Function:

PR-8 Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period. An "open order" is a valid order that has not been completed or canceled. Open orders in a "hold status" include: (1) open orders that have passed the originally committed completion date due to VZ reasons; and, (2) open orders that have not been assigned a completion date due to VZ reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Verizon Administrative orders.
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or canceled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay.
- Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

Parity with VZ Retail. Retail Comparison for DSL Loops is DS0.

Report Dimensions

Company	Geography
• VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials, EEL and IOF: State • Trunks: State

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	Retail/*VADI*[46]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days		Total number of orders completed in the reporting period	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	Retail/*VADI*[47]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days		Total number of orders completed in the reporting period	

[46] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
[47] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

PR-9 Hot Cuts

Definition:

Metric PR-9-01: This metric measures the percentage of UNE loop Hot Cut orders completed within the cut-over window.

Methodology:

VZ calculates On Time Performance for Hot Cuts using WFA. Time stamps for framework start and stop times and translation start and stop times will be used to ensure work is completed according to prescribed requirements.

- Two work types are used in WFA-DI
  - NDSUB – for pre-wire and testing CLEC dial-tone on DD-2
  - NDSCT – for performing "hot cut" on DD
  - Note: Separate work requests will be created for RCMAC

The work requests include combined order number, lead CKID, number of ckts/segments, NPA-NXX, and commitment date & time.

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Metrics PR-9-02, 03, 06 and 07: Orders that are not complete. (Orders are included in the month that they are complete.)
- Metrics PR-9-01, 04 and 05: Orders that are not (1) complete or (2) canceled by CLEC during or after a defective cut. (Orders are included in the month that they are (1) complete or (2) canceled by CLEC during or after a defective cut.)

Performance Standard:

Metric PR-9-01: 95% completed within Cut-Over Window.

Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:
1 to 9 lines: 1 Hour
10 to 49 lines: 2 Hours
50 to 99 lines: 3 Hours
100 to 199 lines: 4 Hours
200 or more lines: 8 Hours
If IDLC is involved – 4 Hour Window (8 AM to 12 Noon or 1 PM to 5 PM)[48]

Metrics PR-9-02 through PR-9-10: No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• Hot Cut Loops: Philadelphia, Eastern-South, Eastern-North, Central, Western

Sub-Metrics

Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)
PR-9-01	**% On Time Performance – Hot Cut**
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met. Orders canceled by CLEC during or after a defective cut are also considered not met.

[48] Only applicable if BA notified CLEC by 2:30 PM on DD-2 that the service was on IDLC.

Calculation	Numerator	Denominator
	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed.
PR-9-02	% Early Cuts – Lines	
Description		
Calculation	Numerator	Denominator
PR-9-03	% Early Cuts – Orders	
Description		
Calculation	Numerator	Denominator
PR-9-04	% Defective Cuts – Lines	
Description		
Calculation	Numerator	Denominator
PR-9-05	% Defective Cuts – Orders	
Description		
Calculation	Numerator	Denominator
PR-9-06	% Late Cuts – Lines	
Description		
Calculation	Numerator	Denominator
PR-9-07	% Late Cuts – Orders	
Description		
Calculation	Numerator	Denominator
PR-9-08	Average Duration of Service Interruption	
Description		
Calculation	Numerator	Denominator
PR-9-09	Frequency of Service Interruption	
Description		
Calculation	Numerator	Denominator
PR-9-10	% Supplemented or Canceled Orders at VZ Request	
Description		
Calculation	Numerator	Denominator

Note:

VZ will submit a revised Metric PR-9 when Hot Cut metrics are finalized in New York.

Maintenance and Repair (MR)[49]

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding.		
Exclusions:		
• CLEC Complex Create Trouble transactions.		
Methodology:		
For VZ retail representatives: Actual response times reported by Caseworker. For CLEC representatives: Actual response times reported by RETAS.		
Performance Standard:		
Web GUI: Parity with VZ Retail plus not more than 7 seconds. Electronic Bonding: Parity with VZ Retail plus not more than 4 seconds.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Status Trouble transactions.	Number of Status Trouble transactions
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Modify Trouble transactions	Number of Modify Trouble transactions
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Request Cancellation of Trouble transactions.	Number of Request Cancellation of Trouble transactions

[49] Note: Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in Appendix A.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Trouble Report History transactions.	Number of Trouble Report History transactions
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Test Trouble transactions.	Number of Test Trouble transactions

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the VZ network, per 100 lines/circuits/trunks in service. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5).

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

Exclusions:

All Metrics:

- Except MR-2-04, Subsequent reports (additional customer calls while the trouble is pending).
- Troubles reported on VZ official (administrative) lines.
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Metrics MR-2-01, 02, 03 and 04:

- Customer Premises Equipment (CPE) troubles.
- Troubles reported but not found (Found OK and Test OK).

Excluded from MR-2-02 and MR-2-03 for 2 Wire xDSL Loops and Line sharing:

- Installation Troubles

Performance Standard:

Metrics MR-2-01, 02 and 03:

Parity with VZ Retail.
(CLEC Trunks Retail Equivalent = IXC FGD Trunks.)

Metric MR-2-04:

No standard. Not included in Performance Assurance Plan Payments.

Metric MR-2-05:

Parity with VZ Retail.
(Note: For CLEC troubles, a not found trouble is coded as CPE.)

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics – Trouble Report Rate				
MR-2-01	**Network Trouble Report Rate – Total**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
POTS:	Count of all trouble reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	
MR-2-02	**Network Trouble Report Rate – Loop**			
Products	Retail/*VADI*[50]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office**			
Products	Retail/*VADI*[51]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service	
MR-2-04	**% Subsequent Reports**			
Description	Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)			
Products	Retail/*VADI*[52]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)		Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)	

[50] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
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[52] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Sub-Metrics – Trouble Report Rate (continued)			
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail/*VADI*[53]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)	Count of Lines in service	

[53] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

MR-3 Missed Repair Appointments

Definition:

The percentage of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

For Submetric MR-3-03:
"CPE" is defined as trouble reports with Disposition Codes 12 and 13.
"Test OK" ("TOK") and "Found OK" ("FOK") are defined as trouble reports with Disposition Codes 07, 08 and 09. (Note: For CLEC troubles, a not found trouble is coded as CPE.)

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval.
- Subsequent reports (additional customer calls while the trouble is pending).
- Except for MR-3-03, Customer Premises Equipment (CPE) troubles.
- Except for MR-3-03, troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

MR-3-01, 02 and 03:
Parity with VZ Retail.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western

Sub-Metrics			
MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail/*VADI*[54]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS-Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail/*VADI*[55]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).
MR-3-03	**% Missed Repair Appointment — CPE /TOK/FOK**		
Products	Retail/*VADI*[56]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09), where clear time is greater than commitment time (missed appointments (M=X))		Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)

[54] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
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Function:

MR-4 Trouble Duration Intervals

Definition:

Metrics MR-4-01 through MR-4-03—Mean Time to Repair (MTTR): For Network Trouble reports for the VZ Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5).

For POTS and Complex-type services this is measured on a "running clock" ("Run clock") basis.[57] Run clock includes weekends and holidays.
For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).
Out of Service Intervals: The percent of Network Troubles for the VZ Network that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into VZ's designated trouble reporting interface either directly by the CLEC or by a VZ representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").

Trouble Clear Date and Time for Metric MR-4: For CLECs, the trouble clear date and time is the date and time on which VZ provides notice of trouble clearance to the CLEC. For VZ Retail, the trouble clear date and time is as follows: (1) if VZ has adopted a measured practice of giving notice of trouble clearance to VZ Retail customers, the trouble clear date and time is the date and time on which the notice is provided; or, (2) if VZ has not adopted a measured practice of giving notice of trouble clearance to VZ Retail customers, the trouble clear date and time is the date and time on which the trouble clearance work is completed.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

[57] "Run clock" is a measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble report was received.

Performance Standard:				
Parity with VZ Retail.				
Report Dimensions				
Company: • VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific		Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State		
Sub-Metrics				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail/*VADI*[58]: • POTS • 2 Wire Digital Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks–excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02	**Mean Time To Repair – Loop Trouble**			
Products	Retail/*VADI*[59]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loop • 2 Wire xDSL Line Sharing • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	

[58] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
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Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-03	**Mean Time To Repair – Central Office Trouble**			
Products	Retail/*VADI*[60]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition code 05)	
MR-4-04	**% Cleared (all troubles) within 24 Hours**			
Products	Retail/*VADI*[61]: • POTS • 2 Wire Digital Services (ISDN) • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours		Count of central office and loop troubles (disposition codes 03, 04 and 05)	
MR-4-05	**% Out of Service > 2 Hours**			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	**Numerator**		**Denominator**	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of out of service trunk troubles (Loop & CO).	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • POTS• Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS—Platform • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of out of service troubles (Loop & CO).	

[60] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
[61] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-07	**% Out of Service > 12 Hours**			
Products	Retail/*VADI*[62]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of out of service troubles (Loop & CO) .	
MR-4-08	**% Out of Service > 24 Hours**			
Products	Retail/*VADI*[63]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Count of out of service troubles (Loop & CO).	

[62] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
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Function:

MR-5 Repeat Trouble Reports

Definition:

Metric MR-5-01—The percent of all trouble reports (Disposition Codes ≤ 13) closed that have an additional ("repeat") trouble report closed within 30 days that is found to be a VZ network trouble (Disposition Codes 3, 4, or 5). A "repeat" trouble report is defined as a trouble on the same line/circuit/trunk as a previous ("original") trouble report within the last 30 calendar days. The 30 calendar day period is measured from close of the "original" trouble report to close of the "repeat" trouble report. A CLEC trouble report is "closed" when VZ has given notice that the trouble has been cleared.

Exclusions:

- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Excluded from the "original" trouble reports are:

- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" trouble reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with VZ Retail.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail/*VADI*[64]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks[65]
Calculation	**Numerator**		**Denominator**	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes ≤ 13)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

[64] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[65] CLEC Trunks – See Glossary

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percentage of Final Trunk Groups that exceed the applicable blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported.

Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. Blocking thresholds are determined based on the design standard for the final trunk group (B.01 or B.005 design standard, as applicable).

Common final trunks carry local traffic between VZ end offices and VZ access tandems.
Dedicated final trunks carry local traffic from a VZ access tandem to a CLEC.

A "Trunk Group" is a set of trunks, traffic engineered as a unit for the establishment of connections between switching systems, in which all of the paths are interchangeable.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Dedicated Trunks carrying only IXC traffic
- Common Trunks carrying only IXC traffic

If a blocking cause listed below occurred, the following blocked trunks will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC completion of an order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements

Trunks that block as a result of CLEC failure to timely provide to VZ accurate forecasts of trunking requirements.[66]

Performance Standard:

Metrics NP-1-01, 02 and 03: No standard. Not included in Performance Assurance Plan Payments. (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with VZ Retail on common trunks.)

Metric NP-1-04 – Dedicated Final Trunks: For individual trunk groups carrying traffic between VZ and a CLEC, VZ will provide an explanation (and an action plan if necessary) on individual trunk groups blocking for two months consecutively. An individual trunk group should not be blocked for three consecutive months. A service inquiry report will be filed by VZ whenever performance is less than 3% for three (3) consecutive months (i.e., whenever a trunk group blockage is greater than 3% for three (3) consecutive months). Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• VZ Common Final Trunks • CLEC Aggregate – Dedicated Final Trunks • CLEC Specific – Dedicated Final Trunks • VZ Affiliate Aggregate – Dedicated Final Trunks • VZ Affiliate Specific – Dedicated Final Trunks	• State

[66] The trunk forecast methodology will be set out in the BA "CLEC Handbook".

Products	Retail: • VZ Common Final (Local) Trunks	Trunks: • VZ to CLEC Trunks
Sub-Metrics NP-1 Percent Final Trunk Group Blockage		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month, exclusive of trunks that block due to CLEC network problems.	Total number of final trunk groups
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 2 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable
NP-1-04	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable

NP-2 COLLOCATION PERFORMANCE

VZ will propose a Collocation Performance metric based upon the provisions of VZ's Collocation Tariff as approved by the Commission following completion of the Commission's collocation proceeding.

Function:

NP-5 Network Outage Notification

Definition:

This metric measures the percentage of network outage event notices that are transmitted within 30 minutes after the responsible VZ work center has determined that a network outage event notice is needed and has commenced the notice process. The measured notices include notices that are sent by electronic mail.

The events that Verizon reports to CLECs include the following:

911: Any disruption of VZ 911 service regardless of duration.

IOF/Transport: Failure of one or more T3s for 30 minutes or more. Failure of one or more T3s that support TSP rated services (Defense or FAA Government critical circuits), for 15 minutes or more.

Switch: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.

Signaling: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.

Power: Any power failure resulting in a major service interruption.

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports.

Exclusions:

- Notices for CLECs which elect to receive notices on a delayed basis.
- Notice to a CLEC which is not ready to receive the notice.
- Fax notices.

Performance Standard:

Parity with VZ Retail.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• State

Sub-Metrics:

NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	
Calculation	**Numerator**	**Denominator**
	Number of network outage notices in the reporting period that are transmitted within 30 minutes.	Total number of network outage notices in the reporting period.

Function:		
NP-6 NXX Updates		
Definition:		
This metric measures the percentage of NXX updates that were installed by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis and will be included in Performance Assurance Plan Payment calculations for the final month of the quarter.		
Exclusions:		
• None.		
Performance Standard:		
Parity with VZ Retail.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics:		
NP-6-01	% of NXX Updates Installed by the LERG Effective Date	
Calculation	**Numerator**	**Denominator**
	Number of NXX updates in the reporting period that were installed by the LERG effective date.	Total number of NXX updates in the reporting period.

Function:

NP-7 Timeliness of Response to Request to Order VZ to CLEC Trunks

Definition:

Metric NP-7-01—Response Timeliness: This metric measures the percentage of VZ to CLEC interconnection trunks that a CLEC, using an electronic mail Trunk Group Service Request, has requested VZ to order from the CLEC for which VZ has provided a response by the due date. Responses may include an ASR ordering the trunks, a notice declining to order the trunks, or a notice seeking more information as to the need for the trunks. For the purposes of this Metric NP-7-01, the due date will be deemed to be: (1) for requests to order 192 or less trunks to augment existing trunk groups, except where a different due date is agreed to by VZ and a CLEC, 10 business days after VZ has received from the CLEC an electronic mail Trunk Group Service Request for VZ to order VZ to CLEC interconnection trunks from the CLEC; and, (2) for requests to order new trunk groups and requests to order more than 192 trunks to augment existing trunk groups, a date to be negotiated by VZ and the CLEC.

Exclusions:

- None.

Performance Standard:

No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• State

Sub-Metrics:

NP-7-01		
Calculation	**Numerator**	**Denominator**
	Number of CLEC requested VZ to CLEC interconnection trunks for which a VZ response was due in the reporting period and the response was provided by the due date.	Total number of CLEC requested VZ to CLEC interconnection trunks for which a VZ response was due in the reporting period.

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed
Definition:
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed ("DUF"). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and Holiday usage is captured on the next Business day. Usage for all CLECs is collected at the same time as VZ's. The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from VZ to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date VZ is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by VZ to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, VZ will measure only the time to provide the usage data electronically via telecommunications.
Exclusions:
• None
Formula:
[(Total usage records in "y" business days) / (Total usage records on file)] x 100 (note: y = 3, 4, 5 or 8)
Performance Standard:
Metrics BI-1-01, 03 and 04: No standard. Not included in Performance Assurance Plan Payments. **Metric BI-1-02:** 95% of DUF in 4 Business Days.[67]

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State

[67] This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.

Sub-Metrics		
BI-1-01	**% DUF in 3 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-02	**% DUF in 4 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-03	**% DUF in 5 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-04	**% DUF in 8 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percentage of CRIS paper carrier bills and CABS paper carrier bills sent to the carrier within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• A bill whose transmission is delayed at the request of the billed carrier.		
Formula:		
[(Number of bills sent within 10 business days) / (Number of bills sent)] x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	**Numerator**	**Denominator**
	Count of carrier bills sent to CLEC within 10 business days of bill date.	Count of Carrier Bills distributed

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percentage of carrier bill VZ charges (as shown on CRIS paper bill) adjusted due to billing errors.		
Exclusions:		
• Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits.		
Performance Standard:		
Metric BI-3-01: Parity with VZ Retail (excluding charges adjusted due to billing errors resulting from order activity post completion discrepancies). **Metric BI-3-02:** No standard. Not included in Performance Assurance Plan Payments.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-3-01	**% Billing Adjustments**	
Calculation	**Numerator**	**Denominator**
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-02	**% Billing Adjustments – Number of Adjustments**	
Calculation	**Numerator**	**Denominator**
	Count of adjustments for billing errors	Total Bills

Function:

BI – 4 DUF Accuracy

Definition:

Metric BI-4-01: This measure captures the accuracy of the usage records transmitted from VZ to the CLEC on the Daily Usage Feed ("DUF"). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to VZ within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Assurance Plan Payments purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

Metric BI-4-02: This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to VZ that the original usage record did not have complete information content or proper formatting.

Exclusions:

For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to VZ by CLEC within thirty (30) days after CLEC receipt of the usage record.

For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to VZ by the CLEC more than thirty (30) days after the CLEC's receipt of the inaccurate usage record.

Formula:

Metric BI-4-01: [(Number of usage records delivered in the reporting period that had complete information content and proper formatting) / (Total number of usage records delivered in the reporting period)] x 100

Metric BI-4-02: [(Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date) / (Total number of corrected usage records due in the reporting period)] x 100

Performance Standard:

Metric BI-4-01: 95%

Metric BI-4-02: No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• State

Sub-Metrics

BI-4-01	**% Usage Accuracy**	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

Sub-Metrics BI-4 continued		
BI-4-02	**% Corrected Usage Records Delivered On-Time**	
Calculation	Numerator	Denominator
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by VZ six months after the date of entry of the order.

Function:		
BI – 5 Accuracy of Mechanized Bill Feed		
Definition:		
This measure captures the accuracy of the mechanized bill feed for CRIS bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to VZ within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting. In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Assurance Plan Payments purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).		
Exclusions:		
Any file with incomplete information content or improper formatting not reported to VZ by CLEC within thirty (30) days after CLEC receipt of the file.		
Formula:		
[(Total number of files delivered in the reporting period that had complete information content and proper formatting) / (Total number of files delivered in the reporting period)] x 100		
Performance Standard:		
95%		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-5-01	**% Accuracy of Mechanized Bill Feed**	
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by VZ six months after the date of entry of the order.

Function:		
BI – 6 Completeness of Usage Charges		
Definition:		
This measure captures the completeness of VZ usage charges and VZ usage billing errors that are itemized by date on the CRIS paper bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill. For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Usage charges shown on the bill that were recorded during the last two billing cycles) / (Total usage charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-6-01: No standard. Not included in Performance Assurance Plan Payments. Metric BI-6-02: Parity with VZ Retail.		
Report Dimensions:		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-6-01	**% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	**% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by VZ six months after the date of entry of the order.

Function:

BI – 7 Completeness of Fractional Recurring Charges

Definition:

This measure captures the completeness of VZ fractional recurring charges shown on the CRIS paper bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill.

A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle).

For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.

Exclusions:

Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.

Formula:

[(Fractional recurring charges shown on the bill that accrued in the last two billing cycles) / (Total fractional recurring charges shown on the bill)] x 100

Performance Standard:

Metric BI-7-01: No standard. Not included in Performance Assurance Plan Payments.

Metric BI-7-02: Parity with VZ Retail.

Report Dimensions:

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	• State

Sub-Metrics

BI-7-01	**% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	**% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by VZ six months after the date of entry of the order.

Function:		
BI – 8 Non-Recurring Charge Completeness		
Definition:		
This measure captures the completeness of VZ non-recurring charges shown on the CRIS paper bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill. For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Non-recurring charges shown on the bill that accrued in the last two billing cycles) / (Total non-recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-8-01: No standard. Not included in Performance Assurance Plan Payments. **Metric BI-8-02:** Parity with VZ Retail.		
Report Dimensions:		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-8-01	**% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	**% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by VZ six months after the date of entry of the order.

Operator Services and Databases (OD)

Function:

OD-1 Operator Services – Speed of Answer

Definition:

Measures speed of answer for operator services and directory assistance.

Exclusions:

- None

Performance Standard:

Initial Measurement Period (the first six months after these Guidelines become effective): No standard. Not included in Performance Assurance Plan Payments.

After the Initial Measurement Period:

- **Metrics OD-1-01 and 02:** No standard. Not included in Performance Assurance Plan Payments.
- **Metrics OD-1-03 and 04:** Parity with VZ Retail and 95% within 30 seconds.

Report Dimensions

Company:	Geography:
• VZ/CLEC Aggregate (combined data)	• Measured and reported for each VZ operator service center and VZ directory assistance center, serving CLEC Pennsylvania customers.

Sub-Metrics

OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator	Number of calls to operator services answered
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to Directory Assistance from time call enters queue until call is answered by operator.	Number of calls to Directory Assistance answered
OD-1-03	**% Calls Answered in 30 Seconds – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Number of calls to operator service answered within 30 seconds after the call enters queue	Number of calls to operator services answered
OD-1-04	**% of Calls Answered in 30 Seconds – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue	Number of calls to Directory Assistance answered

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard Master Street Address Guide ("MSAG"): No standard (the MSAG is provided to VZ by the applicable municipality and its accuracy is not subject to VZ's control). 911/E911 Automatic Location Identification Database Updates (integrity of VZ electronic systems handling and storing data): Parity with VZ Retail (excluding VZ order errors for non-Flow-Through orders and CLEC errors). Directory Listing Database Updates (integrity of VZ electronic systems handling and storing data): Parity with VZ Retail (excluding VZ order errors for non-Flow-Through orders and CLEC errors).