

Changes to February 5, 2001 Submission of Virginia Carrier to Carrier Guidelines

1) Metric PO-8-01 % On Time – Manual Loop Qualification

Modify performance standard from 95% within 72 Hours to 95% within 48 Hours. While inconsistent with the New Jersey measure, this standard is consistent with the NY measure. Modify Note to be specific to PO-8-01.

2) Metric OR-3-02

Change name of sub-metric from “% Resubmission Rejection” to “% Resubmission Not Rejected”. The new name provides a more accurate description of what is being measured.

- 3) Metric PR-1 Average Interval Offered
- Metric PR-2 Average Interval Completed
- Metric PR-3 Completed with Specified Number of Days (1-5)

Under Exclusions, delete “(X or S Appointment Code)” language. If the customer desired due date is greater than or less than the standard available appointment interval, regardless of the Appointment Code, the order will be excluded.

- 4) Metric PR-1 Average Interval Offered
- Metric PR-2 Average Interval Completed

For PR-1, limit Exclusion for orders requiring loop qualification to 2 Wire Digital Service, 2 Wire xDSL Loops, and 2 Wire xDSL Line Sharing.

For PR-2, limit Exclusion for orders requiring loop qualification to 2 Wire Digital Service, 2 Wire xDSL Loops, and 2 Wire xDSL Line Sharing. For these same services, add Exclusion for orders missed due to facility reasons.

For both PR-1 and PR-2, under Performance Standard, add a statement of the published interval for UNE 2 Wire xDSL Loops. Modify performance standard for UNE 2 Wire xDSL Line Sharing from “No standard” to “Parity with VADI”.

5) Metric PR-2-10 (or proposed Metric PR-2-18) Average Interval Completed – Disconnects

Remove “no dispatch” language from description for Numerator and Denominator. Sub-metric measures all disconnects.

6) PR-3 % Completed within Specified Number of Days

Limit Exclusion for orders missed due to facility reasons to 2 Wire Digital Service, 2 Wire xDSL Loops, and 2 Wire xDSL Line Sharing.

7) PR-3-11

Modify standard from “No Standard” to 95% for UNE 2 wire xDSL Loops and “Parity With VADI” for UNE 2 Wire xDSL Line Sharing.

8) PR-4 Missed Appointments

Limit Exclusion for orders missed due to facility reasons for Metrics PR-4-04 and 14 to UNE 2 Wire Digital Service and UNE 2 Wire xDSL Services (Loops and Line Sharing).

9) PR-4-14 % Completed On Time – 2 Wire xDSL

Clarify sub-metric Name, Description and Products refer to UNE 2 Wire xDSL Loops.

10) PR-5 Facility Missed Orders

For each sub-metric, clarify that numerator and denominator count “dispatched” orders. This language is consistent with the metric definition and sub-metric descriptions.

11) PR-6 Installation Quality

Limit the Exclusion regarding CLECs that do not participate in cooperative testing to PR-6-01.

Modify performance standard for PR-6-01, UNE 2 Wire xDSL Loops from “Parity with VADI” to “Parity with Retail POTS-Dispatch”.

Add POTS-Dispatch to products under Retail. Since UNE 2 Wire xDSL Loops are largely dispatched orders, the comparison to Retail POTS-Dispatch is a more like-for-like comparison.

12) MR-4-06 % Out of Service > 4 Hours

Modify Products under Retail and Resale from POTS/Complex (combined data) to POTS. Retail POTS is a more fair comparison to UNE POTS-Platform.

13) NP-6

Delete part of the first Exclusion that refers to excluding “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”. Verizon is unable to measure this piece of the Exclusion as it does not know when the neutral code administrator received the CO Code Assignment Request Form.

14) Resale 2 Wire xDSL Services

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