

Metric	Domain	Change Control Number	Status	Status Date	Report Affected	Products Affected	Required Delivery Month	Actual Delivery Month	Months Affected	Date Opened	Date Closed	Description and Comments	Metric Impact												
BI-5	Billing	CCVA2001-02086-Bil	Rescheduled	11/29/01	CLEC Aggregate CLEC Specific	Resale, Retail and UNE	Mar-02			Aug-00- Feb-01	09/19/01	Establish an eTRAK feed to the billing repository to capture the total number of files. In addition, establish a process to capture CLEC initiated closed referrals where CLECs reported to Verizon incomplete information content or formatting of the mechanized bill feed files.	With the migration of accounts from CRIS to eTRAK, only CRIS bills were reported. Therefore, Verizon has been under-reporting the total number of bill files.												
OR-1-03 thru OR-1-13 OR-2-03 thru OR-2- 12 OR-3-01 OR-5-01	Ordering	CCVA2000-00106-Ord	Retracted	12/21/01	CLEC Aggregate CLEC Specific	Specials, Trunks	NA	NA	NA	12/08/00		A small percentage of ASRs are duplicate records caused by various transactions processed by more than one Service Representative. This change initiates an Information Technology initiative to prevent the receipt of duplicate ASRs.  This request is no longer required, because corrective action has been taken via training and system edits that have resolved the issue.	None												
OR-1-03 thru OR-1-10 OR-2-03 thru OR-2-10	Ordering	CCVA2001-01877-Ord	Rescheduled	09/25/01	CLEC Aggregate CLEC Specific	Resale, Retail and UNE	Jan-02			Aug-00 - Dec-01	08/10/01	IT initiative substantially completed with the October date month. Minor issues outstanding which will be addressed with February '02 IT release.	The implementation of this request will more accurately identify the number of lines on a request and improve metrics associated with confirmations.												
OR-1 OR-2	Ordering	CCVA2001-02320-Ord	Rescheduled	12/03/01	CLEC Aggregate CLEC Specific	Complex, POTS - Total, Specials	Dec-01			Aug-00 - Nov-01	09/17/01	A recent internal review revealed that a small number of UNE Loop orders were not being classified properly in the Complex, Specials and POTS categories due to inadequate combinations of Network Channel, Network Channel Interface and Secondary Network Channel Interface codes. Some orders that should have been classified as Complex were erroneously classified as either Specials or POTS. This change control updates the table that classifies these orders.	This table update will result in an increase of orders classified as Complex, a decrease in late PONs on the Late PON report.												
OR-4-01 OR-4-02	Ordering	CCVA2001-03361-Ord	Production	12/24/01	CLEC Aggregate CLEC Specific	All	Nov-01	Nov-01	NA	12/21/01	12/24/01	When the time stamp is 00:00 (midnight) for the CRIS completion, OMM interpreted this as 11:59PM of the previous day, hence incrementing the number of business days by 1 day. With the conversion to NMP (see CC 3191), the date and time stamp on the order will be used and the additional business day will not be added.	From the testing results, the performance for Resale OR-4-02, for example, is impacted as follows: <table border="1"> <tr> <td></td> <td>PMO (OMM)</td> <td>FMO (NMP)</td> </tr> <tr> <td>Sept</td> <td>56.50%</td> <td>69.64%</td> </tr> <tr> <td>Oct</td> <td>44.04%</td> <td>90.24%</td> </tr> </table> There was minimal impact for Resale OR-4-01 or Sept and October.		PMO (OMM)	FMO (NMP)	Sept	56.50%	69.64%	Oct	44.04%	90.24%			
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PO-1	Pre-Ordering	CCVA2001-00900-Pre	Rescheduled	12/20/01	CLEC Aggregate	OSS	Feb-02			Jan-01 - Jan-02	9/25/01	This change control will modify the Wholesale EDI/CORBA PGP parser code scripts from timing out before a response is received from the EDI/CORBA parser.  System design problem delayed delivery of full functionality. EDI completed 12/11. First full month delivered in Jan-02. CORBA changes scheduled for delivery in Feb-02.	Business impact is minimal. During an analysis of eleven days of code (5/28/01 through 6/7/01), the following results were seen: <table border="1"> <tr> <td></td> <td>Missed Transactions</td> <td>Total Transactions</td> <td>% Missed</td> </tr> <tr> <td>CORBA</td> <td>8</td> <td>7,846</td> <td>0.10%</td> </tr> <tr> <td>EDI</td> <td>15</td> <td>8,103</td> <td>0.19%</td> </tr> </table>		Missed Transactions	Total Transactions	% Missed	CORBA	8	7,846	0.10%	EDI	15	8,103	0.19%
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PO-1-10	Pre-Ordering	CCVA2001-03135-Pre	Production	12/19/01	CLEC Aggregate CLEC Specific	All	Nov-01	Nov-01	Aug-01 - Oct-01	12/04/01	12/19/01	A review of Pre-Ordering metrics identified two reporting problems: an incorrect pivot table parameter; and Sunday was not excluded from the metric calculation as specified by the guidelines. This issue began in August 2001 with the establishment of reporting CORBA PO-1-10.	Minimal or no impact on reported results. Number of observations increased. PO-1-10 EDI reporting was correct until the implementation of the PO-1-10 CORBA.												
PO-2-02	Pre-Ordering	CCVA2001-03145-Pre	Issued	11/30/01	CLEC Aggregate CLEC Specific	EDI	Dec-01			Aug-01 - Nov-01	11/30/01	The calculation of PO-2 is based on interface outages captured by EnView and those reported by CLECs. EnView transactions run on EDI server pairs. A new pair of servers was implemented in May 2001. With this change, EnView transactions associated with these servers will be included in the calculation for this metric.	CLEC reported outages have correctly been included in the metric result for all EDI server pairs. The only additional, potential outages that may not have been included in PO-2 are those associated with the new server pair and captured by EnView.												
PO-1-01 thru 1-09	Pre-Ordering	CCVA2001-03232-Pre	Issued	12/05/01	CLEC Aggregate CLEC Specific	EDI	Dec-01			May-01 - Nov-01	12/05/01	The calculation of PO-1 in VA is based on simulated EnView transactions. Performance results for PO-1 EDI include EnView transactions for one of two servers that handle CLEC EDI transactions. A new pair of EDI servers was implemented in May 2001. EnView transactions associated with these servers need to be included in PO-1 metric calculations.	Current volume of transactions spread across all EDI servers.												
PO-1-01, PO-1-03, PO-1-06	Pre-Ordering	CCVA2001-03233-Pre	Issued	12/12/01	CLEC Aggregate CLEC Specific	Resale Retail and UNE	Dec-01			Oct-01 - Nov-01	12/12/01	Correct the EDI parser server templates and code to stop transactions from failing and to properly mark failed transactions as failures.	There was no impact on meeting the performance standard for PO-1. PO-2 impacts are not known.												

Virginia Issues Log  
December Report  
for November 2001 Data Month

Metric	Domain	Change Control Number	Status	Status Date	Report Affected	Products Affected	Required Delivery Month	Actual Delivery Month	Months Affected	Date Opened	Date Closed	Description and Comments	Metric Impact															
PO-3-01 PO-3-02	Pre-Ordering	CCVA2001-03292-Pre	Production	12/24/01	CLEC Aggregate CLEC Specific	Resale Retail and UNE	Nov-01	Nov-01	Jun-01- Oct-01	12/19/01	12/24/01	During an internal review of the metric performance results for June and September, 2001, various errors were discovered in the underlying data used to calculate the metrics. A customized spreadsheet was used instead of the Daily Calls Answered Report.	There was minimal impact. Based on KPMG analysis for selected days in June and September, the discrepancies in number of answered calls ranged from 1 to 61. For % of call answered <= 20 seconds, the differences ranged from 1% to 6%															
PR-1-01 & 1-02 PR-1-06 to 1-08 PR-1-10 & 1-11 PR-2-01 & 2-02 PR-2-06 to 2-08 PR-2-10 & 2-11 PR-4-01 to 4-03 PR-4-08 & 4-09 PR-5-01 to 5-03 PR-6-01 & 6-03 PR-8-01 to 8-02	Provisioning	CCVA2001-01801-Pro	Production	12/14/01	CLEC Aggregate CLEC Specific	Retail Specials	Apr-02	Nov-01	Aug-00- Oct-01	08/06/01	12/14/01	This change will include the reporting of CABS orders in VA Retail Specials metrics.	The exclusion of CABS orders from the Retail Specials data has resulted in the under-reporting of the numerator and denominators for these metrics.															
PR-2-01 thru 2-09 PR-3-01 thru 3-11 PR-8-01, 8-02	Provisioning	CCVA2001-02552-Pro	Production	12/14/01	CLEC Aggregate CLEC Specific	Resale Retail and UNE	Nov-01	Nov-01	Aug-00- Oct-01	11/15/01	12/14/01	Change Control CCMSTR2001-01707-Pro was implemented incorrectly. The work completed did not properly code to exclude orders where the first subscriber missed appointment is SP and a subsequent subscriber missed appointment code is something other than SP.	Based on an analysis in a comparable State, the impact is less than 0.2%.															
PR-1-01, 1-02, 1-08, PR-2-01, 2-02, 2-08, PR-4-01	Provisioning	CCVA2001-02791-Pro	Issued	12/05/01	CLEC Aggregate CLEC Specific	Resale Retail and UNE	Dec-01		Aug-00- Nov-01	12/05/01		CCMSTR2001-01755, completed in the September 2001 data month, incorrectly required the classification of designated OC products as DS3. Further investigation revealed that these products should not be categorized as DS3.	Completion of this change request will ensure the correct categorization of OC products.															
PR-1-01 thru 1-05, 1-10, 1-11 PR-2-01 thru 2-05, 2-10, 2-11 PR-3-01 thru 3-10 PR-4-02 thru 4-05, 4-08, 4-10, 4-11 PR-5-01 thru 5-03 PR-6-01 thru 6-03 PR-8-01, 8-02	Provisioning	CCVA2001-02975-Pro	Production	12/14/01	CLEC Aggregate CLEC Specific	Resale Retail and UNE	Nov-01	Nov-01	Aug-00- Oct-01	11/21/01	12/14/01	During the implementation of change controls, it was discovered that certain ExpressTrak orders were not included in the metric results. Orders identified by a Class of Service USOC Code were not captured due to ExpressTRAK's use of a 5-digit Class of Service USOC.	Sample metric impact analysis for PR-1-01 UNE Platform September 2001 for Virginia:  <table border="0"> <tr> <td>Before: Performance</td> <td>Observations</td> </tr> <tr> <td>1.27</td> <td>132</td> </tr> <tr> <td>After: 1.52</td> <td>562</td> </tr> </table>	Before: Performance	Observations	1.27	132	After: 1.52	562									
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PR-2-01, 2-03, 2-04, 2-05, 2-06 PR-3-01 thru 3-10	Provisioning	CCVA2001-03075-Pro	Production	12/14/01	CLEC Aggregate CLEC Specific	Resale Retail and UNE	Aug-01	Nov-01	Aug-00- Jul-01	12/07/01	12/14/01	Starting with the August 2001 data month, code was modified to include previously excluded SP Missed Appointment Code orders in metric results. This change control is issued to cover work done in violation of the change control process.	There was minimal impact on performance. For the Line Sharing product, there was an increase in the number of observations in metrics PR-2-01 and PR-3-03.															
PR-1-09 PR-2-09	Provisioning	CCVA2001-03284-Pro	Production	12/27/01	CLEC Aggregate CLEC Specific	EEL, IOF	Nov-01	Nov-01	Aug-00- Oct-01	12/24/01	12/27/01	The C2C Guidelines specify that the performance standard is Parity w/Retail. The incorrect retail product was reported for PR-1-09 IOF. The parity retail product that should be reported is Specials DS3. Additionally, Retail performance was unnecessarily provided for PR-2-09 IOF& EEL; the performance cell should have been grayed-out.	For VA, Nov 2001 Data Month:  <table border="0"> <tr> <td></td> <td>Before Retail</td> <td>After Retail</td> </tr> <tr> <td>PR-1-09 IOF</td> <td>9.52</td> <td>0.00</td> </tr> <tr> <td>PR-2-09 EEL-Backbone</td> <td>9.46</td> <td>Grayed Out</td> </tr> <tr> <td>EEL-Loop</td> <td>9.46</td> <td>Grayed Out</td> </tr> <tr> <td>IOF</td> <td>11.01</td> <td>Grayed Out</td> </tr> </table>		Before Retail	After Retail	PR-1-09 IOF	9.52	0.00	PR-2-09 EEL-Backbone	9.46	Grayed Out	EEL-Loop	9.46	Grayed Out	IOF	11.01	Grayed Out
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