

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop <sup>2</sup>	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon-MA does not satisfy the above standards for two consecutive months, it will distribute \$529,166 million to the affected CLECs. Under Tier II, if Verizon-MA does not satisfy the above standards for a single month, it will distribute \$1,058,333 million to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-9-01	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	\$1,058,333	\$529,166	\$0	\$0

In month 1, Verizon-MA did not satisfy the more stringent requirements of Tier II and \$1,058,333 in bill credits would be due.

In month 2, Verizon-MA satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon-MA failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon-MA.)

In month 3 both the Tier I and II standards were met, Verizon-MA would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon-MA to fail these performance standards two months in a row. Verizon-MA service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

### ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon-MA's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$9.52 million per annum in bill credits is available for these three measures.

#### **A. % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days**

Verizon-MA will provide an addition \$528,889 in bill credits each month for a new measure “% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days.” If performance falls below 90% for any month on this measure, or more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon-MA's request are rejected as duplicates, a credit of \$528,889 will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (12/00 version) are attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

<sup>2</sup> % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

**B. % SOP To Bill Completion Notice Sent Within 3 Business Days**

Verizon-MA will provide an additional \$264,444 in bill credits each month for a new measure “% SOP to Bill Completion Notice Sent Within 3 Business Days.” A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is as follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

**PO-9 Timeliness of Trouble Ticket Resolution**

The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.

- The PONS shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.
- Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.

**90% threshold for Special Provisions**

Company:

- CLEC aggregate

Geography:

- State

**Products**

- EDI Notifier Trouble Tickets

**PO-9-01**

% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days

**Calculation**

**Numerator**

**Denominator**

Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.

Total number of EDI missing notifier trouble ticket PONS submitted.

<b>OR-4 Timeliness of Completion Notification</b>		
<p><u>Resale &amp; UNE combined:</u>  <u>Completion Notification Response Time:</u>                      The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.</p>		
<ul style="list-style-type: none"> <li>• VZ Test Orders</li> <li>• When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.</li> <li>• From OR-4-09; Complex Resale Orders</li> </ul>		
<p>OR-4-09: 90% threshold for Special Provision.</p>		
<p>Company:</p> <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<p>Geography:</p> <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>OR-4-09</b>	<b>% SOP to Bill Completion Within 3 Business Days</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• EDI Orders</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

# **APPENDIX I**



Verizon MA 271 Backside Report						Month			
Pre-Ordering		VZ	CLEC	RESALE		Diff.	Perf. Score	Wgt.	Wgt. Score
PO-1-01-6020	Customer Service Record - EDI								
PO-1-01-	Customer Service Record - CORBA								
PO-1-01-	Customer Service Record - WEB GUI								
PO-1-02-6020	Due Date Availability - EDI								
PO-1-02-	Due Date Availability - CORBA								
PO-1-02-	Due Date Availability - WEB GUI								
PO-1-03-6020	Address Validation -EDI								
PO-1-03-	Address Validation - CORBA								
PO-1-03-	Address Validation - WEB GUI								
PO-1-04-6020	Product and Service Availability - EDI								
PO-1-04-	Product and Service Availability - CORBA								
PO-1-04-	Product and Service Availability - WEB GUI								
PO-1-05-6020	Telephone Number Availability and Reservation - EDI								
PO-1-05-	TN Availability and Reservation - CORBA								
PO-1-05-	TN Availability and Reservation - WEB GUI								
PO-2-02-6020	OSS Interface Availability - Prime - EDI								
PO-2-02-	OSS Interface Availability - Prime - CORBA								
PO-2-02-	OSS Interface Availability - Prime - WEB GUI								
PO-3-02-2000	% Answered within 30 Seconds - Ordering								
PO-3-04-2000	% Answered within 30 Seconds - Repair								
<b>OR</b>	<b>Ordering</b>			Observations					
OR-1-02-2320	% On Time LSRC - Flow Through - POTS - 2hrs								
OR-1-04-2100	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS								
OR-1-04-2200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials								
OR-1-06-2320	% On Time LSRC/ASRC - Facilities check (Electronic) - POTS								
OR-1-06-2200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials								
OR-2-02-2320	% On Time LSR Reject - Flow Through - POTS								
OR-2-04-2320	% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS								
OR-2-04-2200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials								
OR-2-06-2320	% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS								
OR-2-06-2200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials								
OR-4-09-2000	% SOP to Bill Completion Sent w/in 3 Business Days				VZ				
OR-5-03-2000	% Flow Through - Achieved - POTS & Specials				Standard Deviation	Sampling Error	Stat. Score		
<b>PR</b>	<b>Provisioning</b>	VZ	CLEC	VZ	CLEC				
PR-3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS								
PR-3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS								
PR-4-01-2200	% Missed Appointment - VZ - Total - Specials								
PR-4-02-2100	Average Delay Days - Total - POTS								
PR-4-02-2200	Average Delay Days - Total - Specials								
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS								
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS								
PR-5-01-2100	% Missed Appointment - Facilities - POTS								
PR-5-01-2200	% Missed Appointment - Facilities - Specials								
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS								
PR-5-02-2200	% Orders Held for Facilities > 15 days - Specials								
PR-6-01-2100	% Installation Troubles within 30 days - POTS								
PR-6-01-2200	% Installation Troubles within 30 days - Specials								
<b>MR</b>	<b>Maintenance &amp; Repair</b>							Diff.	
MR-1-01-2000	Average Response Time - Create Trouble								
MR-1-03-2000	Average Response Time - Modify Trouble								
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble								
MR-1-06-2000	Average Response Time - Test Trouble (POTS only)								
MR-2-01-2200	Network Trouble Report Rate - Specials							Stat. Score	
MR-2-02-2100	Network Trouble Report Rate - Loop (POTS)								
MR-3-01-2100	% Missed Repair Appointments - Loop								
MR-3-02-2100	% Missed Repair Appointments - Central Office								
MR-4-01-2200	Mean Time to Repair - Specials								
MR-4-02-2100	Mean Time to Repair - Loop Trouble								
MR-4-03-2100	Mean Time to Repair - CO Trouble								
MR-4-08-2100	% Out of Service > 24 Hours - POTS								
MR-4-08-2200	% Out of Service > 24 Hours - Specials								
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS								
MR-5-01-2200	% Repeat Reports w/in 30 days - Specials								
<b>BI</b>	<b>Billing</b>								
BI-1-02-2030	% DUF in 4 Business Days		89.00						
	*NA* - no activity *UD* - under development								
							Totals		

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

**Verizon MA 271 Backslide Report**

**DSL**

**Month**

	Pre-Ordering	VZ	CLEC	Observations	Month			Wgt.	Wgtd. Score
					Diff.	Perf. Score	Stat. Score		
PO-1-06-	<b>Facility Available/Loop Qualification - EDI</b>								
PO-1-06-	<b>Facility Available/Loop Qualification - WEBGUI</b>								
PO-8-01-	Avg. Response Time - Manual Loop Qualification								
PO-8-02-	Avg. Response Time - Engineering Record Request								
	<b>OR</b>								
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital								
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL								
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -Line Share								
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital								
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire xDSL								
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share								
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital								
OR-2-04-	% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL								
OR-2-04-	% OT LSR/ASR Reject - no facilities check (E) - Line Share								
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital								
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL								
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) - Line Share								
	<b>PR</b>								
	<b>Provisioning</b>								
PR-3-07-	% Comp. w/in 4 Days (1-5 lines) Tot.- Line Share								
PR-3-07-	% Comp. w/in 4 Days (1-5 lines) Tot.- Line Share								
PR-3-10-	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL								
PR-4-02-	Average Delay Days - Total - 2Wire Digital								
PR-4-02-	Average Delay Days - Total - 2Wire xDSL								
PR-4-02-	Average Delay Days - Total - Line Share								
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital								
PR-4-04-	% Missed Appointment- Dispatch - 2 Wire xDSL								
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share								
PR-4-05-	% Missed Appt. - No Disp. - Line Share								
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital								
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL								
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share								
	<b>MR</b>								
	<b>Maintenance &amp; Repair</b>								
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital								
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL								
MR-2-02-	Network Trouble Report Rate - Loop - Line Share								
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital								
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL								
MR-2-03-	Network Trouble Report Rate - CO - Line Share								
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire Digital								
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire xDSL								
MR-3-01-	% Missed Repair Appt. - Loop - Line Share								
MR-3-02-	% Missed Repair Appt. - CO - 2Wire Digital								
MR-3-02-	% Missed Repair Appt. - CO - 2Wire xDSL								
MR-3-02-	% Missed Repair Appt. - CO - Line Share								
MR-4-02-	Mean Time To Repair - Loop - 2Wire Digital								
MR-4-02-	Mean Time To Repair - Loop - 2Wire xDSL								
MR-4-02-	Mean Time To Repair - Loop - Line Share								
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital								
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL								
MR-4-03-	Mean Time To Repair - CO - Line Share								
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital								
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire xDSL								
MR-5-01-	% Repeat Reports w/in 30 Days - Line Share								
	"NA" - no activity "UD" - under development								
	Totals							-98	

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.	Perf. Score	Wgt.	Wgted. Score
OR-1-12-5020	% On Time Firm Order Confirmations					
OR-1-13-5020	% On Time Design Layout Record					
OR-2-12-5000	% On Time Trunk ASR Reject					

  

PR	Provisioning	VZ	Observations	VZ	CLEC	Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgt.	Wgted. Score
PR-4-01-5000	% Missed Appointment - VZ - Total										
PR-4-02-5000	Average Delay Days - Total										
PR-4-07-3540	% On Time Performance - LNP only										
PR-5-01-5000	% Missed Appointment - Facilities										
PR-5-02-5000	% Orders Held for Facilities > 15 Days										
PR-6-01-5000	% Installation Troubles w/in 30 Days										

  

MR	Maintenance & Repair	CLEC	Obs.	Perf. Score	Wgt.	Wgted. Score
MR-4-01-5000	Mean Time to Repair - Total					
MR-5-01-5000	% Repeat Reports w/in 30 Days					

  

NP	Network Performance	CLEC	Obs.	Perf. Score	Wgt.	Wgted. Score
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months					
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months					

Collocation

Performance Report for Critical Measure # 12

NP	Network Performance	CLEC	Obs.	Wgt.
NP-2-01-2000	% OT Response to Request for Physical Collocation - New			
NP-2-01-	% OT Response to Request for Physical Collocation - Augment			
NP-2-02-2000	% OT Response to Request for Virtual Collocation - New			
NP-2-02-	% OT Response to Request for Virtual Collocation - Augment			
NP-2-05-2000	% On Time - Physical Location - New			
NP-2-05-	% On Time - Physical Location - Augment			
NP-2-06-2000	% On Time - Virtual Location - New			
NP-2-06-	% On Time - Virtual Location - Augment			
NP-2-07-2000	Average Delay Days - Physical - New			
NP-2-07-	Average Delay Days - Physical - Augment			
NP-2-08-2000	Average Delay Days - Virtual - New			
NP-2-08-	Average Delay Days - Virtual - Augment			

"NA" - no activity      "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Month		Verizon Massachusetts	Resale		UNE		Trunks		Collocation		DSL		Total
		CRITICAL MEASURES	%	\$	%	\$	%	\$	%	\$	%	\$	\$
<b>PRE-ORDERING</b>													
1	metric	<b>OSS Interface</b>											
	PO-1-01	Customer Service Record - EDI	X		X								
	PO-1-01	Customer Service Record - CORBA	X		X								
	PO-1-01	Customer Service Record - WEB GUI	X		X								
	PO-1-06	Facility Availability (Loop Qualification) - EDI									X		
	PO-1-06	Facility Availability (Loop Qualification) - WEB GUI									X		
	PO-2-02	OSS Interface Availability - Prime - EDI	X		X								
	PO-2-02	OSS Interface Availability - Prime - CORBA	X		X								
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	X		X								
<b>ORDERING</b>													
2		<b>% On Time Ordering Notification</b>											
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	X		X								
	OR-1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	X		X								
	OR-1-04	% On Time LSRC <10 Lines (E) -2Wire xDSL									X		
	OR-1-04	% On Time LSRC <10 Lines (E) -DSL Line Share									X		
	OR-1-06	% OT LSRC >=10 Lines (Electronic) - POTS	X		X								
	OR-2-02	% On Time LSR Reject - Flow Through - POTS	X		X								
	OR-2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	X		X								
	OR-2-04	% OT LSRC Reject <10 Lines (E) -2Wire xDSL									X		
	OR-2-04	% OT LSRC Rej. <10 Lines (E) -DSL Line Share									X		
	OR-2-06	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	X		X								
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	X		X								
<b>PROVISIONING</b>													
3		<b>% Completed</b>											
	PR-3-07	% Comp. w/in 4 Days (1-5 lines) Tot. - Line Share									X		
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot. - 2Wire xDSL									X		
4a	PR-4-01	<b>% Missed Appointment - VZ - Total - EEL</b>											
4b		<b>% Missed Appointment</b>											
	PR-4-01	% Missed Appointment - VZ - Total - Specials	X		X								
	PR-4-01	% Missed Appointment - VZ - Total - Trunks					X						
	PR-4-02	Average Delay Days - Total - 2Wire xDSL									X		
	PR-4-02	Average Delay Days - Total - DSL Line Share									X		
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	X										
	PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops			X								
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL									X		
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	X										
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share									X		
5	PR-4-05	<b>% Missed Appt. - VZ - No Disp.- Platform</b>											
6		<b>Hot Cut Performance</b>											
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)			X								
	PR-6-02	% Troubles within 7 Days - Hot Cut			X								
7	PR-4-07	<b>% On Time Performance - UNE LNP</b>											
<b>MAINTENANCE</b>													
8		<b>Missed Repair Appts.</b>											
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL									X		
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share									X		
9		<b>Mean Time To Repair</b>											
	MR-4-01	Mean Time To Repair - Specials	X		X								
	MR-4-01	Mean Time To Repair - Trunks					X						
	MR-4-02	Mean Time To Repair - Loop - 2Wire xDSL									X		
	MR-4-02	Mean Time To Repair - Loop - Line Share									X		
	MR-4-02	Mean Time To Repair - Loop Trouble	X		X								
	MR-4-03	Mean Time To Repair - Central Office	X		X								
	MR-4-08	% Out Of Service > 24 Hours - POTS	X		X								
10		<b>% Repeat Reports within 30 Days</b>											
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	X		X								
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	X		X								
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL									X		
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share									X		
<b>NETWORK PERFORMANCE</b>													
11		<b>Final Trunk Groups Blocked</b>											
	NP-1-03	Blocked 2 months					X						
	NP-1-04	Blocked 3 months					X						
12		<b>Collocation</b>											
	NP-2-01/2	% On Time Response to Request for Collocation								X			
	NP-2-05/6	% On Time - Collocation								X			
	NP-2-07/8	Average Delay Days								X			
# of full share measures in category			<b>Total</b>										

Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.



# Verizon Massachusetts

## PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.

Weighted  
Score

Market  
Adjustment

### MODE OF ENTRY

Resale  
Unbundled Network Elements  
Trunks  
Digital Subscriber Lines

Mode of Entry Total

### # CRITICAL MEASURES

- 1 OSS Interface
- 2 % On Time Ordering Notification
- 3 % Completed
- 4a % Missed Appointment - VZ - Total - EEL
- 4b % Missed Appointment
- 5 % Missed Appt. - VZ - No Disp.- Platform
- 6 Hot Cut Performance
- 7 % On Time Performance - UNE LNP
- 8 Missed Repair Appts.
- 9 Mean Time To Repair
- 10 % Repeat Reports within 30 Days
- 11 Final Trunk Groups Blocked
- 12 Collocation

Critical Measure Total

### SPECIAL PROVISIONS

UNE Ordering  
UNE Flow Through (Quarterly)  
UNE Hot Cut Loop  
EDI Measures

Special Provision Total

### CHANGE CONTROL

Grand Total

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

**271 Backside Market Adjustment Summary - CLEC A**

**Month**

MODE OF ENTRY	Weighted Score	Market Adjustment	Number of Units in Market	Market Adjust. Rate	Number of Units for CLEC A	Total Market Adjustment for CLEC A
Resale						
Unbundled Network Elements						
Trunks						
DSL						

**TOTAL MOE \$ to CLEC A**

**\$0**

**CRITICAL MEASURES / EDI Special Provision**

1	OSS Interface	Resale
1	OSS Interface	UNE
1	OSS Interface	DSL
2	% On Time LSRC - Flow Through - POTS - 2hrs	Resale
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	Resale
2	% OT LSRC >=10 Lines (Electronic) - POTS	Resale
2	% On Time LSR Reject - Flow Through - POTS	Resale
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	Resale
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	Resale
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	Resale
2	% On Time LSRC - Flow Through - POTS - 2hrs	UNE
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	UNE
2	% OT LSRC >=10 Lines (Electronic) - POTS	UNE
2	% On Time LSR Reject - Flow Through - POTS	UNE
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	UNE
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	UNE
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	UNE
2	% On Time LSRC <10 Lines (E) -2Wire xDSL	DSL
2	% On Time LSRC <10 Lines (E) -DSL Line Share	DSL
2	% OT LSRC Reject <10 Lines (E) -2Wire xDSL	DSL
2	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	DSL
3	% Comp. w/in 4 Days (1-5 lines) Tot.- Line Share	DSL
3	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL	DSL
4a	% Missed Appointment - BA - Total - EEL	UNE
4b	% Missed Appointment - BA - Total - Specials	Resale
4b	% Missed Appointment - BA - Total - Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - No Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - Specials	UNE
4b	% Missed Appointment - BA - Total - Dispatch - New Loop	UNE
4b	% Missed Appointment - BA - Total - Trunks	Trunks
4b	Average Delay Days - Total - 2Wire xDSL	DSL
4b	Average Delay Days - Total - DSL Line Share	DSL
4b	% Missed Appointment- Dispatch - 2Wire xDSL	DSL
4b	% Missed Appt. - No Disp. - DSL Line Share	DSL
5	% Missed Appointment - BA - No Dispatch - Platform	UNE
6	% On Time Performance / % Troubles Within 7 Days	Hot Cut
7	% On Time Performance - LNP	Trunks
8	% Missed Repair Appt. (Loop) - 2Wire xDSL	DSL
8	% Missed Repair Appt. (Loop) - DSL Line Share	DSL
9	Mean Time to Repair - Specials	Resale
9	Mean Time to Repair - Loop Trouble	Resale
9	Mean Time to Repair - Central Office	Resale
9	% Out of Service > 24 Hours - POTS	Resale
9	Mean Time to Repair - Specials	UNE
9	Mean Time to Repair - Loop Trouble	UNE
9	Mean Time to Repair - Central Office	UNE
9	% Out of Service > 24 Hours - POTS	UNE
9	Mean Time to Repair - Trunks	Trunks
9	Mean Time To Repair - Loop - 2Wire xDSL	DSL
9	Mean Time To Repair - Loop - Line Share	DSL
10	% Repeat Reports within 30 Days - POTS	Resale
10	% Repeat Reports within 30 Days - Specials	Resale
10	% Repeat Reports within 30 Days - POTS	UNE
10	% Repeat Reports within 30 Days - Specials	UNE
10	% Repeat Reports within 30 Days - 2Wire xDSL	DSL
10	% Repeat Reports within 30 Days - DSL Line Share	DSL
11	Final Trunk Group Blocked - 2 Months	Trunks
11	Final Trunk Group Blocked - 3 Months	Trunks
12	% On Time Response to Request for Collocation	Collocation
12	% On Time - Collocation	Collocation
12	Average Delay Days	Collocation

Special Provision - Electronic Data Interface Measures

**ical Measure / EDI Special Provision \$ to CLEC A**

**\$0**

**CHANGE CONTROL ASSURANCE PLAN**

**VERIZON - MASSACHUSETTS**

**OCTOBER 2000**

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**APPENDIX I-A – Change Control Measures**

## **I. INTRODUCTION**

To ensure that Verizon Massachusetts (“Verizon-MA”), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon-MA will undertake the actions set forth in this Change Control Assurance Plan (the “C.C.A.P.”) after entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. A total of \$13.2 million in bill credits will be at risk to CLECs if Verizon-MA provides unsatisfactory service for the four measures in this Plan.

## **II. THE CHANGE CONTROL MEASURES AND BILL CREDITS**

The following measures are included in this Plan:

1. PO-4-01: % Change Management Notices Sent on Time;
2. PO-4-03: Change Management Notice Delay 8 plus Days;
3. PO-6-01: % Software Validation; and
4. PO-7-04: Delay Hours - Failed/Rejected Test Transactions - No

Workaround.

Attached hereto as Appendix A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements (“UNEs”) or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Appendix A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining “lines in service.” (*See P.A.P. Section II (C)(2)*)

Under this Change Control Assurance Plan, Verizon-MA will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon-MA exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01,

PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be \$5.28 million under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed \$5.28 million in any year,<sup>1</sup> an additional amount of \$7.92 million will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of \$13.2 million will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories.

The Department will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the P.A.P. and the C.C.A.P. The Department will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Department order.

### **III. MONTHLY REPORTS**

Each month Verizon-MA will issue a report on its performance on the above measures to each CLEC providing service in Massachusetts.<sup>2</sup> The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon-MA must provide pursuant to the standards set forth in Appendix I-A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts

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<sup>1</sup> The "year" will be measured from the first day of Verizon-MA's entry into the interLATA market.

<sup>2</sup> Verizon-MA's performance on the other Change Control metrics will be reported in the monthly C2C reports.

must inform Verizon-MA as to which of their accounts should receive any bill credits for the Change Control measures.

#### **IV. REVIEWS, UPDATES AND AUDITS**

- Annual reviews and updates will occur under this Plan until the Department determines otherwise. However, Verizon-MA, after consulting with Staff, may at any time recommend to the Department modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, Staff will have the right from time to time, on 60-days notice to Verizon-MA, to conduct an audit of data reported in the monthly reports.<sup>3</sup>

#### **V. EXCEPTION PROCESS**

Verizon-MA will have the right to file a petition with the Department seeking to have the standards contained in Appendix I-A waived or modified either for future or past periods. The Department shall grant such a request if it determines that the application of one or more of the standards contained in Appendix I-A would not serve the public interest. The application of one or more parts of Appendix I-A would not serve the public interest if Verizon-MA could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon-MA's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon-MA petition for an Exception. In the event the Department rules in Verizon-MA's

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<sup>3</sup> Unlike the most of the measures in the P.A.P., the recording of data for each of the measures in this Plan will be done manually.

favor, Verizon-MA will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

**VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS**

The Change Control Assurance Plan will have the same term as the Performance Assurance Plan. It will remain in effect, as modified from time to time by the Department, until the Department rescinds the Performance Assurance Plan or develops a replacement mechanism.

**VII. FULLY INTEGRATED DOCUMENT**

The terms and provisions of this Plan are submitted in their entirety to the Department for approval. This Plan represents a fully integrated statement of the commitments Verizon-MA will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Department for approval on a piecemeal basis.

**Change Control Performance Assurance Plan Measures**

PO-4-01	<b>% Change Management Notices Sent on Time</b>			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	\$0	\$132,000	\$264,000
PO-4-03	<b>Change Management Notice Delay 8 plus Days</b> (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	\$13,200 per day		
PO-6-01	<b>% Software Validation</b> (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	\$0	\$52,800	\$528,000
PO-7-04	<b>Delay Hours – Failed/Rejected Test Transactions – No Workaround</b> (See Note 2)			
	Performance Credit	\$26,400 per day Per Release		

Note 1: Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2: PO-7-04 applies to failed Test Deck items executed by Verizon-MA in PO-6-01 and applies until all errors reported in PO-6-01 are fixed.

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January 16, 2001

Honorable Janet Hand Deixler  
Secretary  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223-1350

**Re: Case 99-C-0949 – Petition for Reconsideration**

Dear Secretary Deixler:

Enclosed please find an original and twenty-five (25) copies of the Petition for Reconsideration of Verizon New York Inc. in the above-referenced matter.

Respectfully submitted,

William D. Smith

Enclosure

cc: Active Parties (By E-mail and U.S. Mail)

**STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION**

-----X  
Petition filed by Bell Atlantic-New York for :  
Approval of a Performance Assurance Plan : Case 99-C-0949  
and Change Control Assurance Plan, filed :  
in C 97-C-0271. :  
-----X

**PETITION FOR RECONSIDERATION OF VERIZON NEW YORK INC.**

**WILLIAM D. SMITH**  
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(212) 395-6495

Senior Regulatory Counsel for  
Verizon New York Inc.

Dated: New York, New York  
January 16, 2001

**STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION**

-----X  
Petition filed by Bell Atlantic-New York for :  
Approval of a Performance Assurance Plan : Case 99-C-0949  
and Change Control Assurance Plan, filed :  
in C 97-C-0271. :  
-----X

**PETITION FOR RECONSIDERATION OF VERIZON NEW YORK INC.**

**I. INTRODUCTION**

Verizon New York Inc. (“Verizon NY”) hereby petitions for reconsideration of two issues addressed by the New York State Public Service Commission (the “Commission”) in its recent order in the above-referenced proceeding that directed that certain modifications be made to the Performance Assurance Plan for Verizon NY (the “PAP”).<sup>1</sup> The two issues relate to the appropriate level of disaggregation of the service quality measures and the appropriate scores for the Market Adjustment Scale.<sup>2</sup> As described below in more detail, the Commission has made a number of mistakes in fact in reaching its determination on these issues. Accordingly, the Commission, upon reconsideration, should modify its conclusions on these two issues and adopt the Verizon NY proposals set forth below.

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<sup>1</sup> Case 99-C-0949 “Order Amending Performance Assurance Plan,” (issued December 15, 2000) (the “Order”).

<sup>2</sup> (See Order at 7, 9-10 and Attachments.)

## II. A NUMBER OF THE MEASURES IN THE PERFORMANCE ASSURANCE PLAN SHOULD HAVE A GREATER LEVEL OF DISAGGREGATION

Pursuant to the annual review provisions of the Plan, the Order directed, *inter alia*, that certain modifications be made to the performance measures included in the PAP to conform with the changes to the Carrier-to-Carrier Guidelines performance measures that the Commission directed in a companion decision.<sup>3</sup> Verizon NY has determined that a number of measures in the revised PAP are inconsistent with the updated level of disaggregation contained in the revised Carrier-to-Carrier Guidelines. In the revised Guidelines a number of measures have been disaggregated to enable a better “apples to apples” comparison for these parity measures. These disaggregated measures are not reflected in the PAP Compliance filing. The PAP measures should have the same level of disaggregation as is included in the Carrier-to-Carrier Guidelines. Verizon NY has discussed this with Staff, and it agrees that the level of disaggregation shown in the Carrier-to-Carrier Guideline should be reflected in the PAP. Therefore, the Commission should direct that the PAP be modified to include the disaggregated metrics.

In addition, the new metrics must be given appropriate weights so that an overall Mode of Entry (“MOE”) score can be calculated. This can be accomplished without significant impact to the PAP by re-allocating existing weights from the formerly aggregated measures. The new measures, which should be adopted to conform to the revised Carrier-to-Carrier Guidelines, with the appropriate weights are displayed in an Attachment. The Commission should adopt these proposed modifications.

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<sup>3</sup> Order at 5 (citing Case 97-C-0139).

**III. THE MAXIMUM VALUES FOR THE UNE, RESALE, INTERCONNECTION AND DSL MOE SCORES MUST BE REVISED**

The Order directed Verizon to modify the minimum and maximum values for the UNE, Interconnection and Resale MOE scores. It also set forth these values for the new DSL MOE. (Order at 10.) The Order asserts that these values were calculated “using the methodology implemented in the original PAP.” (Order at 10.) This is not correct as far as the maximum values are concerned, and these values should remain unchanged from the values in the original PAP. These maximum values are not statistically derived on the basis of the number of parity metrics, as are the minimum values and, thus, should not be changed, as were the minimum scores, due to the revised quantity of parity metrics in each MOE. These maximum values were based on economic and competitive factors and were associated with a level of performance where 100% of the dollars at risk in the MOE would be provided to the CLECs, if Verizon NY’s performance fell to the maximum value. Thus, no sound reason exists to reduce the maximum values and these values should remain at -0.67 for Resale, -0.67 for UNE and -1.00 for Trunks. The new MOE, DSL, should be consistent with the UNE and Resale MOEs with a -0.67 maximum value. Verizon NY’s proposal can be summarized as follows:

	<b>2000 PAP</b>	<b>Order</b>	<b>Verizon Proposal</b>
Resale	-0.67	-0.64845	-0.67
UNE	-0.67	-0.65086	-0.67
DSL	N/A	-0.63066	-0.67
Trunks	-1	-1.01773	-1

For the reasons set forth above, the Commission should retain the Maximum Market Adjustment Values for the PAP.

#### **IV. CONCLUSION**

For the reasons set forth above, the Commission should grant Verizon NY's Petition for Reconsideration and, upon reconsideration, adopt the proposed modifications.

Respectfully submitted,

---

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Senior Regulatory Counsel for  
Verizon New York Inc.

Dated: New York, New York  
January 16, 2001

ATTACHMENT

Table A-1-1: Resale - Mode of Entry Weights <sup>1</sup>

		PSC Weight	VZ Proposed Weight
<b>PR</b>	<b>Provisioning</b>		
4-01	<b>% Missed Appointment - VZ - Total – Specials</b>	<b>10</b>	
4-01	<b>% Missed Appointment - VZ – Total – DSO</b>		<b>2</b>
4-01	<b>% Missed Appointment - VZ – Total – DS1</b>		<b>3</b>
4-01	<b>% Missed Appointment - VZ – Total – DS3</b>		<b>3</b>
4-01	<b>% Missed Appointment - VZ – Total – Specials Other</b>		<b>2</b>
<b>MR</b>	<b>Maintenance &amp; Repair</b>		
3-01	<b>% Missed Repair Appointments – Loop</b>	<b>20</b>	
3-01	<b>% Missed Repair Appointments – Loop – Business</b>		<b>10</b>
3-01	<b>% Missed Repair Appointments – Loop - Residence</b>		<b>10</b>
3-02	<b>% Missed Repair Appointments - Central Office</b>	<b>5</b>	
3-02	<b>% Missed Repair Appointments – Central Office – Business</b>		<b>2</b>
3-02	<b>% Missed Repair Appointments – Central Office - Residence</b>		<b>3</b>
4-02	<b>Mean Time to Repair - Loop Trouble</b>	<b>15</b>	
4-02	<b>Mean Time to Repair - Loop Trouble – Business</b>		<b>5</b>
4-02	<b>Mean Time to Repair - Loop Trouble - Residence</b>		<b>10</b>
4-03	<b>Mean Time to Repair - CO Trouble</b>	<b>5</b>	
4-03	<b>Mean Time to Repair - CO Trouble – Business</b>		<b>5</b>
4-03	<b>Mean Time to Repair - CO Trouble - Residence</b>		<b>10</b>
4-08	<b>% Out of Service &gt; 24 Hours – POTS</b>	<b>20</b>	
4-08	<b>% Out of Service &gt; 24 Hours – POTS – Business</b>		<b>5</b>
4-08	<b>% Out of Service &gt; 24 Hours – POTS – Residence</b>		<b>10</b>

<sup>1</sup> Items in **Bold** are Critical Measures.

**Table A-1-2: Unbundled Network Elements - Mode of Entry Weights <sup>1</sup>**

		PSC Weight	VZ Proposed Weight
<b>PR</b>	<b>Provisioning</b>		
4-01	<b>% Missed Appointment - VZ – Total – Specials</b>	<b>10</b>	
4-01	<b>% Missed Appointment - VZ – Total – DS0</b>		<b>2</b>
4-01	<b>% Missed Appointment - VZ – Total – DS1</b>		<b>3</b>
4-01	<b>% Missed Appointment - VZ – Total – DS3</b>		<b>3</b>
4-01	<b>% Missed Appointment - VZ – Total – Specials Other</b>		<b>2</b>
6-01	% Installation Troubles within 30 days - POTS Other	15	
6-01	% Installation Troubles within 30 days - Platform		15
<b>MR</b>	<b>Maintenance &amp; Repair</b>		
2-02	Network Trouble Report Rate - Loop (POTS)	10	
2-02	Network Trouble Report Rate - Loop - Platform		5
2-02	Network Trouble Report Rate - Loop - Loop		5
3-01	% Missed Repair Appointments – Loop	20	
3-01	% Missed Repair Appointments – Loop – Platform – Business		5
3-01	% Missed Repair Appointments – Loop – Platform – Residence		5
3-01	% Missed Repair Appointments – Loop- Loop		5
3-02	% Missed Repair Appointments – Central Office	5	
3-02	% Missed Repair Appointments - Central Office – Platform - Business		2
3-02	% Missed Repair Appointments - Central Office – Platform - Residence		3
3-02	% Missed Repair Appointments - Central Office - Loop		0
4-02	<b>Mean Time to Repair - Loop Trouble</b>	<b>15</b>	
4-02	<b>Mean Time to Repair – Loop Trouble – Platform – Business</b>		<b>5</b>
4-02	<b>Mean Time to Repair – Loop Trouble - Platform – Residence</b>		<b>5</b>
4-02	<b>Mean Time to Repair – Loop Trouble - Loop</b>		<b>5</b>
4-03	<b>Mean Time to Repair - CO Trouble</b>	<b>5</b>	
4-03	<b>Mean Time to Repair – CO Trouble – Platform – Business</b>		<b>2</b>
4-03	<b>Mean Time to Repair – CO Trouble – Platform – Residence</b>		<b>3</b>
4-03	<b>Mean Time to Repair – CO Trouble - Loop</b>		<b>0</b>
4-08	% Out of Service > 24 Hours – POTS	20	
4-08	% Out of Service > 24 Hours – POTS – Platform – Business		5
4-08	% Out of Service > 24 Hours – POTS – Platform – Residence		10
4-08	% Out of Service > 24 Hours – POTS - Loop		5
5-01	% Repeat Reports w/in 30 days – POTS	15	
5-01	% Repeat Reports w/in 30 days - POTS – Platform		10
5-01	% Repeat Reports w/in 30 days - POTS - Loop		5

<sup>1</sup> Items in **Bold** are Critical Measures.