

Virginia Issues Log
January Report
for December 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
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.
MR-1-01, MR-1-02, MR-1-03, MR-1-04, MR-1-05, MR-1-06	Maintenance	CCVA2002-03243-Mai	Production	01/23/02	CLEC Aggregate CLEC Specific	Resale and UNE	Dec-01	Dec-01	Nov-00- Nov-01	12/24/01	01/23/02	During an internal review, it was discovered that the MR-1 metrics results were truncated to the first decimal place. Change control CCMSTR2000-177 was issued to correct this problem and was not implemented correctly by the Data Provider. Change the MR-1 metrics process to calculate the numerator and the denominator to five decimal places and round to a 2 decimal place value for reporting purposes.
MR-2-01, 2-05, MR-4-01, 4-02, 4-04, 4-06, 4-07, 4-08, MR-5-01	Maintenance	CCVA2002-03610-Mai	Production	01/25/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Aug-00- Nov-01	01/22/02	01/25/02	During a review of Maintenance metrics in January 2002, it was determined that some UNE and Resale Specials troubles were incorrectly included in Retail Specials troubles and some UNE Specials troubles were incorrectly included in Resale Specials troubles due to blank MCN (Major Customer Name) codes or inaccurate MCN and Class of Service USOC combinations.
MR-2-01 MR-2-05	Maintenance	CCVA2002-03613-Mai	Production	01/25/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Aug-00- Nov-01	01/22/02	01/25/02	During a review of Maintenance Specials metrics in January 2002, it was determined that Direct Inward (DI) PBX trunks were erroneously included in the Lines Counts. This change will remove DI PBX trunks/circuits from Line Counts for these metrics.
MR-2-01 MR-2-05	Maintenance	CCVA2002-03655-Mai	Production	01/25/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Aug-00 - Nov-01	01/25/02	01/25/02	During a review of Maintenance metrics in January 2002, it was determined that the process for categorizing Resale Specials Line Counts should be modified to include the interrogation of the MCN, MCTR, MCO, OCO fields to capture all Resale lines. This change is limited to the denominator only for metrics and will amend the process for categorizing Resale Specials Line Counts.
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 data month. Minor issues outstanding which will be addressed with February '02 IT release.
OR-1 OR-2	Ordering	CCVA2001-02320-Ord	Rescheduled	01/14/02	CLEC Aggregate CLEC Specific	Complex, POTS - Total, Specials	Feb-02		Aug-00- Jan-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.

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OR-1-05, OR-1-06, OR-1-09, OR-1-10	Ordering	CCVA2002-03550-Ord	Production	01/23/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Nov-00- Nov-01	01/17/02	01/23/02	KPMG was unable to replicate the September and October 2001 VA C2C metrics OR-1-05 DS1, OR-1-06 DS1, OR-1-09 DS1, and OR-1-10 DS1 ASR special metrics. The data provider issued tagnames, but they were not implemented by the data mapper resulting in incorrect ASR performance results. These tagname changes will conform to the tagnames included in the data providers file.
PO-1	Pre-Ordering	CCVA2001-00900-Pre	Production	1/21/02	CLEC Aggregate	OSS	Feb-02	Dec-01	Jan-01- Nov-01	9/25/01	01/21/02	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.
PO-2-02	Pre-Ordering	CCVA2001-03145-Pre	Production	12/19/01	CLEC Aggregate	EDI	Dec-01	Dec-01	Aug-01 - Nov-01	11/30/01	12/19/01	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.
PO-1-01 thru 1-09	Pre-Ordering	CCVA2001-03232-Pre	Production	01/17/02	CLEC Aggregate	EDI	Dec-01	Dec-01	May-01- Nov-01	12/05/01	01/17/02	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.
PO-1-01 PO-1-03 PO-1-06 PO-2-02 PO-2-03	Pre-Ordering	CCVA2001-03233-Pre	Production	01/10/02	CLEC Aggregate	Resale, UNE	Dec-01	Dec-01	Oct-01 - Nov-01	12/12/01	01/10/02	Correct the EDI parser server templates and code to stop transactions from failing and to properly mark failed transactions as failures.
PR-1-01, 02, 08 PR-2-01, 02, 08 PR-4-01	Provisioning	CCVA2001-02791-Pro	Production	01/22/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Aug-00- Nov-01	12/05/01	01/22/02	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.
PR-1-01, 1-02, 1-06, 1-07, 1-08, 1-10, 1-11, PR-2-01, 2-02, 2-06, 2-07, 2-08, 2-10, 2-11, PR-4-01, 4-02, 4-03, 4-08, 4-09, PR-5-01, 5-02, 5-03, PR-6-01, PR-6-03, PR-8-01, PR-8-02	Provisioning	CCVA2002-03605-Pro	Production	01/24/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Nov-01	01/22/02	01/24/02	CCMSTR2001-01801-Pro required SORD to capture Retail special access services. CCMSTR2001-01801-Pro incorrectly included VA and was completed in error for the November data month. This CCR rescinds the changes requested on CCMSTR2001-01801.

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PR-6-01 PR-6-03	Provisioning	CCVA2002-03609-Pro	Production	01/25/02	CLEC Aggregate CLEC Specific	Specials	Dec-01	Dec-01	Aug-00 - Nov-01	01/22/02	01/25/02	During a review of Provisioning metrics in January 2002, it was determined that for the numerator of PR-6-01 and PR-6-03, some UNE and Resale Specials troubles were incorrectly included in Retail Specials troubles and some UNE Specials troubles were incorrectly included in Resale Specials troubles due to blank MCN (Major Customer Name) codes or inaccurate MCN and Class of Service USOC combinations. This change control updates the common identifiers and product identification process to ensure accurate reporting of these metrics.

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Metric Impact				
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.				
No impact.				
Sample metric impact analysis for November 2001 UNE:				
	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.
As Reported:				
MR-4-01	5.26	4.85	385	7
MR-4-07	5.45	20.00	385	5
As Should Be Reported:				
MR-4-01	5.19	5.09	382	25
MR-4-07	4.71	8.70	382	23
Sample metric impact analysis for November 2001 Resale:				
	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.
As Reported:				
MR-2-01	0.16	0.08	233539	7661
MR-2-05	0.23	0.22	233539	7661
As Should Be Reported:				
MR-2-01	0.24	0.12	157400	5061
MR-2-05	0.33	0.34	157400	5061
November 2001 UNE:				
	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.
As Reported:				
MR-2-01	0.16	1.21	233539	577
MR-2-05	0.23	1.39	233539	577
As Should Be Reported:				
MR-2-01	0.24	1.59	157400	1572
MR-2-05	0.33	1.72	157400	1572
Same as CCVA2001-03613-Mai above.				
The implementation of this request will more accurately identify the number of lines on a request and improve metrics associated with confirmations.				
This table update will result in an increase of orders classified as Complex, a decrease in late PONs on the Late PON report.				

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Metric Impact		
Results of the UNE Specials for the September 2001 VA C2C:		
Metric	Incorrect	Correct
OR-1-05	26.60	46.14
OR-1-06	100.00%	75.00%
OR-1-06	1	4
OR-1-09	N/A	153.88
OR-1-10	N/A	0.00%
OR-1-10	None	1
Results of the UNE Specials for the October 2001 VA C2C:		
Metric	Incorrect	Correct
OR-1-05	17.33	13.43
OR-1-06	2	3
OR-1-09	N/A	2.62
OR-1-10	N/A	100.00%
OR-1-10	None	1
Impact is minimal. During an analysis of eleven days of code (5/28/01 through 6/7/01), the following results were seen:		
Missed Transactions	Total Transactions	% Missed
CORBA		
8	7,846	0.10%
EDI		
15	8,103	0.19%
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.		
Current volume of transactions spread across all EDI servers.		
There was no impact on meeting the performance standard for PO-1. There was no impact on the reported PO-2 metrics.		
Completion of this change request will ensure the correct categorization of OC products.		
Impact for November only.		

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Metric Impact

Sample metric impact analysis for November 2001 Resale:

	CLEC Perf.	CLEC Obs.
As Reported:		
PR-6-01	0.00	395
PR-6-03	0.00	395

As Should Be Reported:
PR-6-01 NA
PR-6-03 NA

November 2001 UNE:

	CLEC Perf.	CLEC Obs.
As Reported:		
PR-6-01	0.00	176
PR-6-03	0.00	176

As Should Be Reported:
PR-6-01 3.98 176
PR-6-03 0.57 176