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April 4, 2001

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

RE: Bell Atlantic Corp. and GTE Corp., CC Docket No. 98-184

Dear Ms. Salas:

On December 19 and February 12, Verizon met with Mark Stone and other members of the Common Carrier Bureau staff to conduct the semi-annual review of the Carrier-to-Carrier Performance Assurance Plan as provided for in Condition V, Attachment A, Paragraph 4 of the order approving the merger between Bell Atlantic and GTE ("Merger Order"). In those meetings and through subsequent conversations and correspondence, Verizon recommended changes contained in the red-line of the guidelines contained in Attachment A. Attachments B, C, D, E and F are copies of the letters communicating the recommendations proposed by Verizon. Attachment G provides the summary Verizon provided to the Staff of the changes Verizon has proposed.

Verizon looks forward to implementing the recommended changes following your concurrence. If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May".

Attachments

cc: A. Dale
C. Matthey
M. Stone

Verizon Recommended changes to Measures and Standards for Semi-Annual Review
February 2, 2001

Attachment A-1a

BELL ATLANTIC/GTE VERIZON PERFORMANCE MEASUREMENTS
BELL ATLANTIC STATES

Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire,
 New Jersey, New York, Pennsylvania, Rhode Island, Virginia, Vermont, and West Virginia

Schedule A1a – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-2	Reject Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 1 UNE: 1
PR-3	Completed within Specified Number of Days (1-5 Lines)	Resale: 2 UNE: 2
PR-4	Missed Appointments	Resale: 11 14 UNE: 46 19 Trunks: 1
PR-5	Facility Missed Orders	Resale: 4 UNE: 5 Trunks: 1
PR-6	Installation Quality	Resale: 24 UNE: 6
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 37 UNE: 9 Trunks: 1
MR-3	Missed Repair Appointments	Resale: 28 UNE: 108
MR-4	Trouble Duration Intervals	Resale: 510 UNE: 56 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 24 UNE: 5
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	46
BI-2	Timeliness of Carrier Bill	1
TOTAL SUB-METRICS		459186

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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Attachment A-1b

~~BA/GTE~~ VERIZON PERFORMANCE MEASUREMENTS

GTE STATES

Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan,
Missouri, Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas,
Virginia,* Washington, Wisconsin

Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	7
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 19 <u>17</u> <u>16</u> Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 18 <u>16</u>
OR-5	Percent Flow-Through	Resale: 1 UNE: <u>4</u> <u>2</u>
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 17 <u>16</u> Trunks: 2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 <u>6</u> Trunks: 1
PR-9	Coordinated Conversions	UNE: <u>4</u> <u>2</u>
MR-2	Trouble Report Rate	Resale: 2 UNE: 6 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 6 Trunks: <u>1</u>
MR-4	Trouble Duration Intervals	Resale: <u>4</u> <u>3</u> UNE: 12 <u>9</u> Trunks: 2 <u>1</u>
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 <u>5</u> Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	159<u>150</u><u>148</u>

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a.

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Attachment A-2a

**~~BA/GTE~~ VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES
BELL ATLANTIC STATES**

**Connecticut, Delaware, District of Columbia, Massachusetts, Maryland, Maine, New
Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, West Virginia, Virginia
and Vermont**

Pre-Ordering (PO)

Function:
PO-1 Response Time OSS Ordering Interface
Definition:
<ul style="list-style-type: none"> • Response Time – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen. • 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 –06. Queries that “time-out” are excluded from the calculation of average response time. • Time-out – A time-out is a query for which the requested information or an error message is not provided within 60 seconds, for PO-1-01 through –04, and –06, or within 330 seconds for PO-1-05 Telephone Number Availability & Reservation. 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. (Time-outs for TN selection may be reduced to 60 seconds pending state approval as the retail OSS is modified.)
Methodology:
<p>The measurements for PO-1 are derived from actual CLEC transactions and from simulated pre-ordering queries generated by Bell Atlantic Verizon’s simulation system for Verizon Retail transactions¹. These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.</p> <p>Performance to CLECs is measured captured by through BA’s Verizon’s Gateway system for each available CLEC interface² and its pre-ordering Operations Support System (OSS). The simulation system replicates the keystrokes of a CLEC representative and measures the response times from when the “enter” key is hit until a response is received back on the display screen after processing.</p> <p>Performance to BA-Verizon retail is measured directly to and from BA’s Verizon’s OSS. The simulation system replicates the keystrokes of a BA-Verizon service representative and measures the response times from when the “enter” key is hit until a response is received back on the display screen after processing by the pre-ordering OSS. Multiple retail data dips may be required for certain transactions to match the CLEC transaction.</p> <p>The simulation system uses the same account numbers for the CLEC and BA retail simulations. The simulation system generates simulated CLEC and BA-Verizon retail queries simultaneously and continuously throughout the day, Monday through Friday, 8 AM to 6-9 PM, excluding New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. At least ten BA-Verizon retail simulated queries are generated per hour for each type of query. At least ten CLEC simulated queries are generated per hour for each type of query for each available CLEC interface (currently Web GUI, EDI, CORBA)³ without regard to CLEC usage of each interface. The total number of simulated queries depends on the average response times. CLEC transactions are captured for the same time period as retail.</p> <p>Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences 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.</p>

¹ EnView is currently used as the simulation system.

² As new CLEC interfaces become available, the measurement process will be expanded to include them as well. If a CLEC interface is retired, the measurement and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

³ As new CLEC interfaces become available, the simulation system’s simulation process will be expanded to include them as well. If a CLEC interface is retired, the simulations, measurement, and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

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PO-1 OSS Response Time (continued)		
Exclusions:		
<ul style="list-style-type: none"> • Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period. • Verizon Separate Data Affiliate data will be excluded from all CLEC aggregate performance (in all measures) <p>NOTE: If response time aberrations occur due to failures of the simulation system robot itself or the network between the simulation system and the CLEC interface or between the simulation system and the BA OSS, BA will note such failure times and report the data without exclusion in a footnote on the report.</p>		
Performance Standard:		
<p>EDI & CORBA: For all but PO-1-04 (Product and Service Availability) Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction.</p> <p>WEB GUI: Until April 2001 Parity with retail plus not more than 7 seconds. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction. After April 2001 Parity with retail plus not more than 4 seconds. This allows for differences and improvements in Web technology.</p>		
Formula:		
<p>CLEC: \sum Response Times for each transaction / Number of successful transactions</p> <p>Retail: \sum Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.</p>		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • BA-Verizon Retail • CLEC Aggregate 	<ul style="list-style-type: none"> • State 	
Products	<p>CLEC Aggregate:</p> <ul style="list-style-type: none"> • WEB GUI • EDI • CORBA 	
Sub-Metrics – PO-1 Response Time OSS Ordering Interface		
PO-1-01	Average Response Time – Customer Service Record	
Calculation	Numerator Denominator	
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of CSR transactions simulated by the Simulation system
PO-1-02	Average Response Time – Due Date Availability	
Calculation	Numerator Denominator	
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of Due Date availability transactions simulated by the Simulation system
PO-1-03	Average Response Time – Address Validation	
Calculation	Numerator Denominator	
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of address validation transactions simulated by the Simulation system.
PO-1-04	Average Response Time – Product & Service Availability	
Calculation	Numerator Denominator	
	Sum of all response times from enter key to reply on screen for Product and Service Availability.	Number of Product & Service availability transactions simulated by the Simulation system.

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Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-05	Average Response Time – Telephone Number Availability & Reservation ⁴	
Calculation	Numerator	Denominator
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by the Simulation system.
PO-1-06	Average Response Time – Facility Availability (Loop Qualification)	
Calculation	Numerator	Denominator
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by the Simulation system.

⁴ While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For BA-Verizon retail representatives this is a required two step process requiring two separate transactions.

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Function:
PO-2 OSS Interface Availability
Definition:
<p>"OSS Interface Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Bell AtlanticVerizon service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell AtlanticVerizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.</p> <p>Scheduled Availability</p> <ul style="list-style-type: none"> · Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays · Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays <p>Holidays for PO-2 include: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.</p> <p>Note: the number of hours of downtime will be noted in the reports under "observations"; Separate measurements will be performed for each of the following: <u>Pre-Ordering CORBA</u>, <u>Pre-Ordering/Ordering EDI</u>, <u>Pre-Ordering/Ordering/Maintenance Web GUI</u>, and Maintenance Web GUI. The EnView process will be expanded/updated to monitor and report on future OSS processes.</p>
Methodology:
<p>Bell AtlanticVerizon will use EnView as a means of monitoring all BA-Verizon systems, including retail OSS. However, BA-Verizon will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a BA-Verizon outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC's outage. For example, if a single CLEC experienced a 3 hour outage, due to a Bell AtlanticVerizon problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.</p> <p>EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each interface type and OSS. The hours of the day are divided into 6-minute measurement periods.</p> <p>If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface 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 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDIinterface (<u>EDI/WEBGUI/CORBA</u>) problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 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 160 6-minute measurement periods in a 16-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals $(1-(2/160)) \times 100 = 98.75\%$ Availability.</p>

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Methodology – PO-2 OSS Availability (continued)			
<p>Web GUI: BA will implement, date to be determined, a mechanized means to measure availability of the Web GUI interface. Until mechanized measurement of availability of the Web GUI interface is operational, BA will measure availability of the Web GUI interface based on out of service troubles reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point. Once mechanized monitoring is in effect, the Web GUI measurement will be identical to EDI.</p> <p>Trouble Logs: BA-Verizon will make available for inspection by the CLEC BA's logs of CLEC reports that the interface is not available.</p>			
Exclusions:			
<p>The following exclusions will apply</p> <ul style="list-style-type: none"> • -Troubles reported but not found in BA-Verizon • — Troubles reported by a CLEC that were not reported to BA's-Verizon's designated trouble reporting point. • Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines. • Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures). 			
Performance Standard:			
Metric PO-2-02 (Prime Time): ≥ 99.5%			
Formula:			
$\frac{[(\text{Number of hours scheduled less number of scheduled hours not available}) / (\text{Number of hours scheduled})] \times 100}{}$			
Report Dimensions:			
Company: • CLEC Aggregate	Geography: • State		
Products	<ul style="list-style-type: none"> • Web GUI (Pre-Order, Order and Repair) • EDI (Pre-Order and Order) • CORBA (Pre-Order) 		
Sub-Metrics:			
PO-2-02	OSS Interface Availability – Prime Time		
Calculation	Numerator Denominator		
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).</td> <td style="width: 50%; text-align: center;">Number of Prime Time Hours in Month.</td> </tr> </table>	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.		

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Ordering (OR)

Function:
OR-1 Order Confirmation Timeliness
Definition:
<p><u>Resale & UNE:</u></p> <p><u>Order Confirmation Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than <u>+0-6</u> lines – with accounts that include more than <u>+0-5</u> lines that must be rearranged will be treated as <u>+0-6</u> lines or greater.</p> <p><u>Percent of Orders Confirmed On Time:</u> The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.</p> <p><u>Trunks:</u></p> <p>The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.</p> <p><u>Notes:</u></p> <p>(1) Rejected Orders – Orders failing “Basic front-end edits”⁵ are not placed on <u>Completed</u> in the PON Master File.</p> <p>(2) Bell Atlantic <u>For LSRs only, effective with the capability to identify resent confirmations due to Verizon error, Verizon will include</u> in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Bell Atlantic <u>Verizon’s</u> error in initial confirmation⁶. The measurements are based on confirmed orders.</p> <p>(3) If no order confirmations time exists due to a missing order confirmations, BA <u>for LSRs only, Verizon will use</u> the completion notification time.</p> <p>(4) <u>The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.</u></p> <p>(5) <u>The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.</u></p>

⁵ Basic front-end edits – see Glossary.

⁶ 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 ~~BA~~ Verizon reasons are not counted as resent confirmations.

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Exclusions:	
Resale & UNE:	
<ul style="list-style-type: none"> • <u>BA-Verizon Test Orders</u>⁷ • <u>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. Holidays vary by state and are published on the Verizon Web Site.</u> • <u>SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.</u> • <u>Any order (PON) designated by a CLEC to be excluded (e.g., special projects). CLEC must provide written authorization for any exclusion. (This applies to any metric as specified by CLEC)</u> • <u>Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)</u> • <u>DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)</u> 	
Report Dimensions	
Company: <ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific 	Geography: <ul style="list-style-type: none"> · State

⁷ BA-Verizon-Test Orders – see Glossary.

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Performance Standard: OR-1 Order Confirmation Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 40.6 Lines: 24 Hours • Orders with ≥ 40.6 Lines: 72 Hours <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> • Orders with < 40.6 Lines: 48 Hours • Orders with ≥ 40.6 Lines: 72 Hours⁸ Faxed/Mailed Orders: Add 24 Hours to intervals above.	Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 40.6 Lines: 24 Hours • Orders with ≥ 40.6 Lines: 72 Hours <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> • Orders with < 40.6 Lines: 48 Hours • Orders with ≥ 40.6 Lines: 72 Hours⁴ Faxed/Mailed Orders: Add 24 Hours to intervals above.	Electronically Submitted Orders: <i>Firm Order Confirmation:</i> <ul style="list-style-type: none"> • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process • Design Layout Record: ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 Hours to intervals above
Sub-Metrics		
OR-1-02	% On Time LSRC – Flow Through	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-Qualified Complex 	<i>UNE:</i> <ul style="list-style-type: none"> • — POTS/Pre-Qualified Complex – Loop • Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRCs confirmed for specified product.
OR-1-04	% On Time LSRC/ASRC < 40.6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-Qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services⁹ • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • — POTS/Pre-Qualified Complex - Loop • Platform • — 2 Wire Digital Services • — 2 Wire xDSL Services • — Specials
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs for less than 40.6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRCs/ASRCs for less than 40.6 lines confirmed for specified product.
OR-1-06	% On Time LSRC/ASRC ≥ 40.6 Lines (Electronic)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • — POTS/Pre-qualified Complex – Loop • Platform • — Specials
Calculation	Numerator	Denominator

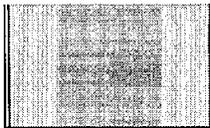
⁸ Also includes orders requiring facility verification as specified in the interval appendix on the Verizon Web-site for product intervals.

⁹ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Number of electronic LSRCs/ASRCs for 40 6
or more lines, sent where confirmation date
and time less submission date and time is less
than standard for specified product.

Total number of electronic LSRs/ASRs for 40
6 or more lines, confirmed for specified
product.

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Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	% On Time FOC	
Products	Trunks: · CLEC Trunks (≤ 192 Forecasted Trunks) · CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	Numerator	Denominator
	Count of orders confirmed within 10 days	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.

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Function:		
OR-2 Reject Timeliness		
Definition:		
<p><u>Reject Response Time:</u> 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 date and time stamp.</p> <p><u>Percent of Orders Rejected On Time:</u> The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.</p> <p>Notes:</p> <p>(1) Rejected Orders – Orders failing “Basic front-end edits”¹⁰ are not placed on <u>Completed</u> in the PON Master File.</p> <p>(2) Measurements are based on rejected orders.</p> <p>(3) The Ordering sub-metrics data reported in the monthly C2C reports only include orders rejected in the calendar month.</p> <p>(4) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.</p>		
Exclusions:		
<ul style="list-style-type: none"> • BA Verizon Test Orders • Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject. • 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. . Holidays vary by state and are published on the Verizon Web Site. • SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines. • Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) • DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete) 		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific 	<ul style="list-style-type: none"> · State 	
Performance Standard:		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:

¹⁰ Basic front-end edits – see Glossary.

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<p>Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i></p> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 406 Lines: 24 Hours • Orders with ≥ 406 Lines: 72 Hours <p><i>Complex Services) (requiring manual loop qualification)</i></p> <ul style="list-style-type: none"> • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours <p><i>Special Services:</i></p> <ul style="list-style-type: none"> • Orders with < 406 Lines: 48 Hours • Orders with ≥ 406 Lines: 72 Hours ¹¹ <p>Faxed/Mailed Orders: Add 24 Hours to intervals above</p>	<p>Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i></p> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 406 Lines: 24 Hours • Orders with ≥ 406 Lines: 72 Hours <p><i>Complex Services(requiring manual loop qualification)</i></p> <ul style="list-style-type: none"> • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours <p><i>Special Services:</i></p> <ul style="list-style-type: none"> • Orders with < 406 Lines: 48 Hours • Orders with ≥ 406 Lines: 72 Hours ⁺ <p>Faxed/Mailed Orders: Add 24 Hours to intervals above;</p>	<p>Electronically Submitted Orders:</p> <ul style="list-style-type: none"> • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process <p>Faxed/Mailed Orders: Add 24 Hours to intervals above</p>
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¹¹

Also includes orders requiring facility verification as specified in the interval appendix.

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Sub-Metrics – OR-2 Reject Timeliness		
OR-2-02	% On Time LSR Reject – Flow Through	
Products	<i>Resale:</i> · POTS/Pre-Qualified Complex	<i>UNE:</i> • —POTS/Pre-Qualified Complex – Loop • Platform
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-04	% On Time LSR/ASR Reject < 40-6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services ¹² · Specials	<i>UNE:</i> • —POTS/Pre-Qualified Complex – Loop • Platform • —2 Wire Digital Services • —2 Wire xDSL Services • —Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 40-6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 40-6 lines rejected for specified product.
OR-2-06	% On Time LSR/ASR Reject ≥ 40-6 Lines (Electronic)	
Products	<i>Resale:</i> · POTS/Pre-qualified Complex · Specials	<i>UNE:</i> • —POTS/Pre-qualified Complex – Loop • Platform • —Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 40-6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 40-6 or more lines rejected for specified product.
OR-2-12	% On Time Trunk ASR Reject	
Products	<i>Trunks:</i> · CLEC Trunks	
Calculation	Numerator	Denominator
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

¹² Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Function:		
OR-5 Percent Flow-Through ¹³		
Definition:		
<p><u>Total Flow-Through</u>: The percent of valid LSR orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a BA-Verizon service representative to type an order into the service order processor. This is also known as "ordering" flow-through.</p> <p><u>% Flow Through Achieved</u>: % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</p> <p>Note: Rejected Orders – Orders failing "Basic front-end edits" ¹⁴ are not placed on Completed in the PON Master File.</p>		
Exclusions:		
<ul style="list-style-type: none"> • BA-Verizon Test Orders • Orders sent via US Mail or Fax • From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on BA-Verizon accounts where business rules require manual intervention, such as pending orders, BA-Verizon blocking, contractual issues such as special touch-tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC] • Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) 		
Performance Standard:		
<p>No Standard Developed for Total Flow Through ¹⁵. To be developed within 6 months of merger close.</p> <p><u>Metric OR-5-01 Resale</u>: in MA, MD, NJ, PA and VA ≥ 50%, in other states 40%</p> <p><u>Metric OR-5-01 Platform</u> : ≥ 50%</p> <p><u>Metric OR-5-01 Loop</u>: ≥ 25%</p> <p>If any OR-5 metric fails to meet the stated standard, then performance on the corresponding Resale or UNE aggregate of OR-1-04, OR-1-06, OR-2-04 AND OR-2-06 (weighted by activity) must equal or exceed 95% to avoid a voluntary payment</p>		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate 		<ul style="list-style-type: none"> • State
Sub-Metrics		
OR-5-01	% Flow Through – Total	
Products	Resale	UNE <ul style="list-style-type: none"> • Loop • Platform
Calculation	Numerator	Denominator

¹³ While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

¹⁴ Basic front-end edits – see Glossary.

¹⁵ NY-PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

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	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR records (orders) for specified product.
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Sub-Metric OR-5 % Flow Through (continued)		
OR-5-03	% Flow Through Achieved	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow-through-eligible orders

Provisioning (PR)

Function:			
PR-3 Completed within Specified Number of Days (1-5 Lines)			
Definition:			
<ul style="list-style-type: none"> For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received. <u>Orders received after 5:00 p.m. are counted as received the next business day. Note: Holidays vary by state and are published on the Verizon Web Site.</u> 			
Exclusions:			
<ul style="list-style-type: none"> — BA-Verizon Test Orders. — Disconnect Orders. — Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). Orders that should be X appointment coded. Verizon will work to correct any orders with an incorrect appointment code. — Bell-Atlantic-Verizon Administrative orders.¹⁶ — Orders with invalid intervals (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. Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) 			
Performance Standard:			
Parity with BA-Verizon Retail. See Interval Guide for specific products and services.			
Report Dimensions			
Company:		Geography:	
<ul style="list-style-type: none"> BA-Verizon Retail CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> State 	
Products (For all PR-3)	Retail: · POTS - Total	Resale: · POTS - Total	UNE: · POTS – Platform & Other (UNE Switch & INP)
Sub-Metrics			
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)		
Calculation	Numerator		Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.		Count of <u>No Dispatch</u> POTS orders with 1 to 5 lines.
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)		
Calculation	Numerator		Denominator

¹⁶

BA-Verizon Administrative Orders – See Glossary

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Count of POTS orders with 1 to 5 lines
where completion date less application date
is 5 or fewer days.

Count of Dispatch POTS orders with 1 to 5
lines.

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Function:	
PR-4 Missed Appointments	
Definition:	
<p>The Percent of Orders completed after the commitment date. <u>LNP</u>: The percent of orders completed on Time (not early) <u>DSL Loops</u> are considered complete if completed on time on the due date. Verizon utilizes serial numbers where CLECs provide them to support on-time performance measures. <u>Trunks</u>: Includes reciprocal trunks from BA-Verizon to CLEC. The percentage of <u>trunks</u> completed for which there was a missed appointment.</p>	
Exclusions:	
<ul style="list-style-type: none"> • BA-Verizon Test Orders • Disconnect Orders • Bell Atlantic Verizon Administrative orders ¹⁷ • Additional Segments ¹⁸ 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. • For Delay Days: for orders with both a BA-Verizon miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded. • Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) • For PR-4-14 (% On Time 2 Wire xDSL Loops) – orders completed late due to facility problems 	
Performance Standard:	
<p>Parity with BA-Verizon Retail Note: Where the SDA is using line sharing, for PR-4-05 Line Share – Parity with SDA Retail Comparison for IOF is Retail DS3 and for EEL is total-Retail DS1 Specials (Except for PR-4-02 where comparison is total specials) LNP: 95% on Time Retail Comparison for 2 Wire DSL and 2 Wire Digital is POTS Second Lines PR-4-14; 2 Wire xDSL Loops: 95% on Time Retail comparison for PR-4-02 xDSL loops is retail specials DS0</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • BA-Verizon Retail/ SDA • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State

¹⁷ BA-Verizon Administrative Orders – See Glossary

¹⁸ Segments – See Glossary

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Sub-Metrics – PR-4 Missed Appointments				
PR-4-01	% Missed Appointment – Bell Atlantic Verizon – Total			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic Verizon reasons.			
Products	Retail: • ___—Specials- Other • DS0 • DS1 • DS3 • ___—IXC FGD Trunks	Resale: • ___—Specials- Other • DS0 • DS1 • DS3	UNE: • ___—EEL • ___—IOF • ___—Specials (Other) • DS0 • DS1 • DS3	Trunks: • ___—CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02	Average Delay Days – Total			
Description	For orders missed due to Bell Atlantic Verizon reasons, the average number of days between committed due date and actual work completion date, attributable to BAVerizon.			
Products	Retail: • ___—POTS • ___—2 Wire Digital • ___—2 Wire xDSL • ___—Specials • DS0 • ___—IXC FGD Trunks	Resale: • ___—POTS • ___—2 Wire Digital • ___—2 Wire xDSL ¹⁹ • ___—Specials	UNE: • ___—POTS Loop • Platform • ___—2 Wire Digital • ___—2 Wire xDSL • ___—Specials • ___—EEL • ___—IOF	Trunks: • ___—CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-04	% Missed Appointment – Bell Atlantic Verizon – Dispatch			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic Verizon reasons.			
Products	Retail: • ___—POTS • ___—2 Wire Digital • ___—2 Wire xDSL	Resale: • ___—POTS • ___—2 Wire Digital • ___—2 Wire xDSL ²⁰	UNE: • ___—Platform • ___—Loop – New • 2 Wire Digital	
Calculation	Numerator		Denominator	

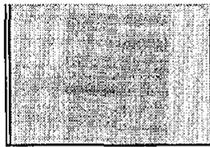
¹⁹ Where the separate data affiliate exists, re-sold xDSL services will not be included.

²⁰ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR-MAC like 'C*') for product group.

Count of Dispatched Orders Completed for product group.

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Sub-Metrics PR-4 Missed Appointments (continued)		
PR-4-05	% Missed Appointment – Bell Atlantic Verizon – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic Verizon reasons.	
Products	Retail/SDA: • ___ POTS • ___ 2 Wire Digital • ___ 2 Wire xDSL Line Sharing	Resale: • ___ POTS • ___ 2 Wire Digital • ___ 2 Wire xDSL ²¹
		UNE: • ___ Platform • 2 Wire xDSL Line Sharing
Calculation	Numerator	Denominator
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC-like 'C*') for product group.	Count of No Dispatch Orders Completed for product group.
PR-4-07	% On Time Performance – LNP Only	
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed after, but on the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	Numerator	Denominator
	Count of LNP orders, where port trigger is completed one (1) day before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)
PR-4-140	% Completed On Time – Complex (DD-2 Test & Serial Number) 2 Wire xDSL Loops	
Description	% of complex (2 wire digital or 2 wire x-DSL Loops services) completed on time with a serial number (index number) provided by CLEC. CLEC did perform test at due date.	
Products	Retail • POTS Residential Second-Line	UNE: • 2 Wire Digital Sves. • 2 Wire xDSL Sves Loops.
Calculation	Numerator	Denominator
	Count of all orders completed on or before the due date with CLEC acceptance via serial number (and DD-2 test)	Count of all orders completed where the CLEC provided an 800 number and due date –2 test results

²¹ Where the advanced separate data affiliate exists, re-sold xDSL services will not be included.

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Function:				
PR-5 Facility Missed Orders				
Definition:				
<p>% Facility Miss: The Percent of <u>Dispatched</u> Orders completed after the commitment date, where the cause of the delay is lack of facilities.</p> <p>% Facility Orders > 30-60 Days: The percent of <u>dispatched</u> orders missed for lack of facilities where the completion date minus the appointment date is greater than 30-60 calendar days.</p> <p>Trunks: The percentage of <u>trunks</u> completed after the commitment date, where the cause of the delay is lack of facilities.</p>				
Exclusions:				
<ul style="list-style-type: none"> • — BA-Verizon Test Orders • — Disconnect Orders • — Bell Atlantic Verizon Administrative orders ²² • — 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. • Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) 				
Performance Standard:				
Parity with BA-Verizon Retail.				
Note: Where the SDA is using line sharing, for xDSL – Parity with SDA				
Report Dimensions				
Company:			Geography:	
<ul style="list-style-type: none"> • BA-Verizon Retail • CLEC Aggregate • CLEC Specific 			<ul style="list-style-type: none"> • State 	
Sub-Metrics				
PR-5-03	% Orders Held for Facilities > 60 Days			
Description	The Percent of <u>Dispatched</u> Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic Verizon facilities.			
Products	Retail/SDA: <ul style="list-style-type: none"> • POTS • Specials • 2 Wire Digital • 2 Wire xDSL • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital • 2 Wire xDSL ²³ • Specials 	UNE: <ul style="list-style-type: none"> • Loop • Platform • 2 Wire Digital • 2 Wire xDSL • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of <u>dispatched</u> Orders where the completion date less due date is <u>more than 60 or more days</u> for Company Facility Reasons (CISR_MAC -CF ²) for product group		Count of <u>dispatched</u> Orders Completed for product group.	

²² BA-Verizon Administrative Orders – See Glossary

²³ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Function:				
PR-6 Installation Quality				
Definition:				
The percent of lines/circuits/trunks installed in the calendar month where a reported trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.				
Exclusions:				
<ul style="list-style-type: none"> • — Subsequent reports (additional customer calls while the trouble is pending) • — Troubles closed due to customer action. • — Troubles reported by Bell Atlantic Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) • If Verizon identifies any CLEC accepting loops through cooperative testing and finds that the cooperative testing is providing false acceptances, installation troubles reported by that CLEC will be excluded. 				
Formula:				
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100				
Performance Standard:				
Parity with BA-Verizon Retail For Found Troubles				
For PR-6-02 Loop Hot Cuts: ≤ 2%				
For PR-6-01 2 wire xDSL – the retail comparison is retail POTS				
Report Dimensions				
Company:		Geography:		
<ul style="list-style-type: none"> • BA-Verizon Retail • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • State 		
Sub-Metrics				
PR-6-01	% Installation Troubles reported within 30 Days			
Description	The percent of lines/circuits/trunks installed where a reported trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	Retail: <ul style="list-style-type: none"> • ISDN • POTS • — Specials • — IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • — 2 Wire Digital • — 2 Wire xDSL²⁴ • — Specials 	UNE: <ul style="list-style-type: none"> • — 2 Wire Digital — 2 Wire xDSL • — Specials 	Trunks: <ul style="list-style-type: none"> • — CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month with installation activity within 30 days.	
PR-6-02	% Installation Troubles reported within 7 Days			

²⁴ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Description	The percent of lines/circuits/trunks installed where a <u>reported</u> trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	Retail: · POTS	Resale: · POTS	UNE: · POTS – Loop - Total · POTS – Loop Hot Cut · POTS - Platform
Calculation	Numerator		Denominator
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines installed in calendar month with installation activity within 30 days.

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Function:			
PR-9 Hot Cut Loops			
Definition:			
A Hot Cut is considered complete when the following occurs:			
1. Work is done at (1) appointed frame due time (FDT) as noted on the LSRC or (2) at a time mutually agreed upon by the RCCC/CLEC; and the work is completed within (1) prescribed interval as noted in the C2C guidelines or (2) mutually accepted interval (i.e., project completes by a certain date).			
A Hot Cut is considered missed when one of the following occurs:			
1. Premature disconnect called into 1-877-HotCuts (otherwise would probably be captured as Retail trouble)			
2. Work not done (i.e., not turned up to CLEC by some means (email, VMS, direct call) by close of intervals noted in standards below due to a Verizon reason (i.e., HFC, late turn up, due date pushed out due to Verizon action)			
A Hot Cut is considered complete when one of the following occurs:			
1. BA performs the hot cut, notifies the CLEC by telephone, and the CLEC accepts the hot cut and issues a serial number (or index number), or			
2. BA performs the hot cut, notifies the CLEC by telephone, but the CLEC does not accept the hot cut, or report a trouble, within one hour of notification and has not specifically requested, within the hour, more time to test; or			
3. BA performs the hot cut, attempts to notify the CLEC by telephone but receives no answer and leaves a phone message, and the CLEC does not respond within one hour of the message.			
Exclusions:			
<ul style="list-style-type: none"> • — BA Verizon Test Orders • — Bell Atlantic Verizon Administrative orders ²⁵ • — Additional Segments ²⁶ 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) • Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures) 			
Performance Standard:			
Hot Cuts: 95% completed within window.			
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:			
1 to 9 lines: 1 Hour			
10 to 49 lines: 2 Hours			
50 to 99 lines: 3 Hours			
100 to 199 lines: 4 Hours			
200 plus lines: 8 Hours			
If IDLC is involved – Start time is within 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)			
Report Dimensions			
Company:	Geography:		
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State 		
Sub-Metrics			
PR-9-01	% On Time Performance – Hot Cut		
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.		
Products	UNE: <ul style="list-style-type: none"> • Loop – Hot Cut (Coordinated Cut-over) 		
Calculation	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Numerator</td> <td style="width: 50%; text-align: center;">Denominator</td> </tr> </table>	Numerator	Denominator
Numerator	Denominator		

²⁵ BA Verizon Administrative Orders – See Glossary

²⁶ Segments – See Glossary

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	Count of hot cut (coordinated) loop orders) (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated) loop orders) completed.
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Maintenance and Repair (MR)

Function:				
MR-2 Trouble Report Rate				
Definition:				
<p>Report Rate: 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 code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office). UNE Loop is defined as 2 wire analog loop</p>				
Exclusions:				
<ul style="list-style-type: none"> • — Report rate excludes Subsequent reports (additional customer calls while the trouble is pending) • — Troubles reported on BA-Verizon official (administrative lines) • — Troubles closed due to customer action. • — Troubles reported by Bell Atlantic Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble • <u>Verizon Affiliate data will be excluded from all CLEC aggregate performance</u> Excluded from Total (MR-2-01) and Loop/CO (MR-2-02 & MR-2-03) report rates: • — Customer Premises Equipment (CPE) troubles • — Troubles reported but not found (Found OK and Test OK). <p>From MR-2-02 & MR-2-03 for 2 wire xDSL:</p> <ul style="list-style-type: none"> • Installation Troubles (I Codes) 				
Performance Standard:				
<p>Report Rate: Parity with BA-Verizon Retail Note: Where the SDA is using line sharing, for xDSL – Parity with SDA. Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR</p>				
Report Dimensions				
<p>Company:</p> <ul style="list-style-type: none"> • BA-Verizon Retail • CLEC Aggregate • CLEC Specific 			<p>Geography:</p> <ul style="list-style-type: none"> • State 	
Sub-Metrics				
MR-2-01	Network Trouble Report Rate			
Products	<p>Retail:</p> <ul style="list-style-type: none"> • Specials • IXC FGD Trunks 	<p>Resale:</p> <ul style="list-style-type: none"> • Specials 	<p>UNE:</p> <ul style="list-style-type: none"> • Specials 	<p>Trunks:</p> <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

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Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-02	Network Trouble Report Rate – Loop		
Products	Retail/SDA: <ul style="list-style-type: none"> • <u> </u> POTS/Complex • <u> 2 Wire Digital</u> • <u> 2 Wire xDSL</u> 	Resale: <ul style="list-style-type: none"> • <u> </u> POTS/Complex • <u> 2 Wire Digital</u> • <u> 2 Wire xDSL</u> ²⁷ 	UNE: <ul style="list-style-type: none"> • <u> </u> Platform • <u> </u> Loop • <u> </u> 2 Wire Digital Services • <u> </u> 2 Wire xDSL Services
Calculation	Numerator		Denominator
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service
MR-2-03	Network Trouble Report Rate – Central Office		
Products	Retail/SDA: <ul style="list-style-type: none"> • <u> </u> POTS/Complex • <u> 2 Wire Digital</u> • <u> 2 Wire xDSL</u> 	Resale: <ul style="list-style-type: none"> • <u> </u> POTS/Complex • <u> 2 Wire Digital</u> • <u> 2 Wire xDSL</u> ²⁸ 	UNE: <ul style="list-style-type: none"> • <u> </u> Platform • <u> </u> Loop • <u> </u> 2 Wire Digital Services • <u> </u> 2 Wire xDSL Services
Calculation	Numerator		Denominator
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service

²⁷ Where the separate data affiliate exists, re-sold xDSL services will not be included.

²⁸ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Function:		
MR-3 Missed Repair Appointments		
Definition:		
The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % 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 and are always dispatched.		
Exclusions:		
<ul style="list-style-type: none"> • — 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 and Test OK). • — Troubles closed due to customer action. • — Troubles reported by Bell Atlantic/Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble • Verizon Affiliate data will be excluded from all CLEC aggregate performance 		
Performance Standard:		
MR-3-01 and MR-3-02—Parity with BA-Verizon Retail Note: Where the SDA is using line sharing, for xDSL – Parity with SDA.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • BA-Verizon Retail • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • State
Sub-Metrics		
MR-3-01	% Missed Repair Appointment – Loop	
Products	Retail/SDA:	Resale:
	<ul style="list-style-type: none"> • — POTS - Residence/Complex • POTS - Business • POTS - Total²⁹ • 2 Wire Digital • 2 Wire xDSL 	<ul style="list-style-type: none"> • — POTS - Residence • POTS - Business/Complex • 2 Wire Digital • 2 Wire xDSL³⁰
		UNE:
		<ul style="list-style-type: none"> • — Platform - Residence • Platform - Business • — Loop • — 2 Wire Digital • — 2 Wire xDSL
Calculation	Numerator	Denominator
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).	Count of Loop Troubles (disposition codes 03 and 04).
MR-3-02	% Missed Repair Appointment – Central Office	

²⁹ For comparison to UNE Loop

³⁰ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Products	Retail/SDA: <ul style="list-style-type: none"> • <u>—POTS/Complex - Residence</u> • <u>POTS - Business</u> • <u>POTS - Total³¹</u> • <u>2 Wire Digital</u> • <u>2 Wire xDSL</u> 	Resale: <ul style="list-style-type: none"> • <u>—POTS/Complex - Residence</u> • <u>POTS - Business</u> • <u>2 Wire Digital</u> • <u>2 Wire xDSL Services³²</u> 	UNE: <ul style="list-style-type: none"> • <u>—Platform - Residence</u> • <u>Platform - Business</u> • <u>—Loop</u> • <u>—2 Wire Digital</u> • <u>—2 Wire xDSL</u>
Calculation	Numerator		Denominator
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).

³¹ For comparison to UNE Loop

³² Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Function:				
MR-4 Trouble Duration Intervals				
Definition:				
<p>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 and Complex (2-wire digital and 2-wire xDSL) -type services this is measured on a "running clock" basis. Run clock includes weekends and holidays. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA-Verizon is awaiting carrier acceptance, or BA-Verizon is denied access). Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's-Verizon's designated trouble reporting interface either directly by the CLEC or by a BA-Verizon representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Note: "y" equals hours out of service (12 or 24 hours). [new para] For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell-Atlantic-Verizon network (trbl_cd is "FAC" or "CO").</p>				
Exclusions:				
<ul style="list-style-type: none"> • ——— 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 Bell-Atlantic-Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble • Troubles where the CLEC does not accept the first available appointment. For example if the CLEC refuses a Saturday appointment and provides access on Monday. • Verizon Affiliate data will be excluded from all CLEC aggregate performance 				
Performance Standard:				
Parity with BA-Verizon Retail Note: Where the SDA is using line sharing, for xDSL – Parity with SDA.				
Report Dimensions				
Company: <ul style="list-style-type: none"> • BA-Verizon Retail • CLEC Aggregate • CLEC Specific 			Geography: <ul style="list-style-type: none"> • State 	
Sub-Metrics				
MR-4-01	Mean Time To Repair – Total			
Products	Retail: <ul style="list-style-type: none"> • Specials • IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • ——— Specials 	Trunks: <ul style="list-style-type: none"> • ——— CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	

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Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-02 Mean Time To Repair – Loop Trouble			
Products	Retail: • <u> </u> POTS/ <u>Complex RES</u> POTS Bus	Resale: • <u> </u> POTS/Complex RES • <u> </u> POTS Bus	UNE: <input type="checkbox"/> <u> </u> Platform <input type="checkbox"/> <u> </u> Loop <input type="checkbox"/> <u> </u> 2 Wire Digital <input type="checkbox"/> <u> </u> 2 Wire xDSL
Calculation	Numerator		Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)
MR-4-03 Mean Time To Repair – Central Office Trouble			
Products	Retail: • <u> </u> POTS/ <u>Complex RES</u> • <u> </u> POTS BUS	Resale: • <u> </u> POTS/Complex RES • <u> </u> POTS Bus	UNE: <input type="checkbox"/> <u> </u> POTS Platform <input type="checkbox"/> <u> </u> POTS Loop <input type="checkbox"/> <u> </u> 2 Wire Digital <input type="checkbox"/> <u> </u> 2 Wire xDSL
Calculation	Numerator		Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition codes 05)
MR-4-07 % Out of Service > 12 Hours			
Products	Retail: • <u> </u> IXC FGD Trunks	Trunks: • <u> </u> CLEC Trunks	
Calculation	Numerator		Denominator
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of Out of service troubles (Loop & CO)
MR-4-08 % Out of Service > 24 Hours			
Products	Retail/SDA: • <u> </u> POTS/Complex <u>Residence</u> • <u> </u> POTS - Business • <u> </u> POTS - Total ³³ • <u> </u> 2 Wire Digital • <u> </u> 2 Wire xDSL • <u> </u> Specials	Resale: • <u> </u> POTS/Complex <u>Residence</u> • <u> </u> POTS - Business • <u> </u> 2 Wire Digital • <u> </u> 2 Wire xDSL ³⁴ • <u> </u> Specials	UNE: • <u> </u> Platform - Residence • <u> </u> Platform - Business • <u> </u> Loop • <u> </u> 2 Wire Digital • <u> </u> 2 Wire xDSL • <u> </u> Specials
Calculation	Numerator		Denominator
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Count of Out of service troubles (Loop & CO).

³³ For comparison to UNE Loop

³⁴ Where the separate data affiliate exists, re-sold xDSL services will not be included.

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Function:				
MR-5 Repeat Trouble Reports				
Definition:				
The percent of troubles cleared that have an additional trouble cleared within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats as a code 3, 4, or 5 will be classified as a repeat report.				
Exclusions:				
<ul style="list-style-type: none"> Verizon Separate Data Affiliate data will be excluded from all CLEC aggregate performance (in all measures) A report is not scored a repeat where the original reports are: <ul style="list-style-type: none"> — Troubles reported by Bell Atlantic Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble Verizon Separate Data Affiliate data will be excluded from all CLEC aggregate performance Excluded from the "repeat" reports are: <ul style="list-style-type: none"> — Subsequent reports (additional customer calls while the trouble is pending) — Customer Premises Equipment (CPE) troubles — Troubles reported but not found upon dispatch (Found OK and Test OK). — Troubles closed due to customer action. — Troubles reported by Bell Atlantic Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble 				
Performance Standard:				
Parity with Verizon BA Retail Note: Where the SDA is using line sharing, for xDSL – Parity with SDA.				
Report Dimensions				
Company:			Geography:	
<ul style="list-style-type: none"> BA-Verizon Retail CLEC Aggregate CLEC Specific 			<ul style="list-style-type: none"> State 	
Sub-Metrics				
MR-5-01	% Repeat Reports within 30 Days			
Products	Retail/SDA: <ul style="list-style-type: none"> POTS/Complex 2 Wire Digital 2 Wire xDSL Specials IXC FGD Trunks 	Resale: <ul style="list-style-type: none"> POTS/Complex 2 Wire Digital 2 Wire xDSL³⁵ Specials 	UNE: <ul style="list-style-type: none"> Platform Loop 2 Wire Digital — 2 Wire xDSL Specials 	Trunks: <ul style="list-style-type: none"> CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That that Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

³⁵ Where the separate data affiliate exists, re-sold xDSL services will not be included.

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
<p>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 BA-Verizon 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 Bell-Atlantic-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.]</p> <p>For this measure, BA-Verizon-Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems. CLEC Trunks are dedicated final trunks carrying traffic from the BA-Verizon access tandem to the CLEC.</p>
Exclusions:
<p>Trunks not included:</p> <ul style="list-style-type: none"> • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic <p>BA-Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that BA-Verizon has identified a blocked trunk group and that the trunk group should be excluded from BA-Verizon performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"> • 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 BA-Verizon request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements <ul style="list-style-type: none"> • Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:
<p>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 BA-Verizon and CLECs, BA-Verizon will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.</p> <p>End User Standard:</p> <p>602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.</p> <p>603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.</p> <p>603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.</p>

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Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: <ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific 		Geography: <ul style="list-style-type: none"> · State
Products	Trunks: <ul style="list-style-type: none"> · CLEC Trunks 	
Sub-Metrics		
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – 3 Months	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

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Function:		
NP-2 Collocation Performance		
Definition:		
<p><u>Interval:</u> 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.</p> <p>(For NY Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted demand will have the following interval start date:</p> <ul style="list-style-type: none"> · No Forecast Received: 3 months after application date · Forecast received 1 month prior to application date: 2 months after application date · Forecast received 2 months prior to application date: 1 month after application date · Forecast received 3 months prior to application date: On the application date <p><u>Interval Stops if (stop clock):</u></p> <ul style="list-style-type: none"> · For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary. <p><u>Completions:</u> BA-Verizon will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC. Includes new and augment trunks.</p>		
Exclusions:		
<ul style="list-style-type: none"> · Verizon Affiliate data will be excluded from all CLEC aggregate performance — None 		
Formula:		
<p><u>Interval:</u> $\sum (\text{Committed Due Date} - \text{Application Date}) / \text{Number of Cages}$</p> <p><u>% On Time:</u> $\text{Number of Responses provided within standard or Cages completed on Due Date (adjusted for milestone misses)} / \text{Number of Responses provided or of Cages completed} \times 100$</p>		
Performance Standard:		
<p><u>Physical</u>³⁶:</p> <ul style="list-style-type: none"> Notification of Space Availability: 8 Days Collocation Interval: 76 Days 95% On Time <p><u>Virtual:</u></p> <ul style="list-style-type: none"> Notification of Space Availability: 14 Days Collocation Interval: 105 Days 95% On Time 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> · CLEC Aggregate · CLEC Specific 	<ul style="list-style-type: none"> · State 	
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.

³⁶

Intervals may vary in accordance with state regulations or tariffs.

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Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	Numerator	Denominator
	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.
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).	Count of physical collocation cages 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).	Count of virtual collocation arrangements completed.

GLOSSARY

Application Date	The date that a valid order is received.
ASR	Access Service Request
<u>BA-Verizon</u> Administrative Orders	Orders completed by <u>BA-Verizon</u> for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for <u>BA-Verizon</u> official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a <u>Verizon</u> BA state; CLEC Id can not 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 <u>BA-Verizon</u> Change Control procedures.
BFR	Bona Fide Request Process (BFR): See appendix D, Summary of BFR from N.Y. P.S.C. No. 916, Section 16.

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<p>Collocation Milestones</p>	<p>(FOR NY) From P.S.C. 914 Tariff, Section 5:</p> <p><u>Physical Collocation</u></p> <ul style="list-style-type: none">· Day 1 – CLEC submits completed application· Day 9 – BA-Verizon notifies CLEC that request can be accommodated and estimates costs.· Day 14 – CLEC notifies BA-Verizon of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse BA-Verizon for all costs incurred should the CLEC withdraw its collocation request· Day 76 – BA-Verizon and CLEC attend Methods and Procedures meeting and BA-Verizon turns over the multiplexing node to the CLEC <p>BA-Verizon and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA-Verizon 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 BA-Verizon work completion notice, indicating acceptance of the multiplexing node construction work and providing BA-Verizon with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of or facilities in the multiplexing node(s) until after the receipt by BA-Verizon of the BA-Verizon work completion notice and any applicable security fee.</p> <p><u>Virtual Collocation:</u></p> <p>BA-Verizon and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA-Verizon 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.</p>
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<p>Common Final Trunk Blockage:</p>	<p>Common final trunks carry traffic between BA-Verizon end offices and the BA-Verizon access tandem, including local traffic to BA-Verizon customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA-Verizon common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. (See <u>Dedicated Final Trunk Blockage</u>.) In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.</p>
<p>Common Trunks:</p>	<p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two BA-Verizon end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic Verizon -NY geographies.</p> <p>(B) <u>Final Trunks</u>: (All Bell Atlantic Verizon except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks - IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
<p>Company Initiated Orders</p>	<p>Provisioning orders processed for administrative purposes and not at customer request.</p>
<p>Company Services</p>	<p>Official Bell Atlantic Verizon Lines</p>
<p>Completion Date</p>	<p>The date noted on the service order as the date that all physical work is completed as ordered.</p>

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Coordinated Cut over	A coordinated cut-over is the live manual transfer of a <u>BA-Verizon</u> end user to a CLEC completed with manual coordination by <u>BA-Verizon</u> 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: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a <u>BA-Verizon</u> Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks

(E) High Usage Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end office to a ~~Bell Atlantic~~Verizon Tandem Office **or** carry two-way local traffic between a ~~Bell Atlantic~~Verizon end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ~~Bell Atlantic~~Verizon geographies. These trunks are ordered by the CLEC.

(F) Final Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end office to a ~~Bell Atlantic~~Verizon Tandem Office **or** carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from ~~BA~~Verizon and engineer to their desired blocking design threshold.

(G) High Usage Trunks – BA-Verizon to CLEC Interconnection: carry one-way local traffic from a ~~Bell Atlantic~~Verizon end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ~~Bell Atlantic~~Verizon geographies. ~~BA~~Verizon orders these trunks from CLECs.

(H) Final Trunks – BA-Verizon to CLEC Interconnection: carry one-way traffic from a ~~BA~~Verizon end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all ~~Bell Atlantic~~Verizon geographies. ~~BA~~Verizon orders these trunks from CLECs.

(I) High Usage Trunks – IXC Feature Group D: carry two-way traffic between a ~~Bell Atlantic~~Verizon end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all ~~Bell Atlantic~~Verizon geographies. IXCs order these trunks from ~~BA~~Verizon.

(J) Final Trunks – IXC Feature Group D carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all ~~Bell Atlantic~~Verizon geographies. IXCs order these trunks from ~~BA~~Verizon.

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Dispatched Orders:	An order requiring the dispatch of a Bell-Atlantic Verizon Field technician outside of a Bell-Atlantic Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
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 taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	<u>Left in Dial Tone Orders</u> . 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 back 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 a loop facility <u>that meets or can be made to meet specifications necessary for ISDN 2-wire digital or 2-wire xDSL services exists for the requested end user. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap.</u>
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the Gateway and requiring no manual intervention to be entered into the service order processor.
Missed Appointment Codes	Bell-Atlantic Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Network Troubles	Troubles with a disposition code of 03 (drop), 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.

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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 BA Verizon representative into the BA Verizon service order processor. 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 central office, including frame wiring and translation troubles. Disposition codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Bell Atlantic Verizon Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Verizon Central Office.
Orders with ≥ 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	<i>Plain Old Telephone Services</i> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.
PON	<i>Purchase Order Number</i> : Unique purchase order provided by CLEC to BA Verizon placed on LSRC or ASR as an identifier of a unique order.
Projects	<i>Projects</i> 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.
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= \leq 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.
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.

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Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA-Verizon is awaiting carrier acceptance, or BA-Verizon is denied access.
Suspend/Restore Orders	Orders completed by BA-Verizon to suspend for non-payment or restore for payment subject to state commission Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for BA-Verizon to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL', 'NYNX', 'ZKPM', 'ZPSC', 'ZTKP', 'ZTPS', 'ZJIM'.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One 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 Bell Atlantic Verizon 's central office where the end user is served. The 2-wire digital - ISDN BRI loop, currently offered by Bell Atlantic 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.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 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 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'

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POTS - Total	Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: · Service order classification of ordering master rec = 0 Provisioning: · POTS Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) 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 · ISDN Primary: Service Code Modifier (SCM) begins with "IB" · 2 Wire Digital Services · 2 Wire xDSL Services (including Loops and Line sharing)

<p>Special Services</p>	<p><i>Special Services</i> ("Specials") 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: · CL_FID is not NULL Maintenance: · Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format 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 Bell Atlantic 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 Bell Atlantic 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 are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing.</p>
<p>For Trunks:</p>	<p>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 Bell Atlantic 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.</p>

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Attachment A-2b

**BA/GTE-VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES
GTE STATES**

**Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan, Missouri,
Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas, Virginia,* Washington,
Wisconsin**

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachment A-1a and A-2a.

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Function:
PO-1 Response Time OSS Ordering Interface
Methodology:
<p>GTEVerizon measures average response time for mechanized pre-Order queries by capturing information on CLEC queries and GTEVerizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is initiated<u>received</u> is captured and assigned a unique transaction ID. When the GTEVerizon response is returned to the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response date/time.</p> <p>Queries requesting customer service records (CSRs) can also be processed via fax (<u>Manual CSRs</u>). The date and time the fax is received from the CLEC is captured. The GTEVerizon service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. CSR metrics are expressed as a percent successful within the performance standard.</p>
Definition:
<p>The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Record (CSR) • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquires • <u>Facility AvailabilityMechanized Loop Qualification</u>
Notes:
<p>1. Facility availability query functionality is not currently provided.</p>
Notes:
<p>1. <u>Verizon does not report Legacy System Transaction Time for rejected/failed inquiries; Pre-Order Query Transaction Time is reported and tracked diagnostically.</u></p> <p>2. <u>Manual CSRs are measured in clock hours.</u></p> <p>3. <u>Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours.</u></p> <p>4. <u>Pre-order query transaction time intervals are measured as total transaction time.</u></p> <p>5. <u>Verizon does not support manual engineering queries for loop qualification.</u></p>
Exclusions:

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- Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.
- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification, telephone number, service availability, service due date scheduling, ~~or rejected/failed~~ or mechanized loop qualification queries are excluded from OSS response time calculations.
- Queries outside of published system hours for fully electronic sub-metrics are not tracked.
- Manual CSRs exclude non-business days.
- Excludes queries not completed within the reporting period.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

Performance Standard:

Mechanized-Electronic (excluding CSR):

- Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000 For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds. -PO-1-06 (Loop Qualification) to be determined by next 6 month review period with (California) CCB.

CSRs:

- PO-1-08: WISE: 95% in 4 hours
- PO-1-07: Fully Manual: 95% in 24 hours

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Formula:		
CLEC: Σ Response Times for each transaction/Number of Transactions Returned to CLEC		
Retail: Σ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System		
Report Dimensions – PO-1 OSS Response Time		
Company:		Geography:
<ul style="list-style-type: none"> Verizon Retail (PO-1-02 thru PO-1-05) Individual CLEC CLECs in the aggregate 		<ul style="list-style-type: none"> Statewide
Products:		
<ul style="list-style-type: none"> Electronic Interface WISE-CSR Interface Manual CSR Interface (fax) 		
Sub-Metrics		
Products PO-1-02 thru PO-1-06	<ul style="list-style-type: none"> Electronic Interface (Combined performance for all existing electronic interfaces) 	
PO-1-02	Average Response Time – Service Appointment Scheduling	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Count of service appointment scheduling Queries Number of Service Appointment Scheduling Queries Returned in Reporting Period
PO-1-03	Average Response Time – Address Verification	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for address verification	Count of address verification Queries Number of Address Validation Queries Returned in Reporting Period
PO-1-04	Average Response Time – Service Availability	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service availability	Count of service availability Queries Number of Service Availability Queries Returned in Reporting Period
PO-1-05	Average Response Time – Request for Telephone Number	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for TN request	Count of TN request Queries Number of TN Queries Returned in Reporting Period
PO-1-06	Average Response Time – Facility Availability Mechanized Loop Qualification	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for facility availability loop qualification	Count of facility availability Queries Number of Loop Qualification Queries Returned in Reporting Period
PO-1-07	% CSR Queries On Time – Manual	
Products	<ul style="list-style-type: none"> Manual CSR Interface (fax) 	
Calculation	Numerator	Denominator

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	Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSR Queries <u>returned in reporting period</u>
PO-1-08	% CSR Queries On Time – WISE	
Products	<ul style="list-style-type: none"> WISE CSR Interface 	
Calculation	Numerator	Denominator
	Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSR Queries <u>returned in reporting period</u>

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Function:	
PO-2 OSS Interface Availability	
Methodology:	
<p>GTEVerizon measures "Percent of Time Interface is Available" within published hours of availability for each OSS external interfacing system WISE Pre-Ordering, WISE Ordering, WISE CSR and WISE Repair interfaces. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via GTEVerizon's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".</p>	
Definition:	
<p>Measures percent of time an OSS interface is actually available compared to scheduled availability.</p> <p>Business Rules:</p> <ul style="list-style-type: none"> • Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours. • Scheduled hours: WISE Repair interface Monday to Sunday, 7am to 11pm EST • Scheduled hours: WISE Pre ordering, WISE Ordering, WISE CSR interfaces Monday to Friday, 8am to 11pm EST; Saturday, 8am to 8pm EST • Scheduled hours for WISE Pre-Ordering, Ordering, CSR and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site. • Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states) 	
Exclusions:	
<ul style="list-style-type: none"> • Interface for WISE Performance Measures. • Scheduled system downtime. • Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures). 	
Performance Standard:	
Standard - 99.5025%	
Report Dimensions :	
<p>Company:</p> <ul style="list-style-type: none"> • CLECs in the aggregate <p>Products:</p> <ul style="list-style-type: none"> • WISE Pre-Ordering • WISE Ordering • WISE Repair • WISE CSR Requests 	<p>Geography:</p> <ul style="list-style-type: none"> • Statewide (Same performance is reported for each state)
Sub-Metrics	
Products	<ul style="list-style-type: none"> • WISE Pre-Ordering Interface • WISE Ordering Interface • WISE Repair Interface • WISE CSR Interface

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PO-2-02	OSS Interface Availability – Scheduled Hours	
Calculation	Numerator	Denominator
	Number of scheduled system -interface available hours minus unscheduled system -interface unavailable hours	Sum of total scheduled system -interface available hours

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Function:
OR-1 Order Confirmation Timeliness
Definition:
Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.
Business Rules:
<ul style="list-style-type: none"> · The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the <u>ILEC Verizon</u> ordering center. · <u>Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB)</u> · <u>FOC Business day = Monday through Saturday, excluding Sundays and ILEC Verizon published holidays (GTE Verizon).</u> · <u>LSC Business day = Monday through Friday, 8am-8pm excluding weekends and Verizon published holidays</u> · <u>Elapsed time for fully electronic sub-metrics tracked during system hours.</u>
Exclusions:
<p><u>Excludes non-business days.</u></p> <p><u>Excludes delays caused for customer reasons.</u></p> <p><u>Excludes orders where type of service cannot be determined</u></p> <p>Local Service Requests:</p> <ul style="list-style-type: none"> · <u>Exclude invalid records.</u> · Exclude <u>non stand-alone</u> records for Directory Assistance/Listing, Directory Listing and Directory Assistance. · Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors). <p><u>Excludes projects for Resale/UNE with projects defined as CLEC negotiated.</u></p> <p>Access Service Requests:</p> <ul style="list-style-type: none"> · Exclude invalid records. · Exclude records with invalid dates. · <u>Excludes projects for Interconnection Trunks (defined as more than 192 trunks).</u> • Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:
95% On Time
<p>Fully Electronic/Flow Through: 2 hours</p> <p>Resale POTS/UNE(non-designed) <10 lines: 24 hours</p> <p>Resale POTS/UNE(non-designed) >= 10 lines: 72 hours</p> <p>Resale Special/UNE designed Services < 10 lines: 48 hours</p> <p>Resale Special/UNE designed Services >= 10 lines: 72 hours</p> <p>Interconnection Trunks/UNE Transport: 10 days</p>
Report Dimensions :

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Company:

- Individual CLEC
- CLECs in the aggregate

Products:

- Resale POTS
- Resale Specials
- UNE Loop Nondesignated
- UNE Loop Designed
- UNE Loop 2-wire
- UNE Port
- UNE Transport
- UNE Platform
- UNE Loop xDSL Capable
- Interconnection Trunks

Geography:

- Statewide

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Sub-Metrics – Order Confirmation Timeliness		
OR-1-02	% On time LSC – Flow Through	
Products ³⁸	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Nondesigned</u> • <u>UNE Loop Designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Transport</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> 	
Calculation	Numerator	Denominator
	Number of electronic LSCs for flow through orders where the sent date/time minus received date/time is less than 2 hours for Resale and UNE Loop/Port/Platform specified products	Count Number of electronic LSCs of for flow through orders where a Local Service Confirmation was sent for Resale and UNE for Loop/Port/Platform specified products
OR-1-04	% On Time LSC < 10 Lines (Non-Designed-No Flow Through)	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>UNE Loop Non-designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> 	
Calculation	Numerator	Denominator
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform specified products	Count Number of Resale POTS and UNE Loop/Port/Platform orders LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-05	% On Time LSC < 10 Lines (Specials-Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • <u>Resale Specials</u> • <u>UNE Loop Designed</u> 	
Calculation	Numerator	Denominator
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials specified products	Count Number of Resale Special orders LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed-No Flow Through)	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>UNE Loop Non-designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> 	
Calculation	Numerator	Denominator

³⁸ Reported where flow-through capability exists

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	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform specified products	Count Number of Resale and UNE Loop/Port/Platform orders LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-07	% On Time LSC >= 10 Lines (Designed -No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
Calculation	Numerator	Denominator
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
OR-1-12	% On Time FOC (Trunks and Transport)	
Products	<ul style="list-style-type: none"> • UNE Transport • Interconnection Trunks 	
Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time minus received date/time is within the standard for Interconnection Trunk and UNE Transport specified products	Count Number of Interconnection Trunk and UNE Transport orders FOCs where a Firm Order Confirmation was sent for specified products

Function:	
OR-2 Reject Timeliness	
Definition:	
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.	
Business Rules:	
<ul style="list-style-type: none"> • <u>1. Calculation</u>—The start time of requests received after the end of the business day starts at will be the beginning of the next business day. Business day is defined as published hours of operation for the <u>LEC/Verizon</u>. • <u>2. Business day</u> = Monday through Friday, 8am-8pm. <u>FOC Business day</u> = Monday through Saturday, excluding Sundays and Verizon published holidays (Verizon). • <u>LSC Business day</u> = Monday through Friday, excluding weekends and Verizon published holidays • Elapsed time for fully electronic sub-metrics tracked during system hours. 	
Exclusions:	
<ul style="list-style-type: none"> • Excludes non-business days. • Excludes delays caused for customer reasons. • Excludes rejects where type of service cannot be determined. • Excludes <u>non stand-alone Directory Assistance/Listing, Directory Assistance, Directory Listing, and PNP activity</u> • Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors). • Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures). • Excludes projects for Resale/UNE with projects defined as CLEC negotiated. 	
Performance Standard:	
95% On Time	
Fully Electronic/Flow Through: 2 hours	
Resale POTS/UNE (non-designed) <10 lines: 24 hours	
Resale POTS/UNE >= (non-designed) 10 lines: 72 hours	
Resale Special/UNE designed Services < 10 lines: 48 hours	
Resale Special Services/UNE designed >= 10 lines: 72 hours	
Interconnection Trunks/UNE Transport: 10 days	
Report Dimensions :	
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Loop 2-wire • UNE Port • UNE Platform • UNE Loop xDSL Capable 	Geography: <ul style="list-style-type: none"> • Statewide
Sub-Metrics	

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OR-2-02	% On Time LSR Reject – Flow Through	
Products ³⁹	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Nondesigned</u> • <u>UNE Loop Designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Transport</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> 	
Calculation	Numerator	Denominator
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
OR-2-04	% On Time LSR Reject < 10 Lines (No Flow Through)	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>UNE Loop Non-designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines	Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines
OR-2-05	% On Time LSR Reject < 10 Lines (Specials - No Flow Through)	
Products	<ul style="list-style-type: none"> • <u>Resale Specials</u> • <u>UNE Loop Designed</u> 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale Special-orders for specified products less than 10 lines	Number of Resale Special-Orders for specified products Rejected with less than 10 lines

³⁹ Reported where flow-through capability exists

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Sub-Metrics OR-2 Reject Timeliness		
OR-2-06	% On Time LSR Reject >= 10 Lines (No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-designed • UNE Port Non-designed • UNE Platform • UNE 2 wire xDSL 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform orders with 10 or more lines for specified products	Number of Resale and UNE Loop/Port/Platform Orders Rejected with 10 or more lines for specified products
OR-2-07	% On Time LSR Reject >= 10 Lines (Specials No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products

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Function:		
OR-5 Percent Flow-Through⁴⁰		
Definition:		
<p><u>Total Flow Through:</u> The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through.</p> <p><u>% Flow Through Achieved:</u> % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow through due to CLEC errors or a pending order status.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Rejected LSRs • Orders received manually • Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance • Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
<p>No Standard Developed for Total Flow Through. To be developed within 6 months of merger close.</p> <p>Metric OR-5-03 Resale: in FL ≥ 50%, in CA ≥ 10%, in other states ≥ 20%</p> <p>Metric OR-5-03 Platform: ≥ 10%</p> <p>Metric OR-5-03 Loop: ≥ 10%</p> <p>If any OR-5 metric fails to meet the stated standard, then performance on the corresponding Resale or UNE aggregate of OR-1-04, OR-1-06, OR-2-04 AND OR-2-06 (weighted by activity) must equal or exceed 95% to avoid a penalty.</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • State
Sub-Metrics		
OR-5-01	% Flow Through—Total	
Products	Resale	UNE <ul style="list-style-type: none"> • Loop • Platform
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow-through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.
OR-5-03	% Flow Through – Achieved	

⁴⁰ While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.

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Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.

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Function:	
PR-3 Completed within 5 Days	
Definition:	
Measures the percent of <u>valid, accepted</u> new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.	
Exclusions:	
<ul style="list-style-type: none"> Excludes customer requested due dates beyond interval offered. Excludes orders delayed for customer reasons. Excludes 'Out/Disconnect' orders. Excludes 'records only' orders. Excludes <u>ILEC-Verizon</u> company official orders Excludes <u>PNP-LNP</u> orders Verizon <u>Separate Data</u> Affiliate data will be excluded from all CLEC aggregate performance (in all measures) 	
Performance Standard:	
Parity with <u>GTE-Verizon</u> Retail	
Report Dimensions :	
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • <u>ILEC-Verizon</u> Retail (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • UNE Loop Nondesigned 	Geography: <ul style="list-style-type: none"> • Statewide
Products	<ul style="list-style-type: none"> • Resale POTS • <u>UNE Loop Non-designed</u>
PR-3-08	% Completed in 5 Days – No Dispatch
Calculation	Numerator
	Number of <u>valid new, move, and change Resale POTS/UNE Loop Non-designed non-dispatched non-dispatched</u> orders where the billing effective date minus the application date is less than or equal to 5 business days <u>for specified products</u>
Calculation	Denominator
	Total <u>valid new, move and change Resale POTS/UNE Loop Non-designed non-dispatched orders for specified products</u>
PR-3-09	% Completed in 5 Days — Dispatch
Calculation	Numerator
	Number of new, move, and change Resale POTS/UNE Loop Non-designed-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days <u>for specified products</u>
Calculation	Denominator
	Total new, move and change Resale POTS/UNE Loop Non-designed-dispatched orders <u>for specified products</u>

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Function:					
PR-4 Missed Due Dates					
Definition					
Measures the percent of new, move and change orders where installation was not completed by the due date for Verizon reasons.					
Business Rules:					
<ol style="list-style-type: none"> 1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. 2. Completed date is defined as the Billing Effective Date. 					
Exclusions:					
<p>Excludes 'Out/Disconnect' orders, except when associated with LNP.</p> <p>Excludes 'records only' orders.</p> <p>Excludes HEC-Verizon company official orders.</p> <p>Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)</p>					
Performance Standard:					
<p>Parity with GTE/Verizon Retail</p> <p>For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.</p> <p>LNP: 95% on Time</p>					
Report Dimensions :					
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • HEC-Verizon (if analog applies) • Verizon affiliate (line sharing) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop-Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL-Capable • Interconnection-Trunks 	Geography: <ul style="list-style-type: none"> • Statewide 				
Sub-Metrics					
PR-4-01	% Missed Due Dates – Designed Services				
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed • UNE Platform • UNE Transport • Interconnection Trunks 				
Calculation	<table border="1"> <thead> <tr> <th>Numerator</th> <th>Denominator</th> </tr> </thead> <tbody> <tr> <td>Total number of missed due dates missed for company reasons for New, Move and change Resale Specials, UNE Loop-Designed, UNE Platform, UNE Transport, Interconnection trunk-orders for specified products</td> <td>Total number of New, Move and Change Resale Specials, UNE Loop-Designed, UNE Platform, UNE Transport, Interconnection trunk-orders for specified products</td> </tr> </tbody> </table>	Numerator	Denominator	Total number of missed due dates missed for company reasons for New, Move and change Resale Specials, UNE Loop-Designed, UNE Platform, UNE Transport, Interconnection trunk-orders for specified products	Total number of New, Move and Change Resale Specials, UNE Loop-Designed, UNE Platform, UNE Transport, Interconnection trunk-orders for specified products
Numerator	Denominator				
Total number of missed due dates missed for company reasons for New, Move and change Resale Specials, UNE Loop-Designed, UNE Platform, UNE Transport, Interconnection trunk-orders for specified products	Total number of New, Move and Change Resale Specials, UNE Loop-Designed, UNE Platform, UNE Transport, Interconnection trunk-orders for specified products				
PR-4-02	Average Delay Days – Total				

Verizon Recommended changes to Measures and Standards for Semi-Annual Review
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Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Non-Designed</u> • <u>UNE Loop Designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> • <u>UNE Transport</u> • <u>Interconnection Trunks</u> 	
Calculation	Numerator	Denominator
	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
PR-4-04	% Missed Due Dates – Dispatch	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>UNE Loop Non-Designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> 	
Calculation	Numerator	Denominator
	Total number of missed-due dates missed for company reasons for New, Move and change Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, UNE Port-dispatched orders for specified products	Total number of New, Move and Change Resale POTS, UNE Loop Non-designed, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders for specified products

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Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	% Missed Due Dates – No Dispatch	
Products	<ul style="list-style-type: none"> • Resale POTS • <u>UNE Loop Non-Designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> • <u>UNE Line sharing</u> 	
Calculation	Numerator	Denominator
	Total number of <u>missed-due dates missed for company reasons for New, Move and change Resale POTS, UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, Line Sharing, UNE Port non-dispatched orders for specified products</u>	Total number of New, Move and Change Resale POTS, <u>UNE Loop Nondesigned, UNE Platform, UNE Loop xDSL Capable, Line Sharing, UNE Port non-dispatched orders for specified products</u>

Function:	
PR-5 Facility Missed Orders	
Definition:	
Measures the percent of new, move and change orders missed due to lack of facilities.	
Business Rules:	
<ol style="list-style-type: none"> 1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. 2. Completed date is defined as the Billing Effective Date. 3. Lack of facilities is defined to be those orders showing the following suffixes: <u>DROSP, DRCOE, DREQ</u> with <u>DR</u> suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity.- 	
Notes:	
<ol style="list-style-type: none"> 1. Results also included in Measure "Percent Missed Due Dates" 	
Exclusions:	
<p>Excludes 'records only' orders. Excludes 'Out' orders. Excludes HEC Verizon company official orders. Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>	
Performance Standard:	
<p>Parity with GTE Verizon Retail For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.</p>	
Report Dimensions:	
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • HEC Verizon (if analog applies) • Verizon affiliate (for xDSL) 	Geography: <ul style="list-style-type: none"> • Statewide
Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Designed • UNE Loop Non-designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	
Sub-Metrics	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Non-Designed</u> • <u>UNE Loop Designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> • <u>UNE Transport</u> • <u>Interconnection Trunks</u>

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PR-5-03	% Orders Held for Facilities > 60 Days	
Calculation	Numerator	Denominator
	Total number of New, Move and change orders where the billing effective date minus the due date is <u>more than 60</u> or more days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

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Function:	
PR-6 Installation Quality	
Definition:	
Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesignated services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)	
Exclusions:	
Excludes the following types of trouble: CPE Came Clear Test OK Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC Verizon employee generated ILEC Verizon company official orders <u>Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</u> 2-wire xDSL troubles reported by CLECs that do not participate in cooperative testing. False acceptances via cooperative testing.	
Performance Standard:	
Parity with <u>GTE Verizon Retail</u> For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.	
Report Dimensions :	
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC Verizon Retail (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	Geography: <ul style="list-style-type: none"> • Statewide
Sub-Metrics	
PR-6-01	% Installation Troubles reported within 30 Days

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Products		
	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed • UNE 2 wire XDSL • UNE Transport • Interconnection Trunks 	
Calculation	Numerator	Denominator
	Total number of Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk orders which received network customer trouble reports within 30 calendar days of completion.	Total number of new, move and change Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk completed orders completed within the calendar month.

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Sub-Metrics PR-6 Installation Quality		
PR-6-02	% Installation Troubles reported within 7 Days	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>UNE Loop Non-Designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> 	
Calculation	Numerator	Denominator
	Total number of Resale POTS, UNE Loop Nondesigned, UNE Platform, <u>UNE Loop xDSL Capable</u> , <u>UNE Platform POTS</u> , <u>UNE Port orders which received trouble reports within 7 -calendar days of order completion for specified products.</u>	Total number of new, move and change Resale POTS, <u>UNE Loop Nondesigned</u> , <u>UNE Platform POTS</u> , <u>UNE Loop xDSL Capable</u> , <u>UNE Port completed orders completed in the calendar month for specified products.</u>

Function:
PR-9 Coordinated Conversions
Methodology:
GTEVerizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV. A coordinated conversion consists of a CLEC provider in contact with Verison Verizon prior to and upon completion of a service order request. A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request. Three types of formatted remarks are placed on the NOCV order: <ul style="list-style-type: none">• Coordinated customer conversion/<u>coordinated hot cut identifier</u>• The <u>committed due date/due start time</u>• The actual <u>conversion completion date/time the conversion actually started</u> If the conversion actually started <u>within one hour of the scheduled due date/start time, the conversion is considered to be on-time.</u> completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.
Definition:
Measures the percentage of coordinated orders (TBCC/CHC) started on completed by committed time* for all orders where CLEC has requested coordination (including PLNP).
*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.
Business Rules:
Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).
Exclusions:
Excludes CLEC caused misses Excludes 'records only' orders Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:

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90% on time

Coordinated Conversions:

- | Line Size | Committed Completion Interval |
|---------------------|-------------------------------|
| • 1 to 49 lines: | 1 work hour |
| • 50 to 99 lines: | 2 work hours |
| • 100 to 199 lines: | 3 work hours |
| • 200 plus lines: | 4 work hours |

Coordinated Hot Cuts:

- 1 to 20 lines: 1 work hours
- 21 to 30 lines: 1.5 work hours
- 31 to 40 lines: 2 work hours
- 41 to 50 lines: 2.5 work hours
- 51 to 60 lines: 3 work hours
- 61 to 70 lines: 3.5 work hours
- 71 to 80 lines: 4 work hours
- 81 to 90 lines: 4.5 work hours
- 91 to 100 lines: 5 work hours*

*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.

Report Dimensions :

Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 	Geography: <ul style="list-style-type: none"> • Statewide
Products: <ul style="list-style-type: none"> • Residence and Business conversions, including PNP 	

Sub-Metrics

Products	<ul style="list-style-type: none"> • Coordinated Conversions, including LNP • Coordinated Hot Cuts, including LNP 	
PR-9-01	% On Time Performance	
Calculation	Numerator	Denominator
	Number of coordinated conversions/hot cuts completed by committed due date and time	Count Number of coordinated conversion/hot cuts orders completed in reporting period

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Function:	
MR-2 Trouble Report Rate	
Definition:	
Measures the total number of network customer trouble reports received within a calendar month per 100 <u>local</u> lines/circuits/UNEs/trunks.	
Business Rules:	
<ol style="list-style-type: none"> 1. Access line/circuit count taken from previous month. 2. Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15) 	
Exclusions:	
Excludes the following types of trouble:	
<ul style="list-style-type: none"> Test OK Came Clear CPE Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports Provisioning trouble reports ILEC-Verizon employee generated ILEC-Verizon company official orders 	
Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).	
Performance Standard:	
Parity with GTE Verizon Retail	
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched	
For 2 wire xDSL. Where the SDA is using line sharing – Parity with SDA.	
Report Dimensions:	
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC-Verizon Retail (if analog applies) Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	Geography: <ul style="list-style-type: none"> • Statewide
Sub-Metrics	

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Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesigned • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks 	
MR-2-01	Network Trouble Report Rate	
Calculation	Numerator	Denominator
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

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Function:		
MR-3 Missed Repair Commitments		
Definition:		
Measures the percent of network trouble reports not cleared by the commitment date and time.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports Provisioning trouble reports HEC-Verizon employee generated HEC-Verizon company official orders 		
Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).		
Performance Standard:		
Parity with GTE Verizon Retail		
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
For 2 wire xDSL. Where the SDA is using line sharing - Parity with SDA.		
Report Dimensions :		
Company:	Geography:	Products:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • HEC-Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks 	
MR-3-01	% Missed Repair Commitment	
Calculation	Numerator	Denominator

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Total network trouble reports not cleared by
commitment date/time for all products for Verizon
reasons

Total network trouble reports completed for all
products

Verizon Recommended changes to Measures and Standards for Semi-Annual Review
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Function:		
MR-4 Trouble Duration Intervals		
Definition:		
<p>Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.</p> <p>Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)</p>		
Exclusions:		
<p>Excludes the following types of trouble:</p> <ul style="list-style-type: none"> CPE, Coin Test OK, Came Clear, Customer error Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports Provisioning trouble reports ILEC/Verizon employee generated, ILEC/Verizon company official orders <p>Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>		
Performance Standard:		
<p>Parity with GTE/Verizon Retail</p> <p>Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched For 2 wire xDSL, Where the SDA is using line sharing – Parity with SDA.</p>		
Report Dimensions :		
<p>Company:</p> <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC/Verizon Retail (if analog applies) <p>Products:</p> <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE 2 wire xDSL Capable • Interconnection Trunks 	<p>Geography:</p> <ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
MR-4-01	Mean Time to Repair	
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-designed • UNE Loop Designed • UNE Port Non-designed • UNE Transport • UNE Platform • UNE 2 wire xDSL • Interconnection Trunks 	
Calculation	Numerator	Denominator

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	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
MR-4-07	% Out of Service > 12 Hours – Interconnection Trunks	
Calculation	Numerator	Denominator
	Count of Interconnection trunks troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 12 hours (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for Interconnection trunks

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Sub-Metrics MR-4 Trouble Duration Intervals		
MR-4-08	% POTS Out of Service > 24 Hours	
Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>UNE Loop Non-designed</u> • <u>UNE Port Non-designed</u> • <u>UNE Platform</u> 	
Calculation	Numerator	Denominator
	Count <u>Number of Resale and UNE troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products</u> (<u>Designed Troubles exclude interrupt time</u>)	Total <u>out of service customer network trouble reports for all Resale and UNE specified products</u>

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Function:	
MR-5 Repeat Trouble Reports	
Definition:	
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.	
Any trouble, regardless of the original disposition code, that repeats as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)	
Exclusions:	
Excludes the following types of trouble:	
<ul style="list-style-type: none"> CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC Verizon employee generated ILEC Verizon company official orders 	
Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).	
Performance Standard:	
Parity with GTE Verizon Retail	
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched	
For 2 wire xDSL. Where the SDA is using line sharing – Parity with SDA.	
Report Dimensions :	
Company: <ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC Verizon Retail (if analog applies) 	Geography: <ul style="list-style-type: none"> • Statewide
Products: <ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Nondesignated • UNE Loop Designed • UNE Port • UNE Transport • UNE Platform • UNE Loop xDSL Capable • Interconnection Trunks 	
Sub-Metrics	

Verizon Recommended changes to Measures and Standards for Semi-Annual Review
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Products	<ul style="list-style-type: none"> • <u>Resale POTS</u> • <u>Resale Specials</u> • <u>UNE Loop Non-designed</u> • <u>UNE Loop Designed</u> • <u>UNE Transport</u> • <u>UNE Platform</u> • <u>UNE 2 wire xDSL</u> • <u>Interconnection Trunks</u> 	
MR-5-01	% Repeat Reports within 30 Days	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products

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Function:		
NP-1 Percent Final Trunk Group Blockage		
Definition:		
Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.		
<p><i>Notes: 1) Applies to those trunks where the ILEC has augmentation control.</i></p> <p><i>2) Does not apply when trunks are provisioned as two-way trunks.</i></p>		
Business Rules:		
<ul style="list-style-type: none"> · Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. · GTEVerizon reports provided 45 days after close of data month. · Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level) 		
Exclusions:		
<p>IXC Dedicated Trunks are not included</p> <p>Abnormal blockage exclusions:</p> <p>Network Failures; Switch Outages</p> <p>Acts of God; Storms, Tornadoes, etc.</p> <p>National Holidays</p> <p>Media Stimulated Mass Calling</p> <p>Cable/Fiber cuts</p> <p>Microwave Failures</p> <p>Power Outages</p> <p>Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>		
Performance Standard:		
Final trunk groups will not exceed 2% blockage threshold for 3- consecutive months.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • ILEC (if analog applies) 		<ul style="list-style-type: none"> • Statewide
Products:		
<ul style="list-style-type: none"> • CLEC Trunks 		
Sub-Metrics		
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months	
Calculation	Numerator	Denominator
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

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Function:		
NP-2 Collocation Performance		
Definition:		
Measures the percent of collocation arrangements responded to and completed (built) on time.		
Business Rules:		
1. Applies to all requests for physical collocation space		
2. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.		
Exclusions:		
Excludes orders canceled by CLEC		
Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)		
Performance Standard:		
Physical Space Notification: 95% within <u>calendar</u> 15 days		
Physical Completion: 95% on time		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLECs • CLECs in the aggregate 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Count of requests for physical collocation arrangements where response to request is answered within 15 <u>calendar</u> days	Count of requests for physical collocation arrangements received in the reporting period.
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)	Count of physical collocation arrangements completed in the reporting period.

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Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
Business Rules:		
1. Includes only mechanized bills.		
Exclusions:		
Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.		
Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).		
Performance Standard:		
98% within 10 business days		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLECs • CLECs in the aggregate 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted <u>in reporting period.</u>

ATTACHMENT A-3

**CALCULATION OF
PARITY AND BENCHMARK PERFORMANCE**

Statistical Methodologies:

Bell Atlantic/GTEVerizon will use statistical methodologies as one means to determine if “parity” exists, or if the performance for CLECs is equivalent to the performance for Bell AtlanticVerizon. For performance measures where “parity” is the standard and sufficient sample size exists, Bell Atlantic/GTEVerizon will use the “modified Z statistic” (modified t statistic for measured variables) proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Where A Lower Mean or Lower Percentage Signifies a Better Performance

Measured (Mean) Variables: (t statistic)	Counted (Percent) Variables: (Z statistic)
$t = \frac{\bar{X}_{VZ} - \bar{X}_{CLEC}}{\sqrt{S^2_{VZ} \left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$	$Z = \frac{P_{VZ} - P_{CLEC}}{\sqrt{P_{VZ} (1 - P_{VZ}) \left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$

Where A Higher Mean or Higher Percentage Signifies a Better Performance

Measured (Mean) Variables: (t statistic)	Counted (Percent) Variables: (Z statistic)
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{VZ}}{\sqrt{S^2_{VZ} \left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$	$Z = \frac{P_{CLEC} - P_{VZ}}{\sqrt{P_{VZ} (1 - P_{VZ}) \left(\frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$

Measured Variables: (t statistic)	Counted Variables: (Z statistic)
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{BA}}{\sqrt{S^2_{BA} \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA} (1 - P_{BA}) \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.
Counted Variables are metrics of proportions, such as percent measures.

\bar{X} is defined as the average performance or mean of the sample
S is defined as the standard deviation
n is defined as the sample size

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p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes.⁴¹

Sample Size Requirements:

The standard Z or t statistic will be used for measures where “parity” is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for the Verizon observations and the CLEC aggregate observations is 30 ($n_{VZ} \geq 30$ and $n_{CLEC} \geq 30$). For counted variables, $n_{VZ}p_{VZ}(1-p_{VZ})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5.⁴² When the sample size requirement is not met, BA/GTEVerizon will do the following:

If the absolute performance for the CLEC is better than the BA/GTEVerizon performance, no statistical analysis is required. If the performance is worse for the CLEC than BA/GTEVerizon, BA/GTEVerizon will use the t distribution for measured variables until such time as a permutation test can be run in an automated fashion. ~~For counted variables, the binomial distribution will be used~~ If the t distribution shows an “out of parity” result, BA/GTEVerizon will run the permutation test (described below). ~~For counted variables, the binomial distribution will be used until such time as a hypergeometric function can be run automatically in Excel or a permutation test can be run in an automated fashion.~~ –If the permutation test shows an “out of parity” condition, BA/GTEVerizon will perform a root cause analysis to determine cause. If the cause is the result of “clustering” within the data, BA/GTEVerizon will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including BA/GTEVerizon troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, BA/GTEVerizon will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

A key assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications services are not independent. The lack of independence is referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, BA/GTEVerizon will file an exception to the performance data in the performance report if any of the following events occur:

⁴¹ The modified Z/t statistic will be replaced with the traditional Z/t statistic in circumstances where using the modified Z/t statistic cannot produce a result. For example, if the standard deviation for the ILEC is 0, the formula will not work.

⁴² In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

- **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, BA/GTEVerizon will provide the data demonstrating that all troubles within that failure, including BA/GTEVerizon troubles were resolved in an equivalent manner. Then, BA/GTEVerizon will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA/GTEVerizon and the remaining troubles compared according to normal statistical methodologies.
- **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA/GTEVerizon will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, BA/GTEVerizon will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, BA/GTEVerizon will provide the data demonstrating that the activity is on that day. BA/GTEVerizon will compare that single day's performance for the CLEC to BA/GTEVerizon's own performance. Then, BA/GTEVerizon will provide data with that day excluded from overall performance to demonstrate "parity".

Other Exceptions:

CLEC Actions: In addition, the key assumption of independence of data may be impacted by CLEC behavior such as order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports; inappropriate appointment coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when BA/GTEVerizon has missed an appointment. BA/GTEVerizon will bring such behavior to the attention of the CLEC to attempt resolution. If such action negatively impacts performance, BA/GTEVerizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

BA/GTEVerizon will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of BA/GTEVerizon and CLEC performance. For cable failures, BA/GTEVerizon will provide appropriate documentation detailing all other troubles associated with that cable failure.

Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the "Allowed Misses" column, then the performance measure not included for remedies.

95% Standard:

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Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1
13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

Permutation analysis will be applied to calculate the z-statistic for measured variables using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

Critical Z-Test Value

The critical Z test value will be -1.645 based on a 95% confidence level.

Methods Of Calculating Per Occurrence Voluntary Payments

Measurements For Which The Reporting Dimensions Are Averages Or Means.

Step 1: If the Z score is less than -1.645 , determine the level of performance for the ILEC retail analog where 70% percent of observations show "better" performance and 30% of observations show "worse" performance (i.e., the ILEC retail 70th percentile level).

Step 2: Next determine the percentage of CLEC observations with "worse" performance than the ILEC 70th percentile level. If the service had been provided at parity, this number would be 30%, corresponding to the 30% for the ILEC observations. If the percentage for CLECs is less than 30%, no misses have occurred and no incentive payments apply. If the percentage for CLECs is greater than 30%, subtract 30% from the CLEC percentage.

Step 3: The difference in percentages determined above is then multiplied by the number of CLEC observations to determine the number of occurrences. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measures.

Example: There are 1600 total CLEC customers. The ILEC 70th percentile level is 4 hours. If CLEC performance were at parity with the ILEC's performance, we would expect 480 (30% of the 1600) CLEC customers to experience service times in excess of 4 hrs. If we observe 560 CLEC customers with service times greater than 4 hours, the percent difference from the expected 30% is calculated as $(560/1600) - (480/1600)$ or $35\% - 30\% = 5\%$. This percent difference is multiplied by the number of CLEC observations and the appropriate incentive amount ($5\% \times 1600 \times \$$ incentive per occurrence = incentive \$ due).

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- ~~Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement.~~
- ~~Step 2: Calculate the percentage difference between the actual average and the calculated average (or benchmark value for benchmark measures) for the third consecutive month.~~
- ~~Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.~~

Measurements For Which The Reporting Dimensions Are Percentages.

- Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) for each of the three non-compliant months.
- Step 3: -Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury.

Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

- Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) for each month of the non-compliant three-month period.
- Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

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Methods Of Calculating Per Measurement Voluntary Payments

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

ATTACHMENT A-4

VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS

Per Occurrence

Measurement Group	
High	\$1500
Medium	\$900
Low	\$600

Per Measurement/Per Occurrence Caps

Measurement Group	A	B	C
High	\$225,000	\$75,000	\$20,000
Medium	\$90,000	\$30,000	\$10,000
Low	\$60,000	\$20,000	\$5,000

A = States with 1,000,000 or more access lines

B = States with between 500,000 and 999,999 access lines

C = States with < 500,000 access lines

A	<u>BA States:</u> Massachusetts, Maryland, New Jersey, New York, Pennsylvania, Virginia <u>GTE States:</u> California, Florida, Texas
B	<u>BA States:</u> District of Columbia, Delaware, Maine, New Hampshire, Rhode Island, West Virginia <u>GTE States:</u> Hawaii, Illinois, Indiana, Kentucky, Michigan, North Carolina, Ohio, Pennsylvania, Virginia, Washington, Wisconsin
C	<u>BA States:</u> Connecticut, Vermont <u>GTE States:</u> Alabama, Idaho, Missouri, Nevada, Oregon, South Carolina

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ATTACHMENT A-5a

BA/GT/EVERIZON MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap	
OSS	Interface	PO-1-01	OSS Resp. Time – CSR	EDI	retail + 4 seconds	measure	Low	Low	
		PO-1-01	OSS Resp. Time – CSR	CORBA	retail + 4 seconds	measure	Low	Low	
		PO-1-01	OSS Resp. Time – CSR	WEB GUI	retail + 7 seconds	measure	Low	Low	
		PO-1-02	OSS Resp. Time - Due Date Avail.	EDI	retail + 4 seconds	measure	Low	Low	
		PO-1-02	OSS Resp. Time - Due Date Avail.	CORBA	retail + 4 seconds	measure	Low	Low	
		PO-1-02	OSS Resp. Time - Due Date Avail.	WEB GUI	retail + 7 seconds	measure	Low	Low	
		PO-1-03	OSS Resp. Time – Address Validation	EDI	retail + 4 seconds	measure	Low	Low	
		PO-1-03	OSS Resp. Time – Address Validation	CORBA	retail + 4 seconds	measure	Low	Low	
		PO-1-03	OSS Resp. Time – Address Validation	WEB GUI	retail + 7 seconds	measure	Low	Low	
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	EDI	retail + 4-10 seconds	measure	Low	Low	
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	CORBA	retail + 4-10 seconds	measure	Low	Low	
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	WEB GUI	retail + 7-10 seconds	measure	Low	Low	
		PO-1-05	OSS Resp. Time - TN Reservation	EDI	retail + 4 seconds	measure	Low	Low	
		PO-1-05	OSS Resp. Time - TN Reservation	CORBA	retail + 4 seconds	measure	Low	Low	
		PO-1-05	OSS Resp. Time - TN Reservation	WEB GUI	retail + 7 seconds	measure	Low	Low	
		PO-1-06	OSS Resp. Time - Loop Qualification	EDI	retail + 4 seconds	measure	Low	Low	
		PO-1-06	OSS Resp. Time - Loop Qualification	CORBA	retail + 4 seconds	measure	Low	Low	
		PO-1-06	OSS Resp. Time - Loop Qualification	WEB GUI	retail + 7 seconds	measure	Low	Low	
				PO-2-02	OSS Availability - Prime	EDI	99.50%	measure	Medium/High ⁴³
			PO-2-02	OSS Availability-Prime	WEBGUI	99.50%	measure	Medium/High	Medium/High
		PO-2-02	OSS Availability –Prime	CORBA	99.50%	measure	Medium/High	Medium/High	
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	measure	Low	Low	

⁴³ OSS Availability = Medium \$ for 97.5% to < 99.5% availability, High \$ for < 97.5% availability

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ATTACHMENT A-5a

BA/GTE/VERIZON MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

	Metric #	Metric	Product	Standard	Pay per	\$	\$Cap	
Resale	Ordering	OR-1-02	% On Time LSRC - Flow Through	POTS	95% in 2 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < +06 Lines (E)	POTS	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < +06 Lines (E)	ISDN (2 wire digital)	95% in 72 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < +06 Lines (E)	ADSL	95% in 72 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < +06 Lines (E)	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >= +06 Lines (E)	POTS	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >= +06 Lines (E)	Specials	95% in 72 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	POTS	95% in 2 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < +06 Lines (E)	POTS	95% in 24 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < +06 Lines (E)	ISDN	95% in 72 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < +06 Lines (E)	ADSL	95% in 72 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < +06 Lines (E)	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= +06 Lines (E)	POTS	95% in 72 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= +06 Lines (E)	Specials	95% in 72 Hours	occurrence	\$600	Low
		OR-5-01	% Flow Through - Total	All Resale	50% in MA, MD, NJ, PA and VA, 40% in other former BA states TBD	Measure if Resale aggregate of OR-1-04, OR-1-06, OR-2-04 and OR-2-06 (weighted by activity) also miss a 95% standard	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	POTS	parity with retail	occurrence	\$900	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	POTS	parity with retail	occurrence	\$900	
		PR-4-01	% Missed Appt. - BA-Verizon- Total	Specials-Other	parity with retail	occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon- Total	DSO	parity with retail	occurrence	\$900	

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PR-4-01	% Missed Appt. - Verizon- Total	DSL	parity with retail	occurrence	\$900	
PR-4-01	% Missed Appt. - Verizon- Total	DSL	parity with retail	occurrence	\$900	
PR-4-02	Average Delay Days - Total	POTS	parity with retail	occurrence	\$900	
PR-4-02	Average Delay Days - Total	ISDN	parity with retail	occurrence	\$900	
PR-4-02	Average Delay Days - Total	ADSL	parity with retail	occurrence	\$900	
PR-4-02	Average Delay Days - Total	Specials	parity with retail	occurrence	\$900	
PR-4-04	% Missed Appt. - Dispatch	POTS	parity with retail	occurrence	\$900	
PR-4-04	% Missed Appt. - Dispatch	ISDN	parity with retail	occurrence	\$900	
PR-4-04	% Missed Appt. - Dispatch	ADSL	parity with retail	occurrence	\$900	
PR-4-05	% Missed Appt. - No Dispatch	POTS	parity with retail	occurrence	\$900	
PR-4-05	% Missed Appt. - No Dispatch	ISDN	parity with retail	occurrence	\$900	
PR-4-05	% Missed Appt. - No Dispatch	ADSL	parity with retail	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

ATTACHMENT A-5a

BA/GTE/VERIZON MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

	Metric #	Metric	Product	Standard	Pay per	\$	\$Cap	
Resale continued	Provisioning (continued)	PR-5-03	% Orders Missed-Held for Facilities > 60 Days	POTS	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed Held for-Facilities > 60 Days	Specials	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed Held for-Facilities > 60 Days	ISDN	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed Held for-Facilities > 60 Days	ADSL	parity with retail	occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire Digital	parity with retail	occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xDSL	parity with retail	occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	parity with retail	occurrence	\$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	parity with retail	occurrence	\$600	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	parity with retail	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire Digital	parity with retail	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire xDSL	parity with retail	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	POTS	parity with retail	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	POTS	parity with retail	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire Digital	parity with retail	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire xDSL	parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS - Res.	parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS - Bus.	parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire Digital	parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire xDSL	parity with retail	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire Digital	parity with retail	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire xDSL	parity with retail	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS - Res.	parity with retail	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS - Bus.	parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair (Total)	Specials	parity with retail	Occurrence	\$600	
		MR-4-02	Mean Time to Repair (Loop)	POTS - Res.	parity with retail	Occurrence	\$600	
		MR-4-02	Mean Time to Repair (Loop)	POTS - Bus.	parity with retail	Occurrence	\$600	
		MR-4-03	Mean Time to Repair (Central Office)	POTS - Res.	parity with retail	Occurrence	\$600	
		MR-4-03	Mean Time to Repair (Central Office)	POTS - Bus.	parity with retail	Occurrence	\$600	
MR-4-08	% OOS > 24 Hours	2 wire Digital	parity with retail	Occurrence	\$900			
MR-4-08	% OOS > 24 Hours	2 wire xDSL	parity with retail	Occurrence	\$900			

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MR-4-08	% OOS > 24 Hours	POTS - Res.	parity with retail	Occurrence	\$900
MR-4-08	% OOS > 24 Hours	POTS - Bus.	parity with retail	Occurrence	\$900
MR-4-08	% OOS > 24 Hours	Specials	parity with retail	Occurrence	\$900
MR-5-01	% Repeat Reports w/in 30 Days	2 wire Digital	parity with retail	Occurrence	\$900
MR-5-01	% Repeat Reports w/in 30 Days	2 wire xDSL	parity with retail	Occurrence	\$900
MR-5-01	% Repeat Reports w/in 30 Days	POTS	parity with retail	Occurrence	\$900
MR-5-01	% Repeat Reports w/in 30 Days	Specials	parity with retail	Occurrence	\$900

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

ATTACHMENT A-5a ---

VERIZONBA/GTE MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

UNE	Ordering	Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		OR-1-02	% On Time LSRC - Flow Through	PLATFORM	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSRC - Flow Through	LOOP	95% in 2 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 40-6 Lines (E)	PLATFORM	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 40-6 Lines (E)	LOOP	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 40-6 Lines (E)	2 wire digital	95% in 72 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 40-6 Lines (E)	2 wire xdsl	95% in 72 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 40-6 Lines (E)	Total Spec.	95% in 48 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 40-6 Lines (E)	PLATFORM	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 40-6 Lines (E)	LOOP	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 40-6 Lines (E)	Total Spec.	95% in 72 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	PLATFORM	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	LOOP	95% in 2 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 40-6 Lines (E)	PLATFORM	95% in 24 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 40-6 Lines (E)	LOOP	95% in 24 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 40-6 Lines (E)	2 wire digital	95% in 72 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 40-6 Lines (E)	2 wire xdsl	95% in 72 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 40-6 Lines (E)	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 40-6 Lines (E)	PLATFORM	95% in 72 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 40-6 Lines (E)	LOOP	95% in 72 Hours	occurrence	\$600	Low

Verizon Recommended changes to Measures and Standards for Semi-Annual Review
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	OR-2-06	% On Time LSR Reject - >/= +0-6 Lines (E)	Specials	95% in 72 Hours	occurrence	\$600	Low
	OR-5-01	% Flow Through - Total	UNE Platform / Loop ⁴⁴	Platform: 50% in former BA states Loops: 25% in former BA States TBD	Measure if UNE aggregate of OR-1-04, OR-1-06, OR-2-04 and OR-2-06 (weighted by activity) also miss a 95% standard	Medium	Medium
Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	Platform	Parity with retail POTS	occurrence	\$600	
	PR-3-09	% Completed w/in 5 Days (1-5 lines) =	Platform	Parity with retail POTS	occurrence	\$600	
	PR-4-01	% Missed Appt. - BA-Verizon - Total	EEL	Parity with retail DS1 tot. specials	occurrence	\$900	
	PR-4-01	% Missed Appt. - BA-Verizon - Total	IOF	parity with retail tot. specials DS3	occurrence	\$900	
	PR-4-01	% Missed Appt. - BA-Verizon - Total	Specials - Other	parity with retail tot. specials -Other	occurrence	\$900	
	PR-4-01	% Missed Appt. - Verizon - Total	DS0	Parity with retail	occurrence	\$900	
	PR-4-01	% Missed Appt. - Verizon - Total	DS1	Parity with retail	occurrence	\$900	
	PR-4-01	% Missed Appt. - Verizon - Total	DS3	Parity with retail	occurrence	\$900	

⁴⁴ Performance for UNE will be weighted average of Loop and Platform compared to their respective standard.

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

ATTACHMENT A-5a ---

BA/GTE/VERIZON MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Provisioning continued	PR-4-02	Average Delay Days - Total	Platform	Parity with retail POTS	occurrence	\$900	
		PR-4-02	Average Delay Days - Total	LOOP	parity with retail POTS	occurrence	\$900	
		PR-4-02	Average Delay Days - Total	2 wire digital	parity with retail 2 nd lineDSU	occurrence	\$900	
		PR-4-02	Average Delay Days - Total	2 wire xdsl	parity with retail 2 nd lineDSU	occurrence	\$900	
		PR-4-02	Average Delay Days - Total	EEL	parity with retail_tot. specials	occurrence	\$900	
		PR-4-02	Average Delay Days - Total	IOF	parity with retail tot. specials	occurrence	\$900	
		PR-4-02	Average Delay Days --- Total	Specials	parity with retail tot. specials	occurrence	\$900	
		PR-4-04	% Missed Appt. --- Dispatch	Platform	parity with retail POTS	occurrence	\$900	
		PR-4-04	% Missed Appt. --- Dispatch	2 wire digital	parity with retail 2 wire digital	occurrence	\$900	
		PR-4-04	% Missed Appt. --- Dispatch	Loop (no HC)	parity with retail POTS	occurrence	\$900	
		PR-4-05	% Missed Appt. - No Dispatch	Platform	parity with retail POTS	occurrence	\$900	
		PR-4-05	% Missed Appt. - No Dispatch	Line Sharing	parity with VADI	occurrence	\$900	
		PR-4-07	% On Time - UNE LNP	LNP	95%	occurrence	\$900	
		PR-4-1014	% Completed On Time - Complex (DD-2 Test & Serial Number)	2-wire-digital	Parity with retail 2 nd line	occurrence	\$900	
		PR-4-1014	% Completed On Time - Complex (DD-2 Test & Serial Number)	2 wire xdsl	Parity with retail 2 nd line95%	occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	PLATFORM	parity with retail POTS	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	LOOP	parity with retail POTS	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	parity with retail tot. specials	occurrence	\$1,500	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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PR-5-03	% Orders Missed-Facilities > 60 Days	2 wire digital	parity with retail 2nd wire DSL (2 wire dig)	occurrence	\$1,500	
PR-5-03	% Orders Missed-Facilities > 60 Days	2 wire xDSL	parity with retail 2nd wire DSL	occurrence	\$1,500	
PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	parity with retail total specials	occurrence	\$600	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review
February 2, 2001

**ATTACHMENT A-5a ---
BA/GTE/VERIZON MEASUREMENT LIST**

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire digital	parity with retail 2nd line/SDN	occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xDSL	parity with retail 2nd line/xDSL/POTS	occurrence	\$600	
UNE	Provisioning continued	PR-6-02	% Install. Troubles Rept. W/in 7 Days	PLATFORM	parity with retail POTS	occurrence	\$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	LOOP	parity with retail POTS	occurrence	\$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	Hot Cut Loop	32%	occurrence	\$900	
		PR-9-01	% On Time - UNE Hot Cut Loop	Hot Cut Loop	95%	occurrence	\$900	
		Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	parity with retail tot. specials	occurrence	\$600
	MR-2-02		Network Trouble Report Rate (Loop)	PLATFORM	parity with retail POTS/Complex	occurrence	\$600	
	MR-2-02		Network Trouble Report Rate (Loop)	LOOP	parity with retail POTS/Complex	occurrence	\$600	
	MR-2-02		Network Trouble Report Rate (Loop)	2 wire digital	parity with retail POTS/SDN/Complex	occurrence	\$600	
	MR-2-02		Network Trouble Report Rate (Loop)	2 wire xDSL Loop	parity with retail POTS/SDA xDSL/Complex	occurrence	\$600	
	MR-2-03		Network Trouble Report Rate (Central Office)	PLATFORM	parity with retail POTS/Complex	occurrence	\$600	
	MR-2-03		Network Trouble Report Rate (CO)	LOOP	parity with retail POTS/Complex	occurrence	\$600	
	MR-2-03		Network Trouble Report Rate (CO)	2 wire digital	parity with retail POTS/SDN/Complex	occurrence	\$600	
	MR-2-03		Network Trouble Report Rate (CO)	2 wire xDSL Loop	parity with retail SDA xDSL/POTS/Complex	occurrence	\$600	
	MR-3-01		% Missed Repair Appt. (Loop)	PLATFORM Residence	parity with retail POTS - Res/Complex	occurrence	\$900	
	MR-3-01	% Missed Repair Appt. (Loop)	PLATFORM - Business	Parity with retail POTS/Complex - Bus.				
MR-3-01	% Missed Repair Appt. (Loop)	LOOP	parity with retail POTS/Complex	occurrence	\$900			

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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MR-3-01	% Missed Repair Appt. (Loop)	2 wire digital	parity with retail ISDN/POTS/Complex	occurrence	\$900	
MR-3-01	% Missed Repair Appt. (Loop)	2 wire xDSL Loops	parity with retail POTS/Complex/retail/SDA plex	occurrence	\$900	
MR-3-02	% Missed Repair Appt. (CO)	PLATFORM Residence	Parity with retail POTS - Res/Complex	occurrence	\$900	
MR-3-02	% Missed Repair Appt. (CO)	PLATFORM - Business	Parity with retail POTS - Bus/Complex	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

ATTACHMENT A-5a --

BA/GTE/VERIZON MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Maintenance continued	MR-3-02	% Missed Repair Appt. (CO)	PLATFORM	parity with retail POTS/Complex	occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	LOOP	parity with retail POTS/Complex	occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire digital	parity with retail POTS/Complex/ISDN	occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire xDSL Loops	parity with retail SDA xDSL POTS/Complex	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM Residence	parity with retail POTS - Res/Complex	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM Business	Parity with retail POTS - Bus/Complex	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	LOOP	parity with retail POTS/Complex	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	2 wire digital	parity with retail ISDN POTS/Complex	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	2 wire xDSL Line-Sharing Loops	parity with retail SDA xDSL POTS/Complex	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	Specials	parity with retail tot. specials	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	PLATFORM	parity with retail POTS/Complex	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	LOOP	parity with retail POTS/Complex	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire digital	parity with retail ISDN POTS/Complex	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire xDSL Loops	parity with retail SDA xDSL POTS/Complex	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	parity with retail tot. specials	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

ATTACHMENT A-5a ---

BA/GTE/VERIZON MEASUREMENT LIST

Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter-Connection	Ordering	OR-1-12	% On Time FOC (<= 192 Trunks)	CLEC Trunks	95% in 10 Days	occurrence	\$900	Low
		OR-2-12	% On Time Reject (<= 192 Trunks)	CLEC Trunks	95% in 10 Days	occurrence	\$900	Low
	Provisioning	PR-4-01	% Missed Appt. - BA - Total	CLEC Trunks	Parity with IXC FGD	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	CLEC Trunks	Parity with IXC FGD	occurrence	\$1,500	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	CLEC Trunks	Parity with IXC FGD	occurrence	\$900	
		MR-4-07	% OOS > 12 Hours	CLEC Trunks	Parity with IXC FGD	occurrence	\$1,500	
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	BA Verizon-CLEC Trnks	0	occurrence	\$1,500	High
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95%	occurrence	\$900	
		NP-2-02	% On Time Response for Request	Virtual	95%	occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	occurrence	\$1,500	
		NP-2-06	% On Time Completion	Virtual	95%	occurrence	\$1,500	

Verizon Recommended changes to Measures and Standards for Semi-Annual Review
February 2, 2001

ATTACHMENT A-5b
BA/GTE VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
OSS	Interface	PO-1-02	OSS Resp. Time – Svc Appt Scheduling	Electronic	TBD retail + 5 seconds	measure	\$60,000	Low
		PO-1-03	OSS Resp. Time – Address Verification	Electronic	retail + 5 seconds TBD	measure	\$60,000	Low
		PO-1-04	OSS Resp. Time – Svc Availability.	Electronic	retail + 5 seconds TBD	measure	\$60,000	Low
		PO-1-05	OSS Resp. Time – TN Request	Electronic	retail + 5 seconds TBD	measure	\$60,000	Low
		PO-1-06	OSS Resp. Time – Facility Availability Mechanized Loop Qualification	Electronic	TBD	measure	\$60,000	Low
		PO-1-07	% CSR On Time – Manual	Manual	95% in 24 hours	measure	\$60,000	Low
		PO-1-08	% CSR On Time – WISE	WISE	95% in 4 hours	measure	\$60,000	Low
		PO-2-02	OSS Availability – Scheduled	WISE PreO	99.50% 25%	measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Ord	99.50% 25%	measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Rpr	99.50% 25%	measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE CSR	99.25% 50%	measure	\$90,000	Medium
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	measure	\$60,000	Low
Resale	Ordering	OR-1-02	% On Time LSC - Flow Through	POTS	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	Specials	95% in 2 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC – < 10 Lines	POTS	95% in 24 Hours	occurrence	\$600	Low
		OR-1-054	% On Time LSC – < 10 Lines	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	POTS	95% in 72 Hours	occurrence	\$600	Low
		OR-1-076	% On Time LSC - >= 10 Lines	Specials	95% in 72 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	POTS	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	Specials	95% in 2 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% in 24 Hours	occurrence	\$600	Low
		OR-2-054	% On Time LSR Reject - < 10 Lines	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	POTS	95% in 72 Hours	occurrence	\$600	Low
OR-2-076	% On Time LSR Reject - >= 10 Lines	Specials	95% in 72 Hours	occurrence	\$600	Low		

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

	OR-5-03 ¹⁴	Percent Flow-Through Achieved	Resale	≥50% in FL, ≥10% in CA, ≥20% in other former GTE states TBD	Measure if Resale aggregate of OR-1-04, OR-1-06, OR-2-04 and OR-2-06 (weighted by activity) also miss a 95% standard	Medium	Medium
Provisioning	PR-3-08	% Completed w/in 5 Days - No Dispatch	POTS	Parity with retail	occurrence	\$900	
	PR-3-09	% Completed w/in 5 Days - Dispatch	POTS	Parity with retail	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

February 2, 2001

ATTACHMENT A-5b ---

BA/GTE/VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Resale continued	<i>Provisioning</i>	PR-4-01	% Missed Due Dates – Designed Services	Specials	Parity with retail	occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	POTS	Parity with retail	occurrence	\$900	
		PR-4-02	Average Delay Days – Total	Specials	Parity with retail	occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	POTS	Parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	POTS	Parity with retail	occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	Parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	Parity with retail	occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail	occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	Parity with retail	occurrence	\$600	
	Maintenance	MR-2-01	Network Trouble Report Rate	POTS	Parity with retail	occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	Specials	Parity with retail	occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	POTS	Parity with retail	occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	Specials	Parity with retail	occurrence	\$900	
		MR-4-01	Mean Time to Repair	POTS	Parity with retail	occurrence	\$600	
		MR-4-01	Mean Time to Repair	Specials	Parity with retail	occurrence	\$600	
		MR-4-08	% OOS > 24 Hours	POTS	Parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	Specials	Parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	Parity with retail	occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	occurrence	\$900			

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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ATTACHMENT A-5b ---

BA/GTE/VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSC - Flow Through	UNE Loop Nondes	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop Designed	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop-2 wire xDSL	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Platform	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop xDSL Capable	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Transport	95% in 10 Days	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Port Non-designed	95% in 2 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Nondes	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Designed	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop-2 wire xDSL	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Platform	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop xDSL Capable	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Port Non-designed	95% in 24 Hours	occurrence	\$600	Low
		OR-1-05	% On Time LSC - < 10 Lines	UNE Loop Designed	95% in 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Nondes	95% in 72 Hours	occurrence	\$600	Low
OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop-2 wire	95% in 72 Hours	occurrence	\$600	Low		

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OR-1-06	% On Time LSC - >= 10 Lines	UNE Platform	95% in 72 Hours	Occurrence	\$600	Low
OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop *DSL Capable	95% in 72 Hours	Occurrence	\$600	Low

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ATTACHMENT A-5b

BA/GTEVERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Port Non-designed	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE 2 Wire xDSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Designed	95% in 72 Hours	occurrence	\$600	Low
		OR-1-12	% On Time FOC	UNE Transport	95% in 10 Days	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow - Thru	UNE Loop Nondes	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow - Thru	UNE Loop Designed	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow - Thru	UNE Loop-2 wire xDSL	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow - Thru	UNE Platform	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow - Thru	UNE Loop xDSL CapableTrans port	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow - Thru	UNE Port Non-designed	95% in 2 Hours	Occurrence	\$600	Low
UNE continued	Ordering	OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Nondes	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Designed	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop-2 wire xDSL	95% in 24Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Platform	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop xDSL Capable	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port Non-designed	95% in 24 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port Non-designed	95% in 24 Hours	occurrence	\$600	Low

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OR-2-05	% On Time LSR Reject - < 10 Lines	UNE Loop Designed	95% in 48 Hours	Occurrence	\$600	Low
OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Nondes	95% in 72 Hours	occurrence	\$600	Low
OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Designed ² w/ve xDSL	95% in 72 Hours	occurrence	\$600	Low
OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop-2 w/ve	95% in 72 Hours	occurrence	\$600	Low
OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Platform	95% in 72 Hours	Occurrence	\$600	Low

Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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ATTACHMENT A-5b --

BA/GTE/VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Ordering	OR-2-06	% On-Time LSR Reject - >= 10 Lines	UNE Loop xDSL Capable	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Port Non-designed	95% in 72 Hours	occurrence	\$600	Low
	Provisioning	OR-2-07	% On Time LSR Reject - >= 10 Lines	UNE Loop Designed	95% in 72 Hours	Occurrence	\$600	Low
		OR-5-03	Percent Flow-Through Achieved	UNE Platform/ Loop ⁴⁵	>10% in former GTE states	Measure if UNE aggregate of OR-1-04 and OR-1-06, OR-2-04 and OR-2-06 (weighted by activity) also miss a 95% standard	Medium	Medium
		PR-3-08	% Completed w/in 5 Days - No Dispatch	UNE Loop Nondes	Parity with retail	occurrence	\$600	
		PR-3-09	% Completed w/in 5 Days -- Dispatch	UNE Loop Nondes	Parity with retail	occurrence	\$600	
		PR-4-01	% Missed Due Dates - Designed Svc	UNE Loop Designed	Parity with retail	occurrence	\$1,500	
		PR-4-01	% Missed Due Dates -- Designed Svc	UNE Platform	Parity with retail	Occurrence	\$1,500	
		PR-4-01	% Missed Due Dates - Designed Svc	UNE Transport	parity with retail	occurrence	\$1,500	
		PR-4-02	Average Delay Days -- Total	UNE Loop Nondes	parity with retail	occurrence	\$900	
PR-4-02	Average Delay Days - Total	UNE Loop Designed	parity with retail	occurrence	\$900			

⁴⁵ Performance for UNE will be weighted average of Loop and Platform compared to their respective standard.

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PR-4-02	Average Delay Days - Total	UNE Platform	Parity with retail	Occurrence	\$900	
PR-4-02	Average Delay Days - Total	UNE Loop xDSL Capable wire xDSL	Parity with retail SDA	Occurrence	\$900	
PR-4-02	Average Delay Days - Total	UNE Port Non-designed	parity with retail	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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ATTACHMENT A-5b ---

BA/GTE/VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Provisioning	PR-4-02	Average Delay Days - Total	UNE Transport	parity with retail	occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop Nondes	parity with retail	occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop xDSL Capable2 wire	Parity with retailSDA	Occurrence	\$900	
		PR-4-054	% Missed Due Dates - No Dispatch	UNE Port Non-designed	parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop Nondes	parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop xDSL Capable2 wire	Parity with SDAretail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Port	parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	Line Sharing	parity with SDA	occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Nondes	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Designed	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Platform	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop xDSL Capable2 wire	Parity with SDAretail	Occurrence	\$1,500	
PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Port Non-designed	parity with retail	occurrence	\$1,500			

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Transport	parity with retail	occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Loop Designed	Parity with retail	occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE 2 Wire xDSL	Parity with SDA	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Transport	parity with retail	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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ATTACHMENT A-5b

BA/GTE/VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap	
UNE continued	Provisioning	PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop Nondes	parity with retail	occurrence	\$900		
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Platform	Parity with retail	Occurrence	\$900		
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900		
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Port Non-designed	parity with retail	occurrence	\$900		
		PR-9-01	% Coordinated Hot Cuts	All	90% on time	occurrence	\$900		
			PR-9-01	% Coordinated Conversions	All	90% on time	occurrence	\$900	
	Maintenance		MR-2-01	Network Trouble Report Rate	UNE Loop Nondes	parity with retail	occurrence	\$600	
			MR-2-01	Network Trouble Report Rate	UNE Loop Designed	parity with retail	occurrence	\$600	
			MR-2-01	Network Trouble Report Rate	UNE Platform	Parity with retail	Occurrence	\$600	
			MR-2-01	Network Trouble Report Rate	UNE Loop xDSL Capable ₂ wire	Parity with <u>SDA</u> retail	Occurrence	\$600	
			MR-2-01	Network Trouble Report Rate	UNE Port Non-designed	parity with retail	occurrence	\$600	
			MR-2-01	Network Trouble Report Rate	UNE Transport	parity with retail	occurrence	\$600	
			MR-3-01	% Missed Repair Commitment	UNE Loop Nondes	parity with retail	occurrence	\$900	
			MR-3-01	% Missed Repair Commitment	UNE Loop Designed	parity with retail	occurrence	\$900	
			MR-3-01	% Missed Repair Commitment	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop xDSL Capable ₂ wire	Parity with <u>SDA</u> retail	Occurrence	\$900		

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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MR-3-01	% Missed Repair Commitment	UNE Port Non-designed	parity with retail	occurrence	\$900	
MR-3-01	% Missed Repair Commitment	UNE Transport	parity with retail	occurrence	\$900	
MR-4-01	Mean Time to Repair	UNE Loop Nondes	parity with retail	Occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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ATTACHMENT A-5b ---

BAGTEVERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		MR-4-01	Mean Time to Repair	UNE Loop Designed	parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Loop xDSL Capable 2 wire	Parity with <u>SDA</u> retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Port Non-designed	parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Transport	parity with retail	occurrence	\$900	
UNE	Maintenance	MR-4-08	% OOS > 24 Hours	UNE Loop Nondes	parity with retail	occurrence	\$900	
Continued		MR-4-08	% OOS > 24 Hours	UNE Loop Designed	parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Port Non-designed	parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Transport	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Nondes	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Designed	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop xDSL Capable 2 wire	Parity with <u>SDA</u> retail	Occurrence	\$900	

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MR-5-01	% Repeat Reports w/in 30 Days	UNE Perf Non-designated	parity with retail	occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	UNE Transport	parity with retail	occurrence	\$900	

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review

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BA/GTE/VERIZON MEASUREMENT LIST

GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter- Connection	Ordering	OR-1-12	% On Time FOC	Interconnecti on Trunks	95% in 10 Days	occurrence	\$900	
	Provisioning	PR-4-01	% Missed Due Dates – Designed Svc	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	Interconnecti on Trunks	Parity with IXC	Occurrence		
		PR-5-03	% Orders Missed-Facilities > 60 Days	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
	Maintenance	PR-6-01	% Install. Troubles Rept. W/in 30 Days	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
		MR-2-01	Network Trouble Report Rate	Interconnecti on Trunks	Parity with IXC	Occurrence	\$900	
		MR-3-01	Missed Repair Commitment	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
		MR-4-07 MR-4-01	% OOS > 12 Hours Mean Time to Repair	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
		MR-5-01	% Repeat Reports within 30 Days	Interconnecti on Trunks	Parity with IXC	Occurrence		
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Final Trunks	0	Occurrence	\$1,500	Low
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95%	Occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	occurrence	\$1,500	

February 2, 2001

ATTACHMENT A-6**Annual Caps -- \$Thousands**(Monthly Caps are 1/12th the annual amount)**Bell Atlantic States**

	Year 1	Year 2	Year 3
CT	\$239.4	\$359.1	\$478.8
DC	\$4,148.4	\$6,222.1	\$8,295.7
DE	\$2,460.5	\$3,690.5	\$4,920.5
MA	\$19,799.4	\$29,696.6	\$39,593.9
MD	\$16,249.7	\$24,372.6	\$32,495.5
ME	\$3,014.5	\$4,521.4	\$6,028.2
NH	\$3,421.6	\$5,132.0	\$6,842.4
NJ	\$27,845.6	\$41,764.9	\$55,684.3
NY	\$51,441.4	\$77,155.9	\$102,870.3
PA	\$28,088.3	\$42,129.1	\$56,169.8
RI	\$2,884.4	\$4,326.2	\$5,768.0
VA	\$15,518.1	\$23,275.3	\$31,032.5
VT	\$1,497.9	\$2,246.6	\$2,995.4
WV	\$3,669.3	\$5,503.5	\$7,337.7
Bell Atlantic Total	\$180,278.5	\$270,395.8	\$360,513.0

GTE States

	Year 1	Year 2	Year 3
AL	\$1,230.0	\$1,845.0	\$2,459.8
CA	\$19,824.5	\$29,734.4	\$39,644.2
FL	\$10,025.6	\$15,037.1	\$20,048.7
HI	\$3,140.5	\$4,710.3	\$6,280.1
ID	\$581.0	\$871.4	\$1,161.8
IL	\$4,009.0	\$6,013.1	\$8,017.1
IN	\$4,174.6	\$6,261.3	\$8,348.1
KY	\$2,404.0	\$3,605.9	\$4,807.5
MI	\$3,300.0	\$4,949.6	\$6,599.2
MO	\$1,932.7	\$2,898.8	\$3,864.9
NV	\$154.4	\$231.6	\$308.8
NC	\$1,498.8	\$2,247.9	\$2,997.1
OH	\$3,862.4	\$5,793.1	\$7,723.8
OR	\$2,073.4	\$3,109.9	\$4,146.3
PA	\$2,860.6	\$4,290.5	\$5,720.5
SC	\$942.5	\$1,413.6	\$1,884.7
TX	\$8,485.3	\$12,726.7	\$16,968.6
VA	\$2,586.9	\$3,880.1	\$5,173.3
WA	\$3,749.0	\$5,623.1	\$7,497.2
WI	\$2,195.6	\$3,293.1	\$4,390.6
GTE Total	\$79,030.8	\$118,536.5	\$155,850.3
TOTAL	\$259,309.3	\$388,932.3	\$516,363.3

ATTACHMENT A-7a

Bell Atlantic Qualifying Sub-Measurements

BELL ATLANTIC	UNE Platform	Resale 2-Wire Digital Loops (ISDN)	UNE 2-Wire Digital Loops (ISDN)	UNE 2-Wire xDSL Loops	UNE 2-Wire xDSL Line Sharing
PR-3-08	X				
PR-3-09	X				
PR-4-02	X	X	X	X	
PR-4-04	X	X			
PR-4-05	X	X			X
PR-4-10			X	X	
PR-5-03	X	X	X	X	
PR-6-01		X	X	X	
PR-6-02	X				
MR-2-02	X		X	X	
MR-2-03	X		X	X	
MR-3-01	X		X	X	
MR-3-02	X		X	X	
MR-4-08	X		X	X	
MR-5-01	X		X	X	

Total "qualifying sub-measurements": 398

ATTACHMENT A-7b:

GTE Qualifying Sub-Measurements

GTE	UNE Platform	UNE Loop - Wire xDSL-Loops Capable	UNE xDSL Line Sharing	Resale Specials
PR-3-08				
PR-3-09				
PR-4-01	X			X
PR-4-02	X	X		X
PR-4-04	X	X		
PR-4-05	X	X	X	
PR-4-10				
PR-5-03	X	X		X
PR-6-01	X			X
PR-6-02	X	X		
MR-2-01	X	X		X
MR-2-02				
MR-2-03				
MR-3-01	X	X		X
MR-3-02				
MR-4-08	X	X		X
MR-5-01	X	X		X

Total GTE "qualifying sub-measurements": 298

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Verizon Recommended changes to Measures and Standards for Semi-Annual Review
February 2, 2001

Dee May
Executive Director
Federal Regulatory



1300 I Street N.W., Floor 400W
Washington, DC 20005

Phone 202 515-2529
Fax 202 336-7922
dolores.a.may@verizon.com

February 7, 2001

Mr. Mark Stone
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Stone:

On December 19 Verizon met with you to begin the semi-annual review of the Carrier-to-Carrier Performance Assurance Plan as provided for in Condition V, Attachment A, Paragraph 4 to the order approving the merger between Bell Atlantic and GTE ("Merger Order"). In that meeting Verizon reviewed changes to the New York Carrier-to-Carrier Plan, adopted by the New York Public Service Commission (PSC) on December 15, which are relevant to business rules of the Merger Order for the former BA service areas. As agreed in our meeting, enclosed is a redline version of the guidelines contained in Attachment A reflecting Verizon's recommendation for inclusion of selected changes adopted by the New York PSC. In addition, the red-line reflects Verizon's recommendation for inclusion of selected consensus changes agreed to in California to the business rules for the former GTE service areas that are pending before the California PUC. Verizon's proposals for flow through, which were also presented on December 19 are also included. Verizon has also included suggested changes -- such as product disaggregation and the alignment of reported metrics with those used for payment calculation -- to update some language and improve the quality and accuracy of the plan. The recommended changes result in a change in the overall number of sub-metrics which is reflected in the redline version.

Additionally, Verizon is recommending a change in the payment calculation for a parity measure for averages and means. As discussed during the January tutorial with you and Daniel Shiman the present payment calculation method has a possibility of producing an occurrence rate that is more than 100% of the observations. This is not a logical or reasonable method. As a result, Verizon is proposing that, rather than determining the percent difference between the Verizon Retail performance and the CLEC performance, the percent of Verizon

observations above the 70th percentile should be subtracted from the percent CLEC observations above the Verizon 70th percentile. The difference between the two percentiles is then multiplied by the CLEC observations to determine the number of occurrences subject to a voluntary payment. This is a statistical standard used when the distribution of data is skewed.

Verizon looks forward to discussing these recommendations with you and other members of the Common Carrier Bureau in the near future and will call your office to set up an appointment. With the concurrence of the Chief of the Common Carrier Bureau Verizon will begin implementation of the agreed upon changes effective with the April 2001 data month.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May". The signature is written in black ink and is positioned above the typed name "Attachment".

Attachment

RECEIPT

Dee May
Executive Director
Federal Regulatory



1300 I Street N.W., Floor 400W
Washington, DC 20005

Phone 202 515-2529
Fax 202 336-7922
dolores.a.may@verizon.com

RECEIVED

MAR - 9 2001

March 7, 2001

FCC MAIL ROOM

Mr. Mark Stone
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Stone:

On February 12 Verizon met with you and other members of the Common Carrier Bureau staff to continue the semi-annual review of the Carrier-to-Carrier Performance Assurance Plan as provided for in Condition V, Attachment A, Paragraph 4 of the order approving the merger between Bell Atlantic and GTE ("Merger Order"). In that meeting we reviewed Verizon's recommended changes contained in the red-line of the guidelines contained in Attachment A which was forwarded to you on February 2, 2001. This letter responds to several questions that were raised in that meeting.

Enclosed with this letter are two documents. The first is a correction to the PR-6 exclusions for Verizon West, removing references to cooperative testing that were mistakenly included. Please replace page A-2b-23 of the red-line with the corrected copy attached. Also attached is a revised Verizon East Summary document. The description of the change to the PR-6 metric has been reworded for greater clarity. Since this is a small document it is included in its entirety.

Staff asked Verizon to investigate whether retail and SDA results could be reported together for those months in which the SDA is not operational for the entire month. Verizon has completed its investigation and can accommodate staff's request and implement this beginning with the April data month.

Additionally, staff had requested a definition of "non stand-alone" records for DA/DL as referred to in OR-1 and OR-2 of the Verizon West business rules. A non stand-alone record for DA/DL would be a request for directory listing that is included with another request for service. For example, the request for a directory listing is included on the same LSR as the request for service.

Mr. Thayer had requested the definition of "consensus" used in the collaboratives. While the definition agreed to by the group is not a written one, the working definition orally agreed to by the group is a decision the whole group can live with, with the understanding that decisions reached may not be every one's first choice.

Finally, staff had requested an implementation schedule for the changes shown in the red-line (and summaries). Verizon plans to implement the recommended changes beginning with the April data month, except for the changes to seven Verizon East metrics/sub-metrics; they are OR-1, OR-2, PR6-03, MR-4, MR-2-02, MR-2-03 and PR-03. The implementation of these metrics require some additional internal work in order to establish an achievable implementation date(s). Verizon anticipates completing this work and communicating to you an implementation date(s) by March 22, 2001.

Verizon looks forward to implementing the recommended changes following your concurrence. If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dale May".

Attachment

cc: A. Dale
C. Matthey

Dee May
Executive Director
Federal Regulatory



1300 I Street N.W., Floor 400W
Washington, DC 20005

Phone 202 515-2529
Fax 202 336-7922
dolores.a.may@verizon.com

March 22, 2001

Mr. Mark Stone
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Stone:

In a letter to you dated March 7, 2001, at your request, Verizon provided an implementation schedule for the changes shown in the red-line (and summaries) previously provided to you on February 09. In that letter, Verizon advised that it plans to implement the recommended changes beginning with the April data month, except for the changes to seven Verizon East metrics/sub-metrics; they are OR-1, OR-2, PR6-03, MR-4, MR-2-02, MR-2-03 and PR-03. The implementation of these metrics required some additional internal work in order to establish an achievable implementation date(s). Verizon committed to complete this work and communicate to you an implementation date(s) by March 22, 2001.

Verizon has completed the work required to schedule the implementation of the above-mentioned metrics. Verizon plans to implement the recommended changes to metrics OR-1, OR-2, PR6-03, MR2-02 and MR2-03 in their entirety beginning with the April data month. The recommended changes for the MR-4 metric are also scheduled for implementation with the April data month with the exception of the exclusion of transactions where the CLEC declines the first offered commitment date. This exclusion is scheduled for implementation with the December data month. The PR-03 metric is scheduled for implementation with the May data month.

In the course of reviewing the implementation requirements for the OR-1 metric, it was noted that Notes 1 and 2 on page A-2a-7 of the red-line document apply to LSRs only, but was not properly noted in the document. A corrected page is attached. Please replace page A-2a-7 with the attached. Verizon looks forward to implementing the recommended changes following your concurrence.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May".

Attachment

Dee May
Executive Director
Federal Regulatory



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MAR 30 2001

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

1300 I Street N.W., Floor 400W
Washington, DC 20005

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dolores.a.may@verizon.com

March 30, 2001

Mr. Mark Stone
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Stone:

In the course of reviewing the issues raised by the independent auditors, we have uncovered a few minor language changes that will clarify the definitions and business rules intended for several Verizon West metrics and one Verizon East metric. These clarifications will make the language consistent with how the metrics are actually calculated and consistent with the California and New York rules. The clarifications proposed in the MR metrics for Verizon West will clarify the retail comparison consistent with how Verizon is proposing the comparison be done in California.

Attached you will find:

- Attachment 1-Summary of Changes recommended by Verizon including the new proposed clarifications
- Attachment 2-Revised red-line pages for the new clarifications proposed for Verizon West
- Attachment 3-Revised red-line pages for the new clarifications proposed for Verizon East
- Attachment 4-Complete red-line version including all changes proposed to date by Verizon for both East and West
- Attachment 5-Complete Attachment A-1a through A-7b in a word document reflecting all the changes recommended by Verizon that may be edited

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May".
Attachments

Stamp & Return

Dee May
Executive Director
Federal Regulatory

RECEIVED

FEB - 9 2001

FCC MAIL ROOM



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February 9, 2001

Mr. Mark Stone
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Stone:

On February 7 Verizon provided you with a redline version of the guidelines reflecting Verizon's recommendation for inclusion of selected changes adopted by the New York PSC. Enclosed are the keys to that document for Verizon East and Verizon West.

If you have any questions, please do not hesitate to call me.

Sincerely,

Dee May

Enclosed

Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger Measures, Standards & Reports

Verizon – West (Former GTE States)

Verizon West
Summary of Changes proposed by Verizon
March 29, 2001

Measure #	Measure Name	Change	Reason for Change
All	Any CLEC aggregate measure	<ul style="list-style-type: none"> Exclude Verizon Affiliate Data from CLEC aggregate performance For xDSL Loops reference standard as parity with SDA where using line sharing Disaggregated product listing to a sub-metric level 	<ul style="list-style-type: none"> CA C2C – Ordered CA C2C – Consensus Clarification
All	Any measure including UNE loop xDSL capable product type	<ul style="list-style-type: none"> Change to UNE 2 wire xDSL 	<ul style="list-style-type: none"> Clarification: Provides consistency with VZ East (VZ West will propose product name change at next CA C2C working group)
All	Any measure including EEL, subloop, dark fiber as product type	<ul style="list-style-type: none"> Included diagnostic tracking of EELs, subloop, dark fiber 	<ul style="list-style-type: none"> CA C2C – Consensus
PO-1 PR-6 BI-2	Response Time OSS Ordering Interface Installation Quality Timeliness of Carrier Bill	<ul style="list-style-type: none"> Added clarification to denominators of Calculations 	<ul style="list-style-type: none"> CA C2C – Ordered
PO-1	Response Time OSS Ordering Interface	<ul style="list-style-type: none"> Report Pre-Order Query Transaction Time Included consensus performance standard of retail plus 5 seconds (PO-1-02 through PO-1-05), and determine performance standard of PO-1-06 at next review period. Changed “Facility Availability” to “Mechanized Loop Qualification” Removed standard for Rejected/Failed Queries 	<ul style="list-style-type: none"> CA C2C – Consensus

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**Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger
Measures, Standards & Reports**

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
PO-1	Response Time OSS Ordering Interface	<p>Added language to clarify that:</p> <ul style="list-style-type: none"> • Response time will be measured for WISE/ CORBA/EDI will be based on published system hrs. • Manual CSRs measured in clock hours and exclude non-business days • Excludes queries not completed within reporting period • VZW does not support manual engineering queries for loop qualification 	<ul style="list-style-type: none"> • CA C2C – Consensus
PO-1	Response Time OSS Ordering Interface	<ul style="list-style-type: none"> • Added Metric numbers to CSRs in performance standard 	<ul style="list-style-type: none"> • Clarification
PO-1	Response Time OSS Ordering Interface	<ul style="list-style-type: none"> • Added formula for CLEC and Retail 	<ul style="list-style-type: none"> • CA C2C – Consensus
PO-2	OSS Interface Availability	<ul style="list-style-type: none"> • Performance standard reduced from 99.50% to 99.25% • Added exclusions for scheduled system downtime • Specified that VZW captures data on a national basis and reports results at a state level • Specified that calculation based on interface hours 	<ul style="list-style-type: none"> • CA C2C – Ordered
PO-2	OSS Interface Availability	<p>Added language to clarify:</p> <p>Scheduled hours for interfaces posted on Verizon WISE support web site.</p>	<ul style="list-style-type: none"> • Clarification

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**Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger
Measures, Standards & Reports**

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
OR-1 OR-2	<ul style="list-style-type: none"> • Order Confirmation Timeliness (all) • Reject Timeliness (all) 	<ul style="list-style-type: none"> • Exclude DA/DL records associated with provisioning orders • Clarify business day descriptions • Exclude delays for customer reasons • Clarify that elapsed time for fully electronic sub-metrics is tracked during system hours 	<ul style="list-style-type: none"> • DA/DL records - CA C2C – Consensus • CA C2C – Ordered • CA C2C – Consensus • CA C2C – Consensus
OR-1 OR-2	<ul style="list-style-type: none"> • Order Confirmation Timeliness (all) • Reject Timeliness (all) 	Exclude any projects	Clarification: Projects definition will be proposed at next CA C2C working group
OR-1 OR-2	<ul style="list-style-type: none"> • Order Confirmation Timeliness (all) • Reject Timeliness (all) 	Clarified UNE disaggregation reporting	Clarification
OR-1-06 OR-2-06	<ul style="list-style-type: none"> • Order Confirmation Timeliness • Reject Timeliness 	Clarified submetric for non-designed services	Clarification
OR-1-07 OR-2-07	<ul style="list-style-type: none"> • % On Time LSC \geq 10 Lines (Designed- No Flow Through) • % On Time LSR Reject \geq 10 Lines (Designed- No Flow Through) 	Added measures to address designed services \geq 10 lines for LSCs and rejects	Clarification (Previously included in OR-1-06 and OR-2-06 as standard was same)

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Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger Measures, Standards & Reports

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
OR-5	Percent Flow Through	<ul style="list-style-type: none"> Specified performance standards with linkage to OR-1 & OR-2 performance Disaggregated UNE to Platform and Loop Removed OR-5-01 % Flow Through Total 	<ul style="list-style-type: none"> Verizon proposal for flow through performance measure (12-19-00)
OR-5	Percent Flow Through	<ul style="list-style-type: none"> Removed state codes (state of record identification) from calculation 	<ul style="list-style-type: none"> Flexibility to add flow through product types
PR-3	Completed within 5 Days	<ul style="list-style-type: none"> Clarified definition to reflect “valid, accepted” new, move and change orders 	<ul style="list-style-type: none"> Clarification – (Measure not included in CA C2C)
PR-5	Facility Missed Orders	<ul style="list-style-type: none"> Clarified definition of lack of facilities 	<ul style="list-style-type: none"> Clarification
PR-6	Installation Quality	<ul style="list-style-type: none"> Removed “Came Clear” and “Test OK” from exclusions and added to definition 	<ul style="list-style-type: none"> CA C2C – Ordered
PR-9	Coordinated Conversions	<ul style="list-style-type: none"> Added language to clarify coordinated conversions and coordinated hot cuts Added language to clarify on time performance standard Modified conversion and hot cut line sizes and associated completion intervals 	<ul style="list-style-type: none"> CA C2C – Consensus
MR-2 MR-3 MR-4 MR-5	<ul style="list-style-type: none"> Trouble Report Rate Missed Repair Commitments Trouble Duration Intervals Repeat Trouble Reports 	<ul style="list-style-type: none"> Removed "Came Clear" and "Test OK" from exclusions and added to definition 	<ul style="list-style-type: none"> CA C2C – Ordered
MR-2 MR-3 MR-4	<ul style="list-style-type: none"> Trouble Report Rate Missed Repair Commitments Trouble Duration Intervals 	<ul style="list-style-type: none"> Excluded "provisioning trouble reports" 	<ul style="list-style-type: none"> CA C2C – Consensus
MR-3	Missed Repair Commitments	<ul style="list-style-type: none"> Added interconnection trunks as a product Added “for Verizon reasons” 	<ul style="list-style-type: none"> CA C2C – Ordered

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**Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger
Measures, Standards & Reports**

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
MR-4	Trouble Duration Intervals	<ul style="list-style-type: none"> Eliminated MR-4-07 Added “POTS” to MR-4-08 title 	<ul style="list-style-type: none"> Not a CA C2C measure CA C2C – Ordered
MR-5	Repeat Trouble Reports	Removed UNE Port as a product	<ul style="list-style-type: none"> Clarification - will be proposed at next CA C2C working group (no activity seen or expected)
MR-5-01	% Repeat Reports within 30 days	Removed UNE Port as a product	<ul style="list-style-type: none"> Clarification - will be proposed at next CA C2C working group (no activity seen or expected)
NP-1	Percent Final Trunk Group Blockage	Added a reference explaining engineering levels for terminating trunks.	Clarification
OR-1 OR-2	<ul style="list-style-type: none"> Order Confirmation Timeliness (all) Reject Timeliness (all) 	<ul style="list-style-type: none"> Add new exclusion, "Excludes orders where type of service cannot be determined." Add new exclusion, "Excludes rejects where type of service cannot be determined." 	Clarification
OR-1	<ul style="list-style-type: none"> Order Confirmation Timeliness 	Make exclusion of "Exclude invalid records" applicable to both LSRs and ASRs.	Clarification; CA C2C Consensus
OR-1-02	<ul style="list-style-type: none"> % On time LSC - Flow Through 	Delete UNE Transport from the products offered	Clarification - included in OR-1-12, as LSC's are not issued for UNE Transport
PR-4	<ul style="list-style-type: none"> % Missed Due Dates - No Dispatch 	For linesharing, reference standard as parity with SDA	Clarification; CA C2C Consensus
PR-4-01	% Missed Due Dates - Designed Services	Delete UNE Platform from the products offered	Clarification – UNE Platform is not a designed service
PR-5-03	% Orders Held for Facilities > 60 Days	Change definition under numerator to read "...due date is more than 60 days..."	Clarification
MR-2 MR-3	<ul style="list-style-type: none"> Trouble Report Rate Missed Repair Commitments 	<ul style="list-style-type: none"> Change retail comparison on UNE Loop Designed from Disp. Designed Service to 	Clarification - will be proposed at next CA C2C working group

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CA C2C – Consensus, represents guidelines agreed to by collaborative participants and filed with CPUC, but not yet ordered.

**Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger
Measures, Standards & Reports**

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
MR-4 MR-5	<ul style="list-style-type: none"> • Trouble Duration Intervals • Repeat Trouble Reports 	Retail POTS Disp. <ul style="list-style-type: none"> • Change retail comparison on UNE Loop Non-designed from Retail Bus. Disp. To Retail POTS Disp. 	
NP-2-01	% On Time Response to Request for Physical Collocation	<ul style="list-style-type: none"> • Change Performance Standard from 95% within 15 days to 95% within 15 calendar days • Change Numerator from "within 15 days" to "within 15 calendar days." 	Clarification; CA C2C Consensus

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Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger Measures, Standards & Reports

Verizon – West (Former GTE States)

Verizon East
Summary of Changes Proposed by Verizon
March 29, 2001

Measure #	Measure Name	Change	Reason for Change
All	Any CLEC aggregate measure	<ul style="list-style-type: none"> Exclude Verizon Affiliate Data from CLEC aggregate performance For xDSL Loops reference standard as parity with SDA where SDA is using line sharing 	NY C2C
PO-1	OSS Response Time (applies to all PO-1) (applies to all interfaces)	CLEC transactions will be actual production times	NY C2C
PO-1	OSS Response Time (applies to all PO-1) – WEB GUI	Performance standard fixed at retail plus 7 seconds (except PO-1-04)	NY C2C
PO-1-04	Average Response Time – Product & Service Availability	Performance Standard changed to retail plus 10 seconds	NY C2C
PO-1-05	Average Response Time – Telephone Number Availability & Reservation	Reduced time-out limit to 60 seconds	NY C2C
PO-2-02	OSS Availability – Prime Time	Added exclusion for scheduled interface outages for major releases	NY C2C
OR-1	Order Confirmation Timeliness (all)	Added language to clarify that the note regarding resent confirmations is dependent upon Verizon's capability to identify reasons for resent confirmations	Explained to FCC in previous correspondence on 10/2/00
OR-1 OR-2	<ul style="list-style-type: none"> Order Confirmation Timeliness Reject Timeliness (all)	<ul style="list-style-type: none"> Clarified language that performance is based upon orders confirmed/rejected in the month. Added clarifying language with respect to Pre-Qualified complex 	NY C2C
OR-1 OR-2	<ul style="list-style-type: none"> Order Confirmation Timeliness Reject Timeliness 	Disaggregated UNE POTS/Pre-qualified Complex to Loop and Platform	To be consistent with Attachment A-5a
OR-1	Order Confirmation Timeliness (all)	Clarified that Verizon will exclude orders where CLEC requests an exclusion for special handling (projects)	Clarification Consistent with NY practice

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Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger Measures, Standards & Reports

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
OR-1	Order Confirmation Timeliness (all) for 2 wire Digital and 2 wire xDSL services	Add exclusion for orders requiring loop conditioning.	New issue to be addressed via C2C. Order confirmation (with real due date) is provided upon completion of conditioning which takes longer than existing intervals.
OR-1-02 OR-2-02	<ul style="list-style-type: none"> • % on Time LSRC – Flow Through • % on Time LSR Reject – Flow Through 	Add exclusion for expansion of scheduled SOP downtime during major releases	NY C2C
OR-1-04 OR-2-04	<ul style="list-style-type: none"> • % On Time LSRC/ASRC < 6 Lines (Electronic No flow through) • % On time LSR/ASR Reject < 6 Lines (Electronic No Flow through) 	<ul style="list-style-type: none"> • Changed line size breakout to < 6 from < 10 • Added ASR to name 	NY C2C
OR-1-06 OR-2-06	<ul style="list-style-type: none"> • % On Time LSRC/ASRC ≥ 6 Lines (Electronic) • % On Time LSR/ASR Reject ≥ 6 Lines (Electronic) 	<ul style="list-style-type: none"> • Changed line size breakout to ≥ 6 from ≥ 10 • Added ASR to name 	NY C2C
OR-1-12	% On Time FOC	Removed reference to CLEC Trunks > 192 and unforecasted	To be consistent with Attachment A-5a
OR-5	% Flow Through	<ul style="list-style-type: none"> • Specified performance standards with linkage to OR-1 & OR-2 performance • Disaggregated UNE to Platform and Loop • Removed OR-5-03 Flow through achieved 	Verizon 12/19/00 Proposal for flow through performance measure.
PR-3	Completed within Specified number of Days (1-5 lines)	<ul style="list-style-type: none"> • Clarified business day cut off of 5PM • Referenced Web-site for specific state holidays • Specified that Verizon will correct appointment type codes (X and W code) 	Language clarification

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**Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger
Measures, Standards & Reports**

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
PR-4	% Missed Appointment	Specify retail analogs or standards for EEL, IOF, DSL	NY C2C
PR-4-01	% Missed Appointment – Verizon Total	Disaggregated Specials into DS0, DS1, DS3 and other	NY C2C
PR-4-02	Average Delay Days	Disaggregated UNE POTS into Loop and Platform	To be consistent with Attachment A-5a
PR-4-04	% Missed Appointment – Verizon - Dispatch	Moved 2 wire digital from PR-4-10 to PR-4-04	NY C2C
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Added DSL Line Sharing to product disaggregation	NY C2C and as previously adopted by FCC on 9/18/00
PR-4-07	% On time Performance – LNP Only	Clarified language for % on time	Clarification
PR-4-14	% Completed on Time – 2 Wire xDSL Loops	<ul style="list-style-type: none"> • Changed metric number • Removed reference to Due Date minus 2 testing and combined all performance to one metric 	NY C2C and as communicated to FCC in previous correspondence on 10/2/00
PR-5	Facility Missed Orders	Added “dispatched” to metric definition	NY C2C
PR-6	Installation Quality	Clarified language for denominator to be orders lines/circuits/trunks installed in calendar month	NY C2C
PR-6-01	% Installation Troubles reported within 30 Days - xDSL	Added exclusion for false acceptances via cooperative testing.	CLEC testing issue
PR-6-01	% Installation Troubles reported within 30 Days	Added retail disaggregation for ISDN and POTS to provide retail analog for 2 wire Digital and 2 wire xDSL, respectively	NY C2C
PR-9	Hot Cut Loops	Language clarification on successful hot cut definition and performance standard.	NY C2C
MR-2-02 MR-2-03	<ul style="list-style-type: none"> • Network Trouble Report Rate – Loop • Network Trouble Report Rate – Central Office 	<ul style="list-style-type: none"> • For 2 Wire xDSL – Add exclusion for installation troubles • Disaggregate POTS/Complex into POTS, 2 wire Digital and 2 Wire xDSL 	NY C2C

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**Summary of Recommended Changes for Semi-annual Review to FCC Order on Verizon Merger
Measures, Standards & Reports**

Verizon – West (Former GTE States)

Measure #	Measure Name	Change	Reason for Change
MR-3-01 MR-4-08	<ul style="list-style-type: none"> • % Missed Repair Appointment – Loop • % Missed Repair Appointment – Central Office • % Out of Service > 24 Hours 	Disaggregate POTS/Complex into Residence POTS, Business POTS, 2 wire Digital and 2 Wire xDSL	NY C2C
MR-4	Trouble Duration Intervals	Add exclusion for troubles where the CLEC does not accept the first available appointment.	CLEC scheduling issue. (Verizon will propose at next C2C working group)
MR-4-01 MR-4-02 MR-4-03	<ul style="list-style-type: none"> • Mean Time to Repair – Total • Mean Time to Repair – Loop Trouble • Mean Time to Repair – Central Office Trouble 	Removed, except for MR-4-01 Specials, MR-4-02 and 4-03 where Resale POTS was disaggregated into Res and Bus	To be consistent with Attachment A-5a
MR-5-01	% Repeat Reports within 30 days	Disaggregate POTS/Complex into POTS, 2 wire Digital and 2 Wire xDSL	NY C2C
NP-1	Percent Final Trunk Group Blockage	Removed reference to retail trunks.	Language clarification. Retail is not included in performance reports
PR-5-03	% Orders Held for Facilities > 60 Days	Change definition under numerator to read "...due date is more than 60 days..."	Clarification

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