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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

**Before the**
**Federal Communications Commission**
**Washington, D.C. 20554**

| | | |
|---|---|---|
| **In the Matter of** | ) | |
| **Petition of AT&T Communications** | ) | |
| **of Virginia, Inc. Pursuant** | ) | |
| **to Section 252(e)(5) of the** | ) | |
| **Communications Act, for Preemption** | ) | **CC Docket No. 00-251** |
| **of the Jurisdiction of the Virginia** | ) | |
| **State Corporation Commission** | ) | |
| **Regarding Interconnection Disputes** | ) | |
| **with Verizon-Virginia, Inc.** | ) | |
| | ) | |
| **In the Matter of** | ) | |
| **Petition of WorldCom, Inc. Pursuant** | ) | |
| **to Section 252(e)(5) of the** | ) | |
| **Communications Act for Expedited** | ) | |
| **Preemption of the Jurisdiction of the** | ) | **CC Docket No. 00-218** |
| **Virginia State Corporation Commission** | ) | |
| **Regarding Interconnection Disputes** | ) | |
| **with Verizon-Virginia, Inc., and for** | ) | |
| **Expedited Arbitration** | ) | |
| | ) | |

# COST STUDIES AND SUPPORTING DOCUMENTATION SETTING FORTH COST MODEL OUTPUTS FOR UNBUNDLED NETWORK ELEMENTS AND ASSOCIATED NON-RECURRING CHARGES SUBMITTED BY AT&T COMMUNICATIONS OF VIRGINIA, INC. AND WORLDCOM, INC.

**VOLUME 2**

# NON-RECURRING COST MODEL

## Arbitration Cost Model Procedures

***Rules 2.1.i and 3.1.c of the Commission's Procedures Established for Arbitration of Interconnection Agreements require that filings must include "[c]opies of all cost models, cost studies and other studies on which Petitioner [or Respondent] intends to rely to support its position and any documentation underlying those cost models, cost studies and other studies. Computerized cost models must be submitted in a form that allows the Arbitrator and the parties to alter inputs and determine the effect on cost estimates."***

As set forth below, AT&T/WorldCom are also submitting both the non-recurring cost model on which they rely and the underlying documentation. The submitted model allows the Arbitrator and the parties to alter inputs and determine the effect on cost estimates.

1. ***All cost models and cost studies shall be submitted in a PC-based format.***

AT&T/WorldCom are submitting the Non-Recurring Cost Model (NRCM) Release 2.2. Attached is a CD containing AT&T/WorldCom's filing of the NRCM and the model documentation.

2. ***Each party shall provide the following information for its cost model or cost study and other studies:***

*A. Hardware Requirements (i.e., disk space, memory requirements, etc.).*

The NRCM is a spreadsheet based costing tool that uses Microsoft Excel 7.0 features. There are no special hardware requirements.

*B. Software Requirements (i.e., operating system and version, spreadsheet software and version).*

Page 2 of the attached NRCM User Guide indicates that the model uses the enhanced features of Microsoft Excel 7.0

C. *General Description: identification of the study or model (name and version, if appropriate); and a statement as to whether it is based upon (1) a generally recognized model (e.g., BCPM); (2) a study or model prepared by the submitting party; (3) a state study or model; or (4) other source.*

See response to item 1.

D. *Supporting Information: information and documentation that begins with an overview of the basic approach taken in the cost model or cost study, including general methodology and basic assumptions. The supporting information and documentation shall also: (1) include a detailed description of the proposed cost model or cost study and all underlying data, formula, computations, and associated software, including a complete listing of algorithms and formulas used; (2) specifically identify each input value used for the study or model, and the cost and other assumptions upon which each unit value is based; (3) document and explain how such input assumptions satisfy the requirements that all prices be based upon forward-looking, economic costs and employ the least-cost, most efficient, and reasonable technology currently being deployed; and (4) identify the sources of all underlying data used in the study.*

Attached to this filing is the NRCM version 2.2 model description.

| | | |
|---|---|---|
| 1 | POTS / ISDN BRI Migration (TSR) | 0.26 |
| 2 | POTS / ISDN BRI Install (TSR) | 0.26 |
| 3 | POTS / ISDN BRI Migration (UNE Platform) | 0.26 |
| 4 | POTS / ISDN BRI Install (UNE Platform) | 0.26 |
| 5 | POTS / ISDN BRI Disconnect (TSR / UNE Platform) | 0.26 |
| 6 | POTS / ISDN BRI Migration (UNE Loop) | 3.16 |
| 7 | POTS / ISDN BRI Install (UNE Loop) | 3.05 |
| 8 | POTS / ISDN BRI Disconnect (UNE Loop) | 2.72 |
| 9 | Feature Changes | 0.26 |
| 10 | 4 Wire Migration (UNE Loop) | 23.15 |
| 11 | 4 Wire Install (UNE Loop) | 18.01 |
| 12 | 4 Wire Disconnect (UNE Loop) | 13.44 |
| 13 | 2 Wire Migration at the FDI | 22.58 |
| 14 | 2 Wire Disconnect at the FDI | 21.73 |
| 15 | 4 Wire Migration at the FDI | 61.57 |
| 16 | 4 Wire Disconnect at the FDI | 37.61 |
| 17 | 2 Wire Migration at 6 line NID | 41.89 |
| 18 | Channelized DS1 Virtual Feeder to RT Install | 19.20 |
| 19 | Channelized DS1 Virtual Feeder to RT Disconnect | 14.95 |
| 20 | DS1 Interoffice Transport Install | 8.14 |
| 21 | DS1 Interoffice Transport Disconnect | 0.49 |
| 22 | DS3 Interoffice Transport Install | 8.14 |
| 23 | DS3 Interoffice Transport Disconnect | 0.49 |
| 24 | 2 Wire Loop, different CO Migration | 24.23 |
| 25 | 2 Wire Loop, different CO Install | 10.34 |
| 26 | 2 Wire Loop, different CO Disconnect | 9.13 |
| 27 | 4 Wire Loop, different CO Migration | 24.76 |
| 28 | 4 Wire Loop, different CO Install | 11.01 |
| 29 | 4 Wire Loop, different CO Disconnect | 10.47 |
| 30 | DS1 Loop to Customer Premise Migration | 35.86 |
| 31 | DS1 Loop to Customer Premise Install | 26.17 |
| 32 | DS1 Loop to Customer Premise Disconnect | 18.40 |
| 33 | DS3 Loop to Customer Premise Migration | 33.42 |
| 34 | DS3 Loop to Customer Premise Install | 19.32 |
| 35 | DS3 Loop to Customer Premise Disconnect | 10.85 |
| 36 | Line Port (DS0, Analog, ISLU) Install | 2.94 |
| 37 | Line Port (DS0, Analog, ISLU) Disconnect | 2.72 |
| 38 | Channelized DS1 line port (TR-303-IDT) Install | 19.20 |
| 39 | Channelized DS1 line port (TR-303-IDT) Disconnect | 14.13 |
| 40 | Fiber Cross Connects Install (LGX) | 9.36 |
| 41 | Fiber Disconnect (LGX) | 10.24 |
| 42 | SS7 Links (DS0) Install | 27.01 |
| 43 | SS7 Links (DS0) Disconnect | 9.93 |
| 44 | SS7 Links (DS1) Install | 23.28 |
| 45 | SS7 Links (DS1) Disconnect | 6.70 |
| 46 | SS7 STP global title translations 'A Link' only Install | 30.26 |
| 47 | SS7 STP global title translations 'A Link' only Disconnect | 30.26 |
| 48 | SS7 STP message transfer part 'A Link' only (port) Install | 21.45 |
| 49 | SS7 STP message transfer part 'A Link' only (port) Disconnect | 20.57 |

| State&Company = Virginia - Verizon | Batch Run | Date of Run: 7/1/2001 |
|---|---|---|
| **Inputs** | [redacted] | **Default Values** |
| **Copper Loop Percentage:** | | 40% |
| **CO Staffed Percentage:** | 80% | 80% |
| **Average Trip Time (in minutes):** | 20 | 20 |
| **Fallout Percentages** | | |
| POTS: | 2.0% | 2.0% |
| Complex: | 2.0% | 2.0% |
| **Number of Work Activities Per Order:** | 4 | 4 |
| **Setup Time (in minutes):** | 10 | 10 |
| **Variable Overhead:** | | 10.4% |
| **Percentage Dedicated Facilities:** | 100% | 100% |
| **General Labor Rates ($ per hour)** | | |
| BDAC | $44.36 | $44.36 |
| CDAC | $44.36 | $44.36 |
| CPC | $41.68 | $41.68 |
| CSC | $40.66 | $40.66 |
| FCC | $40.66 | $40.66 |
| FMAC | $47.25 | $47.25 |
| SS I&M/OSP | $47.25 | $47.25 |
| LAC | $40.66 | $40.66 |
| NTEC | $48.94 | $48.94 |
| RCMAC | $40.66 | $40.66 |
| SCC | $48.94 | $48.94 |
| SSC | $48.94 | $48.94 |
| Splicing Tech | $48.94 | $48.94 |
| ICSC | $40.66 | $40.66 |

| [illegible] | [illegible] Verizon NRC Elements | Total Cost | [illegible] | Total Cost | [illegible] |
|---|---|---|---|---|---|
| 1 | POTS / ISDN BRI Migration (TSR) | $ 0.26 | <-- with overhead | $ 0.24 | <-- without overhead |

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## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 3 | CLEC requests customer address data, CSR, and appointment from ILEC | Pre-Order | CLEC gateway | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 199 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 200 | Fall Out: Pull and analyze order: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 201 | Fall Out: Resolve fallout: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 0.24 |

| | | | | | |
|---|---|---|---|---|---|
| | [illegible] | Total Cost | | Total Cost | |
| 2 | POTS / ISDN BRI Install (TSR) | $ 0.26 | <-- with overhead | $ 0.24 | <-- without overhead |

2

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | *Pre Order Steps* | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 18 | SWITCH provides equipment and facility assignments | Provisioning | SWITCH | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 30 | SOAC delivers equipment and facility information to NSDB | Provisioning | NSDB | | 38.9% | - | R | $ - |
| 32 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 34 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 40 | WFA/C updates NSDB | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 47 | *Pull and Analyze Order Steps* | | | | | | | |
| 49 | Pull and analyze order: FCC; (copper% * (%_Non_Dedicated)) | Provisioning | ILEC manual activity | FCC | 0.0% | 2.50 | R | $ - |
| 55 | *Travel Time Steps* | | | | | | | |
| 57 | Travel time to the central office: CO non staffed, # orders per trip, Copper, %_Non_ Dedicated | Provisioning | ILEC manual activity | FCC | 0.0% | 20.00 | R | $ - |
| 71 | *Element Type Detail Steps* | | | | | | | |
| 75 | Install cross connect from MDF to CFA appearance | Provisioning | ILEC manual activity | FCC | 0.0% | 1.00 | R | $ - |
| 77 | ILEC MLT test and or ISTF test | Provisioning | CPU Time | | 61.1% | | R | $ - |
| 198 | *Fall Out Steps* | | | | | | | |
| 199 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 200 | Fall Out: Pull and analyze order: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 201 | Fall Out: Resolve fallout: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 211 | Close order: FCC:Copper%*%_Non_Dedicated | Provisioning | ILEC manual activity | FCC | 0.0% | 1.50 | R | $ - |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | *End of Process Steps* | | | | | | | $ 0.24 |

| [illegible] | [illegible] | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 3 | POTS / ISDN BRI Migration (UNE Platform) | $ 0.26 | <-- with overhead | $ 0.24 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | *Pre Order Steps* | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 3 | CLEC requests customer address data, CSR, and appointment from ILEC | Pre-Order | CLEC gateway | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 198 | *Fall Out Steps* | | | | | | | |
| 199 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 200 | Fall Out: Pull and analyze order: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 201 | Fall Out: Resolve fallout: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | | NA | | | |
| 224 | *End of Process Steps* | | | | | | | $ 0.24 |

| [illegible] | [illegible] NRC Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 4 | POTS / ISDN BRI Install (UNE Platform) | $ 0.26 | <-- with overhead | $ 0.24 | <-- without overhead |

4

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 18 | SWITCH provides equipment and facility assignments | Provisioning | SWITCH | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 30 | SOAC delivers equipment and facility information to NSDB | Provisioning | NSDB | | 38.9% | - | R | $ - |
| 32 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 34 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 40 | WFA/C updates NSDB | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 49 | Pull and analyze order: FCC; (copper% * (%_Non_Dedicated)) | Provisioning | ILEC manual activity | FCC | 0.0% | 2.50 | R | $ - |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 57 | Travel time to the central office: CO non staffed, # orders per trip, Copper, %_Non_ Dedicated | Provisioning | ILEC manual activity | FCC | 0.0% | 20.00 | R | $ - |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 75 | Install cross connect from MDF to CFA appearance | Provisioning | ILEC manual activity | FCC | 0.0% | 1.00 | R | $ - |
| 77 | ILEC MLT test and or ISTF test | Provisioning | CPU Time | | 61.1% | | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 199 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 200 | Fall Out: Pull and analyze order: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 201 | Fall Out: Resolve fallout: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 211 | Close order: FCC:Copper%*%_Non_Dedicated | Provisioning | ILEC manual activity | FCC | 0.0% | 1.50 | R | $ - |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 0.24 |

| [illegible] | [illegible] | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 5 | POTS / ISDN BRI Disconnect (TSR / UNE Platform) | $ 0.26 | <-- with overhead | $ 0.24 | <-- without overhead |

5

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | *Pre Order Steps* | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 17 | LFACS makes OSP spare and available for reassignments, e g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 19 | SWITCH inventories as spare and shows available for re-assignment (equipment & facility) | Provisioning | SWITCH | | 100.0% | - | R | $ - |
| 28 | SOAC delivers recent change disconnect information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 198 | *Fall Out Steps* | | | | | | | |
| 199 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 200 | Fall Out: Pull and analyze order: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 201 | Fall Out: Resolve fallout: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | *End of Process Steps* | | | | | | | $ 0.24 |

| [illegible] | [illegible] NRC Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 6 | POTS / ISDN BRI Migration (UNE Loop) | $ 3.16 | <-- with overhead | $ 2.93 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | *Pre Order Steps* | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 3 | CLEC requests customer address data, CSR, and appointment from ILEC | Pre-Order | CLEC gateway | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 18 | SWITCH provides equipment and facility assignments | Provisioning | SWITCH | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 30 | SOAC delivers equipment and facility information to NSDB | Provisioning | NSDB | | 38.9% | - | R | $ - |
| 32 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 34 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 40 | WFA/C updates NSDB | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 47 | *Pull and Analyze Order Steps* | | | | | | | |
| 48 | Pull and analyze order: FCC; (copper%) | Provisioning | ILEC manual activity | FCC | 61.1% | 2.50 | $ 40.66 | $ 1.04 |
| 55 | *Travel Time Steps* | | | | | | | |
| 56 | Travel time to the central office: CO non staffed, # orders per trip, Copper | Provisioning | ILEC manual activity | FCC | 3.1% | 20.00 | $ 40.66 | $ 0.41 |
| 71 | *Element Type Detail Steps* | | | | | | | |
| 73 | Perform continuity test (check dial tone and ANI) | Provisioning | ILEC manual activity | FCC | 61.1% | 0.25 | $ 40.66 | $ 0.10 |
| 74 | Install cross connect from MDF to CFA appearance | Provisioning | ILEC manual activity | FCC | 61.1% | 1.00 | $ 40.66 | $ 0.41 |
| 76 | Perform continuity test (check dial tone and ANI) | Provisioning | ILEC manual activity | FCC | 61.1% | 0.25 | $ 40.66 | $ 0.10 |
| 82 | Install DSO TSI at RT (CPU time) | Provisioning | CPU Time | | 38.9% | | R | $ - |
| 198 | *Fall Out Steps* | | | | | | | |
| 202 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 203 | Fall Out: Pull and analyze order: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 204 | Fall Out: Resolve fallout: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 209 | *Close Order Steps* | | | | | | | |
| 210 | Close order: FCC:Copper% | Provisioning | ILEC manual activity | FCC | 61.1% | 1.50 | $ 40.66 | $ 0.62 |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |

| | | | | | |
|---|---|---|---|---|---|
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | NA | |
| 224 | ***End of Process Steps*** | | | | $ 2.93 |

| [illegible] | [illegible] NRC Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 7 | POTS / ISDN BRI Install (UNE Loop) | $ 3.05 | <-- with overhead | $ 2.83 | <-- without overhead |

7

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 18 | SWITCH provides equipment and facility assignments | Provisioning | SWITCH | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 30 | SOAC delivers equipment and facility information to NSDB | Provisioning | NSDB | | 38.9% | - | R | $ - |
| 32 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 34 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 40 | WFA/C updates NSDB | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 48 | Pull and analyze order: FCC, (copper%) | Provisioning | ILEC manual activity | FCC | 61.1% | 2.50 | $ 40.66 | $ 1.04 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 56 | Travel time to the central office: CO non staffed, # orders per trip, Copper | Provisioning | ILEC manual activity | FCC | 3.1% | 20.00 | $ 40.66 | $ 0.41 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 74 | Install cross connect from MDF to CFA appearance | Provisioning | ILEC manual activity | FCC | 61.1% | 1.00 | $ 40.66 | $ 0.41 |
| 76 | Perform continuity test (check dial tone and ANI) | Provisioning | ILEC manual activity | FCC | 61.1% | 0.25 | $ 40.66 | $ 0.10 |
| 78 | CLEC MLT test and or ISTF test | Provisioning | CPU Time | | NA | | | |
| 82 | Install DSO TSI at RT (CPU time) | Provisioning | CPU Time | | 38.9% | | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 202 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 203 | Fall Out: Pull and analyze order: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 204 | Fall Out: Resolve fallout: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 209 | ***Close Order Steps*** | | | | | | | |
| 210 | Close order: FCC:Copper% | Provisioning | ILEC manual activity | FCC | 61.1% | 1.50 | $ 40.66 | $ 0.62 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 2.83 |

| | | | | | |
|---|---|---|---|---|---|
| 8 | POTS / ISDN BRI Disconnect (UNE Loop) | $ 2.72 | <-- with overhead | $ 2.52 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | *Pre Order Steps* | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 17 | LFACS makes OSP spare and available for reassignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 19 | SWITCH inventories as spare and shows available for re-assignment (equipment & facility) | Provisioning | SWITCH | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 30 | SOAC delivers equipment and facility information to NSDB | Provisioning | NSDB | | 38.9% | - | R | $ - |
| 32 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 36 | OPS/INE delivers disconnect message to INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 38 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 40 | WFA/C updates NSDB | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 47 | *Pull and Analyze Order Steps* | | | | | | | |
| 48 | Pull and analyze order: FCC; (copper%) | Provisioning | ILEC manual activity | FCC | 61.1% | 2.50 | $ 40.66 | $ 1.04 |
| 55 | *Travel Time Steps* | | | | | | | |
| 56 | Travel time to the central office: CO non staffed, # orders per trip, Copper | Provisioning | ILEC manual activity | FCC | 3.1% | 20.00 | $ 40.66 | $ 0.41 |
| 71 | *Element Type Detail Steps* | | | | | | | |
| 79 | Remove jumper from MDF | Provisioning | ILEC manual activity | FCC | 61.1% | 0.50 | $ 40.66 | $ 0.21 |
| 84 | Remove DSO TSI at RT (CPU Time) | Provisioning | CPU Time | | 38.9% | | R | $ - |
| 198 | *Fall Out Steps* | | | | | | | |
| 202 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 203 | Fall Out: Pull and analyze order: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 204 | Fall Out: Resolve fallout: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 209 | *Close Order Steps* | | | | | | | |
| 210 | Close order: FCC:Copper% | Provisioning | ILEC manual activity | FCC | 61.1% | 1.50 | $ 40.66 | $ 0.62 |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | *End of Process Steps* | | | | | | | $ 2.52 |

| Item # | Variable Versus NRC Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 9 | Feature Changes | $ 0.26 | <-- with overhead | $ 0.24 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 199 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 200 | Fall Out: Pull and analyze order: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 201 | Fall Out: Resolve fallout: RCMAC | Provisioning | ILEC manual activity | RCMAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 0.24 |

| [illegible] | [illegible] Verizon / NRC Elements | Total Cost | [illegible] | Total Cost |
|---|---|---|---|---|
| 10 | 4 Wire Migration (UNE Loop) | $ 23.15 | <-- *with overhead* | $ 21.43 <-- *without overhead* |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 3 | CLEC requests customer address data, CSR, and appointment from ILEC | Pre-Order | CLEC gateway | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 52 | Pull and analyze order: NTEC; (copper%) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.50 | $ 48.94 | $ 1.25 |
| 54 | Pull and analyze order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 2.50 | $ 48.94 | $ 2.04 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 61 | Travel time to the central office: CO non staffed/orders per trip*Copper % | Provisioning | ILEC manual activity | NTEC | 3.1% | 20.00 | $ 48.94 | $ 0.50 |
| 64 | Travel time within the staffed central office: CO staffed/#orders per trip*Copper % | Provisioning | ILEC manual activity | NTEC | 12.2% | 10.00 | $ 48.94 | $ 1.00 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 120 | Negotiate customer release (CLEC to ILEC) | Provisioning | ILEC manual activity | SSC | 100.0% | 15.00 | $ 48.94 | $ 12.24 |
| 121 | Monitor circuit for traffic busy and correct assignment | Provisioning | ILEC manual activity | NTEC | 61.1% | 1.00 | $ 48.94 | $ 0.50 |
| 125 | Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.00 | $ 48.94 | $ 1.00 |
| 150 | Perform testing (1000 Hz.) | Provisioning | ILEC manual activity | SSC | 61.1% | 1.00 | $ 48.94 | $ 0.50 |
| 156 | Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.00 | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 214 | Close order: NTEC: Copper% | Provisioning | ILEC manual activity | NTEC | 61.1% | 1.50 | $ 48.94 | $ 0.75 |
| 216 | Close order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 1.50 | $ 48.94 | $ 1.22 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | | NA | | | |

| | | |
|---|---|---|
| 224 | *End of Process Steps* | $ 21.43 |

| [illegible] | [illegible] | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 11 | 4 Wire Install (UNE Loop) | $ 18.01 | <- with overhead | $ 16.68 | <- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 52 | Pull and analyze order: NTEC; (copper%) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.50 | $ 48.94 | $ 1.25 |
| 54 | Pull and analyze order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 2.50 | $ 48.94 | $ 2.04 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 61 | Travel time to the central office: CO non staffed/orders per trip*Copper % | Provisioning | ILEC manual activity | NTEC | 3.1% | 20.00 | $ 48.94 | $ 0.50 |
| 64 | Travel time within the staffed central office: CO staffed/#orders per trip*Copper % | Provisioning | ILEC manual activity | NTEC | 12.2% | 10.00 | $ 48.94 | $ 1.00 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 82 | Install DSO TSI at RT (CPU time) | Provisioning | CPU Time | | 38.9% | | R | $ - |
| 83 | NCTE installation & testing | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.00 | R | $ - |
| 127 | Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 four wire jumpers) | Provisioning | ILEC manual activity | NTEC | 61.1% | 4.00 | $ 48.94 | $ 1.99 |
| 146 | Install Cross connect (4 wire SMAS, wire wrap) | Provisioning | ILEC manual activity | NTEC | 61.1% | 6.00 | $ 48.94 | $ 2.99 |
| 150 | Perform testing (1000 Hz.) | Provisioning | ILEC manual activity | SSC | 61.1% | 1.00 | $ 48.94 | $ 0.50 |
| 152 | Perform testing (loss, noise, 3-tone slope, loopback, etc.) | Provisioning | ILEC manual activity | SSC | 61.1% | 8.00 | $ 48.94 | $ 3.99 |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 214 | Close order: NTEC: Copper% | Provisioning | ILEC manual activity | NTEC | 61.1% | 1.50 | $ 48.94 | $ 0.75 |
| 216 | Close order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 1.50 | $ 48.94 | $ 1.22 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 16.68 |

| [illegible] | [illegible] | Total Cost | [illegible] | Total Cost | |
|---|---|---|---|---|---|
| 12 | 4 Wire Disconnect (UNE Loop) | $ 13.44 | <-- with overhead | $ 12.44 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | *Pre Order Steps* | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 17 | LFACS makes OSP spare and available for reassignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 30 | SOAC delivers equipment and facility information to NSDB | Provisioning | NSDB | | 38.9% | - | R | $ - |
| 32 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 36 | OPS/INE delivers disconnect message to INE | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 38 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 40 | WFA/C updates NSDB | Provisioning | OPS / INE | | 38.9% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 44 | TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility) | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | *Pull and Analyze Order Steps* | | | | | | | |
| 52 | Pull and analyze order: NTEC; (copper%) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.50 | $ 48.94 | $ 1.25 |
| 54 | Pull and analyze order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 2.50 | $ 48.94 | $ 2.04 |
| 55 | *Travel Time Steps* | | | | | | | |
| 63 | Travel time to the central office: CO non staffed/orders per trip*Copper % | Provisioning | ILEC manual activity | NTEC | 3.1% | 20.00 | $ 48.94 | $ 0.50 |
| 64 | Travel time within the staffed central office: CO staffed/#orders per trip*Copper % | Provisioning | ILEC manual activity | NTEC | 12.2% | 10.00 | $ 48.94 | $ 1.00 |
| 71 | *Element Type Detail Steps* | | | | | | | |
| 121 | Monitor circuit for traffic busy and correct assignment | Provisioning | ILEC manual activity | NTEC | 61.1% | 1.00 | $ 48.94 | $ 0.50 |
| 123 | NTEC contacts SSC to verify valid disconnect | Provisioning | ILEC manual activity | NTEC | 61.1% | 1.50 | $ 48.94 | $ 0.75 |
| 153 | Remove SMAS (wire wrap) | Provisioning | ILEC manual activity | NTEC | 61.1% | 6.00 | $ 48.94 | $ 2.99 |
| 155 | Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.00 | $ 48.94 | $ 1.00 |
| 198 | *Fall Out Steps* | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 214 | Close order: NTEC: Copper% | Provisioning | ILEC manual activity | NTEC | 61.1% | 1.50 | $ 48.94 | $ 0.75 |
| 216 | Close order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 1.50 | $ 48.94 | $ 1.22 |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |

| | | | | | |
|---|---|---|---|---|---|
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | NA | |
| 224 | ***End of Process Steps*** | | | | $ 12.44 |

| NRC # | Virginia - Verizon - NRC Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 13 | 2 Wire Migration at the FDI | $ 22.58 | <-- with overhead | $ 20.91 | <-- without overhead |

13

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 3 | CLEC requests customer address data, CSR, and appointment from ILEC | Pre-Order | CLEC gateway | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 27 | SOAC delivers recent change translation information | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 29 | MARCH updates LDS | Provisioning | MARCH (ASAP for ISDN BRI) | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 51 | Pull and analyze order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 68 | Travel time to FDI / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 20.00 | $ 47.25 | $ 7.88 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 101 | Setup time / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 10.00 | $ 47.25 | $ 3.94 |
| 102 | Perform continuity test for ILEC | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 0.25 | $ 47.25 | $ 0.20 |
| 103 | Install cross connect (Binding Post) | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.00 | $ 47.25 | $ 1.58 |
| 104 | Tear down setup / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 10.00 | $ 47.25 | $ 3.94 |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 202 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 203 | Fall Out: Pull and analyze order: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 204 | Fall Out: Resolve fallout: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 213 | Close order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 20.91 |

| | | | | | |
|---|---|---|---|---|---|
| 14 | 2 Wire Disconnect at the FDI | $ 21.73 | <-- with overhead | $ 20.12 | <-- without overhead |

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 17 | LFACS makes OSP spare and available for reassignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 51 | Pull and analyze order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 68 | Travel time to FDI / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 20.00 | $ 47.25 | $ 7.88 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 105 | Setup time / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 10.00 | $ 47.25 | $ 3.94 |
| 106 | Perform continuity test for ILEC | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 0.25 | $ 47.25 | $ 0.20 |
| 107 | Remove existing cross connect (Binding Post) | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.00 | $ 47.25 | $ 0.79 |
| 108 | Tear down setup / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 10.00 | $ 47.25 | $ 3.94 |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 202 | Fall Out: RMAs forwarded to PAWS for reconciliation | Provisioning | CPU Time | | 2.0% | | R | $ - |
| 203 | Fall Out: Pull and analyze order: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 2.50 | $ 40.66 | $ 0.03 |
| 204 | Fall Out: Resolve fallout: LAC | Provisioning | ILEC manual activity | LAC | 2.0% | 15.00 | $ 40.66 | $ 0.20 |
| 213 | Close order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 20.12 |

| [illegible] | [illegible] | Total Cost | [illegible] | Total Cost |
|---|---|---|---|---|
| 15 | 4 Wire Migration at the FDI | $ 61.57 | <-- with overhead | $ 57.01 <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 3 | CLEC requests customer address data, CSR, and appointment from ILEC | Pre-Order | CLEC gateway | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 51 | Pull and analyze order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 53 | Pull and analyze order: NTEC | Provisioning | ILEC manual activity | NTEC | 100.0% | 2.50 | $ 48.94 | $ 2.04 |
| 54 | Pull and analyze order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 2.50 | $ 48.94 | $ 2.04 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 62 | Travel time to the central office: CO non staffed/orders per trip*Copper %: "R" | Provisioning | ILEC manual activity | NTEC | 3.1% | 20.00 | R | $ - |
| 65 | Travel time within the staffed central office: CO staffed/#orders per trip*Copper %: "R" | Provisioning | ILEC manual activity | NTEC | 12.2% | 10.00 | R | $ - |
| 69 | Travel time to FDI / 1 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 20.00 | $ 47.25 | $ 15.75 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 110 | Negotiate customer release (CLEC to ILEC) | Provisioning | ILEC manual activity | SSC | 100.0% | 15.00 | $ 48.94 | $ 12.24 |
| 111 | Setup time / 1 work activity | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 10.00 | $ 47.25 | $ 7.88 |
| 112 | Install cross connect (Binding Post) | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 4.00 | $ 47.25 | $ 3.15 |
| 113 | Tear down setup / 1 work activity | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 10.00 | $ 47.25 | $ 7.88 |
| 114 | Remove SMAS (wire wrap) | Provisioning | ILEC manual activity | NTEC | 61.1% | 6.00 | R | $ - |
| 115 | Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire) | Provisioning | ILEC manual activity | NTEC | 61.1% | 2.00 | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 213 | Close order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 215 | Close order: NTEC | Provisioning | ILEC manual activity | NTEC | 100.0% | 1.50 | $ 48.94 | $ 1.22 |
| 216 | Close order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 1.50 | $ 48.94 | $ 1.22 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 221 | SOP completes LSR | Provisioning | SOP | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | NA | | | |
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | $ 57.01 |

| MRG # | Verizon - MRG Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 16 | 4 Wire Disconnect at the FDI | $ 37.61 | <-- with overhead | $ 34.82 | <-- without overhead |

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 17 | LFACS makes OSP spare and available for reassignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 51 | Pull and analyze order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 54 | Pull and analyze order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 2.50 | $ 48.94 | $ 2.04 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 69 | Travel time to FDI / 1 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 20.00 | $ 47.25 | $ 15.75 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 116 | Setup time / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 10.00 | $ 47.25 | $ 3.94 |
| 117 | Remove existing cross connect (Binding Post) | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 4.00 | $ 47.25 | $ 3.15 |
| 118 | Tear down setup / 2 work activities | Provisioning | ILEC manual activity | SS I&M/OSP | 50.0% | 10.00 | $ 47.25 | $ 3.94 |
| 124 | SS I&M OSP contacts SSC to verify valid disconnect | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 213 | Close order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 216 | Close order: SSC | Provisioning | ILEC manual activity | SSC | 100.0% | 1.50 | $ 48.94 | $ 1.22 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 34.82 |

| [illegible] | Virginia - Verizon - NRC Elements | Total Cost | | Total Cost | |
|---|---|---|---|---|---|
| 17 | 2 Wire Migration at 6 line NID | $ 41.89 | <-- with overhead | $ 38.78 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 1 | ***Pre Order Steps*** | | | | | | | |
| 2 | CLEC customer contact | Pre-Order | CLEC Customer Service Representative | | NA | - | | |
| 4 | ILEC gateway requests address data from Administrative Information System and CSR | Pre-Order | Premis, ALOC, BOSS, CRIS | | 100.0% | - | R | $ - |
| 5 | ILEC gateway formats and returns address, CSR, and appointment data to CLEC | Pre-Order | WFA/FORCE, ACTIVIEW | | 100.0% | - | R | $ - |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 10 | ILEC SOG retrieves CSR data, formats and passes to SOP | Order | BOSS, SOP | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 51 | Pull and analyze order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 70 | Travel time to customer premises / 1 work activity | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 20.00 | $ 47.25 | $ 15.75 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 158 | Customer contact to gain access | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 3.00 | $ 47.25 | $ 2.36 |
| 159 | Setup time / 1 work activity | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 10.00 | $ 47.25 | $ 7.88 |
| 160 | Rearrange cross wire at NID | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 2.00 | $ 47.25 | $ 1.58 |
| 161 | Perform continuity test (check dial tone and ANI) | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 0.25 | $ 47.25 | $ 0.20 |
| 162 | Tear down setup / 1 work activity | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 10.00 | $ 47.25 | $ 7.88 |
| 213 | Close order: SS I&M/OSP | Provisioning | ILEC manual activity | SS I&M/OSP | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 223 | ILEC billing system issues final bill to migrating customer | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 38.78 |

| [illegible] | [illegible] | Total Cost | [illegible] | Total Cost | |
|---|---|---|---|---|---|
| 18 | Channelized DS1 Virtual Feeder to RT Install | $ 19.20 | <-- with overhead | $ 17.78 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 9 | CLEC gateway sends LSR to EXACT | Order | CLEC gateway | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 12 | EXACT and TUF sends request to SOP | Provisioning | EXACT, TUF | | 100.0% | - | R | $ - |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 16 | LFACS makes OSP assignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 31 | SOAC delivers equipment and facility information to NSDB (100%) | Provisioning | NSDB | | 100.0% | - | R | $ - |
| 33 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 35 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 39 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 41 | WFA/C updates NSDB | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 46 | CPU time for NMA for PM data from test | Provisioning | NMA | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 50 | Pull and analyze order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 58 | Travel time to the central office: CO non staffed, # orders per trip | Provisioning | ILEC manual activity | FMAC | 5.0% | 20.00 | $ 47.25 | $ 0.79 |
| 67 | Travel time within the staffed central office: CO staffed/#orders per trip | Provisioning | ILEC manual activity | FMAC | 20.0% | 10.00 | $ 47.25 | $ 1.58 |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 87 | Install DSX cross connect (5 Wire) | Provisioning | ILEC manual activity | FMAC | 100.0% | 10.00 | $ 47.25 | $ 7.88 |
| 90 | CPU time at SONET MUX (DS1) | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 91 | CPU time at RT (DS1 TSI) | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 92 | Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU | Provisioning | ILEC manual activity | FMAC | 100.0% | 5.00 | $ 47.25 | $ 3.94 |
| 186 | Performance monitoring testing | Provisioning | CPU Time | | 95.0% | | R | $ - |
| 188 | Retrieve and analyze performance monitoring data | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 190 | Intrusive test (ITS) | Provisioning | CPU Time | | 5.0% | | R | $ - |
| 191 | CPU time for registers | Provisioning | CPU Time | | 1.0% | | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 209 | ***Close Order Steps*** | | | | | | | |
| 212 | Close order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 221 | SOP completes LSR | Provisioning | SOP | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | **$ 17.78** |

| | | | | | |
|---|---|---|---|---|---|
| 19 | Channelized DS1 Virtual Feeder to RT Disconnect | $ 14.95 | <-- with overhead | $ 13.84 | <-- without overhead |

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 6 | *Ordering Steps* | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 11 | *Provisioning Processing Steps* | | | | | | | |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 17 | LFACS makes OSP spare and available for reassignments, e.g., cable and pair | Provisioning | LFACS | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 31 | SOAC delivers equipment and facility information to NSDB (100%) | Provisioning | NSDB | | 100.0% | - | R | $ - |
| 33 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 37 | OPS/INE delivers disconnect message to INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 39 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 41 | WFA/C updates NSDB | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 44 | TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility) | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 47 | *Pull and Analyze Order Steps* | | | | | | | |
| 50 | Pull and analyze order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 55 | *Travel Time Steps* | | | | | | | |
| 58 | Travel time to the central office: CO non staffed, # orders per trip | Provisioning | ILEC manual activity | FMAC | 5.0% | 20.00 | $ 47.25 | $ 0.79 |
| 67 | Travel time within the staffed central office: CO staffed/#orders per trip | Provisioning | ILEC manual activity | FMAC | 20.0% | 10.00 | $ 47.25 | $ 1.58 |
| 71 | *Element Type Detail Steps* | | | | | | | |
| 93 | CPU Time at SONET MUX (DS1) | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 94 | CPU Time at RT (DS1 TSI) | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 95 | Remove DSX cross connect (5 Wire) | Provisioning | ILEC manual activity | FMAC | 100.0% | 10.00 | $ 47.25 | $ 7.88 |
| 198 | *Fall Out Steps* | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 212 | Close order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | *Close Order Provisioning Steps* | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 219 | SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | *End of Process Steps* | | | | | | | $ 13.84 |

| [illegible] | [illegible] | Total Cost | [illegible] | Total Cost |
|---|---|---|---|---|
| 20 | DS1 Interoffice Transport Install | $ 8.14 | <-- with overhead | $ 7.54 <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 9 | CLEC gateway sends LSR to EXACT | Order | CLEC gateway | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 12 | EXACT and TUF sends request to SOP | Provisioning | EXACT, TUF | | 100.0% | - | R | $ - |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 31 | SOAC delivers equipment and facility information to NSDB (100%) | Provisioning | NSDB | | 100.0% | - | R | $ - |
| 33 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 35 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 39 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 41 | WFA/C updates NSDB | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 42 | PICS sends plug-in assignments to TIRKS | Provisioning | PICS | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 46 | CPU time for NMA for PM data from test | Provisioning | NMA | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 50 | Pull and analyze order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 59 | Travel time to the central office: CO non staffed, # orders per trip: "R" | Provisioning | ILEC manual activity | FMAC | 5.0% | 20.00 | R | $ - |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 178 | Install card for DCS | Provisioning | ILEC manual activity | FMAC | 25.0% | 2.00 | R | $ - |
| 179 | Install card for SONET MUX (high speed - OC48 to STS1 or DS3) | Provisioning | ILEC manual activity | FMAC | 100.0% | 2.00 | R | $ - |
| 180 | Install plug in for low speed DS1 (low speed STS1 to DS1) | Provisioning | ILEC manual activity | FMAC | 25.0% | 2.00 | R | $ - |
| 181 | Electronic cross connect on DCS | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 183 | Electronic cross connect on low speed DS1 (low speed DS1) | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 185 | Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU | Provisioning | ILEC manual activity | FMAC | 100.0% | 5.00 | $ 47.25 | $ 3.94 |
| 186 | Performance monitoring testing | Provisioning | CPU Time | | 95.0% | | R | $ - |
| 188 | Retrieve and analyze performance monitoring data | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 190 | Intrusive test (ITS) | Provisioning | CPU Time | | 5.0% | | R | $ - |
| 191 | CPU time for registers | Provisioning | CPU Time | | 1.0% | | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 209 | ***Close Order Steps*** | | | | | | | |
| 212 | Close order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 220 | SOAC updates WFA, NSDB, and CABS | Provisioning | SOAC | 100.0% | - | R | $ | - |
| 221 | SOP completes LSR | Provisioning | SOP | 100.0% | - | R | $ | - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | NA | | | | |
| 224 | ***End of Process Steps*** | | | | | | $ | 7.54 |

| | | | | | |
|---|---|---|---|---|---|
| 21 | DS1 Interoffice Transport Disconnect | $ 0.49 | <-- with overhead | $ 0.45 | <-- without overhead |

## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 9 | CLEC gateway sends LSR to EXACT | Order | CLEC gateway | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 12 | EXACT and TUF sends request to SOP | Provisioning | EXACT, TUF | | 100.0% | - | R | $ - |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 31 | SOAC delivers equipment and facility information to NSDB (100%) | Provisioning | NSDB | | 100.0% | - | R | $ - |
| 33 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 37 | OPS/INE delivers disconnect message to INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 39 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 41 | WFA/C updates NSDB | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 44 | TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility) | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 182 | Electronic disconnect on DCS | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 184 | Electronic disconnect on low speed DS1 (low speed DS1) | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 220 | SOAC updates WFA, NSDB, and CABS | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 221 | SOP completes LSR | Provisioning | SOP | | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | | $ 0.45 |

| | | | | | |
|---|---|---|---|---|---|
| 22 | DS3 Interoffice Transport Install | $ 8.14 | <-- with overhead | $ 7.54 | <-- without overhead |



## SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| ID No. | Process Flow / Activity | Step | System or Action | Work Center | A Probability (%) | B Time (minutes) | C Rate ($/hour) | D = (A x B x C) / 60 Cost w/out Overhead ($) |
| 6 | ***Ordering Steps*** | | | | | | | |
| 7 | CLEC customer service representative inputs LSR information into LOS | Order | ACTIVIEW | | NA | | | |
| 8 | ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG | Order | ILEC gateway, STAREP, DOE | | 100.0% | - | R | $ - |
| 9 | CLEC gateway sends LSR to EXACT | Order | CLEC gateway | | 100.0% | - | R | $ - |
| 11 | ***Provisioning Processing Steps*** | | | | | | | |
| 12 | EXACT and TUF sends request to SOP | Provisioning | EXACT, TUF | | 100.0% | - | R | $ - |
| 13 | SOP sends request to SOAC | Provisioning | SOP | | 100.0% | - | R | $ - |
| 14 | SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 20 | SOAC receives COE, OSP, IOF, etc. | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 31 | SOAC delivers equipment and facility information to NSDB (100%) | Provisioning | NSDB | | 100.0% | - | R | $ - |
| 33 | NSDB downloads assignments to OPS/INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 35 | OPS/INE delivers cross connect and equipment provisioning message to INE | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 39 | OPS/INE updates WFA/C | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 41 | WFA/C updates NSDB | Provisioning | OPS / INE | | 100.0% | - | R | $ - |
| 42 | PICS sends plug-in assignments to TIRKS | Provisioning | PICS | | 100.0% | - | R | $ - |
| 43 | TIRKS provides equipment and facility assignments | Provisioning | TIRKS | | 100.0% | - | R | $ - |
| 45 | TIRKS updates SOAC | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 46 | CPU time for NMA for PM data from test | Provisioning | NMA | | 100.0% | - | R | $ - |
| 47 | ***Pull and Analyze Order Steps*** | | | | | | | |
| 50 | Pull and analyze order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 2.50 | $ 47.25 | $ 1.97 |
| 55 | ***Travel Time Steps*** | | | | | | | |
| 59 | Travel time to the central office: CO non staffed, # orders per trip: "R" | Provisioning | ILEC manual activity | FMAC | 5.0% | 20.00 | R | $ - |
| 71 | ***Element Type Detail Steps*** | | | | | | | |
| 164 | Install card for DCS | Provisioning | ILEC manual activity | FMAC | 25.0% | 2.00 | R | $ - |
| 166 | Install card for SONET MUX (high speed - OC48 to STS1 or DS3) | Provisioning | ILEC manual activity | FMAC | 100.0% | 2.00 | R | $ - |
| 168 | Electronic cross connect on DCS | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 170 | Electronic cross connect on SONET MUX | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 172 | Perform remote PRSB15 test | Provisioning | ILEC manual activity | FMAC | 100.0% | 5.00 | $ 47.25 | $ 3.94 |
| 173 | Performance monitoring testing | Provisioning | CPU Time | | 95.0% | | R | $ - |
| 174 | Retrieve and analyze performance monitoring data | Provisioning | CPU Time | | 100.0% | | R | $ - |
| 175 | Intrusive test (ITS) | Provisioning | CPU Time | | 5.0% | | R | $ - |
| 176 | CPU time for registers | Provisioning | CPU Time | | 1.0% | | R | $ - |
| 198 | ***Fall Out Steps*** | | | | | | | |
| 205 | Fall Out: Pull and analyze order: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 2.50 | $ 41.68 | $ 0.03 |
| 206 | Fall Out: Resolve fallout: CPC | Provisioning | ILEC manual activity | CPC | 2.0% | 30.00 | $ 41.68 | $ 0.42 |
| 209 | ***Close Order Steps*** | | | | | | | |
| 212 | Close order: FMAC | Provisioning | ILEC manual activity | FMAC | 100.0% | 1.50 | $ 47.25 | $ 1.18 |
| 217 | ***Close Order Provisioning Steps*** | | | | | | | |
| 218 | SOAC updates SOP | Provisioning | SOAC | | 100.0% | - | R | $ - |
| 220 | SOAC updates WFA, NSDB, and CABS | Provisioning | SOAC | | 100.0% | - | R | $ - |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 221 | SOP completes LSR | Provisioning | SOP | 100.0% | - | R | $ - |
| 222 | ILEC gateway notifies CLEC of completed order | Provisioning | ILEC gateway | NA | | | |
| 224 | ***End of Process Steps*** | | | | | | $ 7.54 |