

June 22, 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 Plan

As requested in the Collaborative Committee conference call on May 22, 2001, attached is an updated proposed performance plan from Verizon Virginia Inc. and Verizon South Inc. Because this draft is intended to be a vehicle for discussion and will be subject to comments from other parties (as well as continuing Verizon internal review), Verizon reserves the right to propose changes to the draft plan during the Virginia collaborative process.

Please feel free to call me with any questions.

Yours truly,

Attachments

Copy to:
S. Bradley
K. Cummings

PROPOSED
VERIZON VIRGINIA INC.
AND
VERIZON SOUTH INC.
PERFORMANCE PLAN
FOR THE COMMONWEALTH OF VIRGINIA

June 2001

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VERIZON PERFORMANCE PLAN

I. SUMMARY

Verizon Virginia Inc.¹ and Verizon South Inc.² offer this proposal for a carrier-to-carrier service quality performance assurance plan for Virginia (“VA Plan”). The proposed VA Plan is a self-executing financial incentive plan that will ensure that both companies provide quality wholesale services to competitive local exchange carriers (“CLECs”). The Plan places at risk a total of \$36.3 Million annually, with \$31.1 Million at risk for Verizon Virginia, and \$5.2 Million at risk for Verizon South.

Verizon Virginia and Verizon South each filed proposed “Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports” on July 19, 2000. Verizon Virginia last updated these Guidelines on April 30, 2001 and will file a revised update on June 29, 2001.³ The Guidelines include a comprehensive set of service quality measures and standards. The proposed VA Plan is intended to be an integral extension of the Guidelines and uses 222 of the Verizon Virginia Guidelines measures and standards and 152 of the Verizon South Guidelines measures and standards as the basis for performance incentive credits.

The VA Plan uses one or the other of two methods for calculating incentive credits when Verizon’s performance does not meet the applicable Guidelines standard. For most measures, incentive credits are computed on a “per unit” basis, with the total amount of the credit being based on the volume of sub-standard service transactions for each CLEC for which Verizon did not meet the standard. For some measures, where assessing credits on a “per unit” basis is not

¹ Formerly, Bell Atlantic-Virginia, Inc.

² Formerly, GTE South, Incorporated.

³ Discussions relating to the Guidelines measures and standards are continuing for Verizon Virginia and have not yet begun for Verizon South. The measures in the VA plan may need to be revised to conform with revisions to the Guidelines for each company.

feasible, a pre-established total dollar amount is allocated among affected CLECs (“per measure” incentive credits) if Verizon’s performance does not meet the applicable standard.

Both the “per unit” and the “per measure” incentive credits increase as Verizon’s service quality becomes worse; i.e., as the degree by which a standard is missed increases. The severity of a performance standard miss is categorized as “Minor,” “Moderate”, or “Major” based on the extent to which actual performance falls below standard.

Both the “per measure” and the “per unit” incentive credits increase with the frequency with which Verizon misses a performance standard. The incentive credit for a measure for which the standard is missed for two consecutive months will be 1.5 times the amount that would be due had the standard been missed for only one month. The incentive credit for a measure for which the standard is missed for three or more consecutive months will be two times the amount that would be due had the standard been missed for only one month.

In accordance with the Guidelines, each Verizon company will report its performance on a monthly basis on the 29th day of the following month. Incentive credits due to a CLEC under the VA Plan will appear on an appropriate CLEC bill within two months after the performance is reported. February performance, for example, will be reported on March 29th (January performance will be reported on February 29 or March 1st when there are only 28 days in February). Incentive credits for February performance will be processed in April and will appear on the CLEC’s April or May bill depending on its individual billing cycle.

The VA Plan will become effective the first full calendar month following Verizon’s entry into the interLATA long distance market in Virginia.

II. MEASURES AND BILL CREDIT DETERMINATION

A. Measures Included in the Plan

The measures and standards in the VA Plan are taken from the Virginia Guidelines. The VA Plan covers a broad range of measures from the Pre-Ordering, Ordering, Provisioning, Maintenance, Network Performance, and Billing categories. Measures in the VA Plan are compared against one of two types of standards. For measures where there is a Verizon Retail service that is comparable to the wholesale service, the standard will be Parity with Verizon Retail.⁴ For measures where the wholesale service lacks a comparable Verizon Retail service, performance will be compared with a benchmark standard.

Appendix A identifies measures included in the Plan and for each measure states whether incentive credits are computed on a “per measure” or on a “per unit” basis. For Verizon Virginia, a total of 222 performance measures are eligible for incentive credits. For Verizon South, a total of 152 performance measures are eligible for incentive credits. Guideline measures that have no performance standard or are redundant with other measures that are eligible for incentive credits have not been included in credit calculations under the VA Plan.

B. Per Measure and Per Unit Incentive Credits

Each measure in the VA Plan has an incentive credit computed on either a “per unit” or a “per measure” basis, as listed in Appendix A. “Per unit” measures are assigned a fixed amount of incentive credit per affected unit of service for a CLEC in a given month. For those measures a simple calculation is performed to determine credits due:

⁴ Pursuant to the FCC’s order approving the Bell Atlantic-GTE merger, Verizon VA at present does not provide retail and resale xDSL services. However, an affiliate, Verizon Advanced Data, Inc. (“VADI), furnishes xDSL services in the Commonwealth of Virginia. Where the standard for UNE 2 Wire xDSL Loops or UNE 2 Wire xDSL

- Affected units are determined by multiplying the measured number of units of service activity for the CLEC for the month (observations for the month) by the difference between Verizon’s actual performance for the CLEC and the applicable standard.
- Credits are calculated by multiplying the affected units by the fixed dollar amount per unit that corresponds to the severity level of the performance difference.

For measures where “per measure” credits are due, a fixed total amount of bill credit is assigned to each measure. When the standard is missed, this total credit amount will be allocated to all affected CLECs based on their relative volume of activity. For example, if Verizon missed the standard for a Web GUI pre-order query response time measure, only those CLECs submitting this type of pre-order query through the Web GUI would be allocated credits.

Details and examples of incentive credit calculations can found in Appendix B.

C. Severity of the Miss

Each month, Verizon’s performance for each incentive measure will be compared to the applicable standard. For measures for which Verizon missed the applicable standard, the severity of the miss will be categorized as “Minor,” “Moderate”, or “Major.” Bill credits increase as the degree by which Verizon missed the standard increases.

Performance Differences for Absolute Standards

For measures with absolute (benchmark) standards, if performance does not meet the standard, the severity of the miss is determined by the difference between the standard and the actual Verizon performance.

Line Sharing is “Parity,” Verizon will compare its performance in providing the UNE to a CLEC with its

Performance Differences for Parity Standards

For measures with Parity standards, as prescribed in the Guidelines, the Z-score or t-score will be used to determine if the standard has not been met. A Z-score or t-score of less (farther from zero) than -1.645 provides a 95% confidence level that the standard has been missed. In calculating the severity of failures to meet a Parity standard, Verizon will rely on differences in actual CLEC performance and Verizon Retail performance.⁵ A more detailed discussion of the statistical methodologies used by the Plan is set out in Appendix C.

Credits

Table 1A: Credits by Severity Level for Verizon Virginia

	Minor	Moderate	Major
\$/UNIT	\$11	\$21	\$42
\$/Measure	\$4,450	\$8,900	\$17,800

Table 1B: Credits by Severity Level for Verizon South

	Minor	Moderate	Major
\$/UNIT	\$9	\$18	\$35
\$/Measure	\$750	\$1,500	\$3,000

performance in providing the UNE to VADI.

⁵ Verizon will not use the magnitude of the Z-score to determine the degree by which a Parity standard has been missed. Z-scores depend on factors unrelated to the degree of disparity between Verizon wholesale and Verizon Retail performance. For instance, Z-scores depend both on the difference in average Verizon wholesale and Verizon Retail performance (the numerator) and on the variability of this difference (the denominator). Z-scores increase as variability decreases (the denominator). The variability in turn decreases with larger sample sizes. Consequently, a larger Z-score may result from a larger sample size and not from a larger disparity in performance.

Table 2: Summary Severity Scoring (Appendix E contains a measure-by-measure table of severity scoring)

	Minor Difference	Moderate Difference	Major Difference
All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OSS Response Time Differences vs. Standard	< 3 seconds	3 to 8 seconds	> 8 seconds
OSS Availability	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
Network Trouble Report Rate	0.10 to .25	> 0.25 to 2.0	> 2.0
Trunk Blockage	1 trunk group	2 trunk groups	> 2 trunk groups
Notification of Outage (minutes)	21 to 30 minutes	>30 to 60 minutes	>60 minutes
Delay Days for Change Management Notice	9 to 15 days	16 to 25 days	> 25 days

D. Frequency of the Miss

If Verizon misses the standard for a measure for two or more consecutive months, the amount of the incentive credit will increase.

- A measure for which the standard is missed for two consecutive months will be subject to an incentive credit that is 1.5 times the amount of the incentive credit that would be due had the standard been missed for only one month.
- A measure for which the standard is missed for three or more consecutive months will be subject to an incentive credit that is 2.0 times the amount of the incentive credit that would be due had the standard been missed for only one month.

Table 3: Frequency Factor

Frequency Factor	2 Consecutive Months	3 or More Consecutive Months
Multiple of first month incentive credit	1.5	2.0

For instance, if the standard for a per unit measure is missed by Verizon Virginia for one month and the miss is a “Minor” miss, the amount of the performance credit will be \$11 per affected unit. If the standard for a per unit measure is missed by Verizon Virginia for two consecutive months and the miss in the second month is a “Minor” miss, the amount of the performance credit will be \$16.50 per affected unit ($\$11 \times 1.5 = \16.50). If the standard for a per unit measure is missed by Verizon Virginia for three months and the miss in the third month is a “Minor” miss, the amount of the performance credit will be \$22 per affected unit ($\$11 \times 2 = \22.00).

E. Annual Dollars At Risk

The maximum annual amount of incentive credits that will be paid to all CLECs in the aggregate will be \$36,300,000 (\$31.1 Million for Verizon Virginia and \$5.2 Million for Verizon South). In addition, the amount of the incentive credits that will be paid to all CLECs in the aggregate in any one month is limited to the amount shown in Table 4.

Table 4: Annual and Monthly Risk

Year	Annual Risk	Incentive amounts for all CLECs in aggregate in a Month
<u>Verizon Virginia</u>	<u>\$31,100,000</u>	<u>\$3,800,000</u>
<u>Verizon South</u>	<u>\$5,200,000</u>	<u>\$400,000</u>
<u>Total</u>	<u>\$36,300,000</u>	<u>\$4,200,000</u>

F. Statistics

In general, the VA Plan in computing incentive credits will use the same statistical methodology as that set out in the Guidelines. In conjunction with introducing the Plan, however, Verizon proposes revisions to the Guidelines' statistical methodology to address small sample sizes.

Measures with a Parity Standard

Measures with a standard of Parity with Verizon Retail will use the "modified t or Z statistic" proposed by a number of CLECs for averages, proportions, and percentages, unless there is insufficient sample size. For instances where sample sizes are insufficient for the modified t-statistic and modified Z-statistic, statistical tests that are more precise for smaller samples will be utilized. The threshold for Parity will remain consistent however at 95% confidence. The threshold for determining service disparity and minimum sample sizes is as follows:

- A confidence level of 95% will be used as a threshold to determine when Parity has not been achieved. This 95% confidence level corresponds to a value of -1.645 for the t-statistic or Z-statistic. For samples of sufficient size, measures with a Z-statistic or t-statistic of less (farther from zero) than -1.645 will be deemed not to have achieved the Parity standard, while those with a Z-statistic or t-statistic ≥ -1.645 will be deemed to have achieved Parity.
- For measures that are averages or means, sample sizes of less than 30 are insufficient to use the modified t-statistic. Samples of this size are not likely to follow the normal distribution assumptions needed to apply the modified t-formula. For these small sample sizes, Verizon will use permutation testing to arrive at a more precise probability of the performance results being the same for a CLEC and Verizon Retail. Measures with probabilities $\leq 5\%$ (at least 95% confidence that results are different) will be deemed to not have achieved the Parity standard. Measures with probabilities $> 5\%$ (less than 95% confidence that results are different) will be deemed to have achieved the Parity standard.
- For measures that are proportions or rates, the sample size (n) and the performance for the month (the proportion, p) determine if the modified Z-statistic can be used. Here, sample size is insufficient for the use of the modified Z-statistic if $n_{CLEC}p_{CLEC}(1-p_{CLEC}) < 5$ or $n_{VZ}p_{VZ}(1-p_{VZ}) < 5$. Samples that do not meet this sample size criteria are not likely to follow the normal distribution assumptions needed to apply the modified Z-statistic. For these small sample sizes, Verizon will use permutation testing to arrive at a more precise probability of the performance results being the same for a CLEC and Verizon Retail. Measures with probabilities $\leq 5\%$ (at

least 95% confidence that results are different) will be deemed to not have achieved the Parity standard. Measures with probabilities $> 5\%$ (less than 95% confidence that results are different) will be deemed to have achieved the Parity standard.

- If the Verizon Retail or CLEC sample size for a measure is less than 10 for a given month, performance will be reported, but not evaluated for that month, and no bill credits will apply.

Measures with a Benchmark Standard

Measures with benchmark standards will use the standards specified in the Guidelines.

- If the CLEC sample size for a measure is less than 10 for a given month, performance will be reported, but not evaluated for that month, and no bill credits will apply.
- For measures with 80%, 95%, and 99.5% benchmarks, small samples are defined as shown below. The table adjusts for small sample sizes where a given number of observations can be expected to fall below the standard with the observed business process operating at or above standard. Incentive credits will be imposed for observations that exceed those shown in the table for each grouping of sample size and benchmark. The Small Sample table will apply to the following sample sizes for the measures with the respective benchmark standards:

80% benchmarks – 10 to 20 CLEC observations

95% benchmarks – 10 to 100 CLEC observations

99.5% benchmarks – 10 to 2,500 CLEC observations

TABLE 5: Small samples for 80%, 90%, 95% and 99.5% benchmark standards.

80% Benchmark		90% Benchmark		95% Benchmark		99.5% Benchmark	
Sample size	Maximum permitted misses	Sample size	Maximum permitted misses	Sample size	Maximum permitted misses	Sample size	Maximum permitted misses
			0			10 to 88	0
				10 to 19	1	89 to 448	1
		10 to 20	2	20 to 40	2	449 to 929	2
10 to 11	3	21 to 31	3	41 to 63	3	930 to 1471	3
12 to 15	4	32 to 44	4	64 to 88	4	1472 to 2052	4
16 to 20	5	45 to 50	5	89 to 100	5	2053 to 2500	5

Type I Error - K Factor Offset

The VA Plan provides credits for measures with Parity standards when the Z or t statistic indicates a 95% confidence level that wholesale and Retail performance results are different. This leaves a 5% probability of a Type I error, where the statistical methodology will indicate that Verizon has not met the Parity standard when Parity actually has been achieved. Using the K-factor, as described in more detail in Appendix D, provides a means of offsetting the 5% probability that Verizon will be found to be out of Parity when performance is actually in Parity. Based on the measures with a Parity standard reported for a CLEC in a given month, the methodology specifies a number of measures, “K,” that can miss performance targets before any bill credits are due.

G. Additional Provisions

The VA Plan is an integral part of the Guidelines and therefore will be subject to the provisions of the Guidelines.

Verizon Virginia and Verizon South shall not be responsible for a failure to meet a performance standard and shall not be obligated to provide a bill credit to the extent the failure to meet the performance standard 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 K of the Verizon Virginia Guidelines.

Force Majeure events include the following: (a) any events or causes beyond the reasonable control of Verizon; and, (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, and any acts of God.

To the extent that a CLEC is entitled to performance assurance payments or credits under an interconnection agreement between the CLEC and Verizon, the amount of any such interconnection agreement payment or credit will be credited against and reduce any amount due to the CLEC under the VA Plan.⁶

⁶ This provision is included as a protection against the imposition of excessive, double incentive amounts. However, Verizon believes that the Carrier-to-Carrier Guidelines and the financial incentives of the VA Plan are so comprehensive and substantial as to make it unnecessary to include performance provisions in interconnection agreements.

Appendix A-1
Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
Ordering OSS Response Time					
PO-1-01	Customer Service Record	OSS	EDI	B	M
	Customer Service Record	OSS	CORBA	B	M
	Customer Service Record	OSS	WEBGUI	B	M
PO-1-02	Due Date Availability	OSS	EDI	B	M
	Due Date Availability	OSS	CORBA	B	M
	Due Date Availability	OSS	WEBGUI	B	M
PO-1-03	Address Validation	OSS	EDI	B	M
	Address Validation	OSS	CORBA	B	M
	Address Validation	OSS	WEBGUI	B	M
PO-1-04	Product & Service Availability	OSS	EDI	B	M
	Product & Service Availability	OSS	CORBA	B	M
	Product & Service Availability	OSS	WEBGUI	B	M
PO-1-05	TN Reservation	OSS	EDI	B	M
	TN Reservation	OSS	CORBA	B	M
	TN Reservation	OSS	WEBGUI	B	M
PO-1-06	Facility Avail./Loop Qual.	OSS	EDI	B	M
	Facility Avail./Loop Qual.	OSS	CORBA	B	M
	Facility Avail./Loop Qual.	OSS	WEBGUI	B	M
PO-1-07	Rejected Query	OSS	EDI	B	M
	Rejected Query	OSS	CORBA	B	M
	Rejected Query	OSS	WEBGUI	B	M
PO-1-09	Parsed CSR	OSS	EDI	B	M
	Parsed CSR	OSS	CORBA	B	M
OSS Availability					
PO-2-02	OSS Interface Availability - Prime	OSS	EDI	B	M
	OSS Interface Availability - Prime	OSS	WEBGUI (Pre-Order/Order/Mtc e)	B	M
	OSS Interface Availability - Prime	OSS	CORBA	B	M
	OSS Interface Availability - Prime	OSS	EB	B	M
Contact Center Availability					
PO-3-02	% Answer within 30 Seconds - Ordering	Resale	Resale	B	M
	% Answer within 30 Seconds - Ordering	UNE	UNE	B	M
PO-3-04	% Answer within 30 Seconds - Repair	Resale	Resale	B	M
	% Answer within 30 Seconds - Repair	UNE	UNE	B	M
Change Management					
PO-4-01	% Change Management Notices sent on Time	OSS	Types 3,4,5	B	M
PO-4-03	Change Management Delay (8 + Days late)	OSS	Types 3,4,5	B	M
Notification of Interface Outages					
PO-5-01	Average Notification of Outages	OSS	OSS	B	M
Software Validation					
PO-6-01	Software Validation	OSS	OSS	B	M
Software Resolution Timeliness					

Appendix A-1
Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
PO-7-01	% Software Resolution Timeliness	OSS	OSS	B	M
Manual Loop Qualification					
PO-8-01	% On Time Manual Loop Qualifications	OSS	OSS	B	U
PO-8-02	% On Time Engineering Record Request	OSS	OSS	B	U
Order Confirmation Timeliness					
OR-1-02	% On Time LSRC – Flow Through	Resale	POTS	B	U
	% On Time LSRC – Flow Through	UNE	Loop/LNP	B	U
	% On Time LSRC – Flow Through	UNE	Platform	B	U
OR-1-04	% On Time LSRC – No Fac Check (E)	Resale	POTS	B	U
	% On Time LSRC – No Fac Check (E)	Resale	Specials	B	U
	% On Time LSRC – No Fac Check (E)	Resale	2Wire Digital	B	U
OR-1-04	% On Time LSRC – No Fac Check (E)	UNE	Loop/LNP	B	U
	% On Time LSRC – No Fac Check (E)	UNE	2Wire Digital	B	U
	% On Time LSRC – No Fac Check (E)	UNE	2Wire xDSL Loop	B	U
	% On Time LSRC – No Fac Check (E)	UNE	2Wire xDSL Line Sharing	B	U
	% On Time LSRC – No Fac Check (E)	UNE	Specials	B	U
	% On Time LSRC – No Fac Check (E)	UNE	POTS-Platform	B	U
OR-1-06	% On Time LSRC – Fac Check (E)	Resale	POTS	B	U
	% On Time LSRC – Fac Check (E)	Resale	2Wire Digital	B	U
	% On Time LSRC – Fac Check (E)	Resale	Specials	B	U
OR-1-06	% On Time LSRC – Fac Check (E)	UNE	Loop/LNP	B	U
	% On Time LSRC – Fac Check (E)	UNE	2Wire Digital	B	U
	% On Time LSRC – Fac Check (E)	UNE	2Wire xDSL Loop	B	U
	% On Time LSRC – Fac Check (E)	UNE	2Wire xDSL Line Sharing	B	U
	% On Time LSRC – Fac Check (E)	UNE	Specials	B	U
	% On Time LSRC – Fac Check (E)	UNE	POTS-Platform	B	U
OR-1-12	% On Time FOC	Interconn.	Trunks </=192	B	U
OR-1-13	% On Time DLR	Interconn.	All Trunks	B	U
OR-1-19	% On Time Response - Request for inbound (VZ-CLEC) Augment Trunks	Interconn.	VZ-CLEC Trunks</=192	B	U
Reject Timeliness					
OR-2-02	% On Time LSR Reject - Flow Through	Resale	POTS	B	U
	% On Time LSR Reject - Flow Through	UNE	Loop/LNP	B	U
	% On Time LSR Reject - Flow Through	UNE	POTS-Platform	B	U
OR-2-04	% On Time LSR Reject – No Fac Check (E)	Resale	POTS	B	U
	% On Time LSR Reject – No Fac Check (E)	Resale	2Wire Digital	B	U
	% On Time LSR Reject – No Fac Check (E)	Resale	Specials	B	U
OR-2-04	% On Time LSR Reject – No Fac Check (E)	UNE	Loop/LNP	B	U
	% On Time LSR Reject – No Fac Check (E)	UNE	POTS-Platform	B	U
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire Digital	B	U
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire xDSL Loop	B	U

Appendix A-1
Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire xDSL Line Sharing	B	U
	% On Time LSR Reject – No Fac Check (E)	UNE	Specials	B	U
OR-2-06	% On Time LSR Reject – Fac Check (E)	Resale	POTS	B	U
	% On Time LSR Reject – Fac Check (E)	Resale	2Wire Digital	B	U
	% On Time LSR Reject – Fac Check (E)	Resale	Specials	B	U
OR-2-06	% On Time LSR Reject – Fac Check (E)	UNE	Loop/LNP	B	U
	% On Time LSR Reject – Fac Check (E)	UNE	POTS-Platform	B	U
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire Digital	B	U
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire xDSL Loop	B	U
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire xDSL Line Sharing	B	U
	% On Time LSR Reject – Fac Check (E)	UNE	Specials	B	U
OR-2-12	% On Time Reject	Interconn.	Trunks </=192	B	U
Completion Notification					
OR-4-02	Completion Notice - % On Time	Resale	Resale	B	U
	Completion Notice - % On Time	UNE	UNE	B	U
Flow-through Order Accuracy ⁷					
OR-5-03	% Flow-Through Achieved	Resale	Resale	B	M
OR-5-03	% Flow-Through Achieved	UNE	UNE	B	M
Order Accuracy					
OR-6-01	% Accuracy – Orders	Resale	Resale	B	M
	% Accuracy – Orders	UNE	UNE	B	M
OR-6-03	% Accuracy – LSRC	Resale	Resale	B	M
	% Accuracy – LSRC	UNE	UNE	B	M
% Order Confirmation/Rejects Sent Within 3 Business Days					
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days	Resale	Resale	B	U
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Loop	B	U
	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Platform	B	U
Acknowledgement Timeliness					
OR-8-01	% Acknowledgements On Time	Resale	Resale	B	U
OR-8-01	% Acknowledgements On Time	UNE	UNE	B	U
Order Acknowledgement Completeness					
OR-9-01	% Acknowledgement Completeness	Resale	Resale	B	U
OR-9-01	% Acknowledgement Completeness	UNE	UNE	B	U
% Completed within Days					
PR-3-02	% Completed – 2 days – 1-5 lines – No Dispatch	Resale	POTS	P	U
	% Completed – 2 days – 1-5 lines – No Dispatch	UNE	Platform Only	P	U

⁷ While this performance sub-measure is calculated using a sample, the entire percent accuracy will be applied to the LSRs placed by the CLEC for purposes of per unit calculation.

Appendix A-1
Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
PR-3-03	% Completed w/in 3 Days – (1-5 lines) – No Dispatch	UNE	2 Wire xDSL Line Sharing	P	U
PR-3-09	% Completed w/in 5 Days (1-5 lines) – Dispatch	UNE	Platform+Other	P	U
	% Completed w/in 5 Days (1-5 lines) – Dispatch	Resale	POTS	P	U
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire xDSL Loop	B	U
	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire Digital	B	U
% Missed Appointments					
PR-4-01	% Missed Appt. - VZ - Total	Resale	Specials	P	U
PR-4-01	% Missed Appt. - VZ - Total	UNE	EEL	P	U
	% Missed Appt. - VZ - Total	UNE	IOF	P	U
	% Missed Appt. - VZ - Total	UNE	Specials	P	U
PR-4-01	% Missed Appt. - VZ - Total	Interconn.	Trunks	P	U
PR-4-04	% Missed Appt. – Dispatch	Resale	POTS	P	U
	% Missed Appt. – Dispatch	Resale	2Wire Digital	P	U
PR-4-04	% Missed Appt. – Dispatch	UNE	POTS-Platform	P	U
	% Missed Appt. – Dispatch	UNE	Loop-New	P	U
	% Missed Appt. – Dispatch	UNE	2Wire Digital	P	U
PR-4-05	% Missed Appt. - No Dispatch	Resale	POTS	P	U
	% Missed Appt. - No Dispatch	Resale	2Wire Digital	P	U
PR-4-05	% Missed Appt. - No Dispatch	UNE	POTS-Platform	P	U
	% Missed Appt. - No Dispatch	UNE	POTS-Other	P	U
	% Missed Appt. - No Dispatch	UNE	2Wire Digital	P	U
	% Missed Appt. - No Dispatch	UNE	2Wire xDSL Line Sharing	P	U
PR-4-07	% On Time – UNE LNP	UNE	LNP	B	U
PR-4-14	% Completed On Time- 2 Wire xDSL Loops	UNE	2Wire xDSL Loop	B	U
% MA – Facilities					
PR-5-02	% Orders Missed for Facilities > 15 Days	Resale	POTS	P	U
	% Orders Missed for Facilities > 15 Days	Resale	Specials	P	U
	% Orders Missed for Facilities > 15 Days	Resale	2Wire Digital	P	U
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	Specials	P	U
	% Orders Missed for Facilities > 15 Days	UNE	2Wire Digital	P	U
	% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL Loop	P	U
	% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL Line Sharing	P	U
	% Orders Missed for Facilities > 15 Days	UNE	POTS-Loop	P	U
	% Orders Missed for Facilities > 15 Days	UNE	POTS-Platform	P	U
PR-5-02	% Orders Missed for Facilities > 15 Days	Interconn.	Trunks	P	U
Installation Quality					
PR-6-01	% Installation Troubles Reported W/in 30 Days	Resale	2Wire Digital	P	U
	% Installation Troubles Reported W/in 30	Resale	Specials	P	U

Appendix A-1
Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
	Days				
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire Digital	P	U
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire xDSL Loop	P	U
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire xDSL Line Sharing	P	U
	% Installation Troubles Reported W/in 30 Days	UNE	Specials	P	U
PR-6-01	% Installation Troubles Reported W/in 30 Days	Interconn.	Trunks	P	U
	% Installation Troubles Reported W/in 30 Days	UNE	POTS-Loop	P	U
	% Installation Troubles Reported W/in 30 Days	UNE	POTS-Platform	P	U
PR-6-02	% Installation Troubles Reported W/in 7 Days	UNE	POTS-Hot Cut	B	U
Average Days Held on Pending Orders					
PR-8-01	Open Orders in a Hold Status >30 Days	Resale	POTS	P	U
	Open Orders in a Hold Status >30 Days	Resale	2Wire Digital	P	U
	Open Orders in a Hold Status >30 Days	Resale	Specials	P	U
PR-8-01	Open Orders in a Hold Status >30 Days	UNE	POTS	P	U
	Open Orders in a Hold Status >30 Days	UNE	Specials	P	U
	Open Orders in a Hold Status >30 Days	UNE	2Wire Digital	P	U
	Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL Loop	P	U
	Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL Line Sharing	P	U
	Open Orders in a Hold Status >30 Days	UNE	EEL	P	U
	Open Orders in a Hold Status >30 Days	UNE	IOF	P	U
PR-8-01	Open Orders in a Hold Status >30 Days	Interconn.	Trunks	P	U
Hot Cuts					
PR-9-01	% On Time Performance	UNE	Hot Cut Loop	B	U
Response Times					
MR-1-01	Average Response Time - Create Trouble	OSS	Web GUI	B	M
MR-1-02	Average Response Time - Status Trouble	OSS	Web GUI	B	M
MR-1-03	Average Response Time - Modify Trouble	OSS	Web GUI	B	M
MR-1-04	Average Response Time - Cancel Trouble	OSS	Web GUI	B	M
MR-1-05	Average Response Time - Trouble Report History	OSS	Web GUI	B	M
MR-1-06	Average Response Time - Test Trouble	OSS	Web GUI	B	M
Network Trouble Report Rate					
MR-2-01	Network Trouble Report Rate (Total)	Resale	Specials	P	U
MR-2-01	Network Trouble Report Rate (Total)	UNE	Specials	P	U
MR-2-01	Network Trouble Report Rate (Total)	Interconn.	Trunks	P	U
MR-2-02	Network Trouble Report Rate (Loop)	Resale	POTS	P	U
	Network Trouble Report Rate (Loop)	Resale	2Wire Digital	P	U

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Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
MR-2-02	Network Trouble Report Rate (Loop)	UNE	POTS-Platform	P	U
	Network Trouble Report Rate (Loop)	UNE	POTS/Loop	P	U
	Network Trouble Report Rate (Loop)	UNE	2Wire Digital	P	U
MR-2-03	Network Trouble Report Rate (Central Office)	Resale	POTS	P	U
	Network Trouble Report Rate (Central Office)	Resale	2Wire Digital	P	U
MR-2-03	Network Trouble Report Rate (Central Office)	UNE	2Wire Digital	P	U
	Network Trouble Report Rate (Central Office)	UNE	POTS-Platform	P	U
	Network Trouble Report Rate (Central Office)	UNE	POTS/Loop	P	U
% Missed Repair Appointments					
MR-3-01	% Missed Repair Appt. (Loop)	Resale	POTS	P	U
	% Missed Repair Appt. (Loop)	Resale	2Wire Digital	P	U
MR-3-01	% Missed Repair Appt. (Loop)	UNE	POTS-Platform	P	U
	% Missed Repair Appt. (Loop)	UNE	POTS/Loop	P	U
	% Missed Repair Appt. (Loop)	UNE	2Wire Digital	P	U
	% Missed Repair Appt. (Loop)	UNE	2Wire xDSL Loop	P	U
	% Missed Repair Appt. (Loop)	UNE	2Wire xDSL Line Sharing	P	U
MR-3-02	% Missed Repair Appt. (Central Office)	Resale	POTS	P	U
	% Missed Repair Appt. (Central Office)	Resale	2Wire Digital	P	U
MR-3-02	% Missed Repair Appt. (Central Office)	UNE	POTS-Platform	P	U
	% Missed Repair Appt. (Central Office)	UNE	POTS/Loop	P	U
	% Missed Repair Appt. (Central Office)	UNE	2Wire Digital	P	U
	% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL Loop	P	U
	% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL Line Sharing	P	U
Trouble Duration Intervals					
MR-4-04	% Cleared w/in 24 Hours (Total)	Resale	POTS	P	U
	% Cleared w/in 24 Hours (Total)	Resale	2Wire Digital	P	U
	% Cleared w/in 24 Hours (Total)	Resale	Specials	P	U
MR-4-04	% Cleared w/in 24 Hours (Total)	UNE	POTS-Platform	P	U
	% Cleared w/in 24 Hours (Total)	UNE	POTS/Loop	P	U
	% Cleared w/in 24 Hours (Total)	UNE	2Wire Digital	P	U
	% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL Loop	P	U
	% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL Line Sharing	P	U
	% Cleared w/in 24 Hours (Total)	UNE	Specials	P	U
MR-4-06	% OOS > 4 Hours	UNE	Specials	P	U
	% OOS > 4 Hours	Interconn.	All Trunks	P	U
MR-4-07	% OOS > 12 Hours	Resale	POTS	P	U

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Verizon Virginia Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
	% OOS > 12 Hours	Resale	2Wire Digital	P	U
MR-4-07	% OOS > 12 Hours	UNE	POTS-Platform	P	U
	% OOS > 12 Hours	UNE	POTS/Loop	P	U
	% OOS > 12 Hours	UNE	2Wire Digital	P	U
	% OOS > 12 Hours	UNE	2Wire xDSL Loop	P	U
	% OOS > 12 Hours	UNE	2Wire xDSL Line Sharing	P	U
Maintenance Quality					
MR-5-01	% Repeat Reports w/in 30 Days	Resale	POTS	P	U
	% Repeat Reports w/in 30 Days	Resale	Specials	P	U
	% Repeat Reports w/in 30 Days	Resale	2Wire Digital	P	U
MR-5-01	% Repeat Reports w/in 30 Days	UNE	POTS-Platform	P	U
	% Repeat Reports w/in 30 Days	UNE	POTS/Loop	P	U
	% Repeat Reports w/in 30 Days	UNE	2Wire Digital	P	U
	% Repeat Reports w/in 30 Days	UNE	2Wire xDSL Loop	P	U
	% Repeat Reports w/in 30 Days	UNE	2Wire xDSL Line Sharing	P	U
	% Repeat Reports w/in 30 Days	UNE	Specials	P	U
MR-5-01	% Repeat Reports w/in 30 Days	Interconn.	Trunks	P	U
Final Trunk Blockage					
NP-1-04	# of Final Trunk Groups Blocked 3 Months	Interconn.	Final Trunks	B	M
Collocation					
NP-2-01 NP-2-02	% On Time Response - Collocation Request-Total	Collocation	New & Augment	B	U
NP-2-05 NP-2-06	% On Time – Total	Collocation	New & Augment	B	M
DUF Timeliness					
BI-1-02	% DUF in 4 Business Days	DUF		B	M
Bill Timeliness					
BI-2-01	Timeliness of Carrier Bill	Bill		B	M

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Verizon South Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
Ordering OSS Response Time					
PO-1-02	Average Response Time – Service Appointment Scheduling	OSS	Electronic Interface	B	M
PO-1-03	Average Response Time – Address Verification	OSS	Electronic Interface	B	M
PO-1-04	Average Response Time –Service Availability	OSS	Electronic Interface	B	M
PO-1-05	Average Response Time – Request for Telephone Number	OSS	Electronic Interface	B	M
PO-1-07	% CSR Queries On Time – Manual	OSS	Manual	B	M
PO-1-08	% CSR Queries On Time – WISE	OSS	WISE	B	M
OSS Availability					
PO-2-01	OSS Interface Availability – Scheduled Hours	OSS	Email	B	M
	OSS Interface Availability – Scheduled Hours	OSS	FTP	B	M
	OSS Interface Availability – Scheduled Hours	OSS	NDM	B	M
	OSS Interface Availability – Scheduled Hours	OSS	WISE CSR Requests	B	M
	OSS Interface Availability – Scheduled Hours	OSS	WISE Pre-Order	B	M
	OSS Interface Availability – Scheduled Hours	OSS	WISE Order	B	M
	OSS Interface Availability – Scheduled Hours	OSS	WISE Repair	B	M
Contact Center Availability					
PO-3-01	Center Responsiveness (Ordering)		Ordering Center	B	M
PO-3-03	Center Responsiveness (Repair)		Repair Center	B	M
Order Confirmation Timeliness					
OR-1-02	% On time LSC – Flow Through	Resale	POTS	B	U
	% On time LSC – Flow Through	UNE	Loop – Non Designed	B	U
	% On time LSC – Flow Through	UNE	Port	B	U
	% On time LSC – Flow Through	UNE	Platform	B	U
OR-1-04	% On Time LSC < 10 Lines (No Flow Thru)	Resale	POTS	B	U
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	Loop – Non Designed	B	U
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	Port	B	U
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	Platform	B	U
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	DSL Loop	B	U
OR-1-05	% On Time LSC < 10 Lines (Specials)	Resale	Specials	B	U
	% On Time LSC < 10 Lines (Specials)	UNE	Loop–Designed	B	U
	% On Time LSC < 10 Lines (Specials)	UNE	Transport	B	U
OR-1-06	% On Time LSC >= 10 Lines (No Flow - Thru)	Resale	POTS	B	U
	% On Time LSC >= 10 Lines (No Flow - Thru)	Resale	Specials	B	U

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Verizon South Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
	% On Time LSC >= 10 Lines (No Flow - Thru)	UNE	Loop Non-Designed	B	U
	% On Time LSC >= 10 Lines (No Flow - Thru)	UNE	Loop – Designed	B	U
	% On Time LSC >= 10 Lines (No Flow - Thru)	UNE	Transport	B	U
	% On Time LSC >= 10 Lines (No Flow - Thru)	UNE	Port	B	U
	% On Time LSC >= 10 Lines (No Flow - Thru)	UNE	Platform	B	U
	% On Time LSC >= 10 Lines (No Flow - Thru)	UNE	DSL Loop	B	U
OR-1-12	% On Time FOC	Interconn.	Trunks	B	U
Reject Timeliness					
OR-2-02	% On Time LSR Reject – Flow Through	Resale	POTS	B	U
	% On Time LSR Reject – Flow Through	UNE	Loop – Non Designed	B	U
	% On Time LSR Reject – Flow Through	UNE	Port	B	U
	% On Time LSR Reject – Flow Through	UNE	Platform	B	U
OR-2-04	% On Time LSR Reject < 10 Lines (No Flow Through)	Resale	POTS	B	U
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	Loop – Non Designed	B	U
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	Port	B	U
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	Platform	B	U
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	DSL Loop	B	U
OR-2-05	% On Time LSR Reject < 10 Lines (Specials)	Resale	Specials	B	U
	% On Time LSR Reject < 10 Lines (Specials)	UNE	Loop – Designed	B	U
OR-2-06	% On Time LSR Reject >= 10 Lines	Resale	POTS	B	U
	% On Time LSR Reject >= 10 Lines	Resale	Specials	B	U
	% On Time LSR Reject >= 10 Lines	UNE	Loop Non-Designed	B	U
	% On Time LSR Reject >= 10 Lines	UNE	Loop – Designed	B	U
	% On Time LSR Reject >= 10 Lines	UNE	Transport	B	U
	% On Time LSR Reject >= 10 Lines	UNE	Port	B	U
	% On Time LSR Reject >= 10 Lines	UNE	Platform	B	U
	% On Time LSR Reject >= 10 Lines	UNE	DSL Loop	B	U
OR-2-12	% on Time Interconnection Trunk and UNE Transport ASR Reject	Interconn.	Trunks	B	U
OR-2-13	% on Time LSR Reject >= 10 Lines -Specials	Resale	Specials	B	U
	% on Time LSR Reject >= 10 Lines -Specials	UNE	Loop – Designed	B	U
% Completed within Days					
PR-3-08	% Completed in 5 Days – No Dispatch	Resale	POTS	P	U
	% Completed in 5 Days – No Dispatch	UNE	Loop Non-Designed	P	U

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Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
PR-3-09	% Completed in 5 Days – Dispatch	Resale	POTS	P	U
	% Completed in 5 Days – Dispatch	UNE	Loop Non-Designed	P	U
% Missed Due Dates					
PR-4-01	% Missed Due Dates – Designed Services	Resale	Specials	P	U
	% Missed Due Dates – Designed Services	UNE	Loop – Designed	P	U
	% Missed Due Dates – Designed Services	UNE	Transport	P	U
	% Missed Due Dates – Designed Services	UNE	DSL Loop	P	U
	% Missed Due Dates – Designed Services	Intercon.	Trunks	P	U
PR-4-04	% Missed Due Dates – Dispatch	Resale	POTS	P	U
	% Missed Due Dates – Dispatch	UNE	Loop – Non-Designed	P	U
	% Missed Due Dates – Dispatch	UNE	Platform	P	U
PR-4-05	% Missed Due Dates – No Dispatch	Resale	Specials	P	U
	% Missed Due Dates – No Dispatch	UNE	Loop – Non-Designed	P	U
	% Missed Due Dates – No Dispatch	UNE	Port	P	U
	% Missed Due Dates – No Dispatch	UNE	Platform	P	U
	% Missed Due Dates – No Dispatch	UNE	Line Sharing	P	U
% MA – Facilities					
PR-5-03	% Orders Held for Facilities > 60 Days	Resale	POTS	P	U
	% Orders Held for Facilities > 60 Days	Resale	Specials	P	U
	% Orders Held for Facilities > 60 Days	UNE	Loop – Non-Designed	P	U
	% Orders Held for Facilities > 60 Days	UNE	Loop – Designed	P	U
	% Orders Held for Facilities > 60 Days	UNE	Port	P	U
	% Orders Held for Facilities > 60 Days	UNE	Transport	P	U
	% Orders Held for Facilities > 60 Days	UNE	Platform	P	U
	% Orders Held for Facilities > 60 Days	UNE	DSL Loop	P	U
	% Orders Held for Facilities > 60 Days	UNE	Line Sharing	P	U
	% Orders Held for Facilities > 60 Days	Interconn.	Trunks	P	U
Installation Quality					
PR-6-01	% Installation Troubles reported w/in 30 Days	Resale	Specials	P	U
	% Installation Troubles reported w/in 30 Days	UNE	Loop – Designed	P	U
	% Installation Troubles reported w/in 30 Days	UNE	Port	P	U
	% Installation Troubles reported w/in 30 Days	UNE	Transport	P	U
	% Installation Troubles reported w/in 30 Days	UNE	DSL Loop	P	U
	% Installation Troubles reported w/in 30 Days	UNE	Line Sharing	P	U
	% Installation Troubles reported w/in 30 Days	Interconn.	Trunks	P	U
PR-6-02	% Installation Troubles reported within 7	Resale	POTS	P	U

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Verizon South Inc.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
	Days				
	% Installation Troubles reported within 7 Days	UNE	Loop – Non-Designed	P	U
	% Installation Troubles reported within 7 Days	UNE	Platform	P	U
Hot Cuts					
PR-9-01	% On Time Performance	UNE	Hot Cut Loops & LNP	B	U
Network Trouble Report Rate					
MR-2-01	Network Trouble Report Rate	Resale	POTS	P	U
	Network Trouble Report Rate	Resale	Specials	P	U
	Network Trouble Report Rate	UNE	Loop – Non-Designed	P	U
	Network Trouble Report Rate	UNE	Loop – Designed	P	U
	Network Trouble Report Rate	UNE	Port	P	U
	Network Trouble Report Rate	UNE	Transport	P	U
	Network Trouble Report Rate	UE	Platform	P	U
	Network Trouble Report Rate	UNE	DSL Loop	P	U
	Network Trouble Report Rate	UNE	Line Sharing	P	U
	Network Trouble Report Rate	Interconn.	Trunks	P	U
% Missed Repair Appointments					
MR-3-01	% Missed Repair Commitment	Resale	POTS	P	U
	% Missed Repair Commitment	UNE	Loop – Non-Designed	P	U
	% Missed Repair Commitment	UNE	Port	P	U
	% Missed Repair Commitment	UNE	Platform	P	U
	% Missed Repair Commitment	UNE	DSL Loop	P	U
	% Missed Repair Commitment	UNE	Line Sharing	P	U
Trouble Duration Intervals					
MR-4-07	% Out of Service > 12 Hours	Interconn.	Trunks	P	U
MR-4-08	% Out of Service > 24 Hours	Resale	POTS	P	U
	% Out of Service > 24 Hours	Resale	Specials	P	U
	% Out of Service > 24 Hours	UNE	Loop – Non-designed	P	U
	% Out of Service > 24 Hours	UNE	Loop – Designed	P	U
	% Out of Service > 24 Hours	UNE	Port	P	U
	% Out of Service > 24 Hours	UNE	Transport	P	U
	% Out of Service > 24 Hours	UNE	Platform	P	U
	% Out of Service > 24 Hours	UNE	DSL Loop	P	U
	% Out of Service > 24 Hours	UNE	Line Sharing	P	U
Maintenance Quality					
MR-5-01	% Repeat Reports within 30 Days	Resale	POTS	P	U
	% Repeat Reports within 30 Days	Resale	Specials	P	U
	% Repeat Reports within 30 Days	UNE	Loop – Non-Designed	P	U
	% Repeat Reports within 30 Days	UNE	Loop – Designed	P	U

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Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Measure (M)
	% Repeat Reports within 30 Days	UNE	Port	P	U
	% Repeat Reports within 30 Days	UNE	Transport	P	U
	% Repeat Reports within 30 Days	UNE	Platform	P	U
	% Repeat Reports within 30 Days	UNE	DSL Loop	P	U
	% Repeat Reports within 30 Days	UNE	Line Sharing	P	U
	% Repeat Reports within 30 Days	Interconn.	Trunks	P	U
Final Trunk Blockage					
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months	Interconn.	Trunks	B	M
Collocation					
NP-2-01	% On Time Response to Request for Physical Collocation	Collocation	Physical	B	U
NP-2-05	% On Time – Physical Collocation	Collocation	Physical	B	M
NXX Updates					
NP-6-01	NXX Loaded by LERG Effective Date	Interconn.	NXX	P	U
Bill Timeliness					
BI-2-01	Timeliness of Carrier Bill	Bill		B	M
Bill Accuracy					
BI-3-02	Bill Accuracy	Resale	Usage	B	M
	Bill Accuracy	Resale	Recurring	B	M
	Bill Accuracy	Resale	Non-Recurring	B	M
	Bill Accuracy	UNE	Usage	B	M
	Bill Accuracy	UNE	Recurring	B	M
	Bill Accuracy	UNE	Non-Recurring	B	M
	Bill Accuracy	Interconn.	Usage	B	M
	Bill Accuracy	Interconn.	Recurring	B	M
	Bill Accuracy	Interconn.	Non-Recurring	B	M
Completeness of Fractional Recurring Charges					
BI-7-03	Completeness of Fractional Recurring Charges	Resale	Bill	P	M
	Completeness of Fractional Recurring Charges	UNE	Bill	P	M
	Completeness of Fractional Recurring Charges	Interconn.	Bill	B	M
Non-Recurring Charge Completeness					
BI-8-03	Non-Recurring Charge Completeness	Resale	Bill	P	M
	Non-Recurring Charge Completeness	UNE	Bill	P	M
	Non-Recurring Charge Completeness	Interconn.	Bill	B	M

Appendix B

Bill Credit Calculation

Performance incentive bill credits in the amount specified in the table below apply to all measures with sub-standard performance in excess of the applicable “K” number of exempt measures. Incentive credits apply on either a “per measure” or a “per unit” basis. The total amount of the incentive credit is a function of the severity of the miss (“Major,” “Moderate” or “Minor”), the number of consecutive months for which Verizon has failed to meet the standard, in the case of “per measure” measures, the relative volume of CLEC activity, and in the case of “per unit” measures, the volume of “affected units.”

Performance Differences for Absolute Standards

For measures with absolute (benchmark) standards, where performance does not meet the applicable standard, the severity of the miss is determined by the difference between the standard and the actual Verizon performance.

- If higher performance is better, subtract the actual Verizon performance for the CLEC from the standard.
- If lower performance is better, the calculation is reversed, subtracting the standard from the actual Verizon performance for the CLEC.

Example: If Metric OR-1-02, % On Time LSRC Flow Through, Resale, POTS, had an actual performance of 94.5% against a standard of 95%, the difference would be 95%-94.5% or 0.5%. Since this is a “Percent Measure,” the severity designation for the performance standard miss for Metric OR-1-02 as shown in the table below is “Minor” because the 0.5 difference is between 0.1 and 5.

	Minor Difference	Moderate Difference	Major Difference
All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Example: If Metric OR-1-06, % On Time LSRC – No Facility Check, UNE Specials had 19 total observations, the small sample table will be used to determine if the metric met the standard. If there is 1 observation that missed the standard, the measure will not be deemed to have been missed because 1 miss is permitted for this sample size for a 95 % benchmark (see table below). If there are 3 misses out of 36 observations, the metric has failed to meet the standard because the 3 misses exceeds the permitted 2 misses by 1. The severity in this case would be determined using the number of observations that miss the standard in excess of the maximum permitted number of observations that can miss the standard with no bill credit applying divided by the total observations. The severity of the miss would be the performance difference of 1/36 or 2.78%. Since this is a “Percent Measure,” the severity designation for the performance standard miss for Metric OR-1-06 as shown in the table above is “Minor” because the 2.78 percentage point difference is between 0.1 and 5.

80% Benchmark		90% Benchmark		95% Benchmark		99.5% Benchmark	
Sample size	Maximum permitted misses	Sample size	Maximum permitted misses	Sample size	Maximum permitted misses	Sample size	Maximum permitted misses
						10 to 88	0
				10 to 19	1	89 to 448	1
		10 to 20	2	20 to 40	2	449 to 929	2
10 to 11	3	21 to 31	3	41 to 63	3	930 to 1471	3
12 to 15	4	32 to 44	4	64 to 88	4	1472 to 2052	4
16 to 20	5	45 to 50	5	89 to 100	5	2053 to 2500	5

Performance Differences for Parity Standards

For percentage measures with Parity standards where the standard has not been met (i.e., the Z-score is less than -1.645), the severity of the miss is determined by the difference between the CLEC performance and the Verizon Retail performance.

- If higher performance is better, subtract the CLEC performance from the actual Verizon Retail performance.
- If lower performance is better, the calculation is reversed, subtracting the actual Verizon Retail performance from the CLEC performance.

Example: If Metric PR-4-05, % Missed Appointments No Dispatch, UNE Platform, had a Retail performance of 0.42% and a CLEC performance of 5.73%, the difference would be 5.73%-0.42% or 5.31%. Since this is a “Percent Measure,” the severity designation for the performance for Metric OR-4-05 as shown in the table below would be “Moderate” because the 5.31 difference is between 5 and 15.

	Minor Difference	Moderate Difference	Major Difference
All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

For average or mean measures with Parity standards where the standard has not been met (i.e., the t-statistic is less than -1.645), the severity of the miss is determined by the difference between the percentage of CLEC observations above the Verizon Retail mean (the standard for a Parity measure) and the percentage of Verizon Retail observations above the Verizon Retail mean.

- If higher performance is better, subtract the percentage of CLEC observations above the Verizon Retail mean from percentage of Verizon Retail observations above the Verizon Retail mean.
- If lower performance is better, the calculation is reversed, subtracting the percentage of Verizon Retail observations above the Verizon Retail mean from the percentage of CLEC observations above the Verizon Retail mean.

Example: Assume Verizon’s retail mean is 4.5 hours for a monthly reporting period for a measure where a lower mean is better. If 44.5% of Verizon’s Retail observations are greater than 4.5 hours and 55.2% of the CLEC observations are greater than 4.5 hours, the difference would be 10.7% (55.2% - 44.5% = 10.7%). The severity designation would then use the same scale as that of percent measures. As shown in the table below, the severity of this miss is “Moderate” because the 10.7 difference is between 5 and 15.

	Minor Difference	Moderate Difference	Major Difference
All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Credits for Measures with “Per Measure” Incentives

For those measures listed in Appendices A-1 and A-2 as having “per measure” incentives, bill credits will apply on a per measure basis, at the amounts set forth in the tables below.

Credits by Severity Level for Verizon Virginia

	Minor	Moderate	Major
\$/Measure	\$4,450	\$8,900	\$17,800

Credits by Severity Level for Verizon South

	Minor	Moderate	Major
\$/Measure	\$750	\$1,500	\$3,000

Example: If Metric PO-4-01, % Change Management Notices Sent on Time (Verizon) has a “Minor” miss for Verizon Virginia, credits in the amount of \$4,450 would be allocated among the CLECs based on their lines in service as a percentage of lines in service for all CLECs affected by this missed standard.

Credits for Measures with “Per Unit” Incentives

Most CLEC-specific measures are assigned a fixed amount of bill credit per affected unit associated with the CLEC in a given month. For these measures, the following calculation is performed to determine credits due.

- Affected units are determined by multiplying the number of units of measured service activity (observations for the month) by the performance difference.
- Credits are calculated by multiplying the affected units by the fixed dollar amount per unit that corresponds to the severity level of the performance difference.

Credits by Severity Level for Verizon Virginia

	Minor	Moderate	Major
\$/UNIT	\$11	\$21	\$42

Credits by Severity Level for Verizon South

	Minor	Moderate	Major
\$/UNIT	\$9	\$18	\$35

Example: For Verizon Virginia, Metric PR-4-05, % Missed Appointments No Dispatch, UNE Platform, has a ”Moderate” miss, with a 5.31 percentage point performance difference

on a CLEC’s volume of 12,500 orders. First determine the “affected units” by multiplying 5.31% x 12,500 to obtain 663.75 affected units. Then, multiply the “Moderate” per unit credit amount of \$21 by 663.75 to obtain a total \$13,939 credit for the CLEC for that month.

Example: The Verizon Virginia mean is 4.5 hours for a mean/average type measure for a monthly reporting period where a lower mean is better and there is a ”Moderate” miss, where the percentage of CLEC observations above the Verizon Retail mean is 10.7 percentage points higher than the percentage of Verizon Retail observations above the mean. If there are 10,000 CLEC observations, the number of “affected units” is determined by multiplying the 10.7% by the 10,000 observations to obtain 1,070 affected units. Then, multiply the “Moderate” per unit credit amount of \$21 by 1,070 to obtain a total \$22,470 credit for the CLEC for that month.

Credits for Misses for Consecutive Multiple Months

For measures that miss the applicable standard for two or three or more consecutive months, a factor is applied to increase the performance credit.

- A measure for which the standard is missed for two consecutive months will be subject to an incentive credit that is 1.5 times the amount of the incentive credit that would be due had the standard been missed for only one month.
- A measure for which the standard is missed for three or more consecutive months will be subject to an incentive credit that is 2.0 times the amount of the incentive credit that would be due had the standard been missed for only one month.

Frequency Factor	2 Consecutive Months	3 or More Consecutive Months
Multiple of first month incentive credit	1.5	2.0

Example: For Verizon Virginia, Metric PR-4-05, % Missed Appointments No Dispatch, UNE Platform, has a “Moderate” miss with a 5.31% performance difference on a CLEC’s volume of 12,500 orders, resulting in a \$13,939 credit. If this were the second consecutive month that the standard was missed for this measure, the credit would be 1.5 x \$13,939 or \$20,908. If it is the third consecutive month that the standard is missed for this measure, the credit would be 2 x \$13,939 or \$27,858.

Type I Error Offset Exclusions

The methodology for determining the Type I Error offset is addressed in Appendix D.

Appendix C

Statistical Methodologies

The statistical methodology for determining whether a Parity standard for both Verizon Virginia and Verizon South has been met is set out in Appendix K of the Verizon Virginia Guidelines. A summary of how performance will be evaluated is shown in the matrix below for the types of measures, standards and sample size.

Performance Evaluation Matrix

Measurement Type	Sample Size Condition	Statistical Test/Method
Average Benchmark – Sufficient Sample Size	$n \geq 30$	None
Average Benchmark - Small Sample Size	$10 \leq n < 30$	Small sample table
Percentage Benchmark - Sufficient Sample Size	For measures with standards of 95%: $n \geq 20$	None
Percentage Benchmark - Small Sample Size	For measures with standards of 95%: $10 \leq n < 20$	Small Sample Table 5 in the Plan
Average Parity – Sufficient Sample Size	$n \geq 30$	Modified t-statistic
Average Parity – Small Sample Size	$10 \leq n < 30$	Permutation testing
Percentage Parity – Sufficient Sample	$np(1 - p) \geq 5$	Modified z-statistic
Percentage Parity – Small Sample Size	$np(1 - p) < 5$	Permutation testing.

Appendix D

Type I Error - K Factor Offset

Parity testing requires Verizon to perform a large number of statistical tests. Each individual test is performed at a 5% Type I error level. This means that there is a 5% chance that an individual test will indicate a failure to meet Parity when Parity service is actually being provided. As the number of tests performed increases, the expected number of false violations in any month also increases. Statisticians refer to this dilemma as the “multiple-testing” problem. To deal with this problem, Verizon proposes to employ a table that indicates the number of allowable misses per CLEC per month. This table is based on calculations of the number of false violations that can reasonably be expected when Verizon is providing Parity service to the CLEC. The following procedure provides an offset for this problem by specifying a number of measures that may miss their Parity standard before any bill credits are required.

Application of K Value Exclusions

For each month for each CLEC, determine the measures for which Verizon has failed to meet the standard (“non-compliant” measures). Sort all measures that are non-compliant in ascending order of deviation from Parity (in percentage terms) and exclude the first “K” measures (those with the smallest deviations). If a measure has been missed for three consecutive months, that measure will be subject to credits and will be excluded from the total number of tests used to determine the appropriate entry in the table. For the remaining non-compliant measures that are above the K number of measures, incentive credits per apply.

TABLE 1
Table of Allowable Misses for a Single CLEC
Individual Tests at a 5% Type I Error Level

Number of Measures for which there was Measured Performance for the CLEC		Number of Measures for which the Standard can be Missed with no Credit Applying
Lower Bound	Upper Bound	
15	20	3
21	30	4
31	41	5
42	52	6
53	64	7
65	77	8
78	90	9
91	103	10
104	116	11
117	130	12
131	144	13
145	158	14
159	173	15
174	187	16
188	202	17
203	217	18
218	232	19
233	247	20
248	262	21
263	277	22
278	292	23
293	308	24
309	324	25
325	339	26
340	355	27
356	371	28
372	387	29
388	402	30
403	418	31
419	435	32
436	451	33

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
Ordering OSS Response Time						
PO-1-01	Customer Service Record	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Customer Service Record	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Customer Service Record	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-02	Due Date Availability	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Due Date Availability	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Due Date Availability	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-03	Address Validation	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Address Validation	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Address Validation	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-04	Product & Service Availability	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Product & Service Availability	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Product & Service Availability	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-05	TN Reservation	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	TN Reservation	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	TN Reservation	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-06	Facility Avail./Loop Qual.	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Facility Avail./Loop Qual.	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Facility Avail./Loop Qual.	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-07	Rejected Query	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Rejected Query	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Rejected Query	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-09	Parsed CSR	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Parsed CSR	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
OSS Availability						
PO-2-02	OSS Interface Availability - Prime	OSS	EDI	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability - Prime	OSS	WEBGUI (Pre-Order/Order/Mtc e)	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability - Prime	OSS	CORBA	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points

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Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	OSS Interface Availability - Prime	OSS	EB	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
Contact Center Availability						
PO-3-02	% Answer within 30 Seconds - Ordering	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Answer within 30 Seconds - Ordering	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-3-04	% Answer within 30 Seconds - Repair	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Answer within 30 Seconds - Repair	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Change Management						
PO-4-01	% Change Management Notices sent on Time	OSS	Types 3,4,5	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-4-03	Change Management Delay (8 + Days late)	OSS	Types 3,4,5	9 to 15 days	16 to 25 days	> 25 days
Notification of Interface Outages						
PO-5-01	Average Notification of Outages	OSS	OSS	21 to 30 minutes	>30 to 60 minutes	>60 minutes
Software Validation						
PO-6-01	Software Validation	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Software Resolution Timeliness						
PO-7-01	% Software Resolution Timeliness	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Manual Loop Qualification						
PO-8-01	% On Time Manual Loop Qualifications	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-8-02	% On Time Engineering Record Request	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Order Confirmation Timeliness						
OR-1-02	% On Time LSRC - Flow Through	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Flow Through	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Flow Through	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

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Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
OR-1-04	% On Time LSRC – No Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-04	% On Time LSRC – No Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – No Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-06	% On Time LSRC – Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-06	% On Time LSRC – Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

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Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
OR-1-12	% On Time FOC	Interconn.	Trunks </=192	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-13	% On Time DLR	Interconn.	All Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-19	% On Time Response - Request for inbound (VZ-CLEC) Augment Trunks	Interconn.	VZ-CLEC Trunks</=192	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Reject Timeliness						
OR-2-02	% On Time LSR Reject - Flow Through	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject - Flow Through	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject - Flow Through	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-04	% On Time LSR Reject – No Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-04	% On Time LSR Reject – No Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-06	% On Time LSR Reject – Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

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Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
OR-2-06	% On Time LSR Reject – Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-12	% On Time Reject	Interconn.	Trunks </=192	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Completion Notification						
OR-4-02	Completion Notice - % On Time	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Completion Notice - % On Time	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Flow-through Order Accuracy ⁸						
OR-5-03	% Flow-Through Achieved	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-5-03	% Flow-Through Achieved	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Order Accuracy						
OR-6-01	% Accuracy – Orders	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Accuracy – Orders	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-6-03	% Accuracy – LSRC	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Accuracy – LSRC	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

⁸ While this performance sub-measure is calculated using a sample, the entire percent accuracy will be applied to the LSRs placed by the CLEC for purposes of per unit calculation.

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Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
% Order Confirmation/Rejects Sent Within 3 Business Days						
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Acknowledgement Timeliness						
OR-8-01	% Acknowledgements On Time	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-8-01	% Acknowledgements On Time	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Order Acknowledgement Completeness						
OR-9-01	% Acknowledgement Completeness	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-9-01	% Acknowledgement Completeness	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Completed within Days						
PR-3-02	% Completed – 2 days – 1-5 lines – No Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed – 2 days – 1-5 lines – No Dispatch	UNE	Platform Only	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-03	% Completed w/in 3 Days – (1-5 lines) – No Dispatch	UNE	2 Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-09	% Completed w/in 5 Days (1-5 lines) – Dispatch	UNE	Platform+Other	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed w/in 5 Days (1-5 lines) – Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Missed Appointments						

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
PR-4-01	% Missed Appt. - VZ - Total	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-01	% Missed Appt. - VZ - Total	UNE	EEL	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - VZ - Total	UNE	IOF	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - VZ - Total	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-01	% Missed Appt. - VZ - Total	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-04	% Missed Appt. - Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - Dispatch	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-04	% Missed Appt. - Dispatch	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - Dispatch	UNE	Loop-New	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - Dispatch	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-05	% Missed Appt. - No Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-05	% Missed Appt. - No Dispatch	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	UNE	POTS-Other	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-07	% On Time – UNE LNP	UNE	LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-14	% Completed On Time- 2 Wire xDSL Loops	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
% MA – Facilities						
PR-5-02	% Orders Missed for Facilities > 15 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	POTS-Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-5-02	% Orders Missed for Facilities > 15 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Installation Quality						
PR-6-01	% Installation Troubles Reported W/in 30 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-6-01	% Installation Troubles Reported W/in 30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% Installation Troubles Reported W/in 30 Days	UNE	POTS-Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-6-02	% Installation Troubles Reported W/in 7 Days	UNE	POTS-Hot Cut	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Average Days Held on Pending Orders						
PR-8-01	Open Orders in a Hold Status >30 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-8-01	Open Orders in a Hold Status >30 Days	UNE	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	EEL	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	IOF	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-8-01	Open Orders in a Hold Status >30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Hot Cuts						
PR-9-01	% On Time Performance	UNE	Hot Cut Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Response Times						
MR-1-01	Average Response Time - Create Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-02	Average Response Time - Status Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-03	Average Response Time - Modify Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
MR-1-04	Average Response Time - Cancel Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-05	Average Response Time - Trouble Report History	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-06	Average Response Time - Test Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
Network Trouble Report Rate						
MR-2-01	Network Trouble Report Rate (Total)	Resale	Specials	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-01	Network Trouble Report Rate (Total)	UNE	Specials	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-01	Network Trouble Report Rate (Total)	Interconn.	Trunks	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-02	Network Trouble Report Rate (Loop)	Resale	POTS	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Loop)	Resale	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-02	Network Trouble Report Rate (Loop)	UNE	POTS-Platform	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Loop)	UNE	POTS/Loop	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Loop)	UNE	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-03	Network Trouble Report Rate (Central Office)	Resale	POTS	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Central Office)	Resale	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-03	Network Trouble Report Rate (Central Office)	UNE	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Central Office)	UNE	POTS-Platform	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Central Office)	UNE	POTS/Loop	0.10 to .25	> 0.25 to 2.0	> 2.0
% Missed Repair Appointments						
MR-3-01	% Missed Repair Appt. (Loop)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-3-01	% Missed Repair Appt. (Loop)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-3-02	% Missed Repair Appt. (Central Office)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% Missed Repair Appt. (Central Office)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-3-02	% Missed Repair Appt. (Central Office)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Trouble Duration Intervals						
MR-4-04	% Cleared w/in 24 Hours (Total)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-04	% Cleared w/in 24 Hours (Total)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-06	% OOS > 4 Hours	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 4 Hours	Interconn.	All Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-07	% OOS > 12 Hours	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% OOS > 12 Hours	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-07	% OOS > 12 Hours	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Maintenance Quality						
MR-5-01	% Repeat Reports w/in 30 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-5-01	% Repeat Reports w/in 30 Days	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-5-01	% Repeat Reports w/in 30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Final Trunk Blockage						
NP-1-04	# of Final Trunk Groups Blocked 3 Months	Interconn.	Final Trunks	1 trunk group	2 trunk groups	> 2 trunk groups

Appendix E-1
Severity Levels for Performance Differences from Standards - Verizon Virginia Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
Collocation						
NP-2-01 NP-2-02	% On Time Response - Collocation Request-Total	Collocation	New & Augment	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
NP-2-05 NP-2-06	% On Time – Total	Collocation	New & Augment	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
DUF Timeliness						
BI-1-02	% DUF in 4 Business Days	DUF		0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Bill Timeliness						
BI-2-01	Timeliness of Carrier Bill	Bill		0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
Ordering OSS Response Time						
PO-1-02	Average Response Time – Service Appointment Scheduling	OSS	Electronic Interface	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-03	Average Response Time – Address Verification	OSS	Electronic Interface	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-04	Average Response Time –Service Availability	OSS	Electronic Interface	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-05	Average Response Time – Request for Telephone Number	OSS	Electronic Interface	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-07	% CSR Queries On Time – Manual	OSS	Manual	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-1-08	% CSR Queries On Time – WISE	OSS	WISE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OSS Availability						
PO-2-01	OSS Interface Availability – Scheduled Hours	OSS	Email	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability – Scheduled Hours	OSS	FTP	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability – Scheduled Hours	OSS	NDM	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability – Scheduled Hours	OSS	WISE CSR Requests	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability – Scheduled Hours	OSS	WISE Pre-Order	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability – Scheduled Hours	OSS	WISE Order	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability – Scheduled Hours	OSS	WISE Repair	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
Contact Center Availability						
PO-3-01	Center Responsiveness (Ordering)		Ordering Center	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
PO-3-03	Center Responsiveness (Repair)		Repair Center	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
Order Confirmation Timeliness						

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
OR-1-02	% On time LSC – Flow Through	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On time LSC – Flow Through	UNE	Loop – Non Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On time LSC – Flow Through	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On time LSC – Flow Through	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-04	% On Time LSC < 10 Lines (No Flow Thru)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	Loop – Non Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC < 10 Lines (No Flow Thru)	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-05	% On Time LSC < 10 Lines (Specials)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC < 10 Lines (Specials)	UNE	Loop–Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC < 10 Lines (Specials)	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-06	% On Time LSC >= 10 Lines (No Flow -Thru)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC >= 10 Lines (No Flow -Thru)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC >= 10 Lines (No Flow -Thru)	UNE	Loop Non- Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC >= 10 Lines (No Flow -Thru)	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC >= 10 Lines (No Flow -Thru)	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC >= 10 Lines (No Flow -Thru)	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% On Time LSC >= 10 Lines (No Flow -Thru)	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSC >= 10 Lines (No Flow -Thru)	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-12	% On Time FOC	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Reject Timeliness						
OR-2-02	% On Time LSR Reject – Flow Through	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Flow Through	UNE	Loop – Non Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Flow Through	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Flow Through	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-04	% On Time LSR Reject < 10 Lines (No Flow Through)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	Loop – Non Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject < 10 Lines (No Flow Through)	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-05	% On Time LSR Reject < 10 Lines (Specials)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject < 10 Lines (Specials)	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-06	% On Time LSR Reject >= 10 Lines	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject >= 10 Lines	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject >= 10 Lines	UNE	Loop Non-Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject >= 10 Lines	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% On Time LSR Reject >= 10 Lines	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject >= 10 Lines	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject >= 10 Lines	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject >= 10 Lines	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-12	% on Time Interconnection Trunk and UNE Transport ASR Reject	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-13	% on Time LSR Reject >= 10 Lines -Specials	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% on Time LSR Reject >= 10 Lines -Specials	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Completed within Days						
PR-3-08	% Completed in 5 Days – No Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed in 5 Days – No Dispatch	UNE	Loop Non- Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-09	% Completed in 5 Days – Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed in 5 Days – Dispatch	UNE	Loop Non- Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Missed Due Dates						
PR-4-01	% Missed Due Dates – Designed Services	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – Designed Services	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – Designed Services	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – Designed Services	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – Designed Services	Intercon.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-04	% Missed Due Dates – Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% Missed Due Dates – Dispatch	UNE	Loop – Non-Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – Dispatch	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-05	% Missed Due Dates – No Dispatch	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – No Dispatch	UNE	Loop – Non-Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – No Dispatch	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – No Dispatch	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Due Dates – No Dispatch	UNE	Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% MA – Facilities						
PR-5-03	% Orders Held for Facilities > 60 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	Loop – Non-Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	UNE	Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Held for Facilities > 60 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Installation Quality						

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
PR-6-01	% Installation Troubles reported w/in 30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported w/in 30 Days	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported w/in 30 Days	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported w/in 30 Days	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported w/in 30 Days	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported w/in 30 Days	UNE	Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported w/in 30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-6-02	% Installation Troubles reported within 7 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported within 7 Days	UNE	Loop – Non- Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles reported within 7 Days	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Hot Cuts						
PR-9-01	% On Time Performance	UNE	Hot Cut Loops & LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Network Trouble Report Rate						
MR-2-01	Network Trouble Report Rate	Resale	POTS	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	Resale	Specials	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UNE	Loop – Non- Designed	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UNE	Loop – Designed	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UNE	Port	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UNE	Transport	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UE	Platform	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UNE	DSL Loop	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	UNE	Line Sharing	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate	Interconn.	Trunks	0.10 to .25	> 0.25 to 2.0	> 2.0

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
% Missed Repair Appointments						
MR-3-01	% Missed Repair Commitment	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Commitment	UNE	Loop – Non- Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Commitment	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Commitment	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Commitment	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Commitment	UNE	Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Trouble Duration Intervals						
MR-4-07	% Out of Service > 12 Hours	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-08	% Out of Service > 24 Hours	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	Loop – Non- designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Out of Service > 24 Hours	UNE	Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Maintenance Quality						
MR-5-01	% Repeat Reports within 30 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% Repeat Reports within 30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	Loop – Non- Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	Loop – Designed	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	Port	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	Transport	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	DSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	UNE	Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports within 30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Final Trunk Blockage						
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months	Interconn.	Trunks	1 trunk group	2 trunk groups	> 2 trunk groups
Collocation						
NP-2-01	% On Time Response to Request for Physical Collocation	Collocation	Physical	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
NP-2-05	% On Time – Physical Collocation	Collocation	Physical	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
NXX Updates						
NP-6-01	NXX Loaded by LERG Effective Date	Interconn.	NXX	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Bill Timeliness						
BI-2-01	Timeliness of Carrier Bill	Bill		0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Bill Accuracy						

Appendix E-2
Severity Levels for Performance Differences from Standards - Verizon South Inc

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
BI-3-02	Bill Accuracy	Resale	Usage	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	Resale	Recurring	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	Resale	Non-Recurring	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	UNE	Usage	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	UNE	Recurring	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	UNE	Non-Recurring	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	Interconn.	Usage	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	Interconn.	Recurring	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Bill Accuracy	Interconn.	Non-Recurring	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Completeness of Fractional Recurring Charges						
BI-7-03	Completeness of Fractional Recurring Charges	Resale	Bill	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Completeness of Fractional Recurring Charges	UNE	Bill	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Completeness of Fractional Recurring Charges	Interconn.	Bill	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Non-Recurring Charge Completeness						
BI-8-03	Non-Recurring Charge Completeness	Resale	Bill	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Non-Recurring Charge Completeness	UNE	Bill	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Non-Recurring Charge Completeness	Interconn.	Bill	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points