Working Group and the New York PSC's December 15, 2000 order, a different standard applies. For instance, for Metrics PR-1-01 and 02, PR-2-01 and 02, and PR-3-11, no standard is set. For Metrics PR-3-10 and PR-4-04 (UNE 2 Wire xDSL Loops) and 14, an absolute standard applies. For Metrics PR-4-02 (UNE 2 Wire xDSL Loops) and PR-8-01 and 02 (UNE 2 Wire xDSL Loops), the standard is "Parity with Verizon Retail DS0."

[13] NY PSC December 15 Order, Att. A at 3. In conjunction with the revisions to the UNE 2 Wire xDSL Services measurements and standards, the Guidelines also include revisions to the "Exclusions" section of some metrics. See, for instance, Metrics PR-1 and 2 ("Orders requiring loop qualification."), PR-3 ("orders missed due to facilities

2. Metric PO-1-01, "Response Time OSS Pre-Ordering Interface."

Metric PO-1 measures pre-order query response times. Included are measurements of response time for queries for customer service record, due date availability, address validation, product and service availability, telephone number availability and reservation, and ADSL facility availability. Also included is measurement of rejected queries.

a. The Guidelines Properly Use Measurements of Actual CLEC Pre-Order Query Response Times for Metrics PO-1-01 through 06 and PO-1-09.

The KPMG Test Metrics provide that pre-order query response times will be measured using Verizon's EnView process. EnView is a process whereby pre-order query response time is measured using emulated queries submitted to Verizon's Operations Support Systems ("OSS") by Verizon computers.

The CLECs, though, have for some time sought the introduction of measurement of actual pre-order query response times for CLEC transactions. At their request, the Pennsylvania Public Utility Commission ("PUC") has required that such measurements commence no later than February 1, 2001.[14] The New York Carrier to Carrier Working Group agreed to measurement of actual CLEC pre-order query response times and this measurement was approved by the New York PSC in its December 15, 2000 order.[15]

Accordingly, the Guidelines provide for measurement of actual pre-order query response times for CLECs for Metrics PO-1-01 through 06 and PO-1-09.[16]

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reasons" and "orders requiring loop qualification"), PR-4 ("orders missed due to facilities reasons'), and MR-2 ("installation troubles").

[14] PA PUC December 31 Order at 39-40 and PA PUC November 14 Order at 8.

[15] NY PSC December 15 Order, Att. A at 1.

[16] Consistent with the New York Guidelines, EnView continues to be used to measure CLEC reject response times under Metric PO-1-07. With the introduction of measurement of actual CLEC response times for Parsed CSR transactions, Metric PO-1-10 duplicates Metric PO-1-09 and Metric PO-1-10 is therefore not included in the Guidelines.

b. The Appropriate Standard for Web GUI Pre-Order Query Response Time for Metrics PO-1-01 Through 03 and 05 Through 07 is "Parity with Verizon Retail Plus Not More Than 7 Seconds."

The Guidelines provide that the performance standard for Metrics PO-1-01 through 03 and 05 through 07 should be "Parity with Verizon Retail plus not more than 7 seconds." The KPMG Test Metrics adopted this standard for the period prior to April 1, 2001, but provide for the standard to change on April 1, 2001 to "Parity with Verizon Retail plus not more than 4 seconds."

The appropriate standard is the "Parity plus 7 seconds" standard contained in the Guidelines. This standard has most recently been adopted in New York and Pennsylvania, and should be adopted in Virginia.

In its December 15, 2000 order adopting revisions to the New York Guidelines, the New York PSC approved the recommendation of the New York Carrier to Carrier Working Group that the standard for these metrics would be "Parity plus 7 seconds."[17] In its November 14, 2000 order approving revisions to the Pennsylvania Guidelines, the Pennsylvania PUC directed that the "Parity plus 7 seconds" standard that is presently in effect in Pennsylvania, should remain in effect until altered by the PUC and that it would not change to "Parity plus 4 seconds" as required by previous PUC orders.[18]

When Verizon began to measure Web GUI pre-order query response times for Pennsylvania in the early part of 2000, it had been hopeful that performance for the Web GUI could be improved sufficiently to meet the "Parity plus 4 seconds" standard. However, in actual

[17] NY PSC December 15 Order, Att. A at 1. Based on this change in the New York Guidelines, Verizon will ask the FCC to make the same change in the metrics adopted by the FCC in approving the merger of Bell Atlantic and GTE. See, *In re Application of GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, For Consent to Transfer Control of Domestic and International Sections 214 and 310 Authorizations and Application to Transfer Control of a Submarine Cable Landing License*, Memorandum Opinion and Order, FCC CC Docket No. 98-184, FCC 00-221, Appendix D, Attachment A, ¶ 4 (6/16/00).

[18] PA PUC November 14 Order at 8.

practice for the bulk of the PO-1 metrics, Verizon's experience in Pennsylvania, and later in New Jersey, which use the same Web GUI interface as Virginia, has been that the Web GUI has not been able to meet the "Parity plus 4 seconds" standard. Verizon does not anticipate being able in the near future to improve the Web GUI's performance to meet this standard.

The "Parity plus 7 seconds" standard for Web GUI, though, should not be an impediment to CLECs ordering services from Verizon VA. If CLECs require a pre-ordering system with greater speed, they can use either EDI or CORBA. The response time standard for EDI and CORBA is "Parity plus 4 seconds."

The Web GUI was developed by Verizon as an alternative to EDI in order to fill a need expressed by smaller CLECs for an interface that could be used by means of CLEC systems that are substantially less expensive than the CLEC systems needed to use EDI. As it was developed, the Web GUI was never expected to be the most rapid access system available. Unlike application-to-application systems such as EDI and CORBA, where computers interface directly with computers, Web GUI is designed to be a system which interfaces with a human user. The design criteria for a human-usable interface are different from those for an application-to-application interface and inherently add time to the query response process. For example, EDI and CORBA do not have to spend any time "painting" screens for human users or managing a library of screen "widgets." Moreover, the process of managing the Web GUI interface to make it user-friendly adds a great deal of bulk to the data that must be transmitted, particularly for the larger transactions.

The functions Web GUI performs in providing a human-to-machine interface add time to the transaction process and thus prevent Web GUI from attaining the highest possible transaction speeds. However, the Web GUI is still a very serviceable system that is useful to many CLECs

despite its somewhat slower speed because it requires only a modest investment in CLEC systems to be implemented. If CLECs have a need for a higher speed interface than Web GUI, they are free to use EDI or CORBA.[19]

c. The Appropriate Standard for Pre-Order Query Response Time for Metric PO-1-04 is "Parity with Verizon Retail Plus Not More Than 10 Seconds."

Metric PO-1-04 measures pre-order query response times for product and service availability transactions. The KPMG Test Metrics contain standards for Metric PO-1-04 of "Parity plus 4 seconds" for EDI and CORBA transactions and "Parity plus 7 seconds" for Web GUI transactions. However, changes in this metric require a change in these standards to "Parity plus 10 seconds."

While a standard of "Parity plus 4 seconds" or "Parity plus 7 seconds" may have been appropriate for this metric when it was introduced in Pennsylvania in early 2000, since that time the product and service availability transaction for CLECs has been modified in ways such that the CLEC transaction differs from the Verizon VA Retail transaction. For instance, the CLEC transaction was changed to return fielded (or "parsed") information to the CLEC. As a result of these changes, the CLEC query response time is inherently longer than the Verizon VA Retail response time. Because of this, the standard for this metric needs to be longer than the "Parity plus 4 second" and "Parity plus 7 second" standard for Metrics PO-1-01 through 03 and 05 through 07.[20]

As a consequence, in its December 15, 2000 order adopting revisions to the New York Guidelines, the New York PSC approved the recommendation of the New York Carrier to

[19] Verizon will be seeking revisions to the New Jersey metrics, which currently call for the "parity plus 4 seconds" standard to apply in mid-2001, to conform them to the New York industry consensus standard.

[20] Verizon will be seeking revisions to the New Jersey and Pennsylvania metrics to conform them to the New York industry consensus standard.

Carrier Working Group that the standard for this metric should be "Parity plus 10 seconds."[21] This "Parity plus 10 second standard is the standard which has been included in the Guidelines.

d. Metric PO-1-08 Is Unnecessary and Should Not be Adopted by the Commission.

The Virginia Test Metrics include Metric PO-1-08. This metric is unnecessary and is not included in the Guidelines.

This metric measures the percentage of pre-order query transactions that "time-out," that is, queries for which there is no response during the allowed response interval (59.99 seconds). Because the most likely cause of time-outs is that the operations support systems ("OSS") interface (EDI, Web GUI or CORBA) or the OSS are unavailable, Metric PO-1-08 is in effect a measurement of the combined availability of Verizon VA's OSS interfaces and OSS.

This metric is unnecessary for at least three reasons. First, the "Definition" of Metric PO-1 already obligates Verizon VA to provide, for diagnostic purposes, a statement of the percentage of transactions that time-out.[22] Accordingly, there is no need to adopt Metric PO-1-08 in order for CLECs to receive this information.

Second, measuring OSS interface availability through Metric PO-1-08 is unnecessary because there already is a metric, Metric PO-2, whose sole purpose is to measure OSS interface availability. Metric PO-2 provides for measurement of the availability of each OSS interface.

Third, measuring OSS availability through Metric PO-1-08 is unnecessary because there is inherent parity between CLECs and Verizon VA retail for OSS availability. The same OSS serve both CLECs and Verizon VA Retail and thus when the OSS is unavailable to CLECs it will also be unavailable to Verizon VA Retail.

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[21] NY PSC December 15 Order, Att. A at 2.

[22] Such information will be reported to the extent that it is available from Verizon VA's systems. Unlike the KPMG Test Metrics, which provide for EnView measurement of CLEC pre-order query response times, Verizon VA's proposed Guidelines call for measurement of actual CLEC pre-order query response times. Verizon VA is

e. The Pre-Order Query Response Time Measurement Time-Out Interval Should Be 60 Seconds.

As was noted above, Metric PO-1 measures average pre-order query response time. The KPMG Test Metrics provide that transactions of less than 330 seconds duration will be included in the average response time calculation. After 330 seconds, a transaction will be deemed to have "timed-out," and it will not be included in the measurement calculation. The Guidelines state that the "time-out" interval will be 60 seconds.

A time-out is needed because occasionally, for instance due to a problem with the form of a submitted transaction or a processing failure in an OSS interface or the OSS itself, a response to a pre-order query may never be received. The time-out preserves the integrity of the operation of Verizon VA's EnView measurement process when such a transaction failure occurs.

EnView measures Verizon VA retail pre-order query transactions by submitting emulated transactions to the Verizon OSS and measuring the response interval. EnView submits the emulated transactions one at a time and waits for the completion of a transaction before it submits the next transaction. Canceling a transaction that is unlikely to ever complete permits EnView to proceed with submitting and measuring the response time on the next transaction.

The 60 second time-out interval has been adopted in both the New York and New Jersey Guidelines. Indeed, the New York PSC's December 15, 2000 order, reflecting the Carrier to Carrier Working Group consensus, expressly approved the change from 330 seconds to 60 seconds for the last transaction type that had previously been subject to a 330 second timeout interval. The Working Group's consensus document, which was adopted by the Commission, stated:

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still ascertaining the extent to which time-outs can be tracked in conjunction with its measurement of actual CLEC pre-order query response times.

> "330 seconds is no longer needed to assure that all transactions that receive a response are included. Additionally, the reduction from 330 seconds to 60 seconds increases the number of transactions that can be measured. CORBA internal time-out is set at 60 seconds for all transactions."[23]

Recent performance data from Pennsylvania shows that the response times for CLEC pre-order queries on average are no more than nine seconds.[24] Accordingly, as the Working Group's consensus document notes, a 60 second time-out is quite adequate to assure that all transactions that will receive a response are included. Moreover, as the Working Group consensus document also remarks, the shorter time-out results in an increased number of measured transactions that improves the validity of the measurement. Finally, as the Working Group document acknowledges, some Verizon systems (such as CORBA), separate and apart from the measurement process, cancel transactions that have not completed within 60 seconds. Accordingly, setting a time-out at greater than 60 seconds serves no purpose because there will be nothing to measure.

Adopting a time-out window of longer than 60 second is also inappropriate because it will interfere with the operation of Metric PO-2, which measures OSS interface availability. Verizon VA measures interface availability through use of its EnView process. The EnView robot, a computer, submits a stream of emulated transactions to the OSS. CLEC emulated transactions are submitted through the OSS interface. Verizon VA Retail emulated transactions are submitted directly to the OSS. If during a measurement window (six minutes under Guidelines Metric PO-2) Verizon VA receives at least one response for Verizon Retail transactions but none for CLEC transactions, this shows that the OSS is working, but the OSS interface is not. For this 6 minute measurement window, the OSS interface is treated as unavailable.

[23] NY PSC December 15 Order, Att. A at 1.

If the time-out interval is set at 330 seconds (5 and one-half minutes) as in the KPMG Test Metrics, there is the potential that for a measurement window an OSS interface will be measured to be unavailable, when in fact it was available. If a transaction is submitted shortly before the beginning of the six minute measurement window and the allowed timeout is 5 and one-half minutes, should the transaction time-out for some reason, there may not be enough time left in the six minute measurement window to allow another transaction to be submitted and a response to be received.

In order to accommodate this potential problem, the measurement window in the KPMG Test Metrics is 10 minutes. However, as is discussed below, this provides a less precise measurement of OSS interface availability than the six minute measurement window allowed by the 60 second time-out.

3. Metric PO-2, "OSS Interface Availability."

a. The Measurement Interval Should Be Six Minutes.

As noted above, Metric PO-2 measures the availability of Verizon VA's OSS interfaces (EDI, Web GUI and CORBA). Verizon VA measures interface availability through use of its EnView process.

The EnView robot, a computer, submits a stream of emulated transactions to the OSS. CLEC emulated transactions are submitted through the OSS interface. Verizon VA Retail emulated transactions are submitted directly to the OSS. If during a measurement window Verizon VA receives at least one response for Verizon Retail transactions but none for CLEC transactions, this shows that the OSS is working, but the OSS interface is not.

[24] Except for Metric PO-1-04, where the response times have been running as long as nearly 22 seconds.

The KPMG Test Metrics set the measurement window at ten minutes. The Guidelines set the measurement window at six minutes.

Because an OSS interface is viewed as being available if there is even one successful transaction through the interface in a measurement window, a shorter window provides a more accurate assessment of actual OSS interface availability. Thus, the six minute window proposed by Verizon VA in the Guidelines is superior to the ten minute window contained in the KPMG Test Metrics.

The six minute measurement window has been adopted in the New York and New Jersey Guidelines and should also be adopted in Virginia.

b. The Metric Has Been Appropriately Expanded to Include Measurement of OSS Interface "Ordering" Availability.

As set out in the KPMG Test Metrics, Metric PO-2 measures the availability of Verizon VA's OSS interfaces for Pre-ordering and Maintenance transactions. Consistent with the agreement of the New York Carrier to Carrier Working Group and the New York PSC's December 15, 2000 order, Metric PO-2 in the Guidelines has been expanded to also include measurement of the availability of Verizon VA's OSS interfaces for Ordering transactions.[25]

3. Metric PO-4, "Timeliness of Change Management Notice." This Metric Measures a Process that is Common to All Verizon States and Should Therefore Use the Measurements That Are Used in New York and New Jersey.

Metric PO-4 measures the timeliness of Verizon's notices of changes to its OSS interfaces. The KPMG Test Metrics include two sub-metrics that are not included in the New York and New Jersey Guidelines, Metrics PO-4-05 and 06. The KPMG Test Metrics also exclude two metrics included in the New York and New Jersey Guidelines, Metrics PO-4-02 and 03.

[25] NY PSC December 15 Order, Att. A at 2.

Verizon VA's proposed Guidelines Metric PO-4 follows the New York and New Jersey Guidelines by including Metrics PO-4-02 and 03 and by not adopting Metrics PO-4-05 and 06. Verizon uses the same interfaces to serve Virginia that it uses to serve other states in the Mid-Atlantic and Northeastern portions of the United States. Because of this, notices of interface affecting changes will be the same for all of these states. The timeliness of transmission of these notices is therefore best measured using common measurements. Accordingly, Virginia should adopt the measurements that have already been adopted in New York and New Jersey, rather than adding the complexity of different measurements.[26]

In addition, the Commission should not adopt Metric PO-4-04, which measures the timeliness of each type of change management notice and change management confirmation separately. The small number of change management notices sent each month and the 95% on-time standard for Metric PO-4-01, which measures timeliness of change management notices and change management confirmations on an aggregate basis, is sufficient to assure that a deficiency on Verizon VA's part in timely providing notices of any type will be promptly brought to light.

4. Metric PO-8, "Manual Loop Qualification." The Standard for Manual Loop Qualification Should Be 72 Hours.

Metric PO-8-01 measures the timeliness of Verizon VA's response to requests for manual loop qualification information that are received from CLECs outside of the ordering process. The standard for Metric PO-8-01 is stated in the KPMG Test Metrics to be "95% within 48 hours." The standard for this metric is stated in the Guidelines to be "95% within 72 hours."

The New York Guidelines contain a 48 hour standard for this metric. However, because the process of providing manual loop qualification information independent of the ordering

[26] Verizon VA has also added language to Metrics PO-4-02 and 03 that makes it clear that these metrics will report combined data for all types of change management notices and confirmations. This is consistent with Metric PO-4-

process has never been implemented in New York (or other Verizon jurisdictions), there is no measured data to show that this is an appropriate standard.

As a consequence, in proposing Guidelines for New Jersey, Verizon NJ, based on its experience of the time needed to provide loop qualification information as part of the ordering process, recommended a somewhat longer interval of 72 hours. This proposed 72 hour standard was adopted for the New Jersey Guidelines.

Because there has been no measurement for this metric showing the reasonableness of the 48 hour standard and because Verizon's general experience with providing manual loop qualification information in the ordering process suggests that a 72 hour standard is more reasonable, as in New Jersey, Verizon VA's proposed Guidelines contain a 72 hour standard for this metric.

5. Metrics OR-1, "LSR/ASR Confirmation Timeliness," and OR-2, "Reject Timeliness." Consistent with the New York Guidelines, these Metrics Include an Exclusion for Flow-Through Metrics for SOP Down-Time for Significant SOP Releases, Such As NPA Splits.

Metrics OR-1 and OR-2 measure the timeliness of Verizon VA's confirmation and rejection of CLEC orders. For POTS/Pre-Qualified Complex Flow-Through orders, the metrics require that a confirmation or reject notice be provided within two hours of Verizon VA's receipt of the CLEC's order. Because Verizon VA is unable to process orders while its Service Order Processor ("SOP") is not operating, the KPMG Test Metrics properly exclude from the measured response time for Flow-Through orders regularly scheduled SOP down-time (12 Midnight to 6:00 AM, Monday through Friday, and 12 Midnight to 7:00 AM Saturday and Sunday).[27]

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[27] These hours apply to Verizon VA's SOACs system. For Verizon VA's ExpressTRAK system, daily scheduled unavailability will begin an hour earlier than for SOACs, at 11:00 PM. Verizon VA is exploring the potential for reducing the daily scheduled unavailability hours for ExpressTRAK, which is replacing SOACs, and proposes in the Guidelines to report to the Commission by July 1, 2001 on the feasibility of shorter daily scheduled down-time for ExpressTRAK.

The New York Carrier to Carrier Working Group agreed upon and the New York PSC approved a limited expansion of this exclusion to also include time when the SOP is unavailable in order to allow the implementation significant SOP releases, such as NPA splits, provided advance notice of this unavailability has been provided to CLECs.[28] This additional exclusion is needed because some major SOP changes and upgrades, which are necessary for the proper operation of Verizon VA's network and will benefit CLECs, require the SOP to be unavailable for use for longer than the usual daily down-time. Accordingly, Verizon VA has included the New York provision in the Guidelines.

6. Metric OR-3-02, "% Resubmission Rejection." Consistent with the New York Guidelines and the KPMG Test Metrics, this Metric is Appropriately Included in the Metrics.

Metric OR-3-02 measures the percentage of orders resubmitted by CLECs at Verizon VA's request that are rejected by Verizon VA's systems as duplicating orders already in Verizon VA's systems. This metric was agreed to by the New York Carrier to Carrier Working Group and adopted by the New York PSC in its December 15, 2000 order.[29] It was also adopted for the KPMG Test Metrics as Metric OR-11. Accordingly, it is appropriately included in the Guidelines.

7. Metric OR-4, "Timeliness of Completion Notification." The Guidelines Metric Contains a Balanced Package of Measurements and Standards Based on Recently Adopted New York and Pennsylvania Metrics and Should be Adopted in Lieu of the KPMG Test Metric.

Metric OR-4 measures the timeliness of Verizon VA's provision to CLECs of notice of completion of orders. The KPMG Test Metrics seek to do this through eleven separate measurements that were adopted from the New Jersey and New York Guidelines that were in

[28] NY PSC December 15 Order, Att. A at 3.
[29] NY PSC December 15 Order, Att. A at 3.

effect in August, 2000. Verizon VA's Guidelines Metric OR-4 proposes to supersede these eleven measurements with ten updated measurements that reflect changes to the metric that have recently been adopted in New York and Pennsylvania.

First, the proposed Guidelines adopt a revised Metric PO-4-05, which measures the timeliness of Verizon VA's provision of completion notices from Verizon's SOP. Under the Guidelines, this metric will measure the percentage of order completion notices provided within two hours after completion of the order in Verizon VA's SOP. The standard is stated to be that 95% of notices must be provided within two hours after SOP completion.[30]

The 95% within two hours of SOP completion standard in revised Metric OR-4-05 is intended to supersede the significantly less stringent standards for SOP completion notices of "97% by next business day at noon" found in KPMG Test Metrics OR-4-05 and OR-4-02. It also supersedes the standard for KPMG Test Metric OR-4-02 of "95% within 30 minutes of order completion" in WFA.

The KPMG Test Metric Standard for Metric OR-4-02 of "95% within 30 minutes of order completion" in WFA was adopted from Pennsylvania Guidelines Metric OR-4-02, which required 97% of order completion notices to be provided within 30 minutes of order completion in Verizon's Work Force Administration ("WFA") system. However, the Pennsylvania PUC recently ordered a revision to its Metric OR-4-02 and directed Verizon PA to adopt the measurement now set out in Metric OR-4-05.[31]

The Pennsylvania Guidelines were revised because as Verizon PA explained to the PA PUC, the requirement that order completion notices be provided within 30 minutes after order

[30] As in Metrics OR-1 and OR-2, because of the short interval for providing completion notices (two hours), periods during which the SOP is scheduled to be out of service are not included in the measurement.

completion in WFA was simply unattainable. For orders that do not require a dispatch, WFA forwards completion notices to Verizon's SOP, from which they can be sent to CLECs, only three times a day. Thus, the delay between order completion in WFA and notice of completion could be a number of hours. Modifying WFA to perform this function more frequently is not technically feasible.

It should also be noted that the now abandoned Pennsylvania standard requiring order completion notices to be given within 30 minutes of order completion in WFA was never adopted in New York or New Jersey. Rather, in both of these states, notice of order completion, for both SOP completion and billing completion, must be given by the next business day at noon, a considerably less stringent standard than is proposed for SOP completion notices in the Virginia Guidelines.[32]

Verizon VA's proposed Guidelines also include four new metrics that were recommended by the New York Carrier to Carrier Working Group and adopted by the New York PSC in its December 15, 2000 order.[33] Metrics OR-4-12 and OR-4-13 require that 95% of order provisioning completion notices be given within two business days of the order due date and that 99% of order provisioning completion notices be given within five business days of the order due date. Metrics OR-4-14 and 15 require that 95% of order billing completion notices be given within four business days of the due date and that 99% of order billing completion notices be given within seven business days of the order due date.

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[31] PA PUC November 14 Order at 11. The Pennsylvania PUC did, though, adopt a slightly higher 97% standard, which Verizon VA views as overly stringent and inconsistent with the 95% standard generally used in the Guidelines.

[32] Verizon VA's February 5, 2001 Guidelines, consistent with the New York Guidelines, adopt a 95% standard for Metric OR-4-02, rather than the 97% standard contained in the July 19, 2000 Guidelines and KPMG Test Metrics. Because Verizon VA has proposed the very stringent two hour standard for SOP completion notices as well as absolute standards for when billing completion notices will be provided (new Metrics OR-4-14 and 15, discussed below), a slightly less stringent standard consistent with the usual 95% standard of the metrics is more reasonable.

[33] NY PSC December 15 Order, Att. A at 4.

With the adoption of these four new metrics, the February 5, 2001 Guidelines delete several metrics that had been contained in July 19, 2000 Guidelines and the KPMG Test Metrics, including Metrics OR-4-06, 07, 08 and 10. The deleted metrics simply measured in a less precise manner the same thing that is being measured by the new metrics, the speed within which order completion notices are provided.

For instance, Metrics OR-4-06, 07 and 08 measured the time from completion of an order in SOP to completion of the order in the billing system. These measurements, though, become unimportant when as under the new metrics there are absolute requirements as to when orders must be completed in the SOP and notice of SOP completion given and as to when orders must be completed in the billing system and notice of billing completion given.

Similarly, now deleted Metric OR-4-10 had required that 95% of order completion notices be sent within two business days after order completion in SOP. This metric is directly superseded by the more stringent standard imposed by new Metric OR-4-12, that 95% of SOP completion notices be given within two business days of the *due date.*

Finally, Metric OR-4-03, which measures the percentage of orders where the completion time in the billing system cannot be determined, is deleted from the Guidelines metric. While this metric had originally been contained in the New York Guidelines, in its December 15, 2000 order, the New York PSC approved the recommendation of the New York Carrier to Carrier Working Group to remove this metric from the Guidelines.[34] Changes in Verizon systems make the measurement covered by this metric no longer necessary. Moreover, Metric OR-4-03 has never been adopted in Pennsylvania or New Jersey.

8. Metric OR-5, "Percent Flow-Through." This Metric has been Appropriately Revised, Consistent with the Revised New York Metrics, to Include Pending Orders in the Measurements.

[34] NY PSC December 15 Order, Att. A at 4.

Metric OR-5 measures the percentage of CLEC orders that flow-through from the OSS interface to Verizon VA's OSS without manual handling by Verizon VA personnel. Consistent with the former New York Guidelines, the KPMG Test Metrics excluded from the measurement of Flow-Through orders, orders that were pending.

The New York PSC's December 15, 2000 order, reflecting the agreement of the New York Carrier to Carrier Working Group, directed that the New York Guidelines be revised so that measurements for pending orders would be included.[35] The proposed Guidelines accordingly also propose to measure pending orders.

8. OR-6-02, "% Accuracy – Fields (each field reported separately)." Consistent with Commission Approved Guidelines in other States, Guidelines Metric OR-6-02 Properly Reports the Percentage of Order Fields that Were Accurately Processed by Verizon VA on a Combined Basis.

Metric OR-6 measures the accuracy of Verizon VA's processing of manually handled orders. Metric OR-6-02 measures the percentage of order "fields," the separate items of information on an order, such as telephone number, directory listing information, ordered features, and due date, that were accurately included in the order by Verizon VA.

The KPMG Test Metrics provide for separate measurement and reporting of the accuracy of Verizon VA's performance for each of the dozen or more fields. The Guidelines that have been adopted in New York, New Jersey and Pennsylvania, though, simply measure accuracy of Verizon VA's performance for fields as a whole. Consistent with the Guidelines that have been adopted in other states, Verizon VA's proposed Guidelines measure Verizon VA's performance on a combined basis for fields as a whole.

Experience has not shown a need to convert the one measurement provided for in Metric OR-6-02 into a dozen or more measurements. With a 95% standard for over-all order accuracy

under Metric OR-6-01, a deficiency in Verizon VA's performance in any field will quickly be brought to light.

9. OR-7, "% Order Confirmations/Rejects Sent Within 3 Business Days." This Metric Appropriately Reflects the Product Disaggregation Adopted in New York.

This metric measures the completeness of Verizon VA's provision of order confirmation and reject notices to CLECs by measuring the percentage of LSRs confirmed or rejected by Verizon VA within three business days of receipt of the LSR. The KPMG Test Metrics propose to perform this measurement for three categories of service, Resale POTS, UNE POTS Platform and UNE POTS Loop/LNP.

The Guidelines propose to expand these measurement categories by measuring all Resale orders, and all UNE Platform and UNE Loops orders. This expansion is consistent with the product categories to be reported under this metric in New York. It also is made necessary by limitations in Verizon VA's ability to restrict its measurements to just POTS orders.

10. Metric OR-10, "Lost Order Trouble Tickets." This Metric Should Not be Included in the Guidelines.

Metric OR-10 in the KPMG Test Metrics measures trouble tickets that report an order has never been acknowledged, confirmed or rejected, as a percentage of all orders received by Verizon VA. This metric appears to be unique to the KPMG Test Metrics and has not been adopted in other Verizon jurisdictions.

The Guidelines do not contain this metric and the Commission should not adopt it. Metric OR-10 is redundant with Metrics OR-9 and OR-7 and is unnecessary. Metric OR-9 requires that 99% of LSRs be acknowledged the same day that they are received. Metric OR-7 requires that 95% of LSRs be confirmed or rejected within three business days of receipt. With

[35] NY PSC December 15 Order, Att. A at 4.

these stringent standards for order acknowledgement, confirmation and rejection, it is simply unnecessary to measure the number of lost LSR trouble tickets received. If Verizon meets the 99% standard for acknowledgements, the number of lost LSR trouble tickets will be very small, no more than 1% of orders. If Verizon VA is failing to acknowledge, confirm or reject orders, this will be shown by Metrics OR-9 and OR-7 and does not also need to be shown by a measurement of the number of trouble tickets being submitted.[36]

11. Metrics PR-1, "Average Interval Offered," and PR-2, "Average Interval Completed."

Metric PR-1 measures the average interval offered by Verizon VA to complete an order to install or disconnect a service. Metric PR-2 measures the average interval in which Verizon VA actually completes an order to install or disconnect a service.

a. Orders Requiring Loop Qualification Are Appropriately Excluded from this Metric.

The proposed Guidelines add to this metric an exclusion for "Orders requiring loop qualification." This exclusion was included in the most recent version of the New York Guidelines. It reflects the fact that orders that require loop qualification have longer provisioning intervals than orders that do not require loop qualification and accordingly that mixing orders requiring loop qualification with orders that do not is like mixing apples and oranges in the measurement and can produce an unbalanced comparison between intervals provided to Verizon Retail and intervals provided to CLECs if the mix of orders requiring and not requiring loop qualification is not the same for Verizon Retail and CLECs.

b. No Standard Should Apply with Regard to Orders for UNE IOF and EEL.

[36] Metrics OR-9 and OR-7 also provide a more complete measurement of "lost orders" since they measure all orders received by Verizon VA for which there is a lack of an acknowledgement, or a confirmation or reject, whereas Metric OR-10 only measures orders lacking acknowledgements, confirmations or rejects that CLECs elect to report to Verizon.

For Metrics PR-1 and PR-2, the KPMG Test Metrics provide a standard of "Parity with Retail" for all UNEs, including UNE IOF and EEL. While the Guidelines adhere to this standard for most services, for UNE IOF and EEL they propose that no standard apply. Very simply, Verizon VA does not offer a similar service to its Retail customers. Accordingly, there is no Retail service to which performance for average interval offered and completed for these UNEs can be fairly compared.

c. KPMG Test Metrics PR-1-10 and 11 and PR-2-10 and 11 have been Appropriately Replaced by Metrics PR-1-12 and PR-2-18.

KPMG Test Metrics PR-1-10 and PR-2-10 measure average interval offered and completed for disconnects for orders not requiring a dispatch. KPMG Test Metrics PR-1-11 and PR-2-11 measure average interval completed for disconnect orders requiring a dispatch.

The Guidelines propose consolidating KPMG Test Metrics PR-1-10 and 11 into a single Metric PR-1-12 that measures the average interval offered for all disconnect orders, without regard to whether they are "Dispatch" or "No Dispatch" orders. The Guidelines also propose consolidating KPMG Test Metrics PR-2-10 and 11 into a single Metric PR-2-18 that measures the average interval completed for all disconnect orders, without regard to whether they are "Dispatch" or "No Dispatch." These revisions were agreed to by the New York Carrier to Carrier Working Group and approved by the New York PSC in its December 15, 2000 order.[37] It reflects the fact that there are in fact no "Dispatch" disconnect orders and that therefore no purpose is served by making a distinction between "No Dispatch" and "Dispatch" disconnect orders or having separate measurements for "Dispatch" disconnect orders.

d. PR-2-13 through 17. These Metrics Should Not Be Included in the Guidelines.

[37] NY PSC December 15 Order, Att. A at 6.

The KPMG Test Metrics included Metrics PR-2-13 through 17. These metrics originated in the New York Guidelines and measured average intervals for completion of installation of 2 Wire xDSL Services. However, in its December 15, 2000 order, the New York PSC, based upon the agreement of the New York Carrier to Carrier Working Group, approved the deletion of these metrics from the New York Guidelines. With regard to Metric PR-2-13, the order noted:

> "This metric is already reported under PR-2-02 Average Interval Completed – Total Dispatch. PR-2-13 is a duplicate measure."[38]

With regard to Metrics PR-2-14 through 17, the rationale for deletion of these metrics was stated as follows:

> "Significant improvements have been made in the processes and in Verizon's overall performance in this area, making this reporting out of date and inconsistent with those processes. Finally, the manual nature of collecting this data is overly burdensome and prone to error. CLECs can continue to work with Verizon to reconcile performance."[39]

12. Metric PR-3, "Completed Within Specified Number of Days (1-5 Lines)." Consistent with the New York Guidelines, this Metric Properly Includes a Statement as to the Daily Cut-Off Time After Which Orders Will be Considered As Received the Next Business Day.

Metric PR-3 measures the percentage of orders for one to five lines for POTS, 2 Wire Digital Services, and 2 Wire xDSL Services, that are completed in a specified number of days. New York Guidelines Metric PR-3 includes a provision in the "Definition" that "Orders received after 5:00 PM are counted as received the next business day." Verizon VA has included a similar provision in the "Definition" of Guidelines Metric PR-3, but with language modeled on the language of a similar provision in Metrics PR-1 and PR-2. This provision appropriately reflects the fact that after a certain time is reached each day, the processing of new orders in

[38] NY PSC December 15 Order, Att. A at 6.
[39] NY PSC December 15 Order, Att. A at 6.

Verizon VA's business offices ceases or is curtailed. Under Verizon VA's provision, the cut-off time for CLECs is the same as the cut-off time for Verizon Retail.[40]

13. Metric PR-4, "Missed Appointments."

Metric PR-4 measures missed appointments.

a. The Measurement for "Specials" in Metric PR-4-01 is Appropriately Disaggregated into Measurement of "Specials (Non-DS0, DS1 & DS3)" and "Specials DS0," "Specials DS1," and "Specials DS3."

The KPMG Test Metrics include in a single measurement the percentage of missed appointments for all Specials.[41] The Guidelines propose to disaggregate this measurement into four measurements that separately measure the percentage of missed installation appointments for Specials (Non-DS0, DS1 & DS3), and Specials DS0, Specials DS1, and Specials DS3. This disaggregation of the measurement provides a more accurate measurement of the percentage of missed installation appointments for these services. It was agreed to by the New York Carrier to Carrier Working Group and approved by the New York PSC in its December 15, 2000 order.[42]

b. PR-4-15 through 18. These Metrics Should Not Be Included in the Guidelines.

The KPMG Test Metrics included Metrics PR-4-15 through 18. These metrics originated in the New York Guidelines and measured timeliness of the installation of 2 Wire xDSL Services. However, in its December 15, 2000 order, the New York PSC, based upon the agreement of the New York Carrier to Carrier Working Group, approved the deletion of these metrics from the New York Guidelines. The rationale for deletion of these metrics was stated as follows:

[40] Or, in the case of UNE 2 Wire xDSL Services, the cut-off time for VADI.

[41] The Glossary to the Guidelines defines Special Services as: "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)."

> "Significant improvements have been made in the processes and in Verizon's overall performance in this area, making this reporting out of date and inconsistent with those processes. Finally, the manual nature of collecting this data is overly burdensome and prone to error. CLECs can continue to work with Verizon to reconcile performance."[43]

Accordingly, these metrics should not be included in the Virginia Guidelines.

c. PR-4-09 through 11. These Metrics Should Not Be Included in the Guidelines.

The KPMG Test Metrics include Metrics PR-4-09, 10 and 11, which measure missed installation appointments for orders that have standard ordering intervals (W coded orders). These metrics are also included in the Pennsylvania and New Jersey Guidelines, but are not included in the New York Guidelines.

Verizon VA has not included these metrics in the February 5, 2001 Guidelines. These metrics are redundant with Metrics PR-4-01, 04 and 05, which measure missed installation appointments for all types of orders, whether they have standard order intervals or intervals that are shorter or longer than the standard intervals. From its experience in Pennsylvania and New Jersey, Verizon has not observed any value in the separate reporting of missed appointments for standard interval orders. Accordingly, these metrics should not be included in the Guidelines.

d. The Standard for UNE EEL and IOF has been Appropriately Revised to Be Consistent with the Standard in New York.

The performance standard for UNE EEL and IOF is stated in the KPMG Test Metrics to be "Parity with Retail," with the Retail service to which performance for these UNEs is compared being "total Retail Specials performance." However, the New York Guidelines have been revised to state that the Retail service to which performance will be compared will for UNE IOF be "Retail Specials DS3 performance" and for UNE EEL be "Retail Specials DS1

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[42] NY PSC December 15 Order, Att. A at 8.
[43] NY PSC December 15 Order, Att. A at 7.

performance." These new standards are expected to provide a more accurate basis of comparison than the old standard of simply "total Retail Specials performance." Accordingly, Verizon VA's proposed Guidelines include the recently adopted New York standards.[44]

e. The Sub-Metrics in the Guidelines have been Properly Clarified to Show that Measurements for Trunks are Based on Counts of "Trunks," not Counts of Orders.

In recently reviewing the language of Metric PR-4 in conjunction with measurements being performed in other states, Verizon noted that while the "Definition" in Metric PR-4 provides for measurements of Retail and Resale services and UNEs to be based on "percentage of orders" and measurements for Trunks to be based on "percentage of trunks," the sub-metrics speak only in term of count of "Orders" and do mention count of "Trunks." To correct this inconsistency between the "Definition" and the sub-metrics and to bring the sub-metrics into accord with the intent of the metric and Verizon's actual measurement practice, the sub-metrics in the Guidelines contain additional language to show that Trunks will be measured on the basis of a count of "Trunks," not a count of "Orders."[45]

f. This Metric Should Not Include Language With Regard to "Reciprocal Trunks."

In the KPMG Test Metrics, the "Definition" includes the following sentence:

"Includes reciprocal trunks from [Verizon] to CLEC."

This language should not be included in the Guidelines metric.

The purpose of this metric is to measure whether Verizon VA provided service, including trunks, to CLECs on-time. However, reciprocal trunks (trunks that carry traffic from Verizon VA's network to a CLEC's network) are *not* provided by Verizon VA to CLECs. Instead,

[44] Verizon VA has also updated the standard of Metric PR-8 in the same manner.
[45] A similar revision has been made to Metric PR-5.

reciprocal trunks are provided by CLECs to Verizon VA. Since Verizon VA does not provide reciprocal trunks, there is no Verizon VA performance to measure on reciprocal trunks and it is incorrect to include in the definition of the metric a statement that the measurement includes reciprocal trunks.

Verizon VA may install facilities needed to connect the CLEC provided reciprocal trunks to the Verizon VA network. However, this activity is measured by the existing metric. Measurements of Verizon VA's timeliness in installing facilities that connect its network with the CLEC installed reciprocal trunks are included in the measurements of "CLEC Trunks" in Metrics PR-4-01, 02, 03 and 09, since the definition of "CLEC Trunks," as set out in the Glossary of the Guidelines, includes not only "(1) CLEC to Verizon Trunks provided by Verizon to CLECs," but also "(2) Verizon network facilities connecting Verizon to CLEC Trunks to the Verizon network."

14. Metric PR-6, "Installation Quality." The Language of the Guideline Metric Provides for Measurements that are Substantially the Same as Those in the KPMG Test Metrics but is More Consistent with the Language of this Metric As Adopted in Other States.

Metric PR-6 measures installation quality by measuring trouble reports within a stated number of days after a service is installed. The sub-metric formulae in the KPGM Test Metrics and the Guidelines, which are the key components in determining what is measured, are substantially the same. However, the descriptive language in the sub-metrics and the "Definition" differs.

The language in the Guidelines is closer to the language that has been adopted in the most recent versions of the Pennsylvania and New York Guidelines. Accordingly, the language of the Guidelines should be preferred over that in the KPMG Test Metrics.

15. Metric PR-9, "Hot Cut Loops." This Metric is Appropriately Revised by the Guidelines.

Metric PR-9 measures Verizon VA's timeliness in performing the transfer of working loops from Verizon VA Retail to CLECs ("coordinated cut-overs" or "Hot Cuts"). KPMG Test Metric PR-9 is similar to New York Guidelines Metric PR-9 that was in effect when the Test Metrics were adopted. However, in its December 15, 2000 order, the New York PSC approved substantial revisions to this metric.[46]

The revised New York Guidelines include three Hot Cut sub-metrics, PR-9-01, "% On Time Performance – Hot Cut," PR-9-08, "Average Duration of Service Interruption," and PR-9-09, "% Supplemented or Cancelled Orders at Verizon New York Request." The proposed Virginia Guidelines include sub-metrics PR-9-01 and 08. These metrics are substantively the same as the New York metrics, but are presented with clearer language.

The proposed Virginia Guidelines do not include Metric PR-9-09. As set out in the New York Guidelines, this metric measures the percentage of orders that are supplemented or canceled at Verizon's request. However, Verizon VA no longer requests CLECs to supplement or cancel orders and therefore there is nothing to be measured by this metric.

16. Metrics MR-3, "Missed Repair Appointments," and MR-4, "Trouble Duration Intervals."

Metric MR-3 measures missed repair appointments. Metric MR-4 measures trouble duration intervals.

a. POTS Measurements for Metrics MR-3-01 and 02 and MR-4-02, 03 and 08, Are Appropriately Disaggregated Between Residence and Business Service.

The Guidelines disaggregate some of the POTS measurements for Metrics MR-3-01 and 02 and MR-4-02, 03 and 08 between residence and business service. This disaggregation is not

contained in the KPMG Test Metrics, but provides a more accurate measurement of Verizon VA's performance. This additional disaggregation was recommended by the New York Carrier to Carrier Working Group and approved by the New York PSC in its December 15, 2000 order.[47]

f. The Double Dispatch Metrics Should Not be Included in Metrics MR-3 and MR-4.

The KPMG Test Metrics contain metrics that measure the percentage of missed repair appointments where there is a single dispatch (MR-3-04) and the percentage of missed repair appointments where there are multiple dispatches (MR-3-05). They also contain metrics that measure the mean time to repair for troubles where there is no double dispatch (MR-4-09) and the mean time to repair where there is a double dispatch (MR-4-10). These metrics are not included in Verizon VA's proposed Guidelines.

KPMG Test Metrics MR-3-04 and 05 are simply subsets of Metric MR-3-01. Metric MR-3-01 measures the percentage of missed repair appointments for troubles for which there was a dispatch ("Loop Troubles," Disposition Codes 0300-0499). Metric MR-3-04 measures the percentage of missed repair appointments for which there was a single dispatch. Metric MR-3-05 measures the percentage of missed repair appointments for which there were multiple dispatches.

Similarly, KPMG Test Metrics MR-4-09 and 10 are simply subsets of Metric MR-4-01. Metric MR-4-01 measures the mean time to repair for all troubles. Metric MR-3-04 measures the mean time to repair for troubles for which there was a single dispatch. Metric MR-3-05 measures the mean time to repair for troubles for which there were multiple dispatches.

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[46] NY PSC December 15 Order, Att. A at 9.
[47] NY PSC December 15 Order, Att. A at 9-10.

In the absence of any clear explanation of why there is value in measuring whether there was one dispatch or more than one dispatch in connection with a trouble repair, the Commission should not require Verizon VA to turn two metrics into six metrics.

12. Metric NP-6, "NXX Activations." This Metric Has Been Appropriately Revised to Make Clear that the Timeliness of CLEC NXX Updates will be Measured on a Switch-by-Switch Basis.

This metric measures Verizon VA's timeliness in activating new CLEC NXXs (blocks of telephone numbers) in Verizon VA's switches. The KPMG Test Metrics and the July 19, 2000 version of the Guidelines measured Verizon VA's performance for an NXX "update." The February 5, 2001 version of metric measures Verizon VA's performance based on "NXX scheduled switch activations."

As the metric is worded in the KPMG Test Metrics, it is not clear as to whether an "update" means Verizon VA's installation of a new NXX in all of its switches in the state in the aggregate, or Verizon VA's installation of a new NXX in a single switch. Using the former interpretation, if Verizon VA failed to install a new NXX in even one switch on-time, it would be deemed to have failed to install the entire update on-time, even though it may have installed the update on-time in scores of other switches.

To correct this ambiguity in the metric, the metric has been revised to measure NXX activations on a switch-by-switch basis. This will provide a more accurate measurement of the timeliness of Verizon VA's installation of new CLEC NXXs and will avoid the potential unfairness of Verizon VA being deemed to have failed to install an entire NXX on time simply because the installation was late in just one of Verizon VA's many switches.

13. Metric BI-5, "Accuracy of Mechanized Bill Feed." This Metric Has Been Appropriately Revised to Make Clear that the Accuracy of the Mechanized Bill Feed will be Measured on a "Records" Basis.

Metric BI-5 measures the accuracy of the mechanized bill feed that Verizon VA provides to CLECs. The KPMG Test Metrics and the July 19, 2000 version of the Guidelines perform this measurement based on the accuracy of "bill feed files." However, Verizon has found that the term "files" is one whose intended meaning has not been clearly understood and which could be variously interpreted as meaning data as finite as an individual billing record, the original intent of the metric, or as broad as an entire bill feed. Were the latter meaning to be applied, even one erroneous record in a bill feed could result in the entire bill feed, composed of potentially thousands or even millions of billing "records," being deemed to be inaccurate.

Accordingly, to correct this ambiguity, consistent with Metric BI-4, which measures the accuracy of the Daily Usage Feed by measuring the accuracy of individual "records," Verizon VA has modified the metric for the February 5, 2001 Guidelines to measure "records." This will provide a more accurate measurement of the accuracy of Verizon VA's provision of CLEC billing information and will avoid the potential unfairness of an entire bill feed being deemed to be inaccurate simply because one billing record in the feed was inaccurate.

14. Metric OD-2, "LIDB, Routing and OS/DA Platforms." This Metric Should Not Be Included in the Guidelines.

The KPMG Metrics include Metric OD-2, which establishes standards for LIDB, 800 Database, AIN, 911/E911 Database Updates and Directory Listing Database Updates. This metric, like its counterpart in the New York and New Jersey Guidelines appropriately sets only standards and does not require any measurements. However, Verizon VA proposes to exclude this metric from the Guidelines altogether.

It has not been shown that there are any problems for CLECs with the operation of systems or databases that require the adoption of standards by the Commission. Accordingly, there is no need for this metric.

15. Metric GE-2, "Poles, Ducts, Conduit and Rights of Way." This Metric Properly Excludes From Measurement Verizon VA Delays Caused by Third Parties.

Metric GE-2 measures Verizon VA's performance in timely responding to CLEC requests for access to its poles, ducts, conduit and rights of way. The KPMG Test Metrics appropriately exclude from the measurement delays in the response caused by the CLEC requesting access. The Guidelines slightly expand this exclusion to also include delays in response caused by third parties. While delays in response caused by third parties would also be excluded under Exhibit 1, Section 3, "Skewed Data," as "Force Majeure" events, Verizon VA believes it appropriate to emphasize this exclusion for this metric because Verizon VA is often not the only occupant of poles, ducts, conduit and rights of way and thus in ascertaining whether it can provide access must address occupancy issues with regard to third-parties.

CONCLUSION

For all of the foregoing reasons, the Commission should adopt the Guidelines as proposed by Verizon VA.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
1	OR-1 and OR-2 PR-1 to PR-6 and PR-8 MR-2 to MR-5	2 Wire xDSL Loops 2 Wire xDSL Line Sharing	Products: C2C – Adds UNE 2 Wire xDSL Line Sharing; retains UNE 2 Wire xDSL Loops; removes measurements for Resale 2 Wire xDSL Services. Performance standard is "Parity with VADI" or an objective standard. KPMG – Includes UNE 2 Wire xDSL Services (loops) and Resale 2 Wire xDSL Services. Performance standard is "Parity with Retail."	NY Consensus. Reflects introduction of 2 Wire xDSL Line Sharing measurements. Also reflects the need to remove Resale measurements and to adopt a standard other than "Parity with Retail," because Verizon VA no longer provides Retail 2 Wire xDSL Services.
2	PO-1	Response Time OSS Pre-Ordering Interface – Methodology	C2C – EnView is used to simulate and measure Retail transactions and CLEC PO-1-07 transaction; actual performance is used to measure all other CLEC transactions. KPMG – EnView is used to simulate and measure all Retail and CLEC transactions with a 3 month period of actual performance data from ECXpert; PO-1-10 is based on actual performance data.	NY Consensus to measure actual, instead of simulated (EnView), CLEC transactions. Actual production data will be used to measure CLEC transactions except for PO-1-07. EnView will continue to be used to measure CLEC transactions for PO-1-07 – Rejected Query and Retail transactions.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
3	PO-1	Response Time OSS Pre-Ordering Interface - Performance Standard	Web GUI Performance Standard: C2C – Parity with Retail plus not more than 7 seconds; Verizon will advise Commission in Jan. 02 if able to reduce. KPMG – Parity with Retail plus not more than 7 seconds; after 4/01, 4 seconds.	NY Consensus to establish "parity plus 7 seconds" Web GUI standard. Based on actual results in PA and NJ, Verizon's experience has been that the Web GUI has not been able to meet the "parity plus 4 seconds" standard. If CLECs require a pre-ordering system with greater speed, there are alternatives available – EDI, CORBA.
4	PO-1-04	Response Time OSS Pre-Ordering Interface - Product and Service Availability	Performance Standard: C2C – Parity with Retail plus not more than 10 seconds. KPMG – Parity with Retail plus not more than 4 seconds for EDI and CORBA, 7 seconds for WebGUI.	NY Consensus to change standard to "parity plus 10 seconds." Significant system enhancements to this largely unused transaction have occurred effective with the June 17, 2000 release making it no longer comparable to Retail.

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
5	PO-1-08	Response Time OSS Pre-Ordering Interface - % Timeouts	C2C – Sub-metric not included. KPMG – Sub-metric included with no standard.	The data called for by this sub-metric will be provided pursuant to the "Definition" section for diagnostic purposes. The sub-metric is unnecessary since the measurement it performs of the combined availability of Verizon's OSS interface and OSS, is for the OSS interfaces already performed by Metric PO-2, and is unneeded for the OSS themselves since the same OSS are used by CLECs and Verizon Retail, so that there is inherent parity of treatment on OSS availability.
6	PO-1	Response Time OSS Pre-Ordering Interface – Definition	C2C Timeouts = 60 sec KPMG Timeouts = 330 sec	NY Consensus to establish timeouts at 60 seconds. In the most recent NY compliance filing, the remaining pre-order transaction (PO-1-05) with a 330 second timeout was changed to 60 seconds. NY now uses 60 seconds as the timeout for all transactions. CORBA internal timeout is set at 60 seconds for all transactions. Timeout in NJ is also 60 seconds.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
7	PO-2	OSS Interface Availability - Methodology	C2C – Hours of the day divided into 6 minute measurement periods. KPMG – Hours of the day divided into 10 minute measurement periods.	The 6 minute time period provides a more accurate measurement of OSS interface availability.
8	PO-2	OSS Interface Availability - Definition	C2C-Includes measurement of Pre-Ordering, Ordering and Maintenance interface availability. KPMG-Includes only measurement of Pre-Ordering and Maintenance interface availability.	NY Consensus to expand measurement to include Ordering availability.
8	PO-4-02 PO-4-03	Timeliness of Change Management Notice: • Change Mgmt Notices & Confirmations – Delay 1 to 7 Days • Change Mgmt Notices & Confirmations – Delay 8 or more Days	C2C – Sub-metrics included. KPMG – Sub-metrics not included.	These sub-metrics are consistent with the C2C Guidelines for NY and NJ.
9	PO-4-04 PO-4-05 PO-4-06	Timeliness of Change Management Notice: • % Change Mgmt Notices & Confirmations Sent on Time • Average Delay Days – Change Mgmt Notices and Confirmations • Average Delay Days – 8+ Days – Change Mgmt Notices and Confirmations	C2C - Sub-metrics not included. KPMG – Sub-metrics included. PO-4-04 and 05 have no standard.	These sub-metrics are not contained in the C2C Guidelines for NJ. Additionally, PO-4-05 and PO-4-06 are not in the NY or PA C2C Guidelines.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
10	PO-8-01	Manual Loop Qualification - % On-Time	Performance Standard: C2C – 95% w/in 72 Hours KPMG – 95% w/in 48 Hours	The business transaction measured by this sub-metric has not yet been implemented. Until a separate transaction is developed, VZ is planning to use the LSR confirmation/reject process to measure its provision of manual loop qualification information. The performance standard of 95% within 72 hours proposed for this metric is consistent with the confirmation and reject interval for complex services requiring loop qualification.
11	OR-1, OR-2	• LSR ASR Order Confirmation Timeliness • Reject Timeliness	C2C – Updated to include expanded SOP unavailability interval exclusion for Flow-Through order measurements. KPMG – Includes an earlier and less complete exclusion.	NY Consensus. Reflects the need to exclude from Flow-Through measurements, for which there is a two hour performance standard, time when the SOP is unavailable to process orders due to the need for SOP upgrades and changes.
12	OR-3-02	Percent Rejects-% Resubmission Rejection	C2C – Sub-metric included. KPMG – Sub-metric not included.	NY Consensus to add sub-metric.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
13	OR-4-05	Timeliness of Completion Notification-Work Completion Notice - % On Time	Performance Standard: C2C – 95% within 2 hours after SOP completion KPMG – 97% next day noon	Improved performance standard in updated VA C2C Guidelines. Note: this revised metric is subject to a SOP down time exclusion (similar to OR-1 and OR-2) due to the 2 hours performance standard.
14	OR-4-02	Timeliness of Completion Notification-Completion Notice - % On Time	Performance Standard: C2C – 95% next day noon. KPMG – 95% w/in 30 min (WFA); 97% next day noon (SOP)	Updated VA C2C Guidelines consistent with NY C2C Guidelines.
15	OR-4-12 OR-4-13 OR-4-14 OR-4-15	Timeliness of Completion Notification- • % Due Date to PCN Within Two (2) Business Days • % Due Date to PCN Within Five (5) Business Days • % Due Date to BCN Within Four (4) Business Days • % Due Date to BCN Within Seven (7) Business Days	C2C – Sub-metrics added. KPMG – Sub-metrics not included.	NY Consensus to add these sub-metrics.
16	OR-4-06 OR-4-07 OR-4-08 OR-4-10	Timeliness of Completion Notification: • Average Duration-Work Completion (SOP) to Bill Completion • % SOP to Bill Completion >/= 5 Business Days • % SOP to Bill Completion > 1 Business Day • % SOP to Provisioning Completion Within 2 Business Days	C2C – Removed OR-4-06, 07, 08, 10. KPMG – Sub-metrics included.	With the addition of 4 new metrics for measuring Completion Notification Timeliness (see item #15) resulting from the NY Carrier Working Group Consensus, these sub-metrics were removed as redundant and less precise measurements.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
17	OR-4-03	Timeliness of Completion Notification - % Orders Excluded from % OT Measurement	C2C – Sub-metric not included. KPMG – Sub-metric included.	NY Consensus to delete sub-metric as the issue that necessitated this sub-metric has been fixed. With the conversion to transaction-based performance reporting, this exclusion is no longer applicable. The sub-metric data reported would always be 0.
18	OR-5	% Flow Through Achieved	Exclusions: C2C – Pending Orders exclusion removed. KPMG – Pending Orders exclusion included.	NY Consensus.
19	OR-6-02	Order Accuracy - % Accuracy Fields (each field reported separately)	C2C—Measures accuracy of fields in the aggregate. KPMG-Measures accuracy of each field.	The C2C measurement is performed in the same manner as measurements in NY, NJ and PA. Reporting on a field-by-field basis does not significantly improve insight into order accuracy problems.
20	OR-7	% Order Confirmation/Rejects Sent in 3 Business Days	Products: C2C – Modified to expand included products. KPMG – Shows Resale/POTS and UNE/POTS Loop and UNE POTS Platform.	Updated VA C2C consistent with NY Guidelines. Also, Verizon has not found a way to restrict measurements to only POTS services.

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
21	OR-10	% Lost Order Trouble Tickets	C2C – Sub-metric not included. KPMG - Sub-metric included.	The metric is redundant with Metrics OR-9 and 7.
22	PR-1 and 2	Average Interval Offered and Average Interval Completed	C2C-Excludes orders requiring loop qualification. KPMG-Includes orders requiring loop qualification.	Consistent with NY Guidelines. Orders requiring loop qualification may require longer intervals to complete and therefore cannot be fairly mixed with measurements or orders that do not required loop qualification.
23	PR-1 and 2	Average Interval Offered and Average Interval Completed – Performance Standard UNE EEL and IOF	C2C-no performance standard for UNE EEL and IOF. KPMG-performance standard is "Parity with Retail."	There is no Retail service to which performance with regard to these UNEs can be fairly compared.
24	PR-1-10 PR-1-11 PR-1-12 PR-2-10 PR-2-11 PR-2-18	• Average Offered Interval-Disconnects-No Dispatch • Average Offered Interval-Disconnects-Dispatch • Average Offered Interval-Disconnects-Total • Average Interval Completed-Disconnects-No Dispatch • Average Interval Completed-Disconnects-Dispatch • Average Interval Completed-Disconnects-Total	C2C – Sub-metrics (PR-1-12, PR-2-18) reflect total disconnects; renumbered to match NY C2C Guidelines. KPMG – One sub-metric for Disconnect-Dispatch, one for Disconnects-No Dispatch (PR-1-10, PR-1-11, PR-2-10, PR-2-11).	NY Consensus to consolidate "Disconnects-Dispatch" and "Disconnects-No Dispatch" sub-metrics into one sub-metric for "Disconnects." Separate measurements for "Dispatch" and "No Dispatch" disconnects are unnecessary. There are no "Dispatch" disconnects.

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
26	PR-2-13 PR-2-14 PR-2-15 PR-2-16 PR-2-17	Avg Interval Completed-2 Wire xDSL • With DD-2 Test Results, With 800 Number, & With Serial Number • With DD-2 Test Results, With 800 Number, & With or Without Serial Number • Without DD-2 Test Results, With 800 Number, & With Serial Number • Without DD-2 Test Results, With 800 Number, & With or Without Serial Number • Without DD-2 Test Results, Without 800 Number, & Without Serial Number	C2C – Omitted. KPMG - Sub-metrics are included.	NY Consensus to remove these sub-metrics. The separate reporting of this performance has the effect of providing CLEC specific data due to the nature of the process that the particular CLEC follows. This has the potential of providing proprietary data on the CLEC aggregate report. Significant improvements have been made in the processes and in Verizon's overall performance in this area, making this reporting out of date and inconsistent with those processes. Finally, the manual nature of collecting this data is overly burdensome and prone to error. CLECs can continue to work with Verizon to reconcile performance.
27	PR-3	Completed within Specified number of Days (1-5 Lines)	C2C – Adds statement on "cut-off" time. KPMG – Statement on "cut-off" time not included.	Consistent with NY Guidelines.
28	PR-4-01	% Missed Appt-Verizon-Total	Products: C2C – Disaggregates "Specials." KPMG - Total "Specials."	NY Consensus. Provides more accurate reporting of performance with regard to Special Services.

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
29	PR-4-15 PR-4-16 PR-4-17 PR-4-18	Missed Appointments-% Completed On Time – 2 Wire xDSL • With DD-2 Test Results, With 800 Number, & With or Without Serial Number • With DD-2 Test Results, With 800 Number, & With Serial Number • Without DD-2 Test Results, With 800 Number, & With Serial Number • Without DD-2 Test Results, Without 800 Number, & Without Serial Number	C2C – Sub-metrics not included. KPMG – Sub-metrics included.	NY Consensus to remove these sub-metrics. The separate reporting of this performance has the effect of providing CLEC specific data due to the nature of the process that the particular CLEC follows. This has the potential of providing proprietary data on the CLEC aggregate report. Significant improvements have been made in the processes and in Verizon's overall performance in this area, making this reporting out of date and inconsistent with those processes. Finally, the manual nature of collecting this data is overly burdensome and prone to error. CLECs can continue to work with Verizon to reconcile performance.
30	PR-4-09 PR-4-10 PR-4-11	% Missed Appointments – Verizon – Standard Interval (W Coded) Orders • Total • Dispatch • No Dispatch	C2C – Updated to delete these sub-metrics. KPMG – Sub-metrics included.	These sub-metrics are redundant with PR-4-01, 04, and 05, respectively.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
31	PR-4	% Missed Appointments – Standard for UNE IOF and EEL	C2C – Performance standard for UNE IOF and EEL is updated (IOF-Retail Specials DS3 performance; EEL-Retail Specials DS1 performance). KPMG – Performance standard for UNE IOF and EEL is "total Retail Specials."	Consistent with NY Guidelines. Provides a more accurate comparison of performance for CLECs and Verizon Retail.
32	PR-4 and 5	% Missed Appointments and Facility Missed Orders	C2C-clarifies in sub-metrics Trunk measurements based on count of "Trunks," not count of orders. KPMG-lacks clarity in sub-metrics.	Conforms sub-metric measurement description more closely to the "Definition."
33	PR-4	% Missed Appointments	C2C-does not include reference to "Reciprocal Trunks." KPMG-includes reference to "Reciprocal Trunks."	Verizon VA does not provide "Reciprocal Trunks." They are provided by CLECs. Therefore there is no Verizon performance to measure.

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
34	PR-6	Installation Quality	C2C-the language in the definition and the sub-metrics more closely comports with the language in the metric in Pennsylvania and New York. KPMG-the language in the definition and the sub-metrics, while originally suggested by Verizon, has not been adopted in other states.	The Guideline language more closely resembles the language of the Guidelines in other states. The language of the sub-metric formulae of the Guidelines and the KPMG Test Metrics, though, is substantially the same.
35	PR-9-01, 08	% On Time Performance – Hot Cut	Modified definition in C2C.	NY Consensus to clarify definition.
36	PR-9-02 PR-9-03 PR-9-04 PR-9-05 PR-9-06 PR-9-07 PR-9-09	Hot Cuts • % Early Cuts – Lines • % Early Cuts – Orders • % Defective Cuts-Lines • % Defective Cuts-Orders • % Late Cuts-Lines • % Late Cuts – Orders • % Supplemented or Canceled Orders at BA Request	C2C – These sub-metrics were removed. KPMG – These sub-metrics are included.	NY Consensus (except PR-9-09) to remove these sub-metrics. However, PR-9-09 no longer applicable since Verizon has stopped supping and canceling orders. As such, this sub-metric result would always be zero.
37	MR-3-01 MR-3-02 MR-4-02 MR-4-03 MR-4-08	• % Missed Repair Appointment-Loop • % Missed Repair Appointment-CO • Mean Time to Repair-Loop Trouble • Mean Time to Repair-CO Trouble • % Out of Service > 24 Hours	Products: C2C – Disaggegated Retail, Resale and UNE POTS into Residence and Business. KPMG – Retail, Resale, and UNE POTS not disaggregated into Residence and Business.	NY Consensus to disaggregate Retail, Resale, and UNE POTS into Residence and Business.

Comparison of VA KPMG Test Metrics (KPMG) to Updated VA C2C Guidelines (C2C)

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
38	MR-3-04 MR-3-05 MR-4-09 MR-4-10	• % Missed Repair Appointment – No Double Dispatch • % Missed Repair Appointment – Double Dispatch • Mean Time to Repair – No Double Dispatch • Mean Time to Repair – Double Dispatch	C2C – Sub-metrics are not included. KPMG – Sub-metrics are included.	These sub-metrics are subsets of MR-3-01 and MR-4-01. MR-3-01 measures the percentage of missed repair appointments for troubles for which there was a dispatch. MR-4-01 measures the MTTR for CO and loop troubles.
39	NP-6	NXX Activations	C2C-revises language to make clear that measurements will be performed on a switch-by-switch basis. KPMG-measures "updates."	The revised language provides a more accurate measurement of NXX activations in Verizon VA's network by performing measurements on a switch by switch basis.
40	BI-5	Accuracy of Mechanized Bill Feed	C2C-revises language to make clear that measurements are performed on the basis of bill "records." KPMG-uses the less precise term "files."	The revised language assures a more accurate measurement by basing the measurement on bill records. The KPMG language might be read as requiring measurements to be performed on the basis of entire bill feed "files," resulting in an entire bill feed file being deemed to be non-compliant if even one of thousands of bill records in the file was inaccurate.
41	OD-2	LIDB, Routing, and OS/DA Platforms	C2C – This metric is not included. KPMG – This metric is included.	This metric is not measured in the KPMG Test Metrics. Since CLECs have not shown problems with the items for which standards are set, this metric is unnecessary.

Item #	Metric/ Sub-Metric	Name	Updated Verizon VA Guidelines (C2C) vs KPMG Test Metrics (KPMG)	Explanation of Differences
42	GE-2	Poles, Ducts, Conduit and Rights of Way	C2C – Adds an exclusion for delays in Verizon VA performance caused by third parties. KPMG – Does not expressly state this exclusion in this metric.	Since third parties may occupy Verizon poles, ducts, conduit and rights of way, Verizon VA's response to CLEC requests for access to poles, ducts, conduit and rights of way may be delayed by issues related to dealing with these third parties.

EXHIBIT 1

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, ("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 (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 affiliate[1] 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 the Guidelines, 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

[1] 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.

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 affiliate[2] of Verizon; and, (2) 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 under the Guidelines, 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

[2] As used in the Section 4(b) definition of "Agent," an "affiliate of Verizon" is a person that (directly or indirectly) controls, is controlled by, or is under common control with, Verizon.

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. This Section 4 shall not be construed as permitting any disclosure or use of information otherwise prohibited by applicable law.

5. **Reporting 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.

Verizon South Proposed Performance Measures and Standards for Virginia

February 5, 2001

Function:

PO-1 Response Time OSS Ordering Interface

Methodology:

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

Queries requesting customer service records (CSRs) can also be processed via fax (Manual CSRs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. CSR metrics are expressed as a percent successful within the performance standard.

Definition:

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

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

- Mechanized Loop Qualification

Notes:

1. Verizon does not report Legacy System Transaction Time for rejected/failed inquiries; Pre-Order Query Transaction Time is reported and tracked diagnostically.
2. Manual CSRs are measured in clock hours.
3. Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours.
4. Pre-order query transaction time intervals are measured as total transaction time.
5. Verizon does not support manual engineering queries for loop qualification.

Exclusions:

- Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations.
- Queries outside of published system hours for fully electronic sub-metrics are not tracked.
- Manual CSRs exclude non-business days.
- Excludes queries not completed within the reporting period.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Electronic (excluding CSR):

- For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds. PO-1-06 (Loop Qualification) to be determined by next 6 month review period with (California) CCB.

CSRs:

- PO-1-08: WISE: 95% in 4 hours
- PO-1-07: Fully Manual: 95% in 24 hours

Formula:

CLEC: Σ Response Times for each transaction/Number of Transactions Returned to CLEC

Retail: Σ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System

Report Dimensions – PO-1 OSS Response Time

Company:	**Geography:**
• Verizon Retail (PO-1-02 thru PO-1-05) • Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics

Products PO-1-02 thru PO-1-06	• Electronic Interface (Combined performance for all existing electronic interfaces)	
PO-1-02	**Average Response Time – Service Appointment Scheduling**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Number of Service Appointment Scheduling Queries Returned in Reporting Period
PO-1-03	**Average Response Time – Address Verification**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for address verification	Number of Address Validation Queries Returned in Reporting Period
PO-1-04	**Average Response Time – Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for service availability	Number of Service Availability Queries Returned in Reporting Period
PO-1-05	**Average Response Time – Request for Telephone Number**	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for TN request	Number of TN Queries Returned in Reporting Period

PO-1-06	Average Response Time – Mechanized Loop Qualification	
Calculation	**Numerator**	**Denominator**
	Sum of the elapsed time from query receipt to response sent for loop qualification	Number of Loop Qualification Queries Returned in Reporting Period
PO-1-07	**% CSR Queries On Time – Manual**	
Products	• Manual CSR Interface (fax)	
Calculation	**Numerator**	**Denominator**
	Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSR Queries returned in reporting period
PO-1-08	**% CSR Queries On Time – WISE**	
Products	• WISE CSR Interface	
Calculation	**Numerator**	**Denominator**
	Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSR Queries returned in reporting period

Function:

PO-2 OSS Interface Availability

Methodology:

Verizon measures "Percent of Time Interface is Available" within published hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSR and WISE Repair interfaces. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".

Definition:

Measures percent of time an OSS interface is actually available compared to scheduled availability.

Business Rules:

- Outage hours are obtained from outage reports
- Any change requests for extended availability during the reporting period are added to the scheduled hours.
-
- Scheduled hours for WISE Pre-Ordering, Ordering, CSR and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site.
- Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states)

Exclusions:

- Interface for WISE Performance Measures.
- Scheduled system downtime.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Standard –99.25%

Report Dimensions:

Company:	**Geography:**
• CLECs in the aggregate	• Statewide(Same performance is reported for each state)

Sub-Metrics

PO-2-02	**OSS Interface Availability – Scheduled Hours**
Products	• WISE Pre-Ordering Interface • WISE Ordering Interface • WISE Repair Interface • WISE CSR Interface

Calculation	**Numerator**	**Denominator**
	Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours

Function:		
PO-3 Contact Center Availability		
Definition:		
Measures the average time it takes the ILEC's work center to answer a call.		
Exclusions:		
Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).		
Performance Standard:		
Repair Centers • Standard – average 20 seconds Ordering Center • Standard – average 20 seconds		
Report Dimensions:		
Company: • CLECs in the aggregate	Geography: • National	
Sub-Metrics		
PO-3-01	**Center Responsiveness (Ordering)**	
Products	Verizon Ordering Center	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call Answer – Date and Time of Call Receipt)	Total Calls Answered by Center
PO-3-02	**NA**	
Calculation	**Numerator**	**Denominator**
PO-3-03	**Center Responsiveness (Repair)**	
Products	Verizon CARE Repair Center Verizon BRC Repair Center	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call Answer – Date and Time of Call Receipt)	Total Calls Answered by Center

Function:

OR-1 Order Confirmation Timeliness

Definition:

Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the Verizon ordering center.
-
- FOC Business day = Monday through Saturday, excluding Sundays and Verizon published holidays (Verizon).
- LSC Business day = Monday through Friday, excluding weekends and Verizon published holidays
-
-
- Elapsed time for fully electronic sub-metrics tracked during system hours.

Exclusions:

- Excludes non-business days.
- Excludes delays caused for customer reasons.

Local Service Requests:

- Exclude non stand-alone records for Directory Assistance/Listing, Directory Listing and Directory Assistance.
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated.

Access Service Requests:

- Exclude invalid records.
- Exclude records with invalid dates.
- Excludes projects for Interconnection Trunks (defined as more than 192 trunks).
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

95% On Time

Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE (non-designed) <10 lines: 24 hours
Resale POTS/UNE (non-designed) >= 10 lines: 72 hours
Resale Special/UNE designed Services < 10 lines: 48 hours
Resale Special/UNE designed Services >= 10 lines: 72 hours
Interconnection Trunks/UNE Transport: 10 days

Report Dimensions:		
Company: • Individual CLEC • CLECs in the aggregate		**Geography:** • Statewide
Sub-Metrics – Order Confirmation Timeliness		
OR-1-02	**% On time LSC – Flow Through**	
Products [1]	• Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Number of electronic LSCs for flow through orders where the sent date/time minus received date/time is less than 2 hours for specified products	Number of electronic LSCs for flow through orders where a Local Service Confirmation was sent for specified products
OR-1-04	**% On Time LSC < 10 Lines (Non-Designed- No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-05	**% On Time LSC < 10 Lines (Designed - No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products

[1] Reported where flow-through capability exists

OR-1-06	**% On Time LSC >= 10 Lines (Non-Designed-No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-07	**% On Time LSC >= 10 Lines (Designed -No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-12	**% On Time FOC (Trunks and Transport)**	
Products	• UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Number of FOCs where the sent date/time minus received date/time is within the standard for specified products	Number of FOCs where a Firm Order Confirmation was sent for specified products

Function:

OR-2 Reject Timeliness

Definition:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.
Business Rules:

- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for Verizon.
- FOC Business day = Monday through Saturday, excluding Sundays and Verizon published holidays (Verizon).
- LSC Business day = Monday through Friday, excluding weekends and Verizon published holidays
-
- Elapsed time for fully electronic sub-metrics tracked during system hours.

Exclusions:

- Excludes non-business days.
- Excludes delays caused for customer reasons.
- Excludes non stand–alone Directory Assistance/Listing, Directory Assistance, Directory Listing.
-
- Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated.

Performance Standard:

95% On Time
Fully Electronic/Flow Through: 2 hours
Resale POTS/UNE (non-designed) <10 lines: 24 hours
Resale POTS/UNE >= (non-designed) 10 lines: 72 hours
Resale Special/UNE designed Services < 10 lines: 48 hours
Resale Special Services/UNE designed >= 10 lines: 72 hours
Interconnection Trunks/UNE Transport: 10 days

Report Dimensions:

Company:

- Individual CLEC
- CLECs in the aggregate

Geography:

- Statewide

Sub-Metrics		
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products [2]	• Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
OR-2-04	**% On Time LSR Reject < 10 Lines (No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines	Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines
OR-2-05	**% On Time LSR Reject < 10 Lines (Specials - No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
Sub-Metrics OR-2 Reject Timeliness		
OR-2-06	**% On Time LSR Reject >= 10 Lines (No Flow Through)**	
Products	• Resale POTS • UNE Loop Non-designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Number of rejects sent where sent date/time minus received date/time is within the standard for orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products

[2] Reported where flow-through capability exists

OR-2-07	% On Time LSR Reject >= 10 Lines (Specials No Flow Through)	
Products	• Resale Specials • UNE Loop Designed	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products

Function:

OR-5 Percent Flow-Through

Definition:

% Flow Through Achieved: % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow through due to CLEC errors or a pending order status.

Exclusions:

- Rejected LSRs
- Orders received manually
- Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Metric OR-5-03 Resale: in FL ≥ 50%, in CA ≥ 10%, in other former GTE states ≥ 20%
Metric OR-5-03 Platform: ≥ 10%
Metric OR-5-03 Loop: ≥ 10%

If any OR-5 metric fails to meet the stated standard, then performance on the corresponding Resale or UNE aggregate of OR-1-04, OR-1-06, OR-2-04 AND OR-2-06 (weighted by activity) must equal or exceed 95% to avoid a penalty.

Report Dimensions

Company:	Geography:
• Individual CLEC • CLEC Aggregate	• State

Sub-Metrics

OR-5-03	**% Flow – Through – Achieved**	
Products	Resale	UNE • Loop • Platform
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through and actually flow through without manual intervention for all products.	Total number of electronically received LSRs that qualify for flow-through) for all products.

Function:

PR-2 Average Interval Completed

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions:

- Excludes customer requested due dates beyond interval offered, orders delayed for customer reasons.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail except for xDSL and line sharing, which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail • Verizon and ILEC Affiliates	• Statewide

Sub-Metrics

PR-2-01 to 17	**NA**	
Calculation	**Numerator**	**Denominator**
PR-2-18	**Average Completed Interval**	
Products	• Resale POTS • Resale Specials • UNE loop Nondesigned • UNE loop Designed • UNE 2 wire xDSL • UNE Port Non-Designed • UNE Transport • UNE Platform • Interconnection Trunks • Line Sharing • EEL* • Subloop* • Dark Fiber* ***** Diagnostic Only – No Standard	
Calculation	**Numerator**	**Denominator**
	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders	Total new, move and change orders

Function:

PR-3 Completed within 5 Days

Definition:

Measures the percent of valid, accepted new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.

Exclusions:

- Excludes customer requested due dates beyond interval offered.
- Excludes orders delayed for customer reasons.
- Excludes 'Out'/Disconnect orders.
- Excludes 'records only' orders.
- Excludes Verizon company official orders
- Excludes LNP orders
- Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)

Performance Standard:

Parity with Verizon Retail

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

PR-3-08	**% Completed in 5 Days – No Dispatch**	
Products	• Resale POTS • UNE Loop Non-designed	
Calculation	**Numerator**	**Denominator**
	Number of valid new, move, and change non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total valid new, move and change non-dispatched orders for specified products

PR-3-09	**% Completed in 5 Days – Dispatch**	
Products	• Resale POTS • UNE Loop Non-designed	
Calculation	**Numerator**	**Denominator**
	Number of new, move, and change dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total new, move and change dispatched orders for specified products

Function:

PR-4 Missed Due Dates

Definition:

Measures the percent of new, move and change orders where installation was not completed by the due date for Verizon reasons.

Business Rules:

- Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
- Completed date is defined as the Billing Effective Date.

Exclusions:

- Excludes 'Out'/Disconnect orders except when associated with LNP.
- Excludes 'records only' orders.
- Excludes Verizon company official orders.
- Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)

Performance Standard:

Parity with Verizon Retail
For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon (if analog applies)	• Statewide

Sub-Metrics

PR-4-01	**% Missed Due Dates – Designed Services**	
Products	• Resale Specials • UNE Loop Designed • UNE Platform • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total number of due dates missed for company reasons for New, Move and change orders for specified products	Total number of New, Move and Change orders for specified products

PR-4-02	**Average Delay Days – Total**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
PR-4-04	**% Missed Due Dates – Dispatch**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Platform • UNE 2 wire xDSL	
Calculation	**Numerator**	**Denominator**
	Total number of due dates missed for company reasons for New, Move and change dispatched orders for specified products	Total number of New, Move and Change dispatched orders for specified products
Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	**% Missed Due Dates – No Dispatch**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL • UNE Line sharing	
Calculation	**Numerator**	**Denominator**
	Total number of due dates missed for company reasons for New, Move and change non-dispatched orders for specified products	Total number of New, Move and Change non-dispatched orders for specified products

Function:

PR-5 Facility Missed Orders

Definition:

Measures the percent of new, move and change orders missed due to lack of facilities.

Business Rules:

- Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
- Completed date is defined as the Billing Effective Date.
- Lack of facilities is defined to be those orders showing the following suffixes: DROSP, DRCOE, DREQ.

Notes:

1. Results also included in Measure "Percent Missed Due Dates"

Exclusions:

- Excludes 'records only' orders.
- Excludes 'Out' orders.
- Excludes ILEC company official orders.

Performance Standard:

Parity with Verizon Retail
For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon (if analog applies) • Verizon affiliate (for xDSL)	• Statewide

Sub-Metrics

PR-5-03	**% Orders Held for Facilities > 60 Days**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total number of New, Move and change orders where the billing effective date minus the due date is 60 or more days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

Function:

PR-6 Installation Quality

Definition:

Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesigned services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE
-
-
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Verizon employee generated
- Verizon company official orders

Performance Standard:

Parity with Verizon Retail
For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions:

Company:	Geography:
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics		
PR-6-01	**% Installation Troubles reported within 30 Days**	
Products	• Resale Specials • UNE Loop Designed • • UNE 2 wire xDSL • UNE Transport • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total number of orders, which received network customer trouble report within 30 calendar days of completion for specified products.	Total number of new, move and change orders completed within the calendar month for specified products.

Sub-Metrics PR-6 Installation Quality		
PR-6-02	**% Installation Troubles reported within 7 Days**	
Products	• Resale POTS • UNE Loop Non-Designed • UNE Port Non-designed • UNE Platform	
Calculation	**Numerator**	**Denominator**
	Total number of orders which received trouble reports within 7 calendar days of order completion for specified products	Total number of new, move and change orders completed in the calendar month for specified products

Function:

PR-7 Percentage of Orders Jeopardized

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions:

- Excludes customer due dates beyond interval offered, and orders delayed for customer reasons.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail except for xDSL and line sharing, which is compared to the separate data affiliate when established. EEL, Subloop and Dark Fiber are diagnostic only – no standard.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail • Verizon and ILEC Affiliates	• Statewide

Sub-Metrics

PR-7-01	**Percentage of Orders Jeopardized**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks • Line Sharing • EEL* • Subloop* • Dark Fiber* * Diagnostic Only – No Standard	
Calculation	**Numerator**	**Denominator**
	Number of Orders Jeopardized	Number of Orders Confirmed

Function:

PR-9 Coordinated Conversions

Methodology:

Verizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV.

A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.
A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.

Three types of formatted remarks are placed on the NOCV order:

- Coordinated customer conversion/coordinated hot cut identifier
- The committed due date/due time
- The actual conversion completion date/

If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.

Definition:

Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP).

*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.

Business Rules:

Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).

Exclusions:

- Excludes CLEC caused misses
- Excludes 'records only' orders
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

90% on time
Coordinated Conversions:

Line Size	Committed Completion Interval
1 to 49 lines:	1 work hour
50 to 99 lines:	2 work hours
100 to 199 lines:	3 work hours
200 plus lines:	4 work hours

Coordinated Hot Cuts:

1 to 20 lines:	1 work hours
21 to 30 lines:	1.5 work hours
31 to 40 lines:	2 work hours
41 to 50 lines:	2.5 work hours
51 to 60 lines:	3 work hours
61 to 70 lines:	3.5 work hours
71 to 80 lines:	4 work hours
81 to 90 lines:	4.5 work hours
91 to 100 lines:	5 work hours*

*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.

Report Dimensions :	
Company: • Individual CLEC • CLECs in the aggregate	**Geography:** • Statewide

Sub-Metrics		
PR-9-01	**% On Time Performance**	
Products	• Coordinated Conversions, including LNP • Coordinated Hot Cuts, including LNP	
Calculation	**Numerator**	**Denominator**
	Number of coordinated conversions/hot cuts completed by committed due time	Number of coordinated conversion/hot cuts completed in reporting period

Function:

MR-2 Trouble Report Rate

Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.

Business Rules:

- Access line/circuit count taken from previous month.
- Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

-
-
- CPE
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail

For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions:

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics		
Products	• Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks	
MR-2-01	**Network Trouble Report Rate**	
Calculation	**Numerator**	**Denominator**
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:

MR-3 Missed Repair Commitments

Definition:

Measures the percent of network trouble reports not cleared by the commitment date and time.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE
-
-
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail

For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

MR-3-01	**% Missed Repair Commitment**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total network trouble reports not cleared by commitment date/time for all products for Verizon reasons	Total network trouble reports completed for all products

Function:

MR-4 Trouble Duration Intervals

Definition:

Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.

Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE, Coin
- Customer error
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Provisioning trouble reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail
For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies)	• Statewide

Sub-Metrics

MR-4-01	**Mean Time to Repair**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products

Sub-Metrics MR-4 Trouble Duration Intervals		
MR-4-08	**% POTS Out of Service > 24 Hours**	
Products	• Resale POTS • UNE Loop Non-designed • UNE Port Non-designed • UNE Platform	
Calculation	**Numerator**	**Denominator**
	Number of troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products	Total out of service customer network trouble reports for specified products

Function:

MR-5 Repeat Trouble Reports

Definition:

Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.

Any trouble, regardless of the original disposition code, that repeats as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)

Exclusions:

Excludes the following types of trouble:

- CPE
-
-
- Customer error
- Coin
- Invalid, non-service affecting
- Enhanced products and services
- Referred to other vendors
- Received on the Due Date
- Subsequent reports
- Verizon employee generated
- Verizon company official orders
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity with Verizon Retail
For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.

Report Dimensions :

Company:

- Individual CLEC
- CLECs in the aggregate
- Verizon Retail (if analog applies)

Geography:

- Statewide

Sub-Metrics		
MR-5-01	**% Repeat Reports within 30 Days**	
Products	• Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks	
Calculation	**Numerator**	**Denominator**
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.

Notes: 1) Applies to those trunks where the ILEC has augmentation control.

2) Does not apply when trunks are provisioned as two-way trunks.

Business Rules:

- Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.
- Verizon reports provided 45 days after close of data month.
- Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level)

Exclusions:

IXC Dedicated Trunks are not included
Abnormal blockage exclusions:
Network Failures; Switch Outages
Acts of God; Storms, Tornadoes, etc.
National Holidays
Media Stimulated Mass Calling
Cable/Fiber cuts
Microwave Failures
Power Outages
Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC CLECs in the aggregate •	• Statewide

Sub-Metrics

NP-1-04	**Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months**	
Products	• CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

Function:

NP-2 Collocation Performance

Definition:

Measures the percent of collocation arrangements responded to and completed (built) on time.

Business Rules:

- Applies to all requests for physical collocation space
- Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.

Exclusions:

- Excludes orders canceled by CLEC
- Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Physical Space Notification: 95% within 15 days
Physical Completion: 95% on time

Report Dimensions :

Company:	Geography:
• Individual CLECs • CLECs in the aggregate	• Statewide

Sub-Metrics

NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Count of requests for physical collocation arrangements where response to request is answered within 15 days	Count of requests for physical collocation arrangements received in the reporting period.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses)	Count of physical collocation arrangements completed in the reporting period.

Function:

NP-6 NXX Updates

Definition:

Measures the number of NXXs loaded by the LERG effective date.

Note: Includes both additions and deletions to NXX codes.

Exclusions:

- Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Parity - Comparison made to results for loading ILEC NXX codes by the LERG effective date.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail • Verizon and ILEC Affiliates	• Statewide

Sub-Metrics

NP-6-01	**NXX Loaded by LERG Effective Date**	
Calculation	**Numerator**	**Denominator**
	Number of NXXs loaded by LERG effective date	Number of NXXs scheduled to be loaded by LERG effective date

Function:

BI-2 Timeliness of Carrier Bill

Definition:

This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.

Business Rules:

- Includes only mechanized bills.

Exclusions:

- Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

98% within 10 business days

Report Dimensions :

Company:	**Geography:**
• Individual CLECs • CLECs in the aggregate	• Statewide

Sub-Metrics

BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted in reporting period.

Function:

BI-3 Bill Accuracy

Definition:

Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.

Business Rules:

- Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result.

Exclusions:

- Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.

Performance Standard:

Benchmark for Resale and UNE:
Standard - 97%
Benchmark for Facilities/Interconnection:
Standard - 95%

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate • Verizon Retail • Verizon and ILEC Affiliates	• Statewide

Sub-Metrics

BI-3-01	**NA**	
Calculation	**Numerator**	**Denominator**

BI-3-02	**Bill Accuracy**	
Products	Resale • Usage • Recurring Charges • Non-Recurring Charges UNE (IntraLATA and InterLATA combined) • Usage • Recurring Charges • Non-Recurring Charges Facilities/Interconnection • Usage • Non-Recurring Charges • Recurring Charges	
Calculation	**Numerator**	**Denominator**
	Total monies billed without corrections	Total monies billed

Function:

BI-4 Accuracy of Usage Feed

Definition:

Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period.

Note:

- *This data will be collected by CLECs and reported by the ILECs.*
- *Total usage records includes detail data records, headers and trailers*
- *The CLEC must report to Verizon within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting for inclusion in Verizon reports.*
- *Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.*

Exclusions:

Performance Standard:

Benchmark:
Data will be collected for this measure and the appropriate benchmark developed..

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics

BI-4-01	**Accuracy of Usage Feed**	
Products	• Total Records	
Calculation	**Numerator**	**Denominator**
	Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting	Total Number of Usage Records Received and Processed

Function:

BI-5 Accuracy of Mechanized Bill Feed

Definition:

Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period.

Note:

- *This data will be collected by CLECs and reported by the ILECs.*
- *The CLEC must report to Verizon within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting for inclusion in Verizon reports.*
- *Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.*

Exclusions:

Performance Standard:

Benchmark
Data will be collected for this measure and the appropriate benchmark developed.

Report Dimensions :

Company:	**Geography:**
• Individual CLEC • CLECs in the aggregate	• Statewide

Sub-Metrics

BI-5-01	NA	
Calculation	**Numerator**	**Denominator**
BI-5-02	BOS-BDT Format	
Products	• BOS-BDT format	
Calculation	**Numerator**	**Denominator**
	Total # of correct records + correct trailers balanced to count of records that passed	Total # of records + trailers processed in that reporting period
BI-5-03	EDI Format	
Products	• EDI format	
Calculation	**Numerator**	**Denominator**
	Total # of correct segments +correct bills + correct transmissions that passed	Total # of records + bills + transmissions processed in that reporting period

Function:

BI-7 Recurring Charge Completeness

Definition:

Measures the percentage of fractional recurring charges appearing on the correct bill.

Correct bill = next available bill

Business Rules:

- The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill.
- Verizon will compare CLEC results to a statistically valid sample of Verizon results.

Exclusions:

- Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.

Performance Standard:

Parity for Resale/UNE
Benchmark for Facilities/Interconnection – Standard 90%

Report Dimensions :

Company:	**Geography:**
• Individual CLECs • CLECs in the aggregate • ILEC • Verizon and ILEC Affiliates	• Statewide

Sub-Metrics

BI-7-01	**NA**	
Calculation	**Numerator**	**Denominator**
BI-7-02	**NA**	
Calculation	**Numerator**	**Denominator**
BI-7-03	**Recurring Charge Completeness**	
Products	• Resale • UNE (IntraLATA and InterLATA combined) • Facilities/Interconnection	
Calculation	**Numerator**	**Denominator**
	Dollar amount of fractional recurring charges that are on the correct bill	Total dollar amount of fractional recurring charges that are on the bill

Function:

BI-8 Non-Recurring Charge Completeness

Definition:

Measures the percentage of non-recurring charges appearing on the correct bill.

Correct bill = next available bill

Business Rules:

- The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill.

Exclusions:

- Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.

Performance Standard:

Parity for Resale/UNE
Benchmark for Facilities/Interconnection – Standard 90%

Report Dimensions :

Company:	**Geography:**
• Individual CLECs • CLECs in the aggregate • Verizon Retail • Verizon and ILEC Affiliates	• Statewide

Sub-Metrics

BI-8-01	**NA**	
Calculation	**Numerator**	**Denominator**
BI-8-02	**NA**	
Calculation	**Numerator**	**Denominator**
BI-8-03	**Non-Recurring Charge Completeness**	
Products	• Resale • UNE (IntraLATA and InterLATA combined) • Facilities/Interconnection	
Calculation	**Numerator**	**Denominator**
	Dollar amount of non-recurring charges that are on the correct bill	Total dollar amount of non-recurring charges that are on the bill