Lydia R. Pulley
Vice President, General Counsel & Secretary
Virginia

December 9, 2002

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Mr. Joel H. Peck, Clerk
State Corporation Commission
Document Control Center
Post Office Box 2118
Richmond, Virginia 23216

Dear Mr. Peck:

Re: <u>Case No. PUC-2001-00206</u>

Enclosed for filing is the original and fifteen (15) copies of Verizon Virginia Inc.'s Petition and revised VA Guidelines for filing in the above-referenced case. These revised guidelines reflect the New York consensus metric changes adopted by the New York Public Service Commission on October 25, 2002.

I have e-mailed, mailed or hand-delivered copies to the parties shown below. Thank you for bringing this matter to the attention of the Commission.

Very truly yours,

Enclosure

Copy to:
  William Irby (letter only)
  Kathleen A. Cummings
  Service List

Commonwealth of Virginia, ex rel.　　　　:
State Corporation Commission　　　　　　:
　　　　　　　　　　　　　　　　　　　　: Case No. PUC-2001-00206
Ex Parte: Establishment of Carrier　　　:
Performance Standards for Verizon　　　　:
Virginia Inc.　　　　　　　　　　　　　:

VERIZON VIRGINIA INC.'s
PROPOSED REVISIONS TO THE VA GUIDELINES
TO ADDRESS THE OCTOBER 25, 2002 CHANGES TO THE NY GUIDELINES

　　　　In accordance with the Virginia State Corporation Commission ("Commission") "Order

Establishing Carrier Performance Standards with Implementation Schedule and Ongoing

Procedure to Change Metrics" (January 4, 2002), Verizon Virginia Inc. ("Verizon VA") submits

the following proposed revisions to the "Virginia Carrier-to-Carrier Guidelines Performance

Standards and Reports" ("VA Guidelines") to conform the VA Guidelines to the October 25,

2002 changes to the "New York State Carrier-to-Carrier Guidelines Performance Standards and

Reports" ("NY Guidelines").[1] The Commission should adopt the revisions to the VA Guidelines

proposed by Verizon VA and the implementation schedule for these revisions proposed by

Verizon VA.

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[1] *Establishment of Carrier Performance Standards for Verizon Virginia Inc., Order Establishing Carrier Performance Standards with Implementation Schedule and Ongoing Procedure to Change Metrics*, Case No. PUC-2001-00206 (1/4/02).

I.   **The Commission Should Adopt the Proposed Revisions to the VA Guidelines and the Proposed Implementation Schedule for these Revisions.**

On October 25, 2002, the New York Public Service Commission ("PSC") adopted an order approving revisions to the NY Guidelines.[2] The revised NY Guidelines were filed with the New York PSC on November 8, 2002.

In accordance with this Commission's order of January 4, 2002, Verizon VA submits for the Commission's consideration revised VA Guidelines, which incorporate into the VA Guidelines the October 25, 2002 changes to the NY Guidelines. The proposed revisions have been incorporated into a "plain text" version of the VA Guidelines, which is set out in Attachment 1.[3] Verizon VA has also forwarded by electronic mail to the Commission's Staff and to other participants in the Performance Standards/Remedy Plan Subcommittee a copy of the revised VA Guidelines that shows the proposed revisions in a "red-line" format on top of a plain text version of the VA Guidelines as approved by the Commission on August 7, 2002.[4]

The proposed VA Guidelines revisions include several Virginia-specific changes to the NY Guidelines revisions. First, the New York PSC's October 25, 2002 order provides for revisions to Appendix N of the NY Guidelines, which lists the metrics that apply in New York and their implementation status. This appendix is not included in the VA Guidelines. Rather, Appendix N of the VA Guidelines sets out an "issues log" process. Since NY Guidelines

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[2] *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies, Order Establishing Additional Inter-Carrier Service Quality Guidelines*, NY PSC Case 97-C-0139 (10/25/02).

[3] If the revised VA Guidelines are approved without change, this will avoid the need for Verizon VA to make a post-approval compliance filing of the revised VA Guidelines.

[4] *Establishment of Carrier Performance Standards for Verizon Virginia Inc., Order Approving Revisions to VA Guidelines Filed June 13, 2002*, Case No. PUC-2001-00206 (8/7/02). A summary of the revisions is set out in Attachments 1 and 2 to the New York PSC's October 25, 2002 order.   Some of the revisions to the NY Guidelines are already contained in the VA Guidelines. These NY Guidelines revisions are not shown as revisions in the red-line text of the proposed VA Guidelines.

Appendix N is not included in the VA Guidelines, Verizon VA has not included the revisions to NY Guidelines Appendix N in the proposed revisions to the VA Guidelines.

Second, the New York PSC's October 25, 2002 order adopts revisions to Appendix B of the NY Guidelines, which lists provisioning codes used in the measurement process. One of the provisioning codes used in New York, "09000," is not used in Virginia. As a consequence, Verizon has replaced the New York provisioning code, "09000," with the appropriate Virginia provisioning code, "09."

Third, the New York PSC's October 25, 2002 order approves revisions to the definition of "Special Services" in the "Product Identification Descriptions" section of the "Glossary" of the NY Guidelines. A revised service order descriptor used in New York for "Special Services," "RID_ACT_INTVL>0," is not applicable to Virginia. Because of this, Verizon VA has replaced the New York descriptor, "RID_ACT_INTVL>0," with the appropriate Virginia descriptor, "RID_DATE_ACT IS NOT NULL."

Fourth, proposed Appendix S establishes a process for excluding from measurement under some of the Ordering and Provisioning metrics in the VA Guidelines large or complex projects that will not be accomplished within the performance standards (e.g., intervals) provided for in the VA Guidelines. NY Guidelines Appendix S states that if Verizon NY and a CLEC do not agree on metrics to which the Appendix S exclusion will apply, the parties will use the NY PSC's "EDR process" (Expedited Dispute Resolution process) to resolve the issue. Since Verizon VA's review of the Commission's rules has not disclosed an "EDR process" that is expressly applicable to the VA Guidelines, Verizon VA has modified NY Guidelines Appendix S so that proposed VA Guidelines Appendix S states that if Verizon VA and a CLEC do not

agree on metrics to which the Appendix S exclusion will apply, the parties will use "applicable

Virginia Commission procedures" to resolve the issue.[5]

Finally, NY Guidelines Appendix S provides examples of the types of projects that are

subject to the exclusion provided by Appendix S, including the following:

> ". . . migrations of many end users to the CLEC's platform acquired
> simultaneously from either Verizon or another CLEC in a business acquisition
> such as a bankruptcy (however this process is described in detail in the NY PSC
> Case 00-C-0188 Order dated December 4, 2001
> (http:\www.dps.state.ny.us/fileroom/doc10880.pdf) and is not part of this
> appendix); . . .".

The New York PSC's order of December 4, 2001 in Case 00-C-0188 establishes "Mass

Migration Guidelines," guidelines for the migration of a CLEC's customers to other carriers

when the CLEC discontinues provision of local exchange service.[6] Since the New York PSC's

authority and orders extend only to New York and not to Virginia, Verizon VA has not included

the above quoted NY Guidelines Appendix S parenthetical, "(however this process is described

in detail in the NY PSC Case 00-C-0188 Order dated December 4, 2001

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[5] The Alternative Dispute Resolution Process for telecommunications carriers that has been adopted by the
Commission does not expressly apply to VA Guidelines related disputes. 20 VAC 5-405-10 provides:

> "A. The Alternative Dispute Resolution Process ("ADRP") is limited to disputes between
> telecommunications carriers that arise from action or inaction by a telecommunications carrier that
> allegedly: (i) compromises the ability of a carrier to provide uninterrupted service, (ii) unreasonably
> delays the provisioning of scheduled service, (iii) violates a provision of an enforceable interconnection
> agreement, including nonexemption specific collocation disputes, or (iv) constitutes unfair competition."

See, *In the Matter of Establishing Rules Governing an Alternative Dispute Resolution Process for
Telecommunications Carriers, Order Adopting Rules*, Case No. PUC-2001-00100 (10/22/01). The availability of
"applicable Virginia Commission procedures" to resolve Appendix S disputes will permit the parties to use an
applicable "EDR process," if one is available under the Commission's rules, as well as other applicable
Commission procedures.

[6] *Proceeding on Motion of the Commission to Examine the Migration of Customers Between Local Carriers, Order
Adopting Mass Migration Guidelines*, NY PSC Case 00-C-0188 (12/4/01).

(http:\www.dps.state.ny.us/fileroom/doc10880.pdf) and is not part of this appendix)," in proposed VA Guidelines Appendix S.

Verizon VA proposes implementation of the revisions to the VA Guidelines for the second calendar month after the month in which the Commission approves the revisions. For example, if pursuant to the Commission's January 4, 2002 order, the revisions are considered approved forty-five days after filing, that is, on January 23, 2003, Verizon VA's first performance report that would reflect the revisions to the VA Guidelines would be for the month of March 2003. This report would be issued at the end of April 2003 and include performance data for March 2003.

II.   Conclusion.

The Commission should adopt the revisions to the VA Guidelines proposed by Verizon VA and the implementation schedule for these revisions proposed by Verizon VA.

Respectfully submitted,

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Lydia R. Pulley

600 East Main Street, 11th Floor
Richmond, Virginia 23219
Telephone No. 804-772-1547
Attorney for
Verizon Virginia Inc.

Dated: December 9, 2002

ATTACHMENT 1

CERTIFICATE OF SERVICE

       I hereby certify that on this 9th day of December, 2002, a copy of Verizon Virginia Inc.'s Petition and revised Virginia Guidelines in Case No. PUC-2001-00206 was sent as stated below:

       Don R. Mueller, Esquire
       State Corporation Commission
       Office of the General Counsel
       Post Office Box 1197
       Richmond, Virginia 23218
       (Hand-delivered)

       C. Meade Browder, Esquire
       Office of Attorney General
       2nd Floor
       900 East Main Street
       Richmond, Virginia 23219
       (U.S. Mail)

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

Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Verizon Reports

December 9, 2002

Category		Function	# of Metrics	
Pre-Ordering	PO-1	Response Time OSS Pre-Ordering Interface	9	
	PO-2	OSS Interface Availability	2	
	PO-3	Contact Center Availability	2	
	PO-4	Change Management Notice	3	
	PO-5	Average Notification of Interface Outage	1	
	PO-6	Software Validation	1	
	PO-7	Software Problem Resolution and Timeliness	4	
	PO-8	Manual Loop Qualification	2	
Ordering	OR-1	Order Confirmation Timeliness	8	
	OR-2	Reject Timeliness	6	
	OR-3	Percent Rejects	2	
	OR-4	Timeliness of Completion Notification	3	
	OR-5	Percent Flow-Through	2	
	OR-6	Order Accuracy	4	
	OR-7	Percent Order Confirmation Rejects sent within 3	1	
	OR-8	days	1	
	OR-9	Acknowledgement Timeliness	1	
	OR-10	Order Acknowledgement Completeness	2	
		PON Notifier Exception Resolution Timeliness		
Provisioning	PR-1	Average Interval Offered	10	
	PR-2	Metrics Not in Use in Verizon VA	0	
	PR-3	Completed within Specified Number of Days (1-5	6	
	PR-4	Lines)	9	
	PR-5	Missed Appointments	4	
	PR-6	Facility Missed Orders	3	
	PR-7	Installation Quality	0	
	PR-8	Metrics Not in Use in Verizon VA	2	
	PR-9	Percent Open Orders in a Hold Status	3	
		Hot Cut Performance		
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6	
	MR-2	Trouble Report Rate	5	
	MR-3	Missed Repair Appointments	3	
	MR-4	Trouble Duration Intervals	8	
	MR-5	Repeat Trouble Reports	1	
Network Performance	NP-1	Percent Final Trunk Group Blockage	4	
	NP-2	Collocation Performance	8	
Billing	BI-1	Timeliness of Daily Usage Feed	1	
	BI-2	Timeliness of Carrier Bill	1	
	BI-3	Billing Accuracy & Claims Processing	2	
Operator Services	OD-1	Operator Services – Speed of Answer/Directory	2	
	OD-2	Assistance	0	

Verizon

		LIDB, Routing and OS/DA Platforms		
General	GE-1	Directory Proofs	0	
Standards	GE-2	Poles, Ducts, Conduit and Rights of Way	0	
Glossary		Glossary of Terms		

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	URL In Effect Information
M	Order Accuracy Details
N	Table of Measures, Sub-Metrics and Product Disaggregation
O	Test Deck – Weighted transaction Matrix
Q	Reserved for Future Use
R	NY Carrier Working Group Statement of Purpose and Guidelines for Participation
S	Projects Requiring Special Handling

Exhibits	
1	Additional Provisions

INTRODUCTION

The Virginia Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provide the metrics and performance standards applicable to Verizon Virginia,Inc. ("Verizon VA," "Verizon" or "VZ"). Comprehensive explanations of the standards' definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals, are included within this document. In addition, this document includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon VA retail services and its wholesale products and services.

Verizon VA will provide Performance Reports on a monthly basis. A Competitive Local Exchange Carrier (CLEC) that wishes to obtain reports produced pursuant to the Guidelines must contact the Account Manager that Verizon VA has designated for that CLEC to make the appropriate arrangements to receive the reports.

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf

Verizon will report at the Virginia state level for metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, PR-9, MR-2, MR-3, MR-4, and MR-5. Disaggregated geographical reports will no longer be provided in the monthly C2C reports. Verizon will continue to provide disaggregated geographical reports to CLECs that have existing interconnection agreements which require these reports. Additionally, CLECs may initiate a request for disaggregated geographical reports through the CLEC's Verizon Account Manager. Once the request is received, Verizon provides that CLEC with disaggregated reports, and will continue to do so until the CLEC issues a discontinue notice through the Account Manager.

URL References

Verizon references URLs, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. A copy of URL information in effect at the time of the filing is contained in Appendix L.

Test IDs

Test IDs are excluded from all Carrier to Carrier metric calculations.

Verizon Affiliate Reporting

Verizon affiliate reporting (including VADI) is always excluded from CLEC aggregate data for all metrics.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics -	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
Exceptions Noted below:	Resale POTS – Total	Retail POTS - Total
	Resale 2-Wire Digital Services	Retail ISDN (2-Wire Digital)
	UNE POTS Platform	Retail POTS - Total
	UNE POTS-Other	Retail POTS - Total
	UNE POTS Total	Retail POTS- Total
	UNE POTS Loop- Total	Retail POTS - Total
	UNE 2-Wire Digital Loop	Retail ISDN (2-Wire Digital)
	UNE 2-Wire xDSL Loop	VADI Line Sharing
	UNE 2-Wire xDSL Line Share	VADI Line Sharing
	UNE 2-Wire xDSL Line Splitting	VADI Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 [7]
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 [1]
	UNE EEL – Loop	Retail DS1[1]
	UNE EEL	Retail DS1[1]
	Interconnection Trunks	IXC Feature Group D Trunks
	Specials – Total	Retail Specials - Total
	Resale Specials Other	Retail Specials Other
	UNE Specials Other	Retail Specials Other
	Resale POTS/Complex	Retail POTS- Total (All)
	UNE POTS/Complex	Retail POTS- Total (All)
Exceptions for provisioning: PR-1-09	UNE EEL and IOF	No retail compare. Refer to the EEL

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[7] Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

		and IOF legends on the C2C report template for the performance standards.
PR-4-02	UNE 2-Wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2-Wire xDSL Loop	Retail POTS - Dispatched
PR-6	UNE 2-Wire Digital	Retail POTS – Dispatched
PR-6-01	UNE POTS Loop- Total	Retail POTS- Dispatched
PR-8	UNE 2-Wire xDSL Loop	Retail Specials DS0

Maintenance Measures:	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2-Wire Digital Services	Retail ISDN (2-Wire Digital)
	UNE Platform – Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence	Retail POTS – Residence
	UNE Platform – Business	Retail POTS – Business
	UNE Loop	Retail POTS – Total (Business and Residence)
	UNE 2-Wire Digital Loop	Retail POTS – Total (ALL)[8]
	UNE 2-Wire xDSL Loop	Retail POTS – Total (ALL)[9]
	UNE 2-Wire xDSL Line Share	VADI Line Sharing
	UNE 2-Wire xDSL Line Splitting	VADI Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	Resale Specials (Total)	Retail Specials (Total)
	UNE Specials DS0 & below	Retail Specials DS0 & below
	UNE Specials DS1 & above	Retail Specials DS1 & above
	UNE Specials (Total)	Retail Specials (Total)
	Interconnection Trunks	IXC Feature Group D Trunks
Exceptions for Maintenance MR-4-07 and MR-4-08	UNE POTS Loop	Retail POTS (Total Loop and CO Frame/Wiring troubles) **Note:** excludes translation and switch troubles

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[8] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

[9] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

Section 1

Pre-Ordering Performance

(PO)

Function		Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	**Software Validation**	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	**Manual Loop Qualification**	2

Function:
PO-1 Response Time OSS Pre-Ordering Interface

Definition:

This metric measures the response time of the OSS Pre-Ordering Interface.

Response Time: For metrics PO-1-01 through 1-06 and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a successful Pre-Order transaction. **Note:** Successful transactions are those where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information.

For CLEC transactions, response time is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.

For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.

Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07 and PO-1-09.   Queries that time-out are excluded from the calculation of Average Response Time.

Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

Refer to web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf for a list of holidays Verizon recognizes. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces): Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.

- WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:

The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.
For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ

Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures

the response time from when the *Ente*r key is hit until a response from the Pre-Ordering OSS is

received back on the display screen.

At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.

Methodology – Response Time OSS (Continued):

The total number of simulated queries depends on the average response times.

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of *ada*. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, *excluding* New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

Σ Response Times for each transaction divided by the Number of Transactions for each transaction type.

Note: For all PO-1 **Retail** sub-metrics, and for sub-metric PO-1-07, the formula is: Σ Response times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:

Company:	Geography:
• VZ Retail[10]	• Virginia
• CLEC Aggregate	
• CLEC Specific (PO-1-09 only)	

Products	CLEC Aggregate: • EDI • CORBA • WEB GUI **Note:** Metric PO-1-09 **Parsed CSR** does not go through the WEB GUI interface, therefore, sub-metric PO-1-09 does not report WEB GUI results.

Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.

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[10] For sub-metric PO-1-09, there is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date (DD) Availability.	Number of Due Date Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [11]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – xDSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

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[11] While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Function:
PO-2 OSS Interface Availability

Definition:
This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.

Scheduled Availability is as follows:

- Prime Time: 6:00AM to 12:00AM ET Monday through Saturday, **excluding** major Holidays
- Non-Prime Time: 12:01AM to 5:59AM ET Monday through Saturday, and all day Sundays and Holidays.

Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the **Observations** column heading.

Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance-Electronic Bonding. Each availability interface is measured separately with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI) varies as needed, however, the metric calculations performed for each interface includes the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored in to the calculation. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:
The following exclusions apply:

- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Metric PO-2-02: ≥ 99.5%

Metric PO-2-03: No standard.

Methodology – PO-2 OSS Availability

Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (WCCC)) with EnView reported outages. VZ measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

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

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all of its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.

Methodology –OSS Availability (Continued):

Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

Formula:

(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.

For example (assuming all processing complexes are scheduled to be operational for the entire month):

Step One: Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.

Step Two: Determine number of outage minutes in a month.

Step Three: [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %

Report Dimensions:

Company:	Geography:
• CLEC Aggregate	• District of Columbia, Maryland, Virginia, and West Virginia (combined data)

Products	• Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI • EDI • CORBA • Maintenance – Electronic Bonding

Sub-Metrics – OSS Interface Availability

PO-2-01	**Metric Not in Use in Verizon VA**	
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**

	Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.	Total number of scheduled prime-time hours in the month for all available processing complexes.
PO-2-03	**OSS Interface Availability – Non-Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Total number of scheduled non-prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during non-prime-time hours in the month for all available processing complexes.	Total number of scheduled non-prime-time hours in the month for all available processing complexes.

Function:
PO-3 Contact Center Availability
Definition:
This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes. This metric also includes **Speed of Answer – CLEC** centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number). **Note**: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator. Speed of Answer is measured in seconds from the time a call enters the VZ ACD, following selection of a menu option, until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through the ACD, or CLECs can call their dedicated representatives on the representative's direct line. Calls placed to the representative's direct line, if unanswered, will be forwarded to the ACD, following selection of a menu option. VZ measures speed of answer for calls to the 800 number and for calls forwarded to the ACD. The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD, following selection of a menu option. For calls to a dedicated representative that are forwarded to the ACD, the measurement begins when the forwarded call enters VZ's ACD, following selection of a menu option. The measurement ends when a representative answers the call.
Exclusions:
Calls directed to and answered by dedicated representatives.
Performance Standard:

Metrics PO-3-02 and 04: 80% within 30 seconds

Center Hours of Operation:

Refer to Verizon website http://128.11.40.241/east/wholesale/contact/master.htm for various center hours of operation schedules. After accessing the web site, select a center to receive center specific information.

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

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

       Note: The National Marketing Center is measured in metric PO-3-02.
       The Repair Help Desk is measured in metric PO-3-04.

Report Dimensions		
Company: CLEC Aggregate		Geography: Ordering: Pennsylvania, Delaware, Maryland, District of Columbia, Virginia, and West Virginia (Resale and UNE combined data) Repair: Verizon East (Resale and UNE combined data) Verizon East includes: CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, MD, DC, VA, and WV.
Products	• Resale	• UNE
Sub-Metrics		
PO-3-01	**Metric Not in Use in Verizon VA**	
PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	**Metric Not in Use in Verizon VA**	
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes. Documentation is not considered available until all material changes are made.		
Exclusions:		
None.		
Performance Standard:		
  PO-4-01: 95% PO-4-02: No standard PO-4-03: no delayed notices and documentation over eight (8) calendar days. The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures. * Regulatory changes will vary based on applicable law/regulatory rules.		

Timeliness Standards:

Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[12]
Type 5 – CLEC originated	$\geq$ 73 calendar days for business rules, $\geq$ 66 calendar days for technical specifications	>= 45 calendar days
Type 4 – Verizon originated	$\geq$ 73 calendar days for business rules, $\geq$ 66 calendar days for technical specifications	>= 45 calendar days
Type 3 – Industry Standard	$\geq$ 73 calendar days for business rules, $\geq$ 66 calendar days for technical specifications	>= 45 calendar days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, change notification and change confirmation is negotiated on an individual case basis through the Change Management Process.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Report Dimensions		

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

Company: CLEC Aggregate		Geography: Verizon South Verizon South includes: PA, NJ, DE, MD, DC, VA, WV
Products	Change Notification: • Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5- CLEC originated (combined)	Change Confirmation • Type 2 – Regulatory • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5- CLEC originated (combined)
Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**
	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.
PO-4-02	**Change Management Notice – Delay one (1) to seven (7) days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent one (1) to seven (7) days late.	
PO-4-03	**Change Management Notice – Delay eight (8) plus days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent eight (8) or more days late.	

Function:
PO-5 Average Notification of Interface Outage

Definition:
This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC. **Note:** Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.

Exclusions:
None.

Performance Standard:
Not more than: 20 minutes.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Notification of interface outages for OSS interfaces serving Virginia (combined data). (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other jurisdictions.)

Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:
PO-6 Software Validation

Definition:
This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June, and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor. Within the software validation metric, weight factors will be allocated among transaction types *(e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order)* and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process. Verizon VA will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon VA will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon VA will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor. A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck. For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights. For those months that Verizon does not execute the test deck, the C2C report is populated with the notation **R3** to indicate the test deck is executed three (3) times per year.

Exclusions:
None.

Performance Standard:
Metric PO-6-01: $\leq$ 5 %

Report Dimensions:	
Company: CLEC Aggregate	Geography: The Verizon MDVW (Maryland, District of Columbia, Virginia, West Virginia) test deck results are reported for this sub-metric on the Virginia C2C reports.

Sub-Metrics		
PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**

	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:
PO-7 Software Problem Resolution Timeliness
Definition:
This metric measures Software Problem Resolution Timeliness. Verizon installs software CLEC-affecting releases three (3) times per year (usually during the months of February, June, and October). After each major CLEC-affecting software release, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Wholesale Customer Care Center (WCCC), those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.   PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a major CLEC-affecting software release.   For those months that Verizon installs software releases, the C2C report is populated with data in accordance with the PO-7 calculations.   For those months that Verizon does not install software releases, the C2C report is populated with the notation ***R3*** to indicate software releases are installed three (3) times per year.
Exclusions:
Failed Pre-order and Order transactions reported to the WCCC between 6:00PM on Friday and 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.
Performance Standard:
Metric PO-7-01: $\geq$ 95%   PO-7-02 and PO-7-04: 48 Hours   PO-7-03: 10 days   Note: The data value populated on the C2C report for PO-7-02, 7-03, and 7-04 represents the number of hours (or days) beyond the standard. For example, a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard.
Problem Resolution Timeliness Standard measured from time the trouble was reported to the WCCC (see Appendix O).
Report Dimensions:

Company:	Geography:
CLEC Aggregate	PO-7-01, PO-7-02, and PO-7-03: Verizon East PO-7-04: Maryland, District of Columbia, Virginia, West Virginia (combined data). Verizon East includes CT, MA, ME, NH, NY, RI, VT, PA, DE
Sub-Metrics	

PO-7-01	% Software Problem Resolution Timeliness	
Calculation	**Numerator**	**Denominator**
	Number of production referrals resolved within timeliness standard.	Total number production referrals.

PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**
Calculation	**Data Value**
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with transaction rejects with no workaround.
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**
Calculation	**Data Value**
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with transaction rejects with a workaround.
PO-7-04	**Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [13]
Calculation	**Data Value**
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with transaction rejects with no workaround for Test Deck Transactions.

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[13] This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:
PO-8 Manual Loop Qualification

Definition:
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services *(e.g. 2-Wire-xDSL)*, when such information is not available through an electronic database.

Exclusions:
• Weekend and major Holidays are excluded from the interval count.   **Note:** Weekend hours are from 5:00PM Friday to 8:00AM Monday. Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday.   • Digital Design Loops that require loop conditioning (HXMU code)   • Test CLEC IDs

Performance Standard:
Metric PO-8-01: 95% within 48 Hours   **Metric PO-8-02:** 95% within 72 Hours

Sub-Metrics

PO-8-01	% On Time – Manual Loop Qualification	
Calculation	**Numerator**	**Denominator**
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of Manual Loop Qualification transactions.

PO-8-02	% On Time – Engineering Record Request	
Calculation	**Numerator**	**Denominator**
	Sum of Engineering Record Requests where the time from receipt of Engineering Record Request to distribution of Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	8
OR-2	Reject Timeliness	6
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	3
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	4
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1
OR-10	PON Notifier Exception Resolution Timeliness	2

Function:
OR-1 Order Confirmation Timeliness
Definition:
This metric measures Order Confirmation Timeliness.

Resale and UNE:

      Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. **Note:** Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

      Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.

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

      Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

      Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines. **Note**: When ordering UNE Specials DS0 EELs (Loop and Backbone) commences, such orders will be submitted using the ASR format. The UNE DS0 EEL orders submitted via ASRs will require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders will be submitted using the LSR format.

      Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.

      Note: When ordering UNE Specials DS0 EELs (Loop and Backbone) commences, such orders will be submitted using the ASR format. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is for more than five (5) lines. |

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each supplemental order.

Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

Notes:

(1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.

(2) Verizon VA includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon VA's error in initial confirmation[14] in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.

(3) If no order confirmation time exists due to a missing order confirmation, Verizon VA will use the completion notification time.

(4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.

(5) The Pre-Qualified Complex category includes 2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

(6) ASR requests that have the **RTR** field populated with a code that indicates the CLEC requested that no confirmation/response be sent are not counted in the OR-1 confirmation timeliness metrics.

Exclusions:

Resale and UNE:
- VZ Test Orders [15]
- Weekend and holiday hours (other than flow-through):

  - Weekend hours are from 5:00PM Friday to 8:00AM Monday.

  - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.

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

[15] VZ-Test Orders – see Glossary.

- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR

- Special Project PONs (if applicable) per the process documented in Appendix S.

- For OR-1-02: SOP scheduled downtime hours (flow-through):[16]

   Monday 11:30 PM to Tuesday 4 AM

   Tuesday 11:30 PM to Wednesday 4 AM

   Wednesday 11:30 PM to Thursday 4 AM

   Thursday 11:30 PM to Friday 4 AM

   Friday 11:30 PM to Saturday 5 AM

   Saturday 9 PM to Sunday 8 AM

   Sunday 8 PM to Monday 4 AM

   Additionally, SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

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[16] The downtime hours listed represent expressTRAK and its associated systems. In addition, SOACS is also used in Virginia. Until July 1st, 2002, the following downtime hours will apply and represent an aggregate of expressTRAK, SOACS, and their associated systems: Mon. 10:30 PM to Tues. 6 AM, Tues. 10:30 PM to Wed. 6 AM, Wed.10:30 PM to Thur. 6 AM, Thur 10:30 PM to Fri. 6 AM, Fri. 10:30 PM to Sat. 7 AM, Sat. 9 PM to Sun. 8 AM, Sun. 8 PM to Mon. 6 AM.

Report Dimensions	
Company: • CLEC Aggregate [17] • CLEC Specific	Geography: • Virginia

Performance Standard: OR-1 Order Confirmation Timeliness

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

Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* **POTS/Pre-Qualified Complex:** • **Flow-through orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services (requiring Manual Loop Qualification)** • **2- wire Digital Services: 72 hours** **Special Services:** • Orders with no facility check : 48 hours • Orders with facility check: 72 hours[18] **Faxed/Mailed Orders**: Not measured for Resale	Electronically Submitted Orders: **POTS/Pre-Qualified Complex:** • **Flow-Through Orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services(requiring Manual Loop Qualification)** • **2-Wire Digital Services: 72 hours** • **2-Wire xDSL Loops: 72 hours** • **2-Wire xDSL Line Sharing/Line Splitting: 72 hours** **Special Services:** • **Orders with no facility check: 48 hours. Note: The 48 hour standard does not apply to UNE Specials (UNE DS0 EELs >= 6 lines, UNE DS1 and above) received via ASR.** • **Orders with facility check: 72 hours (includes UNE Specials DS0 EELs >= 6 lines, and UNE Specials DS1 and above)** **Faxed/Mailed Orders**: Add 24 hours to intervals above. Fax/Mail is not available for LSR orders: (UNE POTS and Complex (2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting)).	Electronically Submitted Orders: Firm Order Confirmation: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Design Layout Record • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Inbound Augment Trunks: • ≤ 192 Trunks accepted TGSRs: 10 Business Days • <= 192 Trunks: denied responses for TGSRs received via e-mail: less than or equal to seven (7) business days. • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

Sub-Metrics	
OR-1-01	**Metric Not in Use in Verizon VA**
OR-1-02	**% On Time LSRC – Flow-through**

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[17] Excludes Verizon Advanced Data Incorporated

[18] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.

Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	**Metric Not in Use in Verizon VA**	

OR-1-04	% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials DS0
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.
OR-1-05	**Metric Not in Use in Verizon VA**	
OR-1-06	**% On Time LSRC/ASRC - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[19] • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**

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[19] UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	**Metric Not in Use in Verizon VA**	
OR-1-08	**% On Time LSRC - No Facility Check (Fax/Mail)**	
Products	UNE: • Specials DS0	

Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed LSRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed LSRs, not requiring a facility check, confirmed for specified product.
OR-1-09	**Metric Not in Use in Verizon VA**	
OR-1-10	**% On Time ASRC - Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[20] • Specials DS1 • Specials DS3	

Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	**Metric Not in Use in Verizon VA**	
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks and Projects)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.

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[20] Orders for UNE DS0 EELs (Loop and Backbone) for > = 6 lines require a facility check.

OR-1-14 through OR-1-18	**Metrics not in use in Virginia.**	
OR-1-19	**% On Time Response - Request for Inbound Augment Trunks**	
Products	• VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks) **Note:** This metric is a combined measure including both; denied TGSRs that have a seven (7)-day performance standard, and accepted TGSRs that have a 10-day performance standard.	
Calculation	**Numerator**	**Denominator**
	Number of requests for Inbound Augment Trunks with responses sent within specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:

OR-2 Reject Timeliness

Definition:

This metric measures Reject Timeliness.

Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (Request Manager) or Fax date and time stamp. **Note:** Orders are considered distributed at the time Verizon sends and order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

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

Percent of Orders Rejected On Time:
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:
(1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
(2) Measurements are based on rejected orders.
(3) VZ VA does not include cancelled orders in the measurements.
(4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month.
(5) The Pre-Qualified Complex category includes 2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

- VZ Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Any reject/query that occurs on an ASR that has the **RTR** field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).
- Special Project PONs (if applicable) per the process documented in Appendix S.
- Weekend and Holiday Hours (other than flow-through):

- Weekend Hours are from 5:00PM Friday to 8:00AM Monday.

- Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the

first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests.

- For OR-2-02: SOP scheduled downtime hours (Flow-through):[21]

    Monday 11:30 PM to Tuesday 4 AM

    Tuesday 11:30 PM to Wednesday 4 AM

    Wednesday 11:30 PM to Thursday 4 AM

    Thursday 11:30 PM to Friday 4 AM

    Friday 11:30 PM to Saturday 5 AM

    Saturday 9 PM to Sunday 8 AM

    Sunday 8 PM to Monday 4 AM

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[21] The downtime hours listed represent expressTRAK and its associated systems. In addition, SOACS is also used in Virginia. Until July 1st, 2002, the following downtime hours will apply and represent an aggregate of expressTRAK, SOACS, and their associated systems: Mon. 10:30 PM to Tues. 6 AM, Tues. 10:30 PM to Wed. 6 AM, Wed.10:30 PM to Thur. 6 AM, Thur 10:30 PM to Fri. 6 AM, Fri. 10:30 PM to Sat. 7 AM, Sat. 9 PM to Sun. 8 AM, Sun. 8 PM to Mon. 6 AM..

Additionally, SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

Report Dimensions :	
Company: • CLEC Aggregate [22] • CLEC Specific	Geography: • Virginia

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[22] Excludes Verizon Advanced Data Incorporated

Performance Standard – Reject Timeliness		
Metrics OR-2-02, 04, 06, 08, 10, and 12: 95% On Time According to schedule below.		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* **POTS/Pre-Qualified Complex:** • **Flow-Through Orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services (2- Wire Digital Services ISDN) (requiring Manual Loop Qualification):** • **Orders: 72 hours** **Special Services:** [23] • **Orders with no facility check: 48 hours** • **Orders with facility check: 72 hours** **Faxed/Mailed Orders**: Not measured for Resale	Electronically Submitted Orders: **POTS/Pre-Qualified Complex:** • **Flow-Through Orders: two (2) hours** • **Orders with no facility check: 24 hours** • **Orders with facility check: 72 hours** **Complex Services (requiring Manual Loop Qualification)** *:* • **2-Wire Digital Services 72 hours** • **2-Wire xDSL Loop: 72 hours** • **2-Wire xDSL Line Sharing/Line Splitting: 72 hours** **Special Services:** [24] • **Orders with no facility check: 48 hours. Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs >= 6 lines, DS1 and above) received via ASR.** • **Orders with facility check: 72 hours (includes UNE DS0 EELs >= 6 lines and UNE DS1s and above)** **Faxed/Mailed Orders**: Add 24 hours to intervals above. Fax/Mail is not available for LSRs; UNE POTS and Complex (2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting).	**Electronically Submitted Orders:** • ≤ 192 Trunks: less than or equal to seven (7) Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Metric Not in Use in Verizon VA**	
OR-2-02	**% On Time LSR Reject (Flow-through)**	
Products	Resale*:* • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

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[23] Also includes orders requiring facility verification as listed on the Verizon web-site
http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation

[24] Also includes orders requiring facility verification as listed on the Verizon web-site
http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	**Metric Not in Use in Verizon VA**	
OR-2-04	**% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	**Metric Not in Use in Verizon VA**	
OR-2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	**Metric Not in Use in Verizon VA**	
OR-2-08	**% On Time Reject - No Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	**Metric Not in Use in Verizon VA**	

OR-2-10	% On Time Reject - Facility Check (Fax)	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.
OR-2-11	**Metric Not in Use in Verizon VA**	
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard (less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected. The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering System (Request Manager (for LSRs), CAFÉ and EXACT (for ASRs)), not just those with associated bill completions. **Note:** Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File;therefore, they are not included in the calculation.		
Exclusions:		
• VZ Test Orders		
Performance Standard:		
Metric OR-3-01: No standard. **Metric OR-3-02:** 95%		
Report Dimensions		
Company: • CLEC Aggregate [25] • CLEC Specific	Geography: • Virginia	
Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	**% LSR Resubmission Not Rejected**	
Products	EDI	
Calculation	**Numerator**	**Denominator**
	Total EDI PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of EDI PONs already in Verizon's systems.	Total number of EDI PONs resubmitted at Verizon's request

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[25] Excludes Verizon Advanced Data Incorporated

Function:
OR-4 Timeliness of Completion Notification

Definition:
Refer to the *Definition* listed next to each OR-4 sub-metric (OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.

Exclusions:
• Verizon Test Orders • Orders not received through the Verizon NetLink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI. • VADI orders • Special Project PONs (if applicable) per the process documented in Appendix S. • Sub-metric OR-4-11 only includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN.

Performance Standard:
For sub-metric OR-4-11: • 0.25% of PONs that received neither a PCN nor a BCN within two (2) business days from the SOP posting of the provisioning of the last service order associated with a specific PON. **For sub-metric OR-4-16:** 95% of PCNs sent within one (1) business day **For sub-metric OR-4-17:** 95% of BCNs sent within two (2) business days.

Report Dimensions	
Company: • CLEC Aggregate [26] • CLEC Specific	Geography: • Virginia Note: Geography is state specific

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[26] Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification		
OR-4-01 through OR-4-10	**Metrics Not in Use in Verizon VA**	
OR-4-11 through OR-4-15 Products	Resale	UNE
OR-4-11	**% Completed orders with neither a PCN nor BCN sent**	
Description	The percent of EDI PONs for which the last service order has been *provisioning completed* in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) business days after *provisioning completion*, the order will be captured here in this measure.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as *provisioning completed* in SOP.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in SOP in a month.
OR-4-12	**Metric Not in Use in Verizon VA**	
OR-4-13	**Metric Not in Use in Verizon VA**	
OR-4-14	**Metric Not in Use in Verizon VA**	
OR-4-15	**Metric Not in Use in Verizon VA**	
OR-4-16	**% Provisioning Completion Notifiers sent within one (1) Business Day**	
Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one (1) business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in the Verizon SOP system of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one (1) business day of the Work Order Completion (WFA completion date) in SOP.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a PCN one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

OR-4-17	**% Billing Completion Notifiers sent within two (2) Business Days**	
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

Function:
OR-5 Percent Flow-Through
Definition:
This metric measures the percent of valid orders (LSRs) received through the electronic ordering interface (example includes: Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.   **% Flow-through Achieved:** Percent of valid orders received through the electronic ordering interface (Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors. Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken. **Note:** Rejected Orders (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.
Exclusions:
• VZ Test Orders • Verizon Advanced Data Incorporated (VADI) • Special Project PONs (if applicable) per the process documented in Appendix S.   From Achieved Flow-through: • Orders not eligible to flow-through   **Note:** Order types that are designed to flow-through are specified in the scenarios documented in Appendix H. • Orders with CLEC input errors in violation of published business rules
Performance Standard:
Metrics OR-5-01: No standard developed for total flow-through. **Metric OR-5-03:** 95% for % flow-through achieved
Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Virginia

Sub-Metrics		
OR-5-01	**% Flow-through – Total**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow-through for specified product.	Total number of LSR records (orders) for specified product.
OR-5-02	**Metric Not in Use in Verizon VA**	
OR-5-03	**% Flow-through Achieved**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of flow-through eligible orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:
OR-6 Order Accuracy
Definition:
This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of order confirmations sent from Verizon to the CLEC with error. The second measure is focused on the percent of fields populated correctly on the Verizon order.
Methodology:
For sub-metric OR-6-01, VZ uses a manual audit process of sampled orders. A random sample of approximately 400 orders for Resale, 400 orders for UNE Loop/Complex/LNP, and 400 orders for UNE Platform each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s). Refer to Appendix M for a list of fields reviewed by Verizon.
For sub-metric OR-6-03, the measure is a percentage of all confirmations sent due to Verizon error against the total number of confirmations sent in the reporting month.
For Directory Listing accuracy (Metric OR-6-04), a statistically valid random sample of approximately 400 Stand-alone Directory Listing Orders and 400 Other Directory Listing Orders (orders other than Stand-alone Directory Listing Orders) each month, (20 orders randomly sampled each business day for Stand-alone Directory Listing Orders and Other Directory Listing Orders, respectively) are pulled from Request Manager.
Exclusions:
• Orders entered by the CLEC that flow-through.
• Verizon Advanced Data Incorporated (VADI) Orders.
Performance Standard:
Metric OR-6-01: 95% orders without Verizon errors.
Metric OR-6-03: Not more than 5% of LSRCs resent due to Verizon error.
Metric OR-6-04: 98% orders without Verizon errors
Report Dimensions

Company:	Geography:
• CLEC Aggregate	OR-6-01: Maryland, District of Columbia, Virginia, West Virginia (combined data)
	OR-6-03 and OR-6-04: Virginia

Sub-Metrics

Products OR-6-01- OR-6-03	Resale	UNE: • Loop/Complex/LNP • Platform
OR-6-01	**% Service Order Accuracy**	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled minus orders with Verizon errors for specified product.	Number of orders sampled for specified product.
OR-6-02	**Metric Not in Use in Verizon VA**	

OR-6-03	% Accuracy – LSRC	
Calculation	**Numerator**	**Denominator**
	Number of LSRCs resent due to Verizon error.	Number of LSRCs.
OR-6-04	**% Accuracy – Directory Listing**[27]	
Products	• Stand-alone Directory Listing Orders[28] • Other Directory Listing Orders (orders other than Stand-alone Directory Listing Orders)	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled for Directory Listings minus orders with errors.	Number of Directory Listing orders sampled.

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[27] A list of the fields that are reviewed for the Stand-alone Directory Listing Orders measurement and the Other Directory Listing Orders measurement is set out in Appendix M.

[28] Stand-alone Directory Listing Orders are orders that are issued by a CLEC for directory listings only and that do not include a request with regard to other services. Verizon will begin to report the separate measurement for Stand-alone Directory Listing Orders when Verizon has deployed the ability to perform this measurement on a mechanized basis. Prior to the time that Verizon begins to report the separate measurement for Stand-alone Directory Listing Orders, Verizon will include Stand-alone Directory Listing Orders in its measurement of Other Directory Listing Orders.

Function:
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days

Definition:
The percent of Resale, UNE Platform, and UNE Loop LSRs confirmed or rejected by VZ within three (3) business days of receipt as a percent of total LSRs received. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. **Note:** This is a measure of completeness not timeliness. Source: Master PON File.

Exclusions:

- Cancelled orders.

- LSRs that were supplemented prior to confirmation or rejection.

- Edit Rejects (negative 99s) that are not eligible for confirmation or rejection.

- Special Project PONs (if applicable) per the process documented in Appendix S.

- Test IDs

Report Dimensions	
Company: - CLEC Aggregate[29] - CLEC Specific	Geography: - Virginia

Performance Standard
Metric OR-7-01: 95%.

Sub-Metrics		
OR-7-01	**% Order Confirmations/Rejects Sent Within 3 Business Days**	
Products	Resale	UNE Platform
		UNE Loop
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

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[29] Excludes Verizon Advanced Data Incorporated

Function:
OR-8 Acknowledgement Timeliness

Definition:
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Exclusions
• Orders submitted by Web GUI Interface.   • Orders not submitted electronically.

Report Dimensions	
Company: • CLEC Aggregate [30] • CLEC Specific	Geography: • Virginia

Performance Standard
Metric OR-8-01: 95% within two (2) hours.

Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

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[30] Excludes Verizon Advanced Data Incorporated

Function:
OR-9 Order Acknowledgement Completeness

Definition:
This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator.
This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Exclusions:
• Orders submitted by Web GUI Interface.
• Orders not submitted electronically.
• Orders in unreadable files.

Report Dimensions	
Company: • CLEC Aggregate [31] • CLEC Specific	Geography: • Virginia

Performance Standard
Metric OR-9-01: 99%.

Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

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[31] Excludes Verizon Advanced Data Incorporated

Function:
OR-10 PON Notifier Exception Resolution Timeliness
Definition:

The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days and ten (10) business days from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.

The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).

PON Notifier Exceptions received after 5:00PM will be considered received the next business day.

The PON Notifier Exception is considered resolved when Verizon has either:

1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request).

2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated.

3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number.

4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC.

5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date.

CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM.

For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.

Exclusions:

- Non NetLink EDI PON Exception Notifier Trouble Tickets.

- VADI PON Exception Notifier Trouble Tickets excluded from the CLEC aggregate.

- Any request for Notifier for orders due/complete more than 30 business days old.

- Orders for Products/Services that are not designed to produce the requested notifier (e.g. LIDB).

Performance Standard:

OR-10-01: 95% resolved within Three (3) business days

OR-10-02: 99% resolved within Ten (10) business days

Report Dimensions

Company:	Geography:
• CLEC Aggregate (excluding VADI) • CLEC Specific • VADI (For commission viewing only)	• Virginia These sub-metrics are reported at a state specific level.

Sub-Metrics

Products for OR-10-01 and OR-10-02	All	

OR-10-01	% of PON Exceptions Resolved Within Three (3) Business Days	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.

OR-10-02	% of PON Exceptions Resolved Within Ten (10) Business Days	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within ten (10) business days.	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Section 3

Provisioning Performance

(PR)

Function		**Number of Sub-metrics**
PR-1	Average Interval Offered	10
PR-2	Metrics Not in Use in Verizon VA	0
PR-3	Completed within Specified Number of Days (1-5 Lines)	6
PR-4	**Missed Appointments**	9
PR-5	Facility Missed Orders	4
PR-6	Installation Quality	3
PR-7	Metrics Not in Use in Verizon VA	0
PR-8	Percent Open Orders in a Hold Status	2
PR-9	Hot Cut Performance	3

Function:
PR-1 Average Interval Offered

Definition:

This metric measures the average interval offered for completed and cancelled orders. For **POTS and Specials**, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line Splitting.

Specials Orders include: All Designed circuits, which include high capacity services (DS1 or DS3), primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). EEL and IOF are reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each Supplemental order) and due date committed to from FOC. Measures service orders completed between the measured dates.

Notes:
(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.
(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code[32]).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative intervals or intervals over 200 business days – indicative of typographical error).*
- Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Suspend for non-payment and associated restore orders.

- Orders that have neither completed nor been cancelled.

- Special Project PONs (if applicable) per the process documented in Appendix S.

- Orders requiring manual loop qualification.

  Note: 2-Wire Digital and 2-Wire xDSL orders that require manual loop qualification have an **R** populated in the *Required* field of the LR (indicating that

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[32] Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

a manual loop qualification is required).

- Disconnects are excluded from all sub-metrics *except* sub-metric PR-1-12 which measures disconnects.

Performance Standard:

Metrics PR-1-01 through 09 and PR-1-12 (except for both PR-1-01 and 02, UNE 2-Wire xDSL Loops, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting and PR-1-09 UNE IOF, EEL – Backbone, and EEL – Loop): Parity with VZ Retail.

Metrics PR-1-01 and 02, UNE 2-Wire xDSL Loops: No standard.
Metrics PR-1-01 and 02, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.

PR-1-09 UNE IOF, UNE EEL – Backbone and EEL – Loop: No standard, Refer to the EEL and IOF legends on the C2C report templates.

The published interval for one (1) to five (5) 2 Wire xDSL Loops is six (6) business days (pre-qualified).
Refer to the Verizon web-site
http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for the specific intervals offered for products and services. After accessing this web site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

Report Dimensions

Company:	Geography:
• VZ Retail • VADI [33] • CLEC Aggregate [34] • CLEC Specific	• Virginia

Sub-Metrics – PR-1 Average Interval Offered

PR-1-01	Average Interval Offered – Total No Dispatch

| **Products** | Resale:
• POTS: Residence
• POTS: Business
• 2-Wire Digital Services | UNE:
• POTS – Platform

• 2-Wire Digital Services

• 2-Wire xDSL Loops

• 2-Wire xDSL Line Sharing

• 2-Wire xDSL- Line Splitting |

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[33] Reported for DSL metrics only

[34] Excludes Verizon Advanced Data Incorporated

Calculation	Numerator	Denominator
	Sum of committed due date minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02	**Average Interval Offered – Total Dispatch**	
Products	Resale: • 2-Wire Digital Services	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.
PR-1-03	**Average Interval Offered – Dispatch one (1) to five (5) Lines**	
Products	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	**Average Interval Offered – Dispatch six (6) to nine (9) Lines**	
Products	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
PR-1-05	**Average Interval Offered – Dispatch (³ 10 Lines)**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – Specials DS0**	
Products	Resale*:* • DS0	UNE*:* • DS0
Calculation	**Numerator**	**Denominator**

	Sum of committed due date minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – Specials DS1**	
Products	Resale*:* • DS1	UNE*:* • DS1
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – Specials DS3**	
Products	Resale*:* • DS3	UNE*:* • DS3
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.
PR-1-09	**Average Interval Offered – Total**	
Products	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for product group orders.	Number of orders for product group.
PR-1-10 & 11	**Metric not in use in Virginia**	
PR-1-12	**Average Interval Offered – Disconnects**	
Products	Resale: • POTS (including Complex) • Specials	UNE*:* • POTS (including Complex) • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed due date minus application date for product group disconnect orders.	Number of orders for product group.

Function:
PR-2 Metrics Not in Use in Verizon VA

Function:
PR-3 Completed within Specified Number of Days (1-5 Lines)
Definition:
This metric measures the percent of orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.
Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a due date beyond the standard available appointment interval. (X Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error).*
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.
- Special Project PONs (if applicable) per the process documented in Appendix S.
- For sub-metrics PR-3-03 and PR-3-10 2-Wire Digital, 2-Wire xDSL Loop and PR-3-03 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting: orders that require a manual loop qualification.

   Note: 2-Wire Digital, 2-Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting orders that require manual loop qualification have an **R** populated in the *Required* field of the LSR (indicating that a manual loop qualification is required).

- Orders for 2-Wire Digital Services, 2-Wire xDSL Loops, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting missed due to facility reasons.

Performance Standard:

Metrics PR-3-01, PR-3-06, and PR-3-09: Parity with VZ Retail

Metric PR-3-08, Hot Cut Loops: 95%
Metrics PR-3-03, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI.

Metric PR-3-10 UNE 2-Wire Digital Loops: Parity with VZ Retail.

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

Refer to the Verizon web-site
http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

Sub-Metrics		
PR-3-01	**% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	**Metric Not in Use in Verizon VA**	
PR-3-03	**% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	**Metric Not in Use in Verizon VA**	
PR-3-05	**Metric Not In Use in Verizon VA**	
PR-3-06	**% Completed in three (3) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS- Platform • Loop- New
Calculation	**Numerator**	**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	**Metric Not in Use in Verizon VA**	
PR-3-08	**% Completed in five (5) days one (1) to five (5) Lines – No Dispatch**	
Products (also apply to PR-3-09 except UNE Hot Cut Loops)	UNE*:* • Hot Cut Loops	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-09	**% Completed in five (5) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale: • POTS-Total	UNE: • POTS-Platform • Loop-New
Calculation	**Numerator**	**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-10	**% Completed in six (6) Days one (1) to five (5) Lines – Total**	
Products	UNE*:* • 2-Wire xDSL Loops • 2-Wire Digital Loops	
Calculation	**Numerator**	**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	**Metric Not in Use in Verizon VA**	

Function:
PR-4 Missed Appointments
Definition:
This metric measures the Percent of Orders completed after the commitment date. **For LNP:** The percent of orders completed on time (not early). **xDSL Loops** are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a due date-2 test or a CLECs 800 # has no impact in the determination of a completed xDSL Loop. **Trunks:** Includes reciprocal trunks from VZ to CLEC. For PR-4-03, the percentage of trunks completed for which there was a missed appointment due to CLEC reasons. For PR-4-15, the percentage of trunks completed on or before the order due date. Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.
Exclusions:
- VZ Test Orders - Disconnect Orders - Verizon Administrative orders - Additional Segments on orders (parts of a whole order are included in the whole) - Orders that are not complete. (Orders are included in the month that they are completed) - Suspend for non-payment and associated restore orders. - LNP orders without office equipment which do not have a trigger order. - For PR-4-04 and PR-4-14, 2-Wire Digital Services ,2-Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting *only* exclude orders missed for facility reasons.
Performance Standard:
Metrics PR-4-01, 02, 04, and 05 (except UNE 2-Wire xDSL Line Sharing, UNE 2-Wire xDSL Line Splitting, PR-4-02 CLEC Trunks, and PR-4-04, UNE 2-Wire xDSL Loops): Parity with VZ Retail. **Metric PR-4-02 CLEC Trunks:** None – Analysis only. **Metric PR-4-07 LNP:** 95% on Time **Metric PR-4-04, UNE 2-Wire xDSL Loops:** Not more than 5%. **Metric PR-4-14, UNE 2-Wire xDSL Loops:** 95% on Time. **Metric PR-4-15 CLEC Trunks**: 95% on Time

Metrics PR-4-03 and 08: No standard. [35]

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

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

Sub-Metrics		
PR-4-01	**% Missed Appointment – Verizon – Total**	
Description	The percent of orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • DS0 • DS1 • DS3 • Specials Other	UNE: • EEL • IOF • DS0 • DS1 • DS3 • Specials Other	
Calculation	**Numerator**	**Denominator**
	Number of Orders where the Order completion date is greater than the order due date due to Verizon reasons for product group.	Number of orders completed for product group.
PR-4-02	**Average Delay Days – Total**	
Description	For orders/trunks missed due to Verizon reasons, the average number of days between the order due date and actual work completion date.	
Products	Resale: • POTS- Total • 2-Wire Digital Services. • Specials Total	UNE: • POTS- Total • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials Total • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**
	Sum of the completion date minus due date for orders/trunks missed due to company reasons by product group.	Number of orders/trunks missed for company reasons, by product group.
PR-4-03	**% Missed Appointment – Customer**	
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)	

Products	Resale: • POTS- Total • 2-Wire Digital Services. • Specials	UNE: • POTS- Total • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL – Line Splitting • EEL • IOF • Specials	Trunks: • CLEC Trunks

Calculation	**Numerator**		**Denominator**
	Number of orders/trunks where the order completion date is greater than the order due date due to customer reasons for product group.		Number of orders/trunks completed for product group.

PR-4-04	**% Missed Appointment – Verizon – Dispatch**	
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS- Total • 2-Wire Digital Services.	UNE: • POTS- Platform • Loop – New • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting

Calculation	**Numerator**	**Denominator**
	Number of Dispatched Orders where the order completion date is greater than the order due date due to Verizon reasons for product group.	Number of Dispatched Orders completed for product group.

PR-4-05	**% Missed Appointment – Verizon – No Dispatch**	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS- Total • 2-Wire Digital Services.	UNE: • POTS- Platform • 2 –Wire Digital Services • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting
Calculation	**Numerator**	**Denominator**

	Number of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-06	**Metric Not in Use in Virginia. Measure moved to PR-9 metrics.**	

PR-4-07	% On Time Performance – LNP Only	
Description	Percent of all LNP orders (including both the Trigger and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date For LNP *only* orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Telephone Numbers disconnected early at the customer's request are considered met. Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Number of LNP orders (1 order = Trigger order and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after11:59PM of the due date. .	Number of LNP orders completed (1 order = Trigger order and disconnect order).
PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • 2-Wire Digital Services. • Specials	UNE: • 2-Wire Digital Services. • 2-Wire xDSL Loops • Specials
Calculation	**Numerator**	**Denominator**
	Number of orders where the order completion date is greater than the order due date due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.
PR-4-09 to 4-13	**Metric numbers not available in Virginia.**	

Verizon

PR-4-14	**% Completed On Time – 2-Wire xDSL Loops**	
Description	% of 2-Wire xDSL Loops completed on time. Complete per VZ and CLEC. A 2-Wire xDSL Loop order is considered completed on time if: For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or : For CLECs that do **not** provide serial numbers; Verizon completed the service on the due date.	
Products	UNE • 2-Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the due date.	Number of completed orders minus any orders delayed for customer reasons.
PR-4-15	**% On Time Provisioning – Trunks**	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:
PR-5 Facility Missed Orders

Definition:
These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. **Note:** The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.   **Facility Missed Orders:** The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.   **Facility Missed Orders > 15 or 60 Days**: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.   **Facility Missed Trunks**: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. **Note:** trunks are not dispatched.

Exclusions:
- VZ Test Orders   - Disconnect Orders   - Verizon Administrative orders   - Additional Segments on orders (parts of a whole order are included in the whole)   - From PR-5-01 through PR-5-03: Orders that are not complete. (Orders are included in the month that they are complete)   - Suspend for non-payment and associated restore orders.   - From PR-5-04: Orders missed or delayed due to customer reasons.

Performance Standard:
Metrics PR-5-01 through PR-5-03 (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting): Parity with VZ Retail.   **UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting:** Parity with VADI   **Metric PR-5-04:** No Standard. This is a diagnostic measure.

Report Dimensions	
Company: - VZ Retail - CLEC Aggregate - CLEC Specific	Geography: Virginia

Sub-Metrics	
PR-5-01	**% Missed Appointment – Verizon – Facilities**
Description	The percent of Trunks/Dispatched Orders completed after the commitment date, due to lack of Verizon facilities.

Products	Resale: • POTS- Total • Specials • 2-Wire Digital Services.	UNE: • POTS Loop- Total • POTS Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting	Trunks: • CLEC Trunks

Calculation	Numerator		Denominator
	Number of trunks/dispatched orders where the order completion date is greater than the order due date due to Verizon Facility reasons for product group.		Number of trunks/dispatched orders completed for product group.

PR-5-02	% Orders Held for Facilities > 15 Days
Description	The Percent of Trunks/Dispatched Orders completed more than 15 days after the commitment date, due to lack of Verizon facilities.

Products	Resale: • POTS- Total • Specials • 2-Wire Digital Services.	UNE: • POTS Loop- Total • POTS Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing. • 2-Wire xDSL- Line Splitting	Trunks: • CLEC Trunks

Calculation	Numerator		Denominator
	Number of trunks/dispatched orders where the completion date minus due date is more than 15 days for Company Facility reasons for product group.		Number of trunks/dispatched orders completed for product group.

PR-5-03	% Orders Held for Facilities > 60 Days
Description	The Percent of Trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. **Note:** trunks are not dispatched.

Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of trunks where the completion date minus due date is more than 60 days for Company Facility reasons for product group.	Number of trunks completed for product group.
PR-5-04	**% Orders Cancelled (> five (5) days) after Due Date- Due to Facilities**	
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.	
Products	UNE: • POTS Loop- Total • 2-Wire Digital Services • 2-Wire xDSL Loops • Specials	
Calculation	**Numerator**	**Denominator**
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons.)	Number of orders completed or cancelled for the product group within the report month.

Function:
PR-6 Installation Quality

Definition:
This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.   **Note:** For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via SERVICE automatically by CLEC. Source: NORD

Exclusions:
• Subsequent reports (additional customer calls while the trouble is pending).   • Troubles closed due to customer action.   • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.   • Special Project PONs (if applicable) per the process documented in Appendix S.

Formula:
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100

Performance Standard:
Metric PR-6-01: Parity with VZ Retail For Found Troubles   **Metric PR-6-01, UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting:** Parity with VADI.   **Metric PR-6-02, UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days:** 2%   **Metric PR-6-03:** No standard.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

Sub-Metrics	
PR-6-01	**% Installation Troubles reported within 30 Days**
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Products	Resale: • POTS- Total • 2-Wire Digital services (ISDN) • Specials	UNE: • POTS – Loop-Total • POTS Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing. • 2-Wire xDSL-Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.
PR-6-02	**% Installation Troubles reported within seven (7) Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	UNE: • POTS – Loop Hot Cut		
Calculation	**Numerator**		**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.		Total Lines installed in calendar month.
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).		
Products	Resale: • POTS- Total • 2-Wire Digital Services (ISDN) • Specials	UNE: • POTS – Loop-Total • POTS – Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL-Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**

	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

Function:
PR-7 Metrics Not in Use in Verizon VA

Function:
PR-8 Percent Open Orders in a Hold Status
Definition:
This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period. An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include: 1. open orders that have passed the originally committed completion date due to VZ reasons; and, 2. open orders that have not been assigned a completion date due to VZ reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).
Exclusions:
• VZ Test Orders. • Disconnect Orders. • Verizon Administrative orders. • Additional segments on orders (parts of a whole order are included in the whole). • Orders that are complete or cancelled. • Suspend for non-payment and associated restore orders. • Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation) • Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.
Performance Standard:
Parity with VZ Retail. UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting performance standard is Parity with VADI.
Report Dimensions

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

Sub-Metrics			
PR-8-01	**Percent Open Orders in a Hold Status > 30 Days**		
Products	Resale: • POTS- Total • 2-Wire Digital Services • Specials	UNE: • POTS- Total • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.
PR-8-02	**Percent Open Orders in a Hold Status > 90 Days**		
Products	Resale: • POTS- Total • 2-Wire Digital Services • Specials	UNE: • POTS- Total • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL- Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.

Function:
PR-9 Hot Cut Loops
Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (*e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)*) by close of intervals noted under *Met Hot Cuts* definition due to a Verizon reason (*e.g. HFC, late turn-up, due date pushed out due to Verizon action*).

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- Additional segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.

For PR-9-02:

- Early cuts not reported by CLEC to 877-HotCuts line.

Performance Standard:

Hot Cuts:
PR-9-01: 95% completed within window
PR-9-02: Not more than 1% of lines cut early
PR-9-08: No Standard

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

one (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours
100 to 199 lines: four (4) Hours
200 plus lines: eight (8) Hours

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)[36]. Four (4) hour window applies to start time.

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

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

Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02	**% Early Cuts – Lines**	
Description	The total number of lines cut before the frame due time (i.e. the beginning of the cut-over window) or cut before mutually agreed upon time between Verizon and the CLEC divided by the total number of hot cut lines completed in the month.	
Calculation	**Numerator**	**Denominator**
	Count of hot cut (coordinated loop) lines (With or without number portability) cut before frame due time or cut before mutually agreed upon time between Verizon and the CLEC.	Count of hot cut lines completed.
PR-9-03 through PR-9-07	**Metrics not in use in Virginia.**	
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) days.
PR-9-09	**Metric Not in Use in Verizon VA**	

Section 4

Maintenance & Repair Performance

(MR)

Function		Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	3
MR-4	Trouble Duration Intervals	8
MR-5	Repeat Trouble Reports	1

Function:
MR-1 Response Time OSS Maintenance Interface

Definition:
These sub-metrics measure the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform. Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.

Exclusions:
• CLEC Create Transactions – complex create trouble transactions not available to retail. • EnView transactions • Excluded from MR-1-06: transactions that are incomplete due to Line In Use (LIU).

Methodology:
8:00AM to 5:00PM seven (7) days per week, no holiday exclusions. For VZ retail representatives: Retail performance is reported directly from Common Agent Desktop (CAD). Measurements begin when the CAD server receives a request from the GUI, and end when the CAD server sends a response back to the GUI. The create, modify, and request cancellation of trouble transaction measurements, are the sum of the averages of the response times for the initial inquiry transaction (initiated from the blank TE or Trouble Entry Screen), and the requested create, modify, or cancel (initiated from the TR or Trouble Report Screen).   The first measurement captures the response time from the time CAD receives an inquiry request from the user, who enters a TN and hits the *ok* button on the TE screen, until the data is received from LMOS and CAD sends a TR screen to the user. The second measurement captures the response time from the time CAD receives an "action" request from the user, to the time the LMOS information is received and sent to the GUI. The "action" request initiated from the TR screen can be a create, modify or cancel. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement. For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.

Performance Standard:
Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.

Report Dimensions	
Company: • VZ Retail	Geography: • Virginia

• CLEC Aggregate		

Products	• Retail	• CLEC
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:
MR-2 Trouble Report Rate

Definition:
This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office). UNE Loop is defined as 2-Wire analog loop. **Subsequent Reports:** Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information. The Disposition Codes set forth in the CLEC Handbook, Section 8.7 are included in Appendix G.

Exclusions:
• Report rate excludes subsequent reports (additional customer calls while the trouble is pending) • Troubles reported on VZ official (administrative lines) • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble Excluded from Total and Loop/CO report rates: • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). Excluded from MR-2-02 and MR-2-03 for 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing: Installation troubles

Performance Standard:
Metrics MR-2-01, 02, and 03, Report Rate: Parity with VZ Retail. Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR **Metric MR-2-04, % Subsequent Reports:** No standard. Parity to be assessed in conjunction with missed appointments. **Metric MR-2-05, % CPE/TOK/FOK Reports:** (Customer Premises Equipment, Test OK, Found OK): No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE. **UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting:** Parity with VADI

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

Sub-Metrics	
MR-2-01	**Network Trouble Report Rate**

Products	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
POTS:	Number of all trouble reports with found network troubles.		Number of Lines or specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	**Network Trouble Report Rate – Loop**	
Products	Resale: • POTS • 2-Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL- Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	**Network Trouble Report Rate – Central Office**	
Products	Resale: • POTS • 2-Wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.
MR-2-04	**% Subsequent Reports**	
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customers calling to change information.	
Products	Resale: • POTS • 2-Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2 Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).	Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**	
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials
Calculation	**Numerator**	**Denominator**
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09) and No Trouble Found (NTF) for Specials .	Number of lines in service.

Function:
MR-3 Missed Repair Appointments

Definition:
These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Loop is defined as Disposition Codes 03 plus 04.   These troubles are always dispatched out.

Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only).   This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Troubles reported on VZ official (administrative lines)
- Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment interval
- Excludes subsequent reports (additional customer calls while the trouble is pending)
- *Customer Premises Equipment (CPE) troubles
- *Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT** , and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction). Reports with multiple dispatches in the same direction are not excluded.

Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a *No Access* situation.

* The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.

Performance Standard:

Metrics MR-3-01 and MR-3-02 (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting)**–** Parity with VZ Retail.
Metrics MR-3-01 and MR-3-02 UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.

Metrics MR-3-03,: No standard.

Report Dimensions	
Company:	Geography:
• VZ Retail	• Virginia

• CLEC Aggregate • CLEC Specific	

Sub-Metrics		
MR-3-01	**% Missed Repair Appointment – Loop**	
Products	Resale: • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**	
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).	Number of Central Office Troubles (Disposition Code 05).
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).	Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	**Metric Not in Use in Verizon VA**	
MR-3-05	**Metric Not in Use in Verizon VA**	

Function:
MR-4 Trouble Duration Intervals
Definition:

This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

For **POTS, Resale, and Platform**: trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays.

For **UNE Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. *For example,* if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 8:00AM Monday. This applies to dispatched out tickets only.

For **Special Services** and Interconnection trunks, this is measured on a *stop clock* basis *(e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).*

Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for that product listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours).

For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network.

Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Troubles reported on VZ official (administrative lines)
- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- For, Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT**, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction). Reports with multiple dispatches in the same direction are not excluded.

For troubles where the *stop clock* is used:
- The time period from when the *stop clock* is initiated until the time the clock resumes.

Performance Standard:		
Parity with VZ Retail (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting). UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI.		

Report Dimensions		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia	

Sub-Metrics – Trouble Duration Intervals		
MR-4-01	**Mean Time To Repair – Total**	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05).	Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-02	**Mean Time To Repair – Loop Trouble**	
Products	Resale: • POTS- Business • POTS- Residence • 2-Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).	Number of Loop troubles (Disposition Codes 03 and 04).
MR-4-03	**Mean Time To Repair – Central Office Trouble**	

Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)		UNE: • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).
MR-4-04	**% Cleared (all troubles) within 24 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-05	**% Out of Service > 2 Hours**		
Products	Trunks: • CLEC Trunks		
Calculation	**Numerator**		**Denominator**
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).
MR-4-06	**% Out of Service > 4 Hours**		
Products	Resale: • POTS- Business • POTS- Residence • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform-Business • Platform-Residence • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**

Verizon

	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.	Number of OOS troubles (Loop and Central Office).

MR-4-07	% Out of Service > 12 Hours		
Products	Resale: • POTS- Business • POTS-Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform-Business • Platform-Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).
MR-4-08	% Out of Service > 24 Hours		
Products	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials (Non DS0 and DS0) • Specials DS1 and DS3	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials (Non DS0 and DS0) • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).
MR-4-09	**Metric Not in Use in Verizon VA**		
MR-4-10	**Metric Not in Use in Verizon VA**		

Verizon

Function:
MR-5 Repeat Trouble Reports

Definition:
This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble.   Any trouble, regardless of the original Disposition Code, that repeats as a Disposition Code 03, 04, or 05 will be classified as a repeat report with the exception of those exclusions listed in Section A below. The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:
Section A: **A report is not scored as a** *repeat* **when the original reports are:** • For Loop troubles *(e.g. analog loop, 2-Wire Digital Loops, and 2-Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected. 1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window. 2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble is found in a second report that was dispatched in the opposite direction . Section B: Excluded from the *repeat* reports are: • Troubles reported on VZ official (administrative lines) • Subsequent reports (additional customer calls while the trouble is pending) • CPE troubles • Troubles reported but not found upon dispatch (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. • Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric.

Performance Standard:
Parity with VZ Retail (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting). UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

Sub-Metrics			
MR-5-01	**% Repeat Reports within 30 Days**		
Products	Resale: • POTS • 2-Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.

Section 5

Network Performance

(NP)

Function	Number of Sub-metrics
NP-1 Percent Final Trunk Group Blockage	4
NP-2 **Collocation Performance**	8

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage

Definition:
The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]
For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and tandems.
CLEC Trunks are dedicated final trunks carrying traffic from the VZ tandem to the CLEC.

Exclusions:
Trunks not included:
• IXC Dedicated Trunks
• Common Trunks carrying only IXC traffic
VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:
• Trunks blocked due to CLEC network failure
• Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
• Trunks blocked where CLEC order for augmentation is overdue
• Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation
• Trunks blocked due to other CLEC trunk network rearrangements.

Performance Standard:
Metrics NP-1-01, 02, and 03: No standard (Note: Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.)
For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively.
Metric NP-1-04: An individual trunk should not be blocked for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Virginia

Products	Trunks: • CLEC Trunks

Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:
NP-2 Collocation Performance

Definition:
This metric includes collocation arrangements ordered via both the state and federal tariffs. **Interval:** The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions found on web-site: http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.   Refer to applicable Verizon tariff for specific collocation intervals. Tariffs are posted on the web site http://www.bell-atl.com/tariffs_info/intra/index.htm. **Completions:** VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:
• None

Formula:
Interval:Σ (Committed Due Date minus the Application Date) divided by the Number of Arrangements. % On Time: Number of Arrangements completed on Due Date (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100. Delay Days: :Σ (Actual Completion Date minus the Committed Due Date (adjusted for milestone misses)) divided by the Number of Arrangements where Due Date is missed.

Performance Standard:

Refer to applicable Verizon tariff for specific collocation intervals. Tariffs are posted on the web site http://www.bell-atl.com/tariffs_info/intra/index.htm.
 	
Metrics NP-2-01 and 05 - Physical:
    95% On Time
Metrics NP-2-02 and 06 - Virtual:
    95% On Time
Metrics NP-2-03, NP-2-04, NP-2-07, and NP-2-08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff.

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

Products	• New Applications • Augment Applications

Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**

	Number of requests for Physical Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Physical Collocation where the initial response was due in report period .

NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Virtual Collocation where the initial response was due in report period .
NP-2-03	**Average Interval – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-04	**Average Interval – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Physical Collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Virtual Collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation arrangement due completion date and due date for missed Physical Collocation arrangements (including due date extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Virtual Collocation arrangement due completion date and due date for missed Virtual Collocation arrangements (including due date extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6

Billing Performance

(BI)

Function		**Number of Sub-metrics**
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy & Claims Processing	2

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed

Definition:
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale.   For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch.   Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day.   Usage for all CLECs is collected at the same time as VZ's.

Note:
- Verizon VA monitors the level of service order errors with the potential of delaying usage feeds;
- Verizon VA monitors the timeliness of the usage feed to the process on a daily basis; and
- Verizon VA offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.

Exclusions:
Verizon Test Orders

Formula:
(Total usage records in "y" business days divided by the total records on file) multiplied by 100 **Note:** y = 4

Performance Standard:
Process is Designed at parity with Retail **Metric BI-1-02:** 95% in Four (4) Business Days.

Report Dimensions	
Company: - CLEC Aggregate - CLEC Specific	Geography: - Virginia

Sub-Metrics		
BI-1-01	**Metric Not in Use in Verizon VA**	
BI-1-02	**% DUF in four (4) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-03	**Metric Not in Use in Verizon VA**	
BI-1-04	**Metric Not in Use in Verizon VA**	

Function:
BI-2 Timeliness of Carrier Bill

Definition:
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.

Exclusions:
Verizon Test Orders

Formula:
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.

Performance Standard:
98% in 10 Business Days

Report Dimensions	
Company: • CLEC Aggregate	Geography: • Virginia

Sub-Metrics	
BI-2-01	**Timeliness of Carrier Bill**

Calculation	Numerator	Denominator
	Number of carrier bills sent to CLEC [37] within 10 business days of bill date.	Number of Carrier Bills distributed.

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

Function:	
BI – 3 Billing Accuracy & Claims Processing	
Definition:	

- These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims. (Note specific content of acknowledgement and resolution statement to be discussed at an operational meeting date TBD). Business hours for receipt of billing claims are Monday through Friday, 8:00AM until 5:00PM, excluding Verizon legal holidays;
- CLEC billing adjustment claims received outside these business hours shall be considered received at 8:00AM on the first business day thereafter.
- Day of receipt shall be considered Day zero (0) for computing acknowledgement performance.
- Day of acknowledgement of a billing claim is considered Day zero (0) for computing resolution performance.

Exclusions:
CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits.

Performance Standard:
BI-3-04: 95% within two (2) business days
BI-3-05: 95% within 28 calendar days (after acknowledgement).

Report Dimensions	
Company:	Geography:
- CLEC Aggregate	- Virginia

Sub-Metrics

BI-3-01 through BI-3-03	**Metrics not in use in Verizon VA**	
BI-3-04	**% CLEC Billing Claims Acknowledged within two (2) Business Days[38]**	
Calculation	**Numerator**	**Denominator**
	Number of billing claims acknowledged during the month within two business days.	Total number of valid/complete billing adjustment claims acknowledged during the month.
BI-3-05	**% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement[39]**	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims during the month resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims resolved during the month.

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[38] Interim measure. Sub-metric under trial in NY.

[39] Interim measure. Sub-metric under trial in NY.

Section 7

Operator Services & Directory Assistance

(OD)

Function		Number of Sub-metrics
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
• None		
Report Dimensions		
For metric OD-1-01 Operator Services – Speed of Answer Company: • Virginia Retail (and Resale) • Virginia CLEC (facility based and UNE-P) For metric OD-1-02 Directory Assistance – Speed of Answer • Virginia Retail (and Resale) • Virginia CLEC (facility based and UNE-P) [40]	Geography: • Virginia	
Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

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[40] If no Virginia CLEC traffic is handled by these centers, the data will not be reported.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:

LIDB:

- LIDB reply rate to all query attempts: Bellcore produced standard

- LIDB query time out: Bellcore produced standard

- Unexpected data values in replies for all LIDB queries: 2%

- Group troubles in all LIDB queries Delivery to OS Platform: 2%

800 Database: Bellcore produced standard

AIN: Bellcore produced standard

Metrics Not Reported:

Verizon VA does not report this performance area.

Section 8

General and Miscellaneous Standards

(GE)

Function		Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon VA does not report this performance area.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon VA has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon VA will respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon VA does not report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone).
Basic Edits	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include the following validations: State Code must equal DE, DC, MD, VA, NJ, PA, VA, WV; CLEC Id cannot be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee. In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
CLEC Trunk Requests	< = 192 Forecasted Trunks are requests for 192 trunks or less that are forecasted by the CLEC and are not projects. > 192 and Unforecasted Trunks are requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) All Common Final trunks are engineered at the B.005 level.
Common Trunks:	**High Usage Trunks** carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. **Final Trunks**: Final Trunks carry two-way local and long distance IXC traffic between an end office and a tandem switch. In some geographic areas, Final Trunks are designed to carry only two-way local or only long distance IXC traffic between an end office and a tandem, which means that the local and long distance traffic are separated.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: One (1) to nine (9) lines: one (1) hour 10 to 49 lines: two (2) hours 50 to 99 lines: three (3) hours 100 to 199 lines: four (4) hours 200 plus lines: eight (8) hours
Dedicated Final	Dedicated final trunk groups carry local traffic from a VZ Tandem to

Trunks Blockage:	a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	**High Usage Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC switch to a Verizon switch **or** carry two-way local traffic between a Verizon switch and a CLEC switch. High Usage Trunks are designed so that traffic will overflow to final trunk groups. These trunks are ordered by the CLEC. **Final Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office **or** carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold. **High Usage Trunks – VZ to CLEC Interconnection**: carry one-way local traffic from a Verizon switch to a CLEC switch. High Usage Trunks are designed so that traffic will overflow to final trunk groups. VZ orders these trunks from CLECs. **Final Trunks – VZ to CLEC Interconnection**: carry one-way traffic from a VZ switch or a CLEC switch. Final Trunks are designed using a B.005 standard. VZ orders these trunks from CLECs. **High Usage Trunks – IXC Feature Group D**: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXCs order these trunks from VZ. **Final Trunks – IXC Feature Group D**: carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed using a B.005 standard. IXCs order these trunks from VZ.
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.

Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	**Left in Dial tone Orders**. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the Central Office. Once another customer moves into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer-requested orders.

Loop Qualification	**Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for 2-Wire Digital or xDSL services.**
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (EDI, Web GUI) and requiring no manual intervention to be entered into the SOP.
Negotiated Intervals	A process whereby Verizon VA and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon VA requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon VA should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Code 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ 6 lines:	In all geographic areas, a facility check is completed on orders greater than five (5) lines.
OSS	Operations Support Systems
Parsed CSR	**The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = Y on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.**
POTS Total (Business/Residence)	**Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex and PBX trunks.**
POTS – Total (All)	**POTS Services All includes Business (simple), Residence (simple) plus ISDN BRI (complex).**

PON	**Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.**

Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project. For Special Services ordered via ASRs the following is considered a project: UNE IOF Projects- New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits. UNE Loop Projects- New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are: for DS1= 10 or more circuits for DS3, 10 or more circuits. Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers, or mergers) For additional information on Special Services projects, refer to the CLEC Handbook.
Retail/VADI	For metrics where the standard is "Parity with Retail", (a) Verizon will use its UNE 2 Wire xDSL Loops performance for Verizon Advanced Data Inc. as the basis of comparison for its UNE 2 Wire xDSL Loops performance for CLECs, and (b) Verizon will use its UNE 2 Wire xDSL Line Sharing performance for Verizon Advanced Data Inc. as the basis of comparison for its UNE 2 Wire xDSL Line Sharing performance for CLECs.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor. Used as a generic term referring to both SOACS and expressTRAK.
Special Services	Special Services are services that require engineering design

	intervention. These include such services as: high capacity services (DS1 or DS3, primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Includes: (a) orders to suspend Verizon Retail customer service for non-payment and to restore service suspended for non-payment; and (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to Verizon as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to Verizon's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.
Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-Wire enhanced channel. It is equivalent to a 2-Wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2-Wire digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-Wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.
VADI	Verizon Advanced Data Incorporated (VADI) is either the

	separate data affiliate or the office or division within Verizon that provides retail xDSL services.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering : ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order-first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering : ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop. Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit or are not for ISDN service Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • 2-Wire Digital Services • 2-Wire xDSL Services (for UNE, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing)

Special Services	Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).
	Ordering:
	• Service order classification of ordering master rec = 1
	Provisioning:
	• RID_DATE_ACT IS NOT NULL
	Maintenance:
	• Criteria for inclusion (for line count and trouble tickets) is report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit ID does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/lines are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access circuit, as defined in Glossary above.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf

Reference 1: Information contained on web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf , referenced in the PO-1 section of the C2C guidelines, at the time of the June, 2002 C2C guidelines filing is as follows:

Date	Holiday	DC	MD	VA	WV	PA	DE	NJ
01/01/2002	New Year's Day	Y	Y	Y	Y	Y	Y	Y
02/18/2002	President's Day	Y	Y	Y	Y	Y	Y	Y
03/29/2002	Good Friday	N	N	N	N	Y	Y	N
05/27/2002	Memorial Day	Y	Y	Y	Y	Y	Y	Y
07/04/2002	Independence Day	Y	Y	Y	Y	Y	Y	Y
09/02/2002	Labor Day	Y	Y	Y	Y	Y	Y	Y
10/14/2002	Columbus Day	N	N	N	N	N	N	Y
11/11/2002	Veteran's Day	Y	Y	Y	Y	Y	Y	Y
11/28/2002	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
11/29/2002	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N
12/25/2002	Christmas Day	Y	Y	Y	Y	Y	Y	Y

Reference #2: Information contained on web-site
http://128.11.40.241/east/wholesale/contact/master.htm referenced in section
PO-3 of the C2C guidelines at the time of June, 2002 filing appeared as follows:

VERIZON
National Market Centers
Escalation List for MD, DC, VA and WV- ASR, RESALE/PLATFORM and UNE
Escalation Procedural Steps:
Contact Service Representative, Contact 1st Level, Contact 2nd Level.
If required, you may also contact Third Level and Director.
Call Center Hours of Operation: Monday - Friday 8:00 A.M. - 6:00 P.M.

Contact	UNE/Resale/Platform	ASR
Point of Entry Service Representative	888-847-6288 Menu Selection #1,1	888-847-6288 Menu Selection #1,2
First Level Center Escalation	Holly Fry Tel#: 301-282-8287	Michele Alderson Tel#: 301-236-8106
Second Level Center Escalation	Cyndi Blair Tel#: 301-282-8928 Cornell Hunter Tel#: 301-282-4050	
Third Level Escalation	Terry Charlton Tel#: 301-989-4229	
NMC Director Level	Steve Herrling Tel#: 301-236-3337	

Regional CLEC Maintenance Center Escalation List

For RCMC Out of Hours Escalations, call 888 270-1800 and ask for the duty supervisor.

Escalation Level 1: Customer Care

POTS / Resale / UNE-P	DSL / Line Sharing / Hicaps
804 204 2137	973 649 8881

Escalation Level 2: Customer Care Supervisors

POTS / Resale / UNE-P		DSL / Line Sharing / Hicaps	
Sheri Patterson	804 340 5846	Mary Curry	973 497 4444
Leonard Jackson	804 340 4807	Nelson Gonzalez	973 497 4445
Christine Conner	804 340 4928	Cherisse Rheubottom	973 497 4459
Beth Waters	804 340 5848	Alizannette Rodriguez	973 649 5016
Kathryn McNamee	804 340 5847	Alien Finklin	973 649 3415

Escalation Level 3: Center Managers

POTS / Resale / UNE-P		DSL	
Chris Alston	804 340 4932	Charlie Amato	973 649 0651

Verizon

EQCU / Line Sharing		UNE Hicap	
Dave Ehrman	973 497 9747	Scott Sandhovel	973 649 2055

Escalation Level 4:

Maureen Davis Executive Director – CLEC Operations 301 282 8983

Escalation Level 5:

Tom Maguire Vice President – Verizon North CLEC Operations 212 395 3430
Clare Beth Nogay Vice President – Verizon South CLEC Operations 973 350 5111

For RCMC Out of Hours Escalations, call 888 270 1800 and ask for the duty supervisor

Last Updated 04/19/02

Resale Standard Intervals

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Verizon

Resale Standard Intervals

Verizon-South Residence

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "-A" procedure for subsequent requests Unless otherwise noted, cut off time for LSR receipt is 3 p.m. Product Name Changes for DE, NJ, PA Only.	**DUE DATE INTERVAL TO OFFER (all intervals are business days):** The timing of the interval starts when Verizon receives an accurate LSR from the CLEC. Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
One Main Line -- No Cut Through	Offer date in preorder DDA function
One Main Line -- With Cut Through	LSR received before 12 Noon: Next day or any day thereafter LSR received after 12 Noon: 2 days or any day thereafter
2-5 Lines -- With or without service already existing at premise	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ
Additional Lines* - N&T: Up to and including 5 lines (existing service) (1-5) N&T up to and including 5 lines (no existing service) (1-5) *The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ LSR's received via fax require additional one day to be added to the intervals listed.
6 or more lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
Cheap FX (non-designed-MD and VA only): 1-9 lines	DDA
Cheap FX (non-designed MD and VA only) 10+ lines	Negotiated*
LINE CHANGES	
Hunting Rearrangement: 1-20 lines	1 Day
Hunting Rearrangement: 20+ lines or complex	Negotiated*

Verizon

SERVICE REQUEST	INTERVAL
POTS (Plain Old Telephone Service) Regrades	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Telephone Number Changes	LSR received before 12 Noon – Today LSR received after 12 Noon– Next Day
No Access on Original Order	2 days before 3 PM. After 3PM, 3 days
Medical Emergency	See Escalation Procedure
Critical Situation	See Escalation Procedure
PIC/LPIC Changes Intra Lata and Inter Lata	Same Day (can take up to 48 hours to complete) or Desired Due Date (whichever is greater)
FEATURES	
Call Gate & Do Not Disturb	2 days
Easy Voice	3 days
Ultra Forward & Remote Call Forwarding	2 days
Home Voice Mail (MDVW)	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Home Voice Mail (DE, NJ, PA)	2 Days
Telephone Protection Plan (DE)	1 Day
Message Waiting Indicator	3 Days
Talking Call Waiting (NJ)	LSR received before 2 PM: Today LSR received after 2 PM: Next Day (same as regular Call Waiting)

Call Intercept	1 day. Available in the following LATAs only:
	Phila. LATA 228 (Philadelphia Metro Area - 215,
	267, 484, 610; includes DE)
	PA (LATA 226 Capital; Area Codes: 717, 610
	    & 814)
	PA (LATA 230 Altoona; Area Code: 814)
	PA (LATA 232 Northeast; Area Codes:
	    primarily 570, some 717, 610 & 908)
	PA (LATA 234 Pittsburgh; Area Codes: 412 & 724)
	Wash. Met. (LATA 236)
	 NJ (LATAs 220, 222, 224; Area Codes: 201, 609,
	732, 856, 908 & 973)
	MD (all LATAs; Area Codes: 301, 240, 410 & 443)
	VA (Area Codes: 540, 571, 703, 804 & 757)
	WV (LATA 256 Clarksburg; LATA 254 Charleston)

Distinctive Ring (formerly Identa-Ring)	1 day
Caller ID & Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Distinctive Ring (formerly Identa-Ring)	1 Day
Select Call Forwarding	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
Call Forwarding Busy Line Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Busy Line	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
All other IQ services	LSR issued before 12 Noon – Today LSR issued after 12 Noon – Next Day

Verizon

SERVICE REQUEST	INTERVAL
Directory Assistance Listing Update	2 Days from Service Order Completion
Disconnect of Feature	Same Day
Party Line (Regrades)	Offered date in preorder DDA function
700/900 Block or Toll Block	LSR received before 12 Noon – Today
	LSR received after 12 Noon – Next Day
Temporary Suspend and Restore	LSR received before 3 PM – Today
	LSR received after 3 PM – Next Day

Verizon

Verizon-South Business

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "-A" procedure for subsequent requests	**DUE DATE INTERVAL TO OFFER (all intervals are business days):** Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
INWARD POTS/MVP CENTREX	
Lines: Main and/or Additional lines, with or without premises visit (applies in all jurisdictions in Verizon South)	
1 Line (Main)	Green Light Day
2-5 Lines	Standard 5 day interval or offer date in preorder DDA function (whichever is greater)
6 or More Lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before assigning a due date to the order
CHANGES: POTS REGRADES	
(Ex: From a limited to an unlimited or extended calling area service). Applies in all jurisdictions in Verizon South	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Gross Orders (large volume/more than 50 lines)/Multiple Regrades	3 Days
CHANGES: POTS/MVP CENTREX	
Telephone Number Changes (applies to all jurisdictions in Verizon South)	LSR received before 12 Noon – Today LSR received after 12 Noon– Next Day
POTS FX/FCO, MVP CENTREX FX/FCO Accounts	Special Services Interval
CHANGES: PIC CHANGES	
Add, Delete, Change (applies in all jurisdictions in Verizon South)	
POTS, MVP CENTREX (less than 30 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS (31-50 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Individual Case Basis
Temporary Suspensions and Restorals	LSR received before 3 PM – Today LSR received after 3 PM – Next Day

Verizon

SERVICE REQUEST	INTERVAL
Disconnect Orders (D & F) Applies to all jurisdictions in Verizon South	D and F orders are worked between 2 AM and 5 AM
POTS, MVP CENTREX Lines Only (less than 50 lines)	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
POTS, MVP CENTREX Lines Only (more than 50 lines)	3 Days
Home Voice Mail	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Gold Number Service	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
INWARD (ADDING) OR CHANGES TO FEATURES ONLY ORDERS	
For POTS Accounts Only – Listed by Product. Applies in all jurisdictions in Verizon South	When the class of service is: 1BZ, 1BR, LMB, 1MB, BVA, 1VB, B1M, BWL, and 1FB only
Call Answering/Voice Mail	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day Not available for resale except under special contract
Caller ID/Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Message Waiting Indicator	3 Days
Remote Call Forwarding – Single Path	2 Days
Remote Call Forwarding – MultiPath	Follow POTS line intervals above
UltraForward	2 Days
Call Forwarding Busy Line Don't Answer	LSR received before 2 PM: Today LSR received after 2 PM: Next Day
Call Forwarding Busy Line	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Wake-up Call	4 Days
Reminder Call	4 Days
All Other IQ Features	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Hunting Rearrangements	3 Days
700/900 Block or Toll Block	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Extended Basic Referral	Not less than interval associated with the services being disconnected, changed or suspended.
Directory Assistance Listing Update	2 Days from Service Order Completion
OUTWARD (DISCONNECTING/REMOVING) FEATURES ONLY	
For POTS accounts only – all products listed above applies in all jurisdictions in Verizon South	LSR received before 2 PM – Today LSR received after 2 PM – Next Day
CHANGES, ADDITIONS, DELETIONS OF FEATURES, INCLUDING HUNTING REARRANGEMENTS	
For MVP CENTREX accounts only – all products listed above applies in all jurisdictions of Verizon South	
2-30 Lines	3 Days
INWARD AIN FEATURES	
Applies in all jurisdictions in Verizon South	

Verizon

SERVICE REQUEST	INTERVAL
Verizon VPNS (Large Business customers only)	Individual Case Basis
Call Gate	2 Days
CENTREX Ultra-Forward	2 Days
Switched Redirect	Individual Case Basis
Work at Home Billing	5 Days
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO NJ, PA AND DE ONLY)	
Local Serving Office	Green Light Day
Foreign Serving Office	Green Light Day
With MVP CENTREX	Individual Case Basis
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO MD, DC, VA AND WV)	
Local or Foreign Serving Office	Becomes a Special Services order. See Special Services intervals
With MVP CENTREX	Individual Case Basis
INWARD INTELLIGENT TOLL-FREE SERVICE IN CONJUNCTION WITH BASIC, KEY CONNECTIONS AND STANDARD SERVICE (APPLIES IN ALL JURISDICTIONS EXCEPT WASHINGTON, DC)	
IntraLATA	3 Days
InterLATA (with a long distance carrier)	5 Days

Verizon-South ISDN

SERVICE REQUEST	INTERVAL
INWARD (ADDING) ISDN-BRI (APPLIES TO NJ, PA, MD, DC, VA, WV)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN, CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO NJ, PA, MD, DC, VA WV)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI (APPLIES TO DE ONLY)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO DE ONLY)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in NJ, PA, MD, DC, VA and WV * Customer requested Foreign Exchange Service is billable ** ISDN Anywhere is free Foreign Exchange Service	

Verizon

SERVICE REQUEST	INTERVAL
Qualified - Not a Long Loop. No mid-span repeater issued as a Special Services Order	
1-5 Lines	6 Days
6 or More Lines	Minimum 6 Days. Project guidelines followed
Qualified with Longer Loop. Needs a mid-span repeater. Issued as a Special Services Order	
1-5 Lines	15 Days
6 or More Lines	Minimum of 15 Days. Project guidelines followed
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in DE only * Customer requested Foreign Exchange Service is billable ** ISDN Anywhere is free Foreign Exchange Service	
Qualified - No Longer Loop Needed or Qualified with Longer Loop (needs a mid-span repeater). Issued as a Special Services Order	
1-4 Lines	20 Days
5 or More Lines	Min. 20 Days. Regional Operations Center Project Guidelines are followed;facility checks required
INWARD (ADDING) ISDN-BRI	
Cancel and Reissue (applies in all jurisdictions in Verizon South)	
Order originally issued as Non-Special Services, with 5 (NJ, PA, Potomac) or 20 (DE) business day interval. Needs a mid-span repeater, requiring original order to be cancelled and reissued as a Special Services Order	Add 3 Days to the *Original Date Due*
OUTWARD/DISCONNECTS (REMOVING) ISDN-BRI (APPLIES TO ALL JURISDICTIONS IN VERIZON SOUTH)	
Non-Special Services "D" Order	Next Business Day
Special Services (FX)/Repeater	4 Days
PIC CHANGES: ISDN-BRI OR ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete	3 Days using the SOP (i.e., MISOS, SOP/DOE, or SOACS
Add, Change, Delete	Same Day using XEA
SET CONFIGURATION CHANGES: ISDN-BRI OR ISDN-PRI	
Applies in all jurisdictions in Verizon South	3 Days

Verizon

SERVICE REQUEST	INTERVAL
TELEPHONE NUMBER/SPID CHANGES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
ISDN-BRI: Non-Special Services, with or without Multiline Hunt	5 Days
ISDN-BRI: Special Services (FX), with or without Multiline Hunt	6 Days
CHANGE ORDERS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete Custom Calling/IQ Features on ISDN-BRI (except non-standard configuration group changes)	3 Days (when software change only)
Changes to Line Class Codes (except Multiline Hunt groups)	3 Days (when software change only)
Change Orders (applies in all jurisdictions in Verizon South)	Intervals below are based on facilities availability. 4-5 Days is allowed for pre-provisioning process which is checked before the Special Services Order is issued
Change Point to Multi-Point	5 Days. Designed Services (Special Service Orders). See non-access SS multipoint intervals based on quantity
Change Hunting	5 Days. Designed Services (Special Services Orders) 6 Days
Non-standard Configuration Group Changes	5 Days. Designed Services (Special Services Orders) 6 Days
OUTWARD/DISCONNECT (REMOVING) ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Special Services Order	4 Days
CONTRACTED ISDN SERVICES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Intervals for various ISDN services - new, changes, or disconnects that are specified in contracts between Verizon and a customer, carrier, CLEC, reseller, certified vendor or authorized dealer WILL ALWAYS PREMPT any of the standard intervals	

Verizon

Verizon-South CENTREX

SERVICE REQUEST	INTERVAL
CUSTOPAK (APPLIES IN NJ, PA AND DE ONLY)	
INWARD New Service or Regrade only from POTS to CustoPAK	
2-30 Lines	5 Days*
SUBSEQUENT CHANGES	
C Order; additions, deletions, changes, including Hunting Rearrangements to existing service (applies in NJ, PA, DE only)	3 Days*
2-30 Lines	3 Days*
With Sentry III +	5 Days added to the applicable interval above
With WATS	5 Days added to the applicable interval above
Products marked as "+" are INELIGIBLE for Resale	
(DISCONNECTS (D ORDERS) (APPLIES IN NJ, PA, DE ONLY)	
2-30 Lines	3 Days
CUSTOPAK (APPLIES IN MD, DC, VA AND WV ONLY)	
INWARD SERVICES, Regrade from POTS to CustoPAK or Subsequent Changes (C Order, additions, deletions or changes) to Existing Service - including Hunting Rearrangements)	
2-4 Lines	5 Days
5-8 Lines	6 Days*
9-14 Lines	7 Days*
15-20 Lines	8 Days*
21-30 Lines	Individual Case Basis
DISCONNECTS ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN MD, DC, VA AND WV ONLY)	
2-30 Lines	3 Days
CUSTOPAK MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
PIC CHANGES ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-30 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South	
1-30 Lines	3 Days

Verizon

SERVICE REQUEST	INTERVAL
CUSTOFLEX 2100 (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
New Service or Regrade from POTS to CustoFLEX or subsequent addition of lines to existing CustoFLEX 2100 service	
2-30 Lines*	3 Days⁺
21-75 Lines*	5 Days⁺
76-100 Lines*	7 Days⁺
101-400 Lines*	Individual Case Basis⁺
* Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date	⁺ All CustoFLEX 2100 services and their associated intervals are predicated on available facilities, telephone numbers, office equipment, technician availability, etc.
TELEPHONE NUMBER CHANGES ON CUSTOFLEX 2100 ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 AND ISDN	
See ISDN Template	
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING CUSTOFLEX 2100 ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis	
PIC CHANGES ON EXISTING CUSTOFLEX 2100 ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	Negotiated, typed and distributed before 2 PM - Today Negotiated, typed and distributed after 2 PM - Next Day
50+ Lines	Individual Case Basis

Verizon

SERVICE REQUEST	INTERVAL
DISCONNECTS ON EXISTING CUSTOFLEX 2100 ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
CUSTOFLEX 2100 MULTIPATH CALL FORWARDING (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED/DESIGNED CENTREX	
Applies in all jurisdictions in Verizon South	If a design is warranted (i.e., distance from CO requires electronics, etc.), the date due (and order type) may be affected. Network Engineering advises the negotiator to reissue the order as Special Services and the due date is renegotiated
INWARD (New - N, T), or Subsequent Addition of Lines to an Existing Engineered CENTREX Account	
1-5 Lines*	Green Light Day
6-49 Lines*	See facilities check above. Minimum of 5 Days, however, date due will be based on facilities availability
50+ Lines* *Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date	Individual Case Basis. Requires facilities availability check
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACOUNTS	
Includes main TN which may require N&D Orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
ENGINEERED CENTREX AND ISDN	
See ISDN Template	

Verizon

SERVICE REQUEST	INTERVAL
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING ENGINEERED CENTREX ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis	
PIC CHANGES ON EXISTING ENGINEERED CENTREX ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
50+ Lines	Individual Case Basis
DISCONNECTS ON EXISTING ENGINEERED CENTREX ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
ENGINEERED CENTREX MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED CENTREX 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
CallMAX Services (APPLIES IN DC, DE, MD, PA AND VA ONLY)	Negotiated
	The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations.

Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.

Verizon

VERIZON-South Migrations-Conversions

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS	
Received Electronically	1 Business Day Interval
Received Via FAX	2 Business Days Interval
AS SPECIFIED MIGRATIONS	
LSR's received via fax require additional one day to be added to the intervals listed	The migration order carries the same interval as stated above for AS IS. The AS SPECIFIED work will carry the interval for the work being requested on the LSR, (such as feature or line additions) but will never carry a due date sooner than the actual migration order

VERIZON-South Special Services

SERVICE REQUEST	INTERVAL
Unless otherwise specified below, requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date is assigned to the order.	
1-23 Special Services (e.g., Trunks, DID, Circuits 1000-3000, 6000, 9000, FX/FCO/FZ, Switched 56, DDS)	6 Days
1-23 Legs of a Multi-point Circuit	6 Days
23+	Negotiated The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
SPECIAL SVC DISCONNECTS	
Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Any quantity of lines, circuits: 4 Business Days
DS1 High Cap (includes all types, muxed and non-muxed, i.e., Flexpath, DS1 Handoff, ADC, LTS, PRI (all types) and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS1 Services, unless separately noted) #included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility checks, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.	1-8 DS1s 9 Days with Facilities. This interval includes a 3# day facility check; 9+ systems negotiated interval. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 9+ DS1 intervals are negotiated The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
DS3 High Cap (includes all types, muxed and non-muxed, LTS, and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS3 Services, unless separately noted) #included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility check, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.	1-4 DS3s 20 Days with Facilities. This interval includes a 6# day facility check. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 14 Day interval. 5+ DS3 intervals are negotiated The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
DSO Ordered with High Cap	
DSO Trunks Riding High Cap Pipe Ordered with Pipe - Non-Access, Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Intervals below based on facility availability. 4-5 Days is allowed for pre-provisioning process check
After the initial installation of a pipe, additional trunks may be added, using the standard interval for 1-23 trunks	
Up to 200 Lines	2 Weeks (Interval After Cmpltd Package Rc'vd)

Verizon

SERVICE REQUEST	INTERVAL
Over 200 Lines	Negotiated*
Infospeed DSL (NJ)	5 Days
Change PIC Flexpath or ISDN-PRI	5 Days
FlexGrow Service	12 Days
PROJECTS (ALL JURISDICTIONS)	Multiple coordination required to determine due date.
FRAME RELAY+ 56Kbp, DS1 9 Days## DS3 20 Days## OC3C and Projects Negotiated*	##Day 1 starts after receipt of the VAD CFA

+Does not apply for PA Fast Packet or Advanced Data Products

+In NJ standard pre non-VAD Intervals remain

DISCONNECTS OF HIGH CAPACITY SERVICES (APPLIES ALL JURISDICTIONS VERIZON SOUTH)

All High Capacity Services	Any Quantity 4 Days

FIRST OFFICE APPLICATIONS

Any new technologies/products in a geographic area	Any Quantity 4 Days

NON-TARIFFED SERVICES OR ICB DESIGN

	Any Quantity 4 Days

SUBSEQUENT SPECIAL SERVICES CHANGES

Changes not requiring design for the following Products or Services	Intervals associated with POTS used for the feature/changes below
PIC	Any Quantity 4 Days
IQ Services	Any Quantity 4 Days
556/576/976/Restrictions	Any Quantity 4 Days
Call Denial	Any Quantity 4 Days
Class of Service	Any Quantity 4 Days
Suspend for Non-Payment	Any Quantity 4 Days
Deny/Non-Basic	Any Quantity 4 Days
Toll Deny	Any Quantity 4 Days
Record Orders Not Effecting Any Provisioning Database	Any Quantity 4 Days

SERVICES NEGOTIATED IN COORDINATION WITH INDEPENDENT COMPANIES
Not all Independent Telephone Companies (ITC) provide all Special Services. The intervals below are based on the ITC product availability, and facility availability of these services

PA:	
Inward Orders (not projects)	10 Business Days
Outward Orders	6 Business Days
NJ:	
Inward Orders (not projects)	10 Business Days
Outward Orders	6 Business Days
MD, VA, WV:	Pending independent Telco negotiations. Exchange Carrier Services is contacted

Verizon

	Intervals for Unbundled Network Elements	
	REVISED February 4, 2002	
All Intervals are Business Days Unless Otherwise Noted****		
BA-NY = New York		
BA-NE = Massachusetts, Maine, New Hampshire, Vermont, Rhode Island		
BA-S = Pennsylvania, New Jersey, Maryland, Delaware, Virginia, West Virginia, Washington D.C.		
UNE		
Service		
LOOP (NY, NE & S)	**Interval**	
NEW INSTALLS		
2 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	**SMARTS**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**SMARTS**	
6+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**Greenlight Date**	
11-20	**10 Days**	
21+	**Negotiated***	
Disconnects	**2 Days**	
2 Wire Analog Loops -CSS		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	

Verizon

Disconnects	2 Days	
2 Wire Digital Loop-ISDN Qualified including V-Loops		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	SMARTS	
6+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	9 Days (includes loop qualification/facility check)	
11-20	13 Days (includes loop qualification/facility check)	
21+	Negotiated*	
Disconnects	2 Days	
House and Riser		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	SMARTS	
BA-NE:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	SMARTS	
BA-S:		
1-9 Loops	N/A	
10+	N/A	
Disconnects	N/A	
4 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	Greater of 7+ Days or SMARTS	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	Greater of 7+ Days or SMARTS	
6+	Negotiated*	

Verizon

Disconnects	2 Days	
BA-S:		
1-5 Loops	N/A	
6+	N/A	
Disconnects	N/A	
4 Wire Analog Loops-CCS		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Disconnects	2 Days	
2 Wire Digital Loops-ADSL Qualified and 2+4 Wire Digital Loops-HDSL Qualified		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	

Verizon

Digital Design Loops including:		
2W Digital Design Metallic Loop 18-30K ft		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
2W Digital Design Metallic Loop 18-30K ft w/request for zero bridged tap		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Loop Qualification	**3 Days**	
Conditioning	**15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	

Verizon

21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital ADSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	

Verizon

BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
4W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital with ISDN Electronics		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	

Verizon

Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
4 Wire Digital -DS1 including V-Loops		
BA-NY:		
1-9 Loops	9 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+6 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-NE:		
1-9 Loops	9 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+6 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-S:		
1-10 Loops	13 Days (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD + 10 days	
Disconnects	2 Days	
Digital DS3 Loop including V-Loop		
BA-NY:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-NE:		

Verizon

1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-S:		
1-10 Loops	LAM+18 Days where facilities exist (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD+15 Days facility check done prior to placing order 2 days	
Disconnects	2 Days	
M-Loops		
4 Wire Digital M-Loop-DS1		
BA-NY:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+ 15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+ 15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	13 Days (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD + 10 Days	
Disconnects	2 Days	
2 Wire Analog M-Loops and 2 Wire Digital M-Loops-ISDN		
BA-NY:		
1-10 Loops	6 Days	
11+	Negotiated*	
No Facilities	ECCD+ 6 Days	
Disconnects	2 Days	
BA-NE:		

Verizon

1-10 Loops	6 Days	
11+	Negotiated*	
No Facilities	ECCD+ 6 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
No Facilities	RCCC 2 Days, FMC 2 Days	
Disconnects	2 Days	
HOT CUTS/SERVICE TRANSFERS		
2 Wire Analog Loops and 2 Wire Digital Loops-ISDN Qualified		
BA-NY:		
1-9 Loops	5 Days	
10+	Negotiated*	
BA-NE:		
1-9 Loops	5 Days	
10+	Negotiated*	
BA-S:		
1-10	5 Days	
11-20	10 Days	
21+	Negotiated*	
4 Wire Analog Loops		
BA-NY:		
1-9 Loops	7 Days	
10+	Negotiated*	
BA-NE:		
1-9 Loops	7 Days	
10+	Negotiated*	
BA-S:	N/A	
EEL		
DS3 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-8 IOF Arrangements	15 Days	

Verizon

9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
All	Negotiated*	
Disconnects	2 Days	
DS3 EEL Loop		
BA-NY:		
1-9 Loops	15 Days	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	15 Days	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	Loop Facility Available Date +15 Days	
11+	Negotiated*	
Facility Check	72 Hours (In addition to 15 day Interval)	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
DS1 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
DS1 EEL Loop		
BA-NY:		
1-9 Loops	15 Days (includes 72 hour facility check)	

Verizon

10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	15 Days (includes 72 hour facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	10 Days *	
11+	Negotiated*	
Facility Check	72 Hours (In addition to 15 day interval)	
No Facilities	ECCD+ 10 Days	
Disconnects	2 Days	
SWITCH (BA-N&S)		
POTS Platform (Res/Bus w/ zone pricing)		
BA-NY & NE:		
Migration:		
As is:	Next Day	
As specified:	2 Days	
New Lines:		
1-5 Lines	Smarts Clock	
6+ Lines	Negotiated*	
Facility check	72 Hours	
BA-S:		
New 1-5 Platforms (per order)	Intervals provided by LiveWire	
New 6-10 Platforms	5 Days	
New 11-20 Platforms	7 Days	
New 21+ Platforms	Negotiated*	
As Is Migrations		
Received Electronically	1 Bus Day Interval	
via Fax	2 Bus Day Interval	
As Specified Migration	The migration order carries the same interval as stated above for "As Is." The "As Specified" work will carry the interval for the work being requested on the LSR, but will never carry a due date sooner than the actual migration order.	

Verizon

UNE Switch Port Analog (Res & Bus)		
BA-NY & NE:		
1-19 Lines (per order)	**2 Days**	
20-100 Lines (w/facilities)	**10 Days**	
Other	**Negotiated***	
Hot Cut-existing customer	**5 Days**	
BA-S:		
1-5 Ports (per order)	**Interval provided by LiveWire**	
6-10 Ports	**5 Days**	
11-20 Ports	**7 Days**	
21+ Ports	**Negotiated***	
FEATURE/SERVICE CHANGES		
BA-NY & NE:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling, All Phonesmart (including Call Blocking, Anonymous Call Rejection, Call Return, and Call Trace), Repeat Dialing.	**LSR Received by 3 p.m. (EST) Same Day.** **LSR Received after 3 p.m. (EST) Next Day.**	
Telephone Number Changes	**Issued before 12 Noon (EST) Today by 7 p.m.** **Issued after 12 Noon (EST) Next Day by 7 p.m.**	
Other Features:		
Caller ID, Caller ID With Name, Call Waiting ID, Call Waiting ID With Name, Call Manager, Call Manager With Name.	**4 Days**	
Remote Call Forwarding	**2 Days**	
Hunting	**1 Day**	
Distinctive Ringing	**1 Day**	
Suspend, Block, or Restore Orders.	**1 Day**	
BA-S:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling.	**LSR received before 12 Noon (EST) Same Day** **LSR received after 12 Noon (EST) Next Business Day**	
Other Features:		
Caller ID/Deluxe, Call Waiting ID, Call Manager.	**2 Days**	
Remote Call Forwarding Single Path	**2 Days**	
Remote Call Forwarding Multipath	**Same as Analog Pots Ports**	
Hunting	**3 Days**	
Distinctive Ringing	**1 Day**	

Verizon

Suspend, Restore, Disconnect Orders.	**LSR received before 12 Noon (EST) Same Day** **LSR received after 12 Noon (EST) Next Business Day**	
PIC Change Only	**LSR received before 2 p.m. (EST) Same Day** **LSR received after 2 p.m (EST) Next Business Day**	
UNE Switch Port Centrex		
BA-NY & NE:		
Analog (Migration or New)		
1-20 Ports (w/ Standard Features)	**10 Days**	
21+ Ports (w/ Standard Features)	**Negotiated***	
Any Ports w/ Non-Standard Features	**Negotiated***	
BA-S:		
Analog		
1-10 Ports (per order)	**5 Days**	
11-20 Ports	**7 Days**	
21+ Ports	**Negotiated***	
ISDN		
1-5 Ports	**5 Days (Delaware: 20 Days)**	
6+ Ports	**Negotiated***	
DS1 - DID, DOD, PBX Port Interface		
BA-NY & NE:		
Ports		
1 - 4 Ports	**20 Days ***	
4 + Ports	**Negotiated***	
BA-S:		
Switched DS1 Port		
1-4 Ports	**16 Days ***	
5-9 Ports	**20 Days ***	
10+ Ports	**Negotiated***	
***Plus 4 Days pre-provisioning process check**		
UNE Switch Port/Platform Basic Rate Interface - ISDN Port		
BA-NY & NE:		
Migration/New		
1-12 lines	**8 Days**	
13+ Lines	**Negotiated ***	
BA-S:		
Port:		

1-5 Ports (per order)	5 Days (Delaware: 20 Days)	
6+ Ports	Negotiated*	
Platform:		
1-10 Platforms (per order)	6 Days	
11-20 Platforms	10 Days	
21+ Platforms	Negotiated*	
Migration or New		
1-5 Platforms (per order)	5 Days (Delaware: 20 Days)	
6+ Platforms	Negotiated*	
Primary Rate Interface - ISDN Port		
BA-NY & NE:		
Ports		
1- 4 Ports	20 Days *	
4+ Ports	Negotiated *	
BA-S:		
1-4 Ports	18 Days *	
5-9 Ports	26 Days *	
20+ Ports	Negotiated*	
*Plus 4 Days pre-provisioning process check		
UNE Switch Port TR008 BA NY, NE and BA-S	Negotiated*	
PAL/Coin Platform		
BA-NY & NE		
Migration:		
As is:	Next Day	
As specified	2 Days	
New Lines:		
1 - 5 Lines	Smarts Clock (POTS)	
6+ Lines	Negotiated*	
Facility Check	72 Hours	
BA-S:		
New 1 - 5 Platforms (per order)	Intervals provided by Livewire	
New 6-10 Platforms	5 Days	
New 11-20 Platforms	6 Days	
New 21 + Platforms	Negotiated*	
Migration As Is		
LSR received before 12 noon	Same Day	
LSR received After 12 noon	Next Day	
Migration As Specified	2 Days	

Verizon

UNE Switch Port Coin/PAL		
BA-NY & NE:		
1-19 Lines (per order)	**2 Days**	
20-100 Lines (w/facilities)	**10 Days**	
Other	**Negotiated***	
Hot-Cut-existing Customer	**5 Days**	
BA-S:		
PAL Port		
1-10 Ports (per order)	**3 Days**	
11-20 Ports	**6 Days**	
21+ Ports	**Negotiated***	
Coin (UCP) Port		
1-10 Ports (per order)	**3 Days**	
11-20 Ports	**6 Days**	
21+ Ports	**Negotiated***	
UNE Switch Port SMDI (BA-N&S)	**Negotiated***	
Interoffice Facilities (BA-N&S)		
Dedicated IOF DS1 Transport		
Facilities Check	**72 Hours**	
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
***15 Days includes facility check**		
Facilities not available	**Negotiated***	
Dedicated IOF DS3 Transport		
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days**	
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
***15 Days includes facility check**		
Facilities not available	**Negotiated***	
Dedicated IOF OC-n Transport (NY, NE)	**Negotiated***	

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Dedicated STS-1 IOF Transport (NY)	**Negotiated***	
Unbundled Multiplexing (3/1, 1/0)		
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
* 15 Days includes facility check		
Facilities not available	**Negotiated***	
Low Speed (DS1, Voice Grade) Connections from MUX		
Quantity 1-8	**15 days from installation of MUX**	
Quantity >8	**Negotiated***	
Unbundled Dedicated Trunk Ports, Extended Dedicated Trunk Ports		
New Trunk Group 1-240 trunks (1-10 DS1s)	**60 business days**	
Add to existing groups 1-96 trunks (1-4 DS1s)	**30 business days**	
Number of trunks exceeds above	**Negotiated***	
Dark Fiber (MA/NH/RI only)	**Negotiated***	
AIN/SS7 (BA-N&S)		
SS7 - Access to STPs	**Negotiated***	
SS7 - Query Access to call related IN db (LIDB)	**Negotiated***	
SS7 - Query Access to call related IN db (800/888)	**Negotiated***	
SS7 - Query Access to call related AIN db.	**Negotiated***	
SS7 - Query Access to LNP db	**Negotiated***	
Service Mgmnt System/Service Creation - AINService Development	**Negotiated***	
CLEC AIN Service Deployment-Mass Mkt	**Negotiated***	
CLEC AIN Service Deployment-Complex	**Negotiated***	
AIN Trigger Access-Line Based/Subscribed Triggers	**Negotiated***	
AIN Trigger Access-Other(Office Based Triggers)	**Negotiated***	

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Number Portability		
BA-NY & NE		
Local Number Portability (LNP) without unbundled Loops	**Intervals apply when appropriate facilities are available.**	
1-19 Lines/numbers	**3 Days**	
20-100 Lines	**10 Days**	
Over 100 Lines	**Negotiated***	
LNP with unbundled Loops	**Loop intervals apply but not less than 3 days**	
BA-S		
Local Number Portability (LNP) without unbundled Loops		
1-50 Lines	**3 Days**	
51-100 Lines	**4 Days**	
101-200 Lines	**5 Days**	
Over 200 Lines	**Negotiated***	
LNP with unbundled Loops	**Loop intervals apply but not less than 3 days**	
Directory Assistance		
CLECs customer's information incorporated into database	**2 days**	
DA Trunks to TOPS Tandem Provisioning Intervals		
If Facilities are available	**18 days**	
If Facilities are not available	**Negotiated***	
Line Identification Database ("LIDB"):		
CLECs customer's information incorporated into database	**2 Days**	
Operator Services:		
Provisioning of FG C-type Modified Operator Services Signaling Trunks:		
If Facilities are available:	**18 days**	
If Facilities are not available:	**Negotiated***	
LINE SHARING AND LINE SPLITTING		
NEW YORK AND NEW ENGLAND		
1-5 LOOPS	**3 BUS DAYS**	
6-9 LOOPS	**12 BUS DAYS**	
10+	**NEGOTIATED**	

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DISCONNECTS	2 BUS DAYS	
BA SOUTH		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE W/ DSL PREMIS		
1-5 LOOPS	6 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE EXCEPTIONS		
PENNSYLVANIA		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	3 BUS DAYS	
10+ LOOPS	3 BUS DAYS	
20+	6 BUS DAYS	
MARYLAND		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
RESOLD DSL OVER RESOLD VOICE		
BA NO & SO		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	

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* In NY implementation intervals begin upon receipt of application in all other states implementation intervals begin upon acceptance of the JO		
** Conditioned space/special construction required		
***Initial/Subsequent		
*The term "*negotiated*" refers to the Internal/VZ negotiating done within various provisioning organizations.		
**** Intervals apply to standard arrangements which were properly forecast. Intervals for non-standard arrangements shall be mutually agreed upon by the CLEC and Verizon.		

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Last Updated 05/07/02

UNE-P Standard Intervals

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SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only):	DUE DATE INTERVAL TO OFFER (all intervals are business days): *The term "negotiated" refers to the Internal/V2 negotiating done within various provisioning organizations LSR's received via fax require additional one day to be added to the intervals listed Unless otherwise noted, cut off time for LSR receipt is 5 p.m.

Analog POTS Platform(new):

Service	Interval
Analog POTS Platform: residential main line with cut through	LSR received before noon=next day LSR received after noon=min. 2 days
Analog POTS Platform: 1-9 lines	DDA (not to exceed 5 days in NJ)
Analog POTS Platform: 10+ lines	Negotiated*
Platform FX non-designed(MD and VA only):1-9 lines	DDA
Platform FX non-designed(MD and VA only) 10+ lines	Negotiated*

Platform Digital Services(new):

Service	Interval
Platform ISDN BRI 1-9 lines	10 days
Platform ISDN BRI: 10+ lines	Negotiated*
Platform ISDN BRI(DE): 1-5 lines	20 days
Platform ISDN BRI (DE): 6+ lines	Negotiated*
Platform ISDN PRI: 1-9 lines	20 days
Platform ISDN PRI: 10+ lines	Negotiated*
ISDN Anywhere(Virtual ISDN)	Use FX intervals

Platform Centrex Services :

Service	Interval
AS-IS migrations(with standard features):	
1-5 lines	5 days
6-20 lines	10 days
21 lines and over	Negotiated
New requests:	
Platform Centrex: up to 20 lines	Negotiated*
Platform Centrex: 20+ lines	Negotiated*

Special Services (new):

Service	Interval
Platform FX(designed): 1-9 lines	10 days
Platform FX(designed): 10+ lines	Negotiated*

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SERVICE REQUEST	INTERVAL
Platform Digital Handoff: 1-9 lines	20 days
Platform Digital Handoff: 10+ lines	Negotiated*
Platform PBX Service(Analog)-New:	
Facility Check:	
6-9 lines	24 hrs for facility check
10+	72 hrs for facility check
Installation:	
1-23 trunks	6 days + facility check
23+ trunks	Negotiated
Migrations (As Is):	
1-23 trunks	5 days
23 + trunks	Negotiated
Platform Coin Service(POTS):	
1-5 lines	DDA
6-10 lines	5 days
11-20 lines	6 days
20+ lines	Negotiated*
Platform POTS Features:	
Call Forwarding	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID Deluxe	LSR received before Noon – Today LSR received after Noon – Next Day
Distinctive Ring (formerly Identa-Ring)	1 Day
Hunting rearrangement : 1-20 lines	1 day
Hunting rearrangement: 20+ lines or complex service	Negotiated*
Listings	2 days from service order completion
Priority Call	LSR received before Noon – Today LSR received after Noon – Next Day
PIC/LPIC Change	LSR received before 3 p.m. – Today LSR received after 3 p.m. – Next Day
Remote Call Forwarding (PA/NJ only)	2 days
Repeat Call	LSR received before Noon – Today LSR received after Noon – Next Day
*69 (aka return call)	LSR received before Noon – Today LSR received after Noon – Next Day
Select Forward	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 8	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 30	LSR received before Noon – Today LSR received after Noon – Next Day
Three Way Calling	LSR received before Noon – Today

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SERVICE REQUEST	INTERVAL
	LSR received after Noon – Next Day
Touch Tone	LSR received before Noon – Today LSR received after Noon – Next Day
Ultra Call Forward	2 days
Class Blocking/IQ Declass	LSR received before Noon – Today LSR received after Noon – Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before Noon – Today LSR received after Noon – Next Day
Disconnect of Feature	Same day

VERIZON-South Migrations-Conversions-Disconnects

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS(POTS)-received electronically	Received before 3pm-next day
	Received after 3pm-2 days
As Is Migrations(POTS)-received via fax	2 days
AS SPECIFIED MIGRATIONS(POTS)	The AS SPECIFIED work will carry the longest of the intervals for the work being requested on the LSR, (such as feature or line additions) but no less than AS IS migration intervals.
As Is migrations (Specials)	10 days
As Specified Migrations (Specials)	10 days
Disconnects-POTS	Same day
Disconnects-Special Services (BRI, FX, etc.)	4 days
Temporary Suspension and Restoral (POTS only)	LSR received before noon – Today LSR received after noon – Next Day

Reference #4 [http://www.bell-atl.com/tariffs_info/intra/index.htm**]**

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