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July 19, 2001

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**Ex Parte**

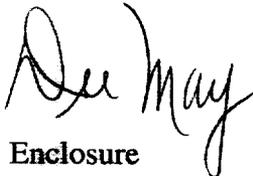
Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., S.W. – Portals  
Washington, DC 20554

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

Dear Ms. Salas:

In response to requests from Ms. Attwood, Verizon is providing the enclosed. Please let me know if you have any questions.

Sincerely,



Enclosure

cc: T. Dale  
C. Matthey  
D. Attwood

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July 19, 2001

Ms. Dorothy Attwood  
Chief, Common Carrier Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW- Room 5C-450  
Washington, D.C. 20554

RE: Merger Condition for Carrier-Carrier Performance Assurance Plan

Dear Ms. Attwood:

I am writing to request your concurrence that the state-approved comprehensive performance reporting and enforcement plan applicable to the former Bell Atlantic service areas in Pennsylvania (the Pennsylvania Performance Assurance Plan, or "Plan") satisfies the merger condition requirement that permits Verizon to terminate the carrier-to-carrier performance plan described in the Bell Atlantic/GTE merger conditions for those service areas.<sup>1</sup> Verizon believes the Pennsylvania Plan meets this requirement, and that there is no further need to report performance results there under the merger standards.

The Pennsylvania Plan differs from the carrier-to-carrier performance plan contained in the merger, but contains comprehensive reporting of results and payment requirements for results that fall below the specified standard. On December 31, 1999, the Pennsylvania PUC issued an order in Docket P-00991643 that adopted a performance assurance plan covering eight (8) categories of performance measurements: Pre-Ordering; Ordering; Provisioning; Maintenance & Repair; Network Performance; Billing; Operator Services and Databases; and General. The PUC issued further orders with respect to the plan in July 2000 (addressing petitions for reconsideration on varied metrics), September 2000 (addressing exceptions filed by AT&T and MCI WorldCom); October 2000 (addressing Verizon's motion for reconsideration); and November 2000 (denying a Verizon request to remove metrics from the plan, approving some metric change requests and rejecting an AT&T motion for reconsideration). In February 2001, the PUC approved a stipulation among Verizon, AT&T, MCI WorldCom, Covad, Rhythms, and others that incorporated into the Pennsylvania performance measurements the DSL and Line Sharing metrics from the New York Carrier-to-Carrier Guidelines. In April 2001, as part of its structural separations proceeding, the PUC increased the amount of remedy payments to which

<sup>1</sup> *GTE Corporation, Transferor, and Bell Atlantic Corporation, Transferee, For Consent to Transfer Control, App. D ¶17, (rel. June 16, 2000) (hereinafter Merger Conditions).*

Verizon is subject. Finally, in its June 6 secretarial letter in connection with Verizon's section 271 application, the PUC further increased the amount of self-executing remedy payments to which Verizon is subject and added additional billing measures subject to increased remedy payments. Attachment A to this letter is a copy of the current Pennsylvania Guidelines and Attachment B is a copy of Verizon's June 18, 2001 letter, memorializing Verizon's compliance with the PUC's conditions in their June 6 letter. Attachment C is a copy of the Pennsylvania Performance Assurance Plan.

Under the Plan, each measurement category contains a number of "metrics," which now total 46 metrics. Each of the 46 metrics contains one (1) or more "submetrics," which now total 163 submetrics. These submetrics are further disaggregated by geographic region and product. The plan now includes 110 submetrics subject to remedies.

Like the Bell Atlantic/GTE merger metrics, the Plan contains two types of standards – "parity" and benchmark. For products or activities with a reasonably analogous retail service or activity, the standard is "parity." Where there is no reasonably analogous retail service, the Guidelines establish a benchmark standard. For measures with a parity standard, Verizon uses the same statistical tests in Pennsylvania as it does under the merger plan.

Most metrics are evaluated on a CLEC specific basis with remedies provided for CLEC specific performance misses, based on each CLEC's product and geographic profile. (For example, if a CLEC is operating only in Philadelphia, performance for the CLEC is compared to Verizon's retail performance in Philadelphia.) A few metrics are evaluated at the industry level, where a performance miss provides remedies for all CLECs affected by the specific metric.

Verizon has been making payments to CLECs in Pennsylvania under this plan since the May 2000 data month. This plan is comprehensive because it contains submetrics subject to remedies in all the same domains as the federal plan. While it does not include all the same measurements it covers the same critical services elements and in some instances it goes beyond the federal plan as it includes remedies for performance in categories such as operator services and databases.

Please do not hesitate to call me if you have any questions.

Sincerely,



Attachments

cc: C. Matthey  
T. Dale

# **ATTACHMENT A**

**Pennsylvania  
Carrier-to-Carrier Guidelines  
Performance Standards and Reports**

**February 5, 2001**

Category		Function	# of Metrics	Page #
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	OD-3	Directory Assistance Database Update Accuracy	1	
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	GE-2	Poles, Ducts, Conduit and Rights of Way	1	
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<b>Glossary</b>		Glossary		

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
F	Repair Disposition Codes
G	Flow-Through Ordering Scenarios
H	Trunk Forecasting Guide
I	Collocation Forecasting Guide
J	Statistical Methodology
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log

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1	Additional Provisions

## **INTRODUCTION**

These “Pennsylvania Carrier-to-Carrier Guidelines Performance Standards and Reports” provide the measurements and performance standards that will be applicable to Verizon—Pennsylvania, Inc. (“Verizon” or “VZ”). A statement of the measurements and standards, the measurement methodologies, and geographic reporting areas, is included. Also included are a glossary and appendices that provide explanatory material related to the measurements and standards. The appendices contain a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of VZ retail services and the delivery of VZ wholesale services.

VZ will prepare monthly performance reports setting forth the measured results for each metric. VZ will furnish to the Pennsylvania Public Utility Commission (“Commission”) the following reports: the report for VZ Retail performance; the report for CLEC Aggregate performance; the report for VZ Affiliate Aggregate performance; and, the report for VZ Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier (“CLEC”), VZ will furnish to the CLEC the following reports: the report for VZ Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for VZ Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with VZ and the agreement between VZ and the CLEC has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

VZ will provide the reports to the Commission in a paper document and electronically (for instance, on computer disk(s) or an Internet site, as directed by the Commission). VZ will initially provide the reports to CLECs on computer disk(s), but may elect to provide the reports by placing them on an Internet site. Reports will be provided in the format directed by the Commission.

## Pre-Ordering (PO)

### Function:

#### PO-1 Response Time OSS Pre-Ordering Interface

### Definition:

**Response time** – The time, in seconds, that elapses from issuance of a query request to receipt of a response. For CLECs, this performance is measured through the access platform. For VZ, this performance is measured directly to and from the Operations Support System (“OSS”).

**Metrics PO-1-01 through 06 – Average Response time** – For each transaction type, the sum of all the response times for the successful transactions divided by the number of successful transactions.

**Metric PO-1-07 – Average Response time** – The sum of all the response times for the rejected queries divided by the number of rejected queries.

Response times will be measured and reported separately for each of the following: EDI and Web GUI.

### Methodology:

#### EnView

Measurements for EDI and Web GUI will be performed by use of EnView (formerly Sentinel).<sup>1</sup> EnView is a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction type. EnView emulates the transactions of a Verizon service representative using the OSS; and emulates a CLEC representative generating OSS transactions through the EDI or Web GUI access platform. By replicating the keystrokes of a representative, EnView measures transaction time from the point the “enter” key is hit until a response is received back on the display screen. A statistically valid sample size of ten transactions per hour per transaction type is taken from Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

EnView Successful Transactions – A pre-order response time transaction is considered “successful” by the EnView robot when a predefined response is received in a specific field and screen. The robot is coded to wait until the successful response is received. If it is not received within a predetermined amount of time, then a “time-out” is created. The time-out transaction is removed from the average response time queue for that transaction type and listed as a “time-out”.

For EDI and Web GUI transactions, a request is sent to the interface. Each request has a unique name based on time and date. The robot monitors for a matching response, and identifies successful responses by the file extension name. The file extension varies according to whether the transaction is successful or experiences an error condition. (For instance, a successful response for an Address Validation request is identified by a file extension of “.adr.”) The file is read to ensure that it starts and ends with the appropriate indicators for a successful transaction.

Errors are incomplete or invalid requests and are rejected. Errors are reported in Metric PO-1-07.

Time-outs are set at 330 seconds. Response times of less than 330 seconds are included in the measurement. Time-outs are set at long intervals to ensure that the measure includes long response times, but excludes transactions that will never complete. Time-outs are removed from the average response time queues. (Time-outs are monitored for OSS Interface Availability measurements.) VZ will provide data showing the percentage of attempted transactions that time-out.

<sup>1</sup> EnView will be used to determine whether BA has met the Performance Standards for EDI for this Metric. However, for a period of three months after EnView measurement of EDI pre-order response times commences, BA will also report EDI pre-order response time results directly from the ECXpert production servers. During such three month period, the EDI pre-order response time results taken directly from the ECXpert production servers will not be used to determine whether BA has met the Performance Standards for EDI for this Metric.

**Exclusions:**

- Sunday, and Holidays, as well as hours outside of the normal Monday through Saturday reporting period (10 PM to 6 AM, Monday through Saturday).
- Response time aberrations occurring due to failures of the EnView robot or the network between EnView and EDI or Web GUI or between EnView and the VZ OSS. (If response time aberrations occur due to failures of the EnView robot or the network between EnView and EDI or Web GUI or between EnView and the VZ OSS, VZ will note such failure times and report the failure times in a footnote on the report.

**Performance Standard:****Metrics PO-1-01 through 07:**

- EDI: Parity with VZ Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)
- Web GUI: Parity with VZ Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.)<sup>2</sup>

**Formula:**

(Sum of all Response Times from enter key to reply on screen for each transaction type) / (Number of simulated transactions for each transaction type)

**Report Dimensions:**

Company:

- VZ Retail
- CLEC Aggregate

Geography:

- PA and DE (combined data)
- DC, MD, NJ, VA, WV

**Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface**

PO-1-01	Average Response Time – Customer Service Record	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of simulated CSR transactions.
PO-1-02	Average Response Time – Due Date Availability	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of simulated Due Date Availability transactions.
PO-1-03	Average Response Time – Address Validation	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of simulated Address Validation transactions.
PO-1-04	Average Response Time – Product & Service Availability	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for Product & Service Availability.	Number of simulated Product & Service Availability transactions.

<sup>2</sup> In accordance with the Commission's order of November 14, 2000, this standard will remain in effect until altered by the Commission.

<b>Response Time OSS Pre-Ordering Interface (continued)</b>		
<b>PO-1-05</b>	<b>Average Response Time – Telephone Number Availability &amp; Reservation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of simulated TN Availability/Reservation transactions.
<b>PO-1-06</b>	<b>Average Response Time – Facility Availability (ADSL Loop Qualification) (Under Development—To be implemented for April, 2000 measurement period)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of simulated Loop Qualification transactions.
<b>PO-1-07</b>	<b>Average Response Time – Rejected Query</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of simulated rejected query transactions.

**Note:** In accordance with the Commission’s orders of December 31, 1999, September 1, 2000, and November 14, 2000, except as otherwise directed by the Commission, no later than February 1, 2001, VZ will implement measurement of “actual performance” for CLEC pre-ordering query response times.

**Function:****PO-2 OSS Interface Availability****Definition:**

“OSS Interface Availability” measures the time (measured in hours and minutes {as a percentage of an hour}) during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain pre-ordering, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

**Pre-Ordering Interface—Scheduled Availability**

- Prime Time: 6 AM to 10:00 PM ET – Monday through Saturday, excluding Holidays

**Maintenance Interface**

- Prime Time: 6 AM to 12:01 AM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 AM ET to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Note: the number of hours of downtime will be noted in the reports under “observations”.

Separate measurements will be performed and reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding.

**Methodology:****EDI and Web GUI**

VZ will measure availability of the EDI and Web GUI interfaces based on: (a) EnView measurement; and, (b) out of service troubles reported by CLECs.

EnView: EnView measurement of availability of the EDI and Web GUI interfaces will be as follows:

The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each of EDI, Web GUI and OSS. The hours of the day are divided into 10 minute measurement periods.

If an interface for any transaction type in a 10 minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 10 minute measurement period is counted as “unavailable.”

If it is determined that no transactions were issued, then the 10 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem. VZ will include in its reports, as a footnote, the number of 10 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 10 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 10 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 2880 10 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 10 minute measurement periods lack successful transactions, then availability equals  $[1-(12/2880)] \times 100 = 99.58\%$  Availability.

**CLEC Trouble Reporting:** Out of service troubles must be reported by CLECs to VZ's designated trouble reporting point in accordance with Appendix L.

**Electronic Bonding**

VZ will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, VZ will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by VZ, but not reported by CLECs. Out of service troubles must be reported by CLECs to VZ's designated trouble reporting point in accordance with Appendix L.

**Trouble Logs**

Upon request by a CLEC in accordance with Appendix M, VZ will make available for inspection by the CLEC VZ's logs of CLEC reports that an interface is not available.

**Exclusions: PO-2 OSS Interface Availability**

The following exclusions will apply with regard to troubles reported by CLECs:

- Troubles reported but not found.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting point.

**Performance Standard:**

**Metrics PO-2-01 and 03:** No standard. Not included in Performance Assurance Plan Payments.

**Metric PO-2-02:** 99.5%.

**Formula:**

$[(\text{Number of hours scheduled less number of scheduled hours not available}) / (\text{Number of hours scheduled})] \times 100.$

**Report Dimensions:**

- Each OSS Interface serving Pennsylvania (Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for Pennsylvania but also for other states.)
- Each OSS Interface serving each of Delaware, the District of Columbia, Maryland, New Jersey, Virginia and West Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions for multiple states.)

**Sub-Metrics:**

<b>PO-2-01</b>	<b>OSS Interface Availability – Total</b>	
<b>Products</b>	Web GUI Maintenance Electronic Bonding Maintenance	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.

<b>Sub-Metrics PO-2 (Continued)</b>		
<b>PO-2-02</b>	<b>OSS Interface Availability – Prime Time</b>	
<b>Products</b>	EDI Pre-Ordering Web GUI Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
<b>PO-2-03</b>	<b>OSS Interface Availability – Non-Prime Time</b>	
<b>Products</b>	Web GUI Maintenance Electronic Bonding Maintenance	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours in Month.

**Function:****PO-3 Contact Center Availability****Definition:**

**Contact Center Availability** – Hours of operation of VZ Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center ["TISOC"]), and maintenance (Regional CLEC Maintenance Center ["RCMC"]). Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.

Speed of Answer.**TISOC**

For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a VZ call center's general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a VZ representative assigned to handling CLEC calls, until the CLEC call is answered by a VZ representative; and, (2) for a call initially placed by a CLEC representative to a VZ call center representative assigned to that CLEC at the VZ representative's direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available VZ representative or to voice mail, until the call is answered by a VZ representative or by voice mail.

**RCMC**

For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC's call management system until the CLEC call is answered by a VZ representative.

**Exclusions:**Speed of Answer

- Calls directed to and answered by VZ representatives assigned to the calling CLEC.
- Calls directed to voice mail when the voice mail system is not operating.

**Performance Standard:**

**Metrics PO-3-01 and 03:** No standard. Not included in Performance Assurance Plan Payments.

**Metrics PO-3-02 and 04:** 85% within 20 Seconds.

Center Hours of Operation: Not measured. Not included in Performance Assurance Plan Payments.

TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays.

Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays.

GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays.

RCMC: 24 hours per day, seven days per week.

**Report Dimensions:**

- Each call center serving Pennsylvania (each TISOC serving Pennsylvania and each RCMC serving Pennsylvania) (Note, a VZ call center may handle CLEC calls not only for Pennsylvania but also for other states. VZ may combine measurement data for multiple states handled by a call center.)

<b>Sub-Metrics</b>		
<b>PO-3-01</b>	<b>Average Speed of Answering – Ordering</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
<b>PO-3-02</b>	<b>% Answered within 20 Seconds – Ordering</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.
<b>PO-3-03</b>	<b>Average Speed of Answering – Repair</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
<b>PO-3-04</b>	<b>% Answered within 20 Seconds – Repair</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.

<b>Function:</b>		
<b>PO-4 Timeliness of Change Management Notice</b>		
<b>Definition:</b>		
The percent of change management notices sent according to prescribed notification standards within prescribed timeframes. Includes the following:		
<ul style="list-style-type: none"> <li>• Change Notification (Type 1 to 5)</li> <li>• Change Confirmation (Type 2 to 5)</li> </ul>		
<b>Exclusions:</b>		
None.		
<b>Performance Standard:</b>		
<b>PO-4-01:</b> No standard. Not included in Performance Assurance Plan Payments.		
<b>PO-4-02:</b> 95% complying with the applicable minimum notice interval.		
<b>Sub-Metrics</b>		
<b>Products</b>	<ul style="list-style-type: none"> <li>• Type 1 – Emergency Maintenance</li> <li>• Type 2 – Regulatory</li> <li>• Type 3 – Industry Standard</li> <li>• Type 4 – VZ Originated</li> <li>• Type 5 – CLEC Originated</li> </ul>	
<b>PO-4-01</b>	<b>% Change Management Notices Sent on Time (Type 1-5, each type measured separately)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of changes requiring change management notice implemented in the reporting period for which notice was provided in accordance with the applicable minimum notice interval.	Total number of changes requiring change management notice implemented in the reporting period.
<b>PO-4-02</b>	<b>% Change Management Notices Sent on Time – Total (Type 1-5 combined)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of changes requiring change management notice implemented in the reporting period for which notice was provided in accordance with the applicable minimum notice interval.	Total number of changes requiring change management notice implemented in the reporting period.

<b>Function:</b>		
<b>PO-5 Average Notification of Interface Outage</b>		
<b>Definition:</b>		
The average amount of time that elapses between VZ identification of an interface outage and VZ notification to CLECs that an outage exists. Notice will be provided by electronic mail.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• None.</li> </ul>		
<b>Performance Standard:</b>		
Not more than: 20 minutes.		
<b>Report Dimensions</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• VZ South States (DC, DE, MD, NJ, PA, VA, WV) (combined data)</li> </ul>
<b>Sub-Metrics</b>		
<b>PO-5-01</b>	<b>Average Notice of Interface Outage</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by VZ	Total number of interface outages for which notice was given

<b>Function:</b>		
<b>PO-8 Manual Loop Qualification <sup>3</sup></b>		
<b>Definition:</b>		
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services ( <i>e.g. 2W-xDSL</i> ), when such information is not available through an electronic database.		
<b>Exclusions:</b>		
None.		
<b>Performance Standard:</b>		
PO-8-01: 95% within 48 Hours PO-8-02: 95% within 72 Hours		
<b>Sub-Metrics</b>		
<b>PO-8-01</b>	<b>Average Response Time – Manual Loop Qualification</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from receipt of request for Manual Loop Qualification to distribution of Loop Qualification information.	Number of Manual Loop Qualification transactions.
<b>PO-8-02</b>	<b>Average Response Time – Engineering Record Request</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times from receipt of request for Engineering Record Request to distribution of Engineering Record.	Number of Engineering Record Request transactions.

<sup>3</sup> Requires development of a pre-order transaction before performance can be measured. Will be reported as UD until this transaction is completed. Pre-order transaction not yet scheduled. Performance otherwise captured in OR-1 and OR-2.

## Ordering (OR)

<b>Function:</b>	
<b>OR-1 Order Confirmation Timeliness</b>	
<b>Definition:</b>	
<u>Resale &amp; UNE:</u>	
<p><u>Order Confirmation Response Time:</u> The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a valid Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp), or, for the IOF portion of an EEL order, a valid Access Service Request ("ASR"), and distribution of a service order confirmation.</p> <p>A migration of less than 10 lines, where the lines are part of an account that includes 10 or more lines that must be rearranged, will be treated as an order for 10 or more lines.</p> <p><u>Average Confirmation Response Time:</u> The mean of all confirmation response times associated with a product group.</p> <p><u>Percent of Orders Confirmed On Time:</u> The percentage of orders confirmed within the time frames specified in the Performance Standards.</p> <p>Note: Edit Rejects – Orders failing "Basic front-end edits"<sup>4</sup> are not placed on Completed PON Master File.</p>	
<u>Interconnection Trunks:</u>	
<p><u>Order Confirmation Response Time:</u> The amount of elapsed time (in business days) between receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.</p> <p><u>Average Confirmation Response Time:</u> The mean of all confirmation response times.</p> <p><u>Percent of Orders Confirmed On Time:</u> The percentage of orders confirmed within the time frames specified in the Performance Standards.</p>	
<b>Exclusions:</b>	
<u>Resale &amp; UNE:</u>	
<ul style="list-style-type: none"> <li>• VZ Test Orders<sup>5</sup></li> <li>• Resent confirmations that are resent for reasons other than VZ error. (Errors do not include, inter alia, changes in due date and customer availability.)</li> <li>• Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.</li> <li>• Also excluded for Metrics OR-1-01 and 02, Service Order Processor ("SOP") scheduled down-time: 11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday. For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with the VZ Change Management Guidelines.</li> <li>• CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders</li> </ul>	
<b>Report Dimensions:</b>	
Company:	Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> <li>• VZ Affiliate Aggregate</li> <li>• VZ Affiliate Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>

<sup>4</sup> Basic front-end edits – see Glossary.

<sup>5</sup> BA Test Orders – see Glossary.

**Performance Standard: OR-1 Order Confirmation Timeliness**

**Metrics OR-1-02, 04, 06, 08, 10, 12 and 13:** 95% On Time according to schedule below.

**Metrics OR-1-01, 03, 05, 07, 09 and 11:** No standard. Not included in Performance Assurance Plan Payments.

Resale:	UNE:	Interconnection Trunks (CLEC to VZ):
<p><b>Electronically Submitted Orders:</b>  <i>POTS/Pre-Qualified Complex (combined data):</i></p> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 10 Lines: 24 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours</li> </ul> <p><i>Complex) (requiring manual loop qualification):</i></p> <ul style="list-style-type: none"> <li>2 Wire xDSL Services (Orders with &lt; 6 lines): 72 hours</li> <li>2 Wire xDSL Services (Orders with ≥ 6 lines) : 72 hours</li> <li>2 Wire Digital Services: (Orders with &lt; 6 Lines): 72 Hours</li> <li>2 Wire Digital Services (Orders with ≥ 6 Lines): 72 Hours</li> </ul> <p><i>Special Services:</i></p> <ul style="list-style-type: none"> <li>Orders with &lt; 10 Lines: 48 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours<sup>6</sup></li> </ul> <p><b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above</p>	<p><b>Electronically Submitted Orders:</b>  <i>POTS/Pre-Qualified Complex (combined data):</i></p> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 10 Lines: 24 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours</li> </ul> <p><i>Complex : (requiring manual loop qualification):</i></p> <ul style="list-style-type: none"> <li>Orders with &lt; 6 Lines: 72 Hours <ul style="list-style-type: none"> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Loops</li> <li>2 Wire xDSL Line Sharing</li> </ul> </li> <li>(Orders with ≥ 6 Lines: 72 Hours <ul style="list-style-type: none"> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Loops</li> <li>2 Wire xDSL Line Sharing</li> </ul> </li> </ul> <p><i>Special Services:</i></p> <ul style="list-style-type: none"> <li>Orders with &lt; 10 Lines: 48 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours<sup>7</sup></li> </ul> <p><b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above</p>	<p><b>Electronically Submitted Orders:</b>  CLEC to VZ Interconnection Trunks:</p> <ul style="list-style-type: none"> <li>≤ 192 Forecasted Trunks: 10 Business Days</li> </ul> <p><b>Design Layout Record</b></p> <ul style="list-style-type: none"> <li>≤ 192 Forecasted Trunks: 11 Business Days</li> </ul>

**Sub-Metrics**

<b>OR-1-01</b>	<b>Average Local Service Request Confirmation (LSRC) Time (Flow-Through)<sup>8</sup></b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex (combined data)</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>POTS—Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of confirmation date and time less order submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of flow through LSRs confirmed for specified product.

<sup>6</sup> Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

<sup>7</sup> Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

<sup>8</sup> BA will add the following types of orders if they flow-through: 2 Wire Digital Services requiring loop qualification, 2 Wire xDSL Services requiring loop qualification, and Special Services. However, manual intervention is currently required for these services for loop qualification or design.

<b>Sub-Metrics OR-1 Order Confirmation Timeliness (continued)</b>		
<b>OR-1-02</b>	<b>% On Time LSRC – Flow Through</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex (combined data)</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.
<b>OR-1-03</b>	<b>Average LSRC Time &lt; 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (Requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of confirmation date and time less order submission date and time for all orders with less than 10 lines electronically submitted, by product group.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
<b>OR-1-04</b>	<b>% On Time LSRC &lt; 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire x DSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.

<b>Sub-Metrics OR-1 Order Confirmation Timeliness (continued)</b>		
<b>OR-1-05</b>	<b>Average LSRC Time <math>\geq</math> 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of confirmation date and time less order submission date and time for all orders with 10 or more lines electronically submitted, by product group.	Total number of electronic LSRs for 10 or more lines confirmed for specified product.
<b>OR-1-06</b>	<b>% On Time LSRC <math>\geq</math> 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring Loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring Loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for 10 or more lines confirmed for specified product.

<b>Sub-Metrics OR-1 Order Confirmation Timeliness (continued)</b>		
<b>OR-1-07</b>	<b>Average LSRC Time &lt; 10 Lines (Fax)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-qualified Complex/LNP (combined data)</li> <li>• POTS-Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of confirmation date and time less order submission date and time for all orders with less than 10 lines submitted by fax, by product group.	Total number of faxed LSRs for less than 10 lines confirmed for specified product.
<b>OR-1-08</b>	<b>% On Time LSRC &lt; 10 Lines (Fax)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-qualified Complex/LNP (combined data)</li> <li>• POTS-Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of faxed LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed LSRs for less than 10 lines confirmed for specified product.
<b>OR-1-09</b>	<b>Average LSRC Time ≥ 10 Lines (Fax)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-qualified Complex/LNP (combined data)</li> <li>• POTS-Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of confirmation date and time less order submission date and time for all orders with 10 or more lines submitted by fax, by product group.	Total number of faxed LSRs for 10 or more lines confirmed for specified product.

<b>Sub-Metrics OR-1 Order Confirmation Timeliness (continued)</b>		
<b>OR-1-10</b>	<b>% On Time LSRC ≥ 10 Lines (Fax)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-qualified Complex/LNP (combined data)</li> <li>• POTS-Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials (Non DS0, DS1 &amp; DS3)</li> <li>• Specials DS0</li> <li>• Specials DS1</li> <li>• Specials DS3</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of faxed LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product	Total number of faxed LSRs for 10 or more lines confirmed for specified product.
<b>OR-1-11</b>	<b>Average Firm Order Confirmation (FOC) Time</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC to VZ Trunks (≤ 192 Forecasted Trunks)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of order confirmation date and time less submission date and time for trunk orders.	Count of orders confirmed with 192 or less trunks that are not designated projects. <sup>9</sup>
<b>OR-1-12</b>	<b>% On Time FOC</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC to VZ Trunks (≤ 192 Forecasted Trunks)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of orders confirmed within 10 Business days	Count of orders confirmed with 192 or less trunks that are not designated projects.
<b>OR-1-13</b>	<b>% On Time Design Layout Record (DLR)</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC to VZ Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed

<sup>9</sup> Projects—see Glossary.

**Function:****OR-2 Reject Timeliness****Definition:**Resale and UNEReject Response Time:

The amount of elapsed time (in hours and minutes (as a percentage of an hour)) between receipt of a Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp) and distribution of a service order reject or query (a "Reject").

Average Reject Response Time:

The mean of all reject response times associated with a product group.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Interconnection Trunks:

Reject Response Time: The amount of elapsed time (in business days) between receipt of an Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a reject or query (a "Reject").

Average Reject Response Time: The mean of all reject response times.

Percent of Orders Rejected On Time: The percentage of orders rejected within the time frames specified in the Performance Standards.

**Exclusions:**

- VZ Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- Also excluded for Metrics OR-2-01 and 02, Service Order Processor ("SOP") scheduled down-time: 11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday. For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with the VZ Change Management Guidelines.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

<b>Performance Standard:</b>		
<b>Metrics OR-2-02, 04, 06, 08, 10 and 12:</b> 95% On Time according to schedule below.		
<b>Metrics OR-2-01, 03, 05, 07, 09 and 11:</b> No standard. Not included in Performance Assurance Plan Payments.		
<b>Resale:</b>	<b>UNE:</b>	<b>Interconnection Trunks (CLEC to VZ):</b>
<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex (combined data):</i> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 10 Lines: 24 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours</li> </ul> <i>Complex (requiring manual loop qualification):</i> <ul style="list-style-type: none"> <li>2 Wire xDSL Services (Orders with &lt; 6 lines): 72 hours</li> <li>2 Wire xDSL Services (Orders with ≥ 6 lines) : 72 hours</li> <li>2 Wire Digital Services (Orders with &lt; 6Lines): 72 Hours</li> <li>2 Wire Digital Services Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>Orders with &lt; 10 Lines: 48 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours<sup>10</sup></li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above	<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex (combined data):</i> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 10 Lines: 24 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours</li> </ul> <i>Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring manual loop qualification):</i> <ul style="list-style-type: none"> <li>Orders with &lt; 6 Lines: 72 Hours <ul style="list-style-type: none"> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Loops</li> </ul> </li> <li>Orders with ≥ 6 Lines: 72 Hours <ul style="list-style-type: none"> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Loops</li> <li>2 Wire xDSL Line Sharing</li> </ul> </li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>Orders with &lt; 10 Lines: 48 Hours</li> <li>Orders with ≥ 10 Lines: 72 Hours<sup>11</sup></li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above	<b>Electronically Submitted Orders:</b> CLEC to VZ Interconnection Trunks: <ul style="list-style-type: none"> <li>≤ 192 Forecasted Trunks: 10 Business Days</li> </ul>
<b>Report Dimensions:</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>CLEC Aggregate</li> <li>CLEC Specific</li> <li>VZ Affiliate Aggregate</li> <li>VZ Affiliate Specific</li> </ul>	<b>Geography:</b> <ul style="list-style-type: none"> <li>State</li> </ul>	
<b>Sub-Metrics – OR-2 Reject Timeliness</b>		
<b>OR-2-01</b>	<b>Average Local Service Request (LSR) Reject - Time (Flow-Through)</b>	
<b>Products</b>	<b>Resale:</b> <ul style="list-style-type: none"> <li>POTS/Pre-qualified Complex (combined data)</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>POTS—Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of reject date and time less order submission date and time for all orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of Flow-Through LSRs rejected for specified product.

<sup>10</sup> Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

<sup>11</sup> Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

<b>Sub-Metrics OR-2 Reject Timeliness (continued)</b>		
<b>OR-2-02</b>	<b>% On Time LSR Reject – Flow Through</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of Flow-Through LSRs rejected for specified product.
<b>OR-2-03</b>	<b>Average LSR Reject Time &lt; 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring loop qualification)</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
<b>OR-2-04</b>	<b>% On Time LSR Reject &lt; 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring loop qualification)</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.

<b>Sub-Metrics OR-2 Reject Timeliness (continued)</b>		
<b>OR-2-05</b>	<b>Average LSR Reject Time <math>\geq</math> 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring loop qualification)</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
<b>OR-2-06</b>	<b>% On Time LSR Reject <math>\geq</math> 10 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-Qualified Complex/LNP (combined data)</li> <li>• POTS—Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Loops (requiring loop qualification)</li> <li>• 2 Wire xDSL Line Sharing (requiring loop qualification)</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
<b>OR-2-07</b>	<b>Average LSR Reject Time &lt; 10 Lines (Fax)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex (combined data)</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS Loop/Pre-qualified Complex/LNP (combined data)</li> <li>• POTS-Platform</li> <li>• 2 Wire Digital Services (requiring loop qualification)</li> <li>• 2 Wire xDSL Services (requiring loop qualification)</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for less than 10 lines for specified product.	Total number of LSRs submitted by fax for less than 10 lines rejected for specified product.