Statistical Methodologies:

The incumbent LEC– will use statistical methodologies as one means to determine if "parity" exists, or if the performance for CLECs is equivalent to the performance for the incumbent LEC. For performance measures where "parity" is the standard and sufficient sample size exists, the incumbent LEC will use the "modified Z statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Counted Variables:

$$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}(1 - P_{INC})\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$$

Measured Variables:

$$t = \frac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed.

Definitions:

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

Counted Variables are metrics of proportions, such as percent measures.

$\overline{X}$ is defined as the average performance or mean of the sample
S^2 is defined as the standard deviation
n is defined as the sample size
p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

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

Sample Size Requirements:

The standard ***Z*** or ***t*** statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both the incumbent LEC and CLEC is 30. For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5. When the sample size requirement is not met, the incumbent LEC will do the following:

a.) If the absolute performance for the CLEC is better than the incumbent LEC's performance, no statistical analysis is required.

b.) If the performance is worse for the CLEC than for the incumbent LEC, the incumbent LEC will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent LEC for a counted variable, the incumbent LEC will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent LEC will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.

c.) If the t or binomial distribution show an "out of parity" result, the incumbent LEC will run the permutation test.

d.) If the permutation test shows an "out of parity" condition, the incumbent LEC will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, the incumbent LEC will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including the incumbent LEC's troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, the incumbent LEC will identify such behavior and work with the respective CLEC on corrective action.

INCUMBENT LEC

Exceptions:

A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. One such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, the incumbent LEC will file an exception to the performance scores if the following events occur:

a.) **Event Driven Clustering- - Cable Failure**: If a significant proportion (more than 30%) of a CLECs troubles are in a single cable failure, the incumbent LEC will provide the data demonstrating that all troubles within that failure, including the incumbent LEC's troubles were resolved in an equivalent manner. Then, the incumbent LEC will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the incumbent LEC and the remaining troubles compared according to normal statistical methodologies.

b.) **Location Driven Clustering - - Facility Problems**: If a significant proportion (more than 30%)of a CLECs missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the incumbent LEC will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, the incumbent LEC will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c.) **Time Driven Clustering - - Single Day Events**: If significant proportion (more than 30%)of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity is in a single day, the incumbent LEC will provide the data demonstrating that the activity is on that day. The incumbent LEC will compare that single day's performance for the CLEC to incumbent LEC's own performance. Then,the incumbent LEC will provide data with that day excluded from overall performance to demonstrate "parity".

d.) **CLEC Actions**: If performance for any measure is impacted by unusual CLEC behavior, the incumbent LEC will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when the incumbent LEC has missed an appointment. If such action negatively impacts performance, the incumbent LEC will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

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

Appendix L

Note: Not all products listed in this appendix are offered in all jurisdictions.

Refer to the Verizon web-site:

http://www.bell-atl.com/wholesale

for Product Interval Summary and Product Specifications information.

Note: Not all products listed in this appendix are offered in all jurisdictions.

Order Accuracy Measures:

In the order processing area two issues of concern are: (1) whether appropriate information is being recorded on the Order Confirmation ("LSRC") that VZ is sending CLECs; and (2) whether the VZ order correctly reflects what is included on the Local Service Request. VZ will separately measure performance for order confirmation and order accuracy.

LSRC Accuracy:

Short Term Solution: (DC, DE, MD, NJ, PA, VA, WV)

VZ will manually sample LSR's and compare to their associated LSRC. Eight or Nine (depending on the order type) key fields will be compared to ensure that the correct information is placed on the LSRC. These key fields are information that Verizon must provide. Information already provided by the CLEC, hence already known, is not included in these critical fields. These fields are detailed below according to specific order types.

LSC Confirmation/Order Types:

	Loop			LNP			Platform/PORTS		
	New	Change	Disc.	Port Out	Trigger	Directory List	New	Migrate	Disc
FIELD NAME									
PON	X	X	X	X	X	X	X	X	X
VER	X	X	X	X	X	X	X	X	X
ATN	X	X	X	X	X	X	X	X	X
CD/SENT	X	X	X	X	X	X	X	X	X
REP	X	X	X	X	X	X	X	X	X
TELNO	X	X	X	X	X	X	X	X	X
ECCKT	X								
SOID	X	X	X	X	X	X	X	X	X
SOID DD	X	X	X	X	X	X	X	X	X

Sampling methodology:

VZ will sample according to the centers that process CLEC orders, 20 LSRs per center. Samples will be identified using random number generation from ~~DCAS~~Request Manager. VZ will then print a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluate it to determine if the information included is accurate. These centers are as follows:

National Market Center	Product	State(s) Covered
Pennsylvania (Pittsburg)	Resale & UNE	PA, DE
Pennsylvania (Wilkensburg)	UNE-P & Combinations	PA, DE

~~*Long Term Solution: (DC, DE, MD, NJ, PA, VA, WV)*~~

~~Upon implementation of the "Request Manager" (formerly known as LSRM in the South states), VZ NY will have an automated capability to measure % LSRCs re-sent due to error. This capability currently exists in the Verizon South States.~~

Order Accuracy:

Permanent Solution:

Order accuracy performance will be completed using a manual sampling process whereby 20 completed Service Orders are selected each day using a random number generator within ~~DCAS~~Request Manager. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Application Date
- Due Date
- Remarks (if applicable)

Includes all fields on service order that impact service. For example "optional fields" such as call forwarding to telephone number would be included as a "feature" field and be subject to review.

Metric Availabilty

The status of measures will occur via the notification process as previously agreed.

APPENDIX O

Pennsylvania Quality Baseline Validation Test Deck - LSOG4

June 2001

Pre-Order and Order Weights

PRE-ORDER						ORDER			Appendix N TOTAL
25% of total weights 26 scenarios						75% of total weights 46 scenarios			100% 72 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 7 scenarios	12% of preorder 3% of total 1 scenario	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 3 scenario	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 13 scenarios	40% of orders 30% of total 15 scenarios	C = CORBA L = LEGACY X = X.5
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings	TN Availability Ord Reservation	Facility Availability (Loop Qualification)	Scenarios	Scenarios	Scenarios	
17C 1.43% 17L 1.43% 17X 1.43% 18L 1.43% 18X 1.43% 19 1.43% 20 1.43%	5 3.00%	7C 0.60% 7L 0.60% 8 0.60% 9 0.60% 10 0.60%	6 0.60% 11 0.60% 12 0.60% 13 0.60% 14 0.60%	1 0.60% 2 0.60% 3 0.60% 4C 0.60% 4L 0.60%	15 1.00% 16C 1.00% 16L 1.00%	1 0.83% 2 0.83% 3 0.83% 4 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 9 0.83% 9S 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83%	30 2.31% 31L 2.31% 31X 2.31% 32 2.31% 32J 2.31% 32S 2.31% 33 2.31% 34 2.31% 35 2.31% 36 2.31% 37 2.31% 38 2.31% 40 2.31%	18 2.00% 19 2.00% 20L 2.00% 20X 2.00% 21L 2.00% 21X 2.00% 22 2.00% 23 2.00% 24 2.00% 25 2.00% 26 0.00% 27 2.00% 27S 2.00% 28 2.00% 29 2.00% 39 2.00%	
10.0%	3.0%	3.0%	3.0%	3.0%	3.0%	15%	30%	30%	100%

Metric		NY to PA Change
OR-1		SOP scheduled down time hours
OR-2		SOP scheduled down time hours
PR-1		X or S appointment code exclusion
OD-1		Combined OD-1-01, OD-1-02 Report Dimensions
Glossary		Removed DCAS
		Added Request Manager
Appendix	A	Retained as is from NY
	B	Reused PA Appendix B
	C	Reused existing from PA (more up to date than NY, changed timeouts from 330 seconds to 60 to be consistent with NY
	D	Retained as is from NY
	E	Retained as is from NY
	F	Retained as is from NY
	G	Replaced North with Verizon, Repair Disposition and Cause Codes from Web Site, referenced Web Site
	H	Replaced North with South Flow Through Scenarios, refernced Web Site
	I	Replaced NY Trunk Forecasting Guide with current procedures from Web Site, referenced Web Site
	J	Replaced NY Collocation Forecasting Guide with current procedures from Web Site, referenced Web Site
	K	Reused PA Appendix J and corrected in definition "S^2 is defined as the standard deviation" to "S is defined as the standard deviation" PA was more up to date than NY.
	L	Retained as is from NY
	M	Updated appropriate work centers
	N	Replaced entirely for PA specific
	O	Replaced entirely for PA specific

Summary of NY Carrier Working Group Consensus Changes

	Delete	Add	Change
Pre-Order	32	9	6
Order	72	0	5
Provisioning	81	3	0
Maintenance	0	0	0
Other	0	0	0
Total	185	12	11

Other changes still in consideration

Net Deductions: 173

NY Carrier to Carrier Measurement Inventory
PRE-ORDERING

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
Ordering OSS Response Time				No	No	**Best Metrics Subgroup (BMS) consensus: no changes.** Time standards differ due to different functionalities.			
PO-1-01	Customer Service Record	OSS	EDI						
	Customer Service Record	OSS	CORBA						
PO-1-01	Customer Service Record	OSS	WEBGUI						
PO-1-02	Due Date Availability	OSS	EDI						
	Due Date Availability	OSS	CORBA						
PO-1-02	Due Date Availability	OSS	WEBGUI						
PO-1-03	Address Validation	OSS	EDI						
	Address Validation	OSS	CORBA						
PO-1-03	Address Validation	OSS	WEBGUI						
PO-1-04	Product and Service Availability	OSS	EDI						
	Product and Service Availability	OSS	CORBA						
PO-1-04	Product and Service Availability	OSS	WEBGUI						
PO-1-05	TN Reservation	OSS	EDI						
	TN Reservation	OSS	CORBA						
PO-1-05	TN Reservation	OSS	WEBGUI						
PO-1-06	Facility Avail./Loop Qual.	OSS	EDI						
	Facility Avail./Loop Qual.	OSS	CORBA						
PO-1-06	Facility Avail./Loop Qual.	OSS	WEBGUI						
PO-1-07	Rejected Query	OSS	EDI						
	Rejected Query	OSS	CORBA						
PO-1-07	Rejected Query	OSS	WEBGUI						
PO-1-08	% Timeouts	OSS	EDI						
	% Timeouts	OSS	CORBA						
PO-1-08	% Timeouts	OSS	WEBGUI						
PO-1-09	Parsed CSR	OSS	EDI						
PO-1-09	Parsed CSR	OSS	CORBA						
OSS Availability				Partly					
PO-2-01	OSS Interface Availability -Total	OSS	EDI		Yes	**BMS Consensus**: Metric duplicated by Prime Time and Non-Prime Time	x		
	OSS Interface Availability -Total	OSS	WEBGUI		Yes		x		
	OSS Interface Availability -Total	OSS	CORBA		Yes		x		
PO-2-01	OSS Interface Availability -Total	OSS	EB		Yes		x		
PO-2-02	OSS Interface Availability - Prime	OSS	EDI						
	OSS Interface Availability - Prime	OSS	WEBGUI						
	OSS Interface Availability - Prime	OSS	CORBA						
PO-2-02	OSS Interface Availability - Prime	OSS	EB						
PO-2-03	OSS Interface Availabiltity - Non Prime	OSS	EDI			**BMS consensus** that calculation language needs cleanup. Note that CLEC operational decisions may be made based on non-prime availability.			x
	OSS Interface Availabiltity - Non Prime	OSS	WEBGUI						x
	OSS Interface Availabiltity - Non Prime	OSS	CORBA						x
PO-2-03	OSS Interface Availabiltity - Non Prime	OSS	EB						x
Contact Center Availability				No	No				
PO-3-01	Average Speed of Answer - Ordering (secs)	OSS	Resale			**BMS consensus** this metric not as valuable as % within 30 seconds. Delete	x		
PO-3-01	Average Speed of Answer - Ordering	OSS	UNE				x		
PO-3-02	% Answer within 30 Seconds - Ordering	OSS	Resale			**BMS consensus** that this is the best single measure for call center performance. CLECs may propose others.			
PO-3-02	% Answer within 30 Seconds - Ordering	OSS	UNE						
PO-3-03	Average Speed of Answer - Repair	OSS	Resale			**BMS consensus** this metric not as valuable as % within 30 seconds. Delete	x		
PO-3-03	Average Speed of Answer - Repair	OSS	UNE				x		
PO-3-04	% Answer within 30 Seconds - Repair	OSS	Resale			**BMS consensus** that this is the best single measure for call center performance. CLECs may propose others.			
PO-3-04	% Answer within 30 Seconds - Repair	OSS	UNE						
Change Notification				No	No				

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
PO-4-01	% On Time Change Management Notice	OSS	1-Emer Mtc			**BMS consensus**: collapse types to report Emergency (1), Regulatory (2) and All Other (3/4/5).	x		
PO-4-01	% On Time Change Management Notice	OSS	2-Regulatory				x		
PO-4-01	% On Time Change Management Notice	OSS	3-Indus Std				x		
PO-4-01	% On Time Change Management Notice	OSS	4-VZ Orig				x		
PO-4-01	% On Time Change Management Notice	OSS	5-CLEC Orig				x		
PO-4-01		OSS	Type 1&2					x	
PO-4-01		OSS	Type 3,4 &5					x	
PO-4-02	Change Management Delay (1-7 Days late)	OSS	1-Emer Mtc				x		
PO-4-02	Change Management Delay (1-7 Days late)	OSS	2-Regulatory				x		
PO-4-02	Change Management Delay (1-7 Days late)	OSS	3-Indus Std				x		
PO-4-02	Change Management Delay (1-7 Days late)	OSS	4-VZ Orig				x		
PO-4-02	Change Management Delay (1-7 Days late)	OSS	5-CLEC Orig				x		
PO-4-02		OSS	Type 1&2					x	
PO-4-02		OSS	Type 3,4 &5					x	
PO-4-03	Change Management Delay (8 + Days late)	OSS	1-Emer Mtc				x		
PO-4-03	Change Management Delay (8 + Days late)	OSS	2-Regulatory				x		
PO-4-03	Change Management Delay (8 + Days late)	OSS	3-Indus Std				x		
PO-4-03	Change Management Delay (8 + Days late)	OSS	4-VZ Orig				x		
PO-4-03	Change Management Delay (8 + Days late)	OSS	5-CLEC Orig				x		
PO-4-03		OSS	Type 1&2					x	
PO-4-03		OSS	Type 3,4 &5					x	
Change Confirmation				No	No				
PO-4-01	% On Time Change Management Notice	OSS	2-Regulatory			**BMS consensus**: collapse types to report Regulatory (2) and All Other (3/4/5).			
PO-4-01	% On Time Change Management Notice	OSS	3-Indus Std				x		
PO-4-01	% On Time Change Management Notice	OSS	4-VZ Orig				x		
PO-4-01	% On Time Change Management Notice	OSS	5-CLEC Orig				x		
PO-4-01		OSS	Type 3,4 &5					x	
PO-4-02	Change Management Delay (1-7 Days late)	OSS	2-Regulatory						
PO-4-02	Change Management Delay (1-7 Days late)	OSS	3-Indus Std				x		
PO-4-02	Change Management Delay (1-7 Days late)	OSS	4-VZ Orig				x		
PO-4-02	Change Management Delay (1-7 Days late)	OSS	5-CLEC Orig				x		
PO-4-02		OSS	Type 3,4 &5					x	
PO-4-03	Change Management Delay (8 + Days late)	OSS	2-Regulatory						
PO-4-03	Change Management Delay (8 + Days late)	OSS	3-Indus Std				x		
PO-4-03	Change Management Delay (8 + Days late)	OSS	4-VZ Orig				x		
PO-4-03	Change Management Delay (8 + Days late)	OSS	5-CLEC Orig				x		
PO-4-03		OSS	Type 3,4 &5					x	
Notification of Interface Outages									
PO-5-01	Average Notification of Outages	OSS							
Software Validation				No	No				
PO-6-01	Software Validation	OSS							
Software Resolution Timeliness				No	No				
PO-7-01	% Software Resolution Timeliness	OSS							
PO-7-02	Delay Hours-Software Resolution-No Workaround	OSS							
PO-7-03	Delay Days-Software Resolution-Workaround	OSS							
PO-7-04	Delay Hours-Failed Test Deck Transactions	OSS							
Manual Loop Qualification				No	No				
PO-8-01	Avg Response Time-Manual Loop Qualifications					**BMS consensus** to change to "% on Time" to be consistent w/95% standard.			x
PO-8-02	Avg Response Time-Engineering Record Request								x

Total Adjustments - Per consensus - Best Metrics Sub-Group

Delete	Add	Change
32	9	6

NY Carrier to Carrier Measurement Inventory
ORDERING

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
Order Confirmation Timeliness									
OR-1-01	Avg. LSRC Time - Flow Through	Resale	POTS/Pre Qual Complex			**BMS consensus**: eliminate averages. No standards apply and CLECs may calculate their own averages from flat file data. Since aggregate data is useful to evaluate benchmarks/standards, VZ agrees to retain data for a minimum of 12 months. Should CWG decide to investigate performance, VZ will provide requested reports upon sufficient notice.	x		
OR-1-01	Avg. LSRC Time - Flow Through	UNE	Loop/Pre Qual Complex/LNP				x		
OR-1-01	Avg. LSRC Time - Flow Through	UNE	Platform				x		
OR-1-02	% On Time LSRC - Flow Through	Resale	POTS/Pre Qual Complex						
OR-1-02	% On Time LSRC - Flow Through	UNE	Loop/Pre Qual Complex/LNP						
OR-1-02	% On Time LSRC - Flow Through	UNE	Platform						
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	Resale	POTS/Pre Qual Complex			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	Resale	2Wire Digital				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	Resale	Spec. Othr				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	Resale	Spec. DS0				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	Resale	Spec. DS1				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	Resale	Spec. DS3				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	UNE	Loop/Pre Qual Complex/LNP				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	UNE	Platform				x		
OR-1-03	Avg. LSRC Time - No Facility Check-Manual Loop Qual (Electronic)	UNE	2Wire Digital				x		
OR-1-03	Avg. LSRC Time - No Facility Check-Manual Loop Qual (Electronic)	UNE	DSL Loop				x		
OR-1-03	Avg. LSRC Time - No Facility Check-Manual Loop Qual (Electronic)	UNE	DSL Line Share				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	UNE	Spec. Othr				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	UNE	Spec. DS0				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	UNE	Spec. DS1				x		
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Elec-No F/T)	UNE	Spec. DS3				x		
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	Resale	POTS						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	Resale	2Wire Digital						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	Resale	Spec. DS0						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	Resale	Spec. DS1						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	Resale	Spec. DS3						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	Resale	Spec. Othr						
OR-1-04	*% On Time LSRC/ASRC - No Facility Check (E-No F/T)*	*Resale*	*Total Specials*						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	UNE	Loop/Pre Qual Complex/LNP						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	UNE	Platform						
OR-1-04	% On Time LSRC - No Facility Check- Requiring Manual Loop Qual (E)	UNE	2Wire Digital						
OR-1-04	% On Time LSRC - No Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Loop						
OR-1-04	% On Time LSRC - No Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Line Share						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	UNE	Spec. Othr						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	UNE	Spec. DS0						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	UNE	Spec. DS1						
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E-No F/T)	UNE	Spec. DS3						
OR-1-04	*% On Time LSRC/ASRC - No Facility Check (E-No F/T)*	*UNE*	*Total Specials*						
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	Resale	POTS/Pre Qual Complex			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	Resale	2Wire Digital				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	Resale	Spec. Othr				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	Resale	Spec. DS0				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	Resale	Spec. DS1				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	Resale	Spec. DS3				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	UNE	Loop/Pre Qual Complex/LNP				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	UNE	Platform				x		
OR-1-05	Avg. LSRC Time - Facility Check-Manual Loop Qual (E)	UNE	2Wire Digital				x		
OR-1-05	Avg. LSRC Time - Facility Check-Manual Loop Qual (E)	UNE	DSL Loop				x		

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
OR-1-05	Avg. LSRC Time - Facility Check-Manual Loop Qual (E)	UNE	DSL Line Share				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	UNE	Spec. Othr				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	UNE	Spec. DS0				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	UNE	Spec. DS1				x		
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E-No F/T)	UNE	Spec. DS3				x		
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	Resale	POTS/Pre Qual Complex						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	Resale	2Wire Digital						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	Resale	Spec. Othr						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	Resale	Spec. DS0						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	Resale	Spec. DS1						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	Resale	Spec. DS3						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	UNE	Loop/Pre Qual Complex/LNP						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	UNE	Platform						
OR-1-06	% On Time LSRC - Facility Check-Manual Loop Qual (E)	UNE	2Wire Digital						
OR-1-06	% On Time LSRC - Facility Check-Manual Loop Qual (E)	UNE	DSL Loop						
OR-1-06	% On Time LSRC - Facility Check-Manual Loop Qual (E)	UNE	DSL Line Share						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	UNE	Spec. Othr						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	UNE	Spec. DS0						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	UNE	Spec. DS1						
OR-1-06	% On Time LSRC/ASRC - Facility Check (E-No F/T)	UNE	Spec. DS3						
OR-1-07	Avg. ASRC Time - No Facility Check (Fax)	UNE	Spec. Othr			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-1-07	Avg. ASRC Time - No Facility Check (Fax)	UNE	Spec. DS0				x		
OR-1-07	Avg. ASRC Time - No Facility Check (Fax)	UNE	Spec. DS1				x		
OR-1-07	Avg. ASRC Time - No Facility Check (Fax)	UNE	Spec. DS3				x		
OR-1-08	% On Time ASRC - No Facility Check (Fax)	UNE	Spec. Othr						
OR-1-08	% On Time ASRC - No Facility Check (Fax)	UNE	Spec. DS0						
OR-1-08	% On Time ASRC - No Facility Check (Fax)	UNE	Spec. DS1						
OR-1-08	% On Time ASRC - No Facility Check (Fax)	UNE	Spec. DS3						
OR-1-09	Avg. ASRC Time - Facility Check (Fax)	UNE	Spec. Othr			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-1-09	Avg. ASRC Time - Facility Check (Fax)	UNE	Spec. DS0				x		
OR-1-09	Avg. ASRC Time - Facility Check (Fax)	UNE	Spec. DS1				x		
OR-1-09	Avg. ASRC Time - Facility Check (Fax)	UNE	Spec. DS3				x		
OR-1-10	% On Time ASRC - Facility Check (Fax)	UNE	Spec. Othr						
OR-1-10	% On Time ASRC - Facility Check (Fax)	UNE	Spec. DS0						
OR-1-10	% On Time ASRC - Facility Check (Fax)	UNE	Spec. DS1						
OR-1-10	% On Time ASRC - Facility Check (Fax)	UNE	Spec. DS3						
OR-1-11	Avg FOC Time	Interconn	Trunks </=192			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-1-11	Avg FOC Time	Interconn	Trunks > 192				x		
OR-1-12	% On Time FOC	Interconn	Trunks </=192						
OR-1-12	% On Time FOC	Interconn	Trunks > 192						
OR-1-13	% On Time DLR	Interconn	All Trunks						
OR-1-19	% On Time Response-Request for Inbound Aug Trunks	Interconn	</192 Trunks						
OR-1-19	%On Time Response-Request for Inbound Aug Trunks	Interconn	>192 Trunks						
Reject Timeliness									
OR-2-01	Avg. LSR Reject Time - Flow Through	Resale	POTS/Pre Qual Complex			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-2-01	Avg. LSR Reject Time - Flow Through	UNE	Loop/Pre Qual Complex/LNP				x		
OR-2-01	Avg. LSR Reject Time - Flow Through	UNE	Platform				x		
OR-2-02	% On Time LSR Reject - Flow Through	Resale	POTS/Pre Qual Complex						
OR-2-02	% On Time LSR Reject - Flow Through	UNE	Loop/Pre Qual Complex/LNP						
OR-2-02	% On Time LSR Reject - Flow Through	UNE	Platform						
OR-2-03	Avg. LSR/ASR Reject Time - No Facility Check (Elec-No F/T)	Resale	POTS/Pre Qual Complex			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-2-03	Avg. LSR/ASR Reject Time - No Facility Check (Elec-No F/T)	Resale	2Wire Digital				x		
OR-2-03	Avg. LSR/ASR Reject Time - No Facility Check (Elec-No F/T)	Resale	Specials				x		
OR-2-03	Avg. LSR/ASR Reject Time - No Facility Check (Elec-No F/T)	UNE	Loop/Pre Qual Complex/LNP				x		
OR-2-03	Avg. LSR/ASR Reject Time - No Facility Check (Elec-No F/T)	UNE	Platform				x		
OR-2-03	Avg. LSR Reject Time - No Facility Check- Requiring Manual Loop Qual (Electronic)	UNE	2Wire Digital				x		

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
OR-2-03	Avg. LSR Reject Time - No Facility Check- Requiring Manual Loop Qual (Electronic)	UNE	DSL Loop				x		
OR-2-03	Avg. LSR Reject Time - No Facility Check- Requiring Manual Loop Qual (Electronic)	UNE	DSL Line Share				x		
OR-2-03	Avg. LSR Reject Time - No Facility Check- Requiring Manual Loop Qual (Electronic)	UNE	Specials				x		
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E-No F/T)	Resale	POTS/Pre Qual Complex						
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E-No F/T)	Resale	2Wire Digital						
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E-No F/T)	Resale	Specials						
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E-No F/T)	UNE	Loop/Pre Qual Complex/LNP						
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E-No F/T)	UNE	Platform						
OR-2-04	% On Time LSR Reject - No Facility Check- Requiring Manual Loop Qual (E)	UNE	2Wire Digital						
OR-2-04	% On Time LSR Reject - No Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Loop						
OR-2-04	% On Time LSR Reject - No Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Line Share						
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E-No F/T)	UNE	Specials						
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E-No F/T)	Resale	POTS/Pre Qual Complex			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E-No F/T)	Resale	2Wire Digital				x		
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E-No F/T)	Resale	Specials				x		
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E-No F/T)	UNE	Loop/Pre Qual Complex/LNP				x		
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E-No F/T)	UNE	Platform				x		
OR-2-05	Avg. LSR Reject Time - Facility Check- Requiring Manual Loop Qual (E)	UNE	2Wire Digital				x		
OR-2-05	Avg. LSR Reject Time - Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Loop				x		
OR-2-05	Avg. LSR Reject Time - Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Line Share				x		
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E-No F/T)	UNE	Specials				x		
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E-No F/T)	Resale	POTS/Pre Qual Complex						
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E-No F/T)	Resale	2Wire Digital						
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E-No F/T)	Resale	Specials						
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E-No F/T)	UNE	Loop/Pre Qual Complex/LNP						
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E-No F/T)	UNE	Platform						
OR-2-06	% On Time LSR Reject - Facility Check- Requiring Manual Loop Qual (E)	UNE	2Wire Digital						
OR-2-06	% On Time LSR Reject - Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Loop						
OR-2-06	% On Time LSR Reject - Facility Check- Requiring Manual Loop Qual (E)	UNE	DSL Line Share						
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E-No F/T)	UNE	Specials						
OR-2-07	Avg. ASR Reject Time - No Facility Check (Fax)	UNE	Specials			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-2-08	% On Time ASR Reject - No Facility Check (Fax)	UNE	Specials						
OR-2-09	Avg. ASR Reject Time - Facility Check (Fax)	UNE	Specials			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-2-10	% On Time ASR Reject - Facility Check (Fax)	UNE	Specials						
OR-2-11	Avg Reject Time	Interconn	Trunks </=192			**BMS consensus**: eliminate. See Note for OR-1-01.	x		
OR-2-12	% On Time Reject	Interconn	Trunks </=192						
% Rejects									
OR-3-01	% Rejects	Resale				**BMS consensus**: change calculation to			x
OR-3-01	% Rejects	UNE				(Rejects)/(Rejects+Confirmations).			x
OR-3-02	% Resubmission Rejection	Resale							
OR-3-02	% Resubmission Rejection	UNE							
Completion Notification						**BMS consensus**: defer discussion due to ongoing work of Replication Subgroup.			
OR-4-01	Completion Notice - Avg. Response Time	Resale		Yes					
OR-4-01	Completion Notice - Avg. Response Time	UNE							
OR-4-02	Completion Notice - % On Time	Resale							
OR-4-02	Completion Notice - % On Time	UNE							
OR-4-04	Work Completion Notice - Avg Response Time	Resale		Yes					
OR-4-04	Work Completion Notice - Avg Response Time	UNE							
OR-4-05	Work Completion Notice - % On Time	Resale		Yes					
OR-4-05	Work Completion Notice - % On Time	UNE							
OR-4-06	Avg Duration - Work Completion (SOP) to Bill Comp	Resale		Yes					
OR-4-06	Avg Duration - Work Completion (SOP) to Bill Comp	UNE							
OR-4-07	% SOP to Bill Completion >/ 5 Business Days	Resale							
OR-4-07	% SOP to Bill Completion >/ 5 Business Days	UNE							
OR-4-08	% SOP to Bill Completion > 1 Business Day	Resale							

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
OR-4-08	% SOP to Bill Completion > 1 Business Day	UNE							
OR-4-09	*% SOP to BCN Sent w/in 3 Bus Days*	*Resale*							
OR-4-09	*% SOP to BCN Sent w/in 3 Bus Days*	*UNE*							
OR-4-11	% Completed orders without either a PCN or BCN	Resale							
OR-4-11	% Completed orders without either a PCN or BCN	UNE							
OR-4-12	% Due Date to PCN wihtin 2 Business Days	Resale							
OR-4-12	% Due Date to PCN wihtin 2 Business Days	UNE							
OR-4-13	% Due Date to PCN wihtin 5 Business Days	Resale							
OR-4-13	% Due Date to PCN wihtin 5 Business Days	UNE							
OR-4-14	% Due Date to BCN wihtin 4 Business Days	Resale							
OR-4-14	% Due Date to BCN wihtin 4 Business Days	UNE							
OR-4-15	% Due Date to BCN wihtin 7 Business Days	Resale							
OR-4-15	% Due Date to BCN wihtin 7 Business Days	UNE							
% Flow Through									
OR-5-01	% Flow Through - Total	Resale							
OR-5-01	% Flow Through - Total	UNE							
OR-5-02	% Flow Through - Simple	Resale				**BMS consensus**: eliminate.	x		
OR-5-02	% Flow Through - Simple	UNE					x		
OR-5-03	% Flow Through - Achieved	Resale							
OR-5-03	% Flow Through - Achieved	UNE							
% Order Accuracy									
OR-6-01	% Accuracy - Orders	Resale				**BMS consensus**: eliminate check of application date			x
OR-6-01	% Accuracy - Orders	UNE	Loop/LNP			field w/use of actual confirmed LSR receipt date & time.			x
OR-6-01	% Accuracy - Orders	UNE	Platform						x
OR-6-02	% Accuracy - Opportunities	Resale				**BMS consensus**: eliminate.	x		
OR-6-02	% Accuracy - Opportunities	UNE	Loop/LNP				x		
OR-6-02	% Accuracy - Opportunities	UNE	Platform				x		
OR-6-03	% Accuracy - LSRC	Resale							
OR-6-03	% Accuracy - LSRC	UNE	Loop/LNP						
OR-6-03	% Accuracy - LSRC	UNE	Platform						
% Order Confirmation / Rejects Within 3 Business Days									
OR-7-01	% Order Confirmation/Rejects sent within 3 Bus Days	Resale	POTS						
OR-7-01	% Order Confirmation/Rejects sent within 3 Bus Days	UNE	Loop/LNP						
OR-7-01	% Order Confirmation/Rejects sent within 3 Bus Days	UNE	Platform						
Acknowledgement Timeliness									
OR-8-01	% Acknowledgements On Time	Resale							
OR-8-01	% Acknowledgements on Time	UNE							
Order Acknowledgement Completeness									
OR-9-01	% Acknowledgement Completeness	Resale							
OR-9-02	% Acknowledgement Completeness	UNE							

Delete	Add	Change
72	0	5

NY Carrier to Carrier Measurement Inventory
PROVISIONING

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
Avg. Offered Interval									
PR-1-01	Avg. Offered Interval -Total No Dispatch	Resale	Res. POTS						
PR-1-01	Avg. Offered Interval -Total No Dispatch	Resale	Bus POTS						
PR-1-01	Avg. Offered Interval -Total No Dispatch	Resale	2Wire Digital						
PR-1-01	Avg. Offered Interval -Total No Dispatch	Resale	Specials		Yes	**BMS consensus**: eliminate-covered by DS0/DS1/DS3 metrics; dispatch & no dispatch N/A for specials.	x		
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	Hot Cut Loop			**BMS consensus**: eliminate; meaningless w/inclusion of negotiated intervals for over 10. See new PR-3.	x		
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	Platform						
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	POTS-Othr						
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	2Wire Digital						
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	DSL Loop						
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	DSL Line Share						
PR-1-01	Avg. Offered Interval -Total No Dispatch	UNE	Specials		Yes	**BMS consensus**: eliminate-covered by DS0/DS1/DS3 metrics; dispatch & no dispatch N/A for specials.	x		
PR-1-02	Avg. Offered Interval - Total Dispatch	Resale	2Wire Digital						
PR-1-02	Avg. Offered Interval - Total Dispatch	Resale	Specials		Yes	**BMS consensus**: eliminate-covered by DS0/DS1/DS3 metrics; dispatch & no dispatch N/A for specials.	x		
PR-1-02	Avg. Offered Interval - Total Dispatch	UNE	2Wire Digital						
PR-1-02	Avg. Offered Interval - Total Dispatch	UNE	DSL Loop						
PR-1-02	Avg. Offered Interval - Total Dispatch	UNE	DSL Line Share						
PR-1-02	Avg. Offered Interval - Total Dispatch	UNE	Specials		Yes	**BMS consensus**: eliminate-covered by DS0/DS1/DS3 metrics; dispatch & no dispatch N/A for specials.	x		
PR-1-03	Avg. Offered Interval - Dispatch (1-5 lines)	Resale	Res. POTS						
PR-1-03	Avg. Offered Interval - Dispatch (1-5 lines)	Resale	Bus POTS						
PR-1-03	Avg. Offered Interval - Dispatch (1-5 lines)	UNE	Platform						
PR-1-03	Avg. Offered Interval - Dispatch (1-5 lines)	UNE	Loop						
PR-1-04	Avg. Offered Interval - Dispatch (6-9 lines)	Resale	POTS						
PR-1-04	Avg. Offered Interval - Dispatch (6-9 lines)	UNE	Platform						
PR-1-04	Avg. Offered Interval - Dispatch (6-9 lines)	UNE	Loop						
PR-1-05	Avg. Offered Interval - Dispatch (10+ lines)	Resale	POTS						
PR-1-05	Avg. Offered Interval - Dispatch (10+ lines)	UNE	Platform						
PR-1-05	Avg. Offered Interval - Dispatch (10+ lines)	UNE	Loop						
PR-1-06	Avg. Offered Interval - DS0	Resale	Spec. DS0						
PR-1-06	Avg. Offered Interval - DS0	UNE	Spec. DS0						
PR-1-07	Avg. Offered Interval - DS1	Resale	Spec. DS1						
PR-1-07	Avg. Offered Interval - DS1	UNE	Spec. DS1						
PR-1-08	Avg. Offered Interval - DS3	Resale	Spec. DS3						
PR-1-08	Avg. Offered Interval - DS3	UNE	Spec. DS3						
PR-1-09	Avg. Offered Interval - Total	UNE	IOF						
PR-1-09	Avg. Offered Interval - Total	UNE	EEL- Backbone						
PR-1-09	Avg. Offered Interval - Total	UNE	EEL- Loop						
PR-1-09	Avg. Offered Interval - Total	Interconn	Trunks </=192						
PR-1-09	Avg. Offered Interval - Total	Interconn	Trunks > 192						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
PR-1-12	Avg. Offered Interval - Disconnect	Resale	POTS/Complx						
PR-1-12	Avg. Offered Interval - Disconnect	Resale	Specials						
PR-1-12	Avg. Offered Interval - Disconnect	UNE	POTS/Complx						
PR-1-12	Avg. Offered Interval - Disconnect	UNE	Specials						
Avg. Completion Interval						**BMS consensus**: eliminate. PR-1 measures Interval Offered. Performance meeting the interval is captured by PR-3 % Completed w/in _ Days & PR-4 Missed Appointments.			
PR-2-01	Avg. Interval Completed -Total No Dispatch	Resale	Res. POTS				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	Resale	Bus. POTS				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	Resale	2Wire Digital				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	Resale	Specials		Yes		x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	Hot Cut Loop				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	Platform				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	POTS-Othr				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	2Wire Digital				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	DSL Loop				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	DSL Line Share				x		
PR-2-01	Avg. Interval Completed -Total No Dispatch	UNE	Specials		Yes		x		
PR-2-02	Avg. Interval Completed - Total Dispatch	Resale	2Wire Digital				x		
PR-2-02	Avg. Interval Completed - Total Dispatch	Resale	Specials		Yes		x		
PR-2-02	Avg. Interval Completed - Total Dispatch	UNE	2Wire Digital				x		
PR-2-02	Avg. Interval Completed - Total Dispatch	UNE	DSL Loop				x		
PR-2-02	Avg. Interval Completed - Total Dispatch	UNE	DSL Line Share				x		
PR-2-02	Avg. Interval Completed - Total Dispatch	UNE	Specials		Yes		x		
PR-2-03	Avg. Interval Completed - Dispatch (1-5 lines)	Resale	Res. POTS				x		
PR-2-03	Avg. Interval Completed - Dispatch (1-5 lines)	Resale	Bus. POTS				x		
PR-2-03	Avg. Interval Completed - Dispatch (1-5 lines)	UNE	Platform				x		
PR-2-03	Avg. Interval Completed - Dispatch (1-5 lines)	UNE	Loop				x		
PR-2-04	Avg. Interval Completed - Dispatch (6-9 lines)	Resale	POTS				x		
PR-2-04	Avg. Interval Completed - Dispatch (6-9 lines)	UNE	Platform				x		
PR-2-04	Avg. Interval Completed - Dispatch (6-9 lines)	UNE	Loop				x		
PR-2-05	Avg. Interval Completed - Dispatch (10+ lines)	Resale	POTS				x		
PR-2-05	Avg. Interval Completed - Dispatch (10+ lines)	UNE	Platform				x		
PR-2-05	Avg. Interval Completed - Dispatch (10+ lines)	UNE	Loop				x		
PR-2-06	Avg. Interval Completed - DS0	Resale	Spec. DS0				x		
PR-2-06	Avg. Interval Completed - DS0	UNE	Spec. DS0				x		
PR-2-07	Avg. Interval Completed - DS1	Resale	Spec. DS1				x		
PR-2-07	Avg. Interval Completed - DS1	UNE	Spec. DS1				x		
PR-2-08	Avg. Interval Completed - DS3	Resale	Spec. DS3				x		
PR-2-08	Avg. Interval Completed - DS3	UNE	Spec. DS3				x		
PR-2-09	Avg. Interval Completed - Total	UNE	IOF				x		
PR-2-09	Avg. Interval Completed - Total	UNE	EEL-Backbone				x		
PR-2-09	Avg. Interval Completed - Total	UNE	EEL-Loop				x		
PR-2-09	Avg. Interval Completed - Total	Interconn	Trunks <=192				x		
PR-2-09	Avg. Interval Completed - Total	Interconn	Trunks >192				x		
PR-2-18	Avg. Interval Completed - Disconnect	Resale	POTS/Complex				x		
PR-2-18	Avg. Interval Completed - Disconnect	UNE	POTS/Complex				x		

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
PR-2-18	Avg. Interval Completed - Disconnect	Resale	Specials				x		
PR-2-18	Avg. Interval Completed - Disconnect	UNE	Specials				x		
% Completed within Days						**BMS consensus** on new intervals. For No Dispatch: POTS in 1 day, DSL Line Share in 3 & Hot Cuts 5. For Dispatch: POTS in 3 days, DSL Line Share in 5, DSL Loop in 6 & DSL Manual Loop Qual in 9.			
PR-3-01	% Completed w/in 1 Day (1-5 lines) No Disp.	Resale	POTS						
PR-3-01	% Completed w/in 1 Day (1-5 lines) No Disp.	UNE	Platform/Othr						
PR-3-02	% Completed w/in 2 Days (1-5 lines) No Disp.	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-02	% Completed w/in 2 Days (1-5 lines) No Disp.	UNE	Platform/Othr				x		
PR-3-03	% Completed w/in 3 Days (1-5 lines) No Disp.	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-03	% Completed w/in 3 Days (1-5 lines) No Disp.	UNE	Platform/Othr				x		
PR-3-03	% Completed w/in 3 Days (1-5 lines) No Disp.	UNE	DSL Line Share						
PR-3-04	% Completed w/in 1 Day (1-5 lines) Dispatch	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-04	% Completed w/in 1 Day (1-5 lines) Dispatch	UNE	Platform/Othr				x		
PR-3-05	% Completed w/in 2 Days (1-5 lines) Dispatch	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-05	% Completed w/in 2 Days (1-5 lines) Dispatch	UNE	Platform/Othr				x		
PR-3-06	% Completed w/in 3 Days (1-5 lines) Dispatch	Resale	POTS						
PR-3-06	% Completed w/in 3 Days (1-5 lines) Dispatch	UNE	Platform/Othr						
PR-3-06	% Completed w/in 3 Days (1-5 lines) Dispatch	UNE	*POTS Loop*			**BMS consensus**: add w/new intervals.		x	
PR-3-07	% Completed w/in 4 Days (1-5 lines) Total	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-07	% Completed w/in 4 Days (1-5 lines) Total	UNE	Platform/Othr				x		
PR-3-07	% Completed w/in 4 Days (1-5 lines) Total	UNE	DSL Line Share						
PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	UNE	Platform/Othr				x		
PR-3-08	% Completed w/in 5 Days (1-5 lines) No Disp.	*UNE*	Hot Cut Loop			**BMS consensus**: add w/new intervals.		x	
PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	Resale	POTS						
PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	UNE	Platform/Othr						
PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	UNE	POTS Loop			**BMS consensus**: add w/new intervals.		x	
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	Resale	POTS			**BMS consensus**: eliminate w/new intervals.	x		
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	Platform/Othr				x		
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire Digital						
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	DSL Loop						
PR-3-11	% Completed w/in 9 Days (1-5 lines) Total	UNE	DSL Loop						
% Missed Appointments									
PR-4-01	% Missed Appt. - VZ - Total	Resale	Total Specials						
PR-4-01	% Missed Appt. - VZ - Total	Resale	DS0						
PR-4-01	% Missed Appt. - VZ - Total	Resale	DS1						
PR-4-01	% Missed Appt. - VZ - Total	Resale	DS3						
PR-4-01	% Missed Appt. - VZ - Total	Resale	Spec. Other						
PR-4-01	% Missed Appt. - VZ - Total	UNE	Total Specials						
PR-4-01	% Missed Appt. - VZ - Total	UNE	DS0						
PR-4-01	% Missed Appt. - VZ - Total	UNE	DS1						
PR-4-01	% Missed Appt. - VZ - Total	UNE	DS3						
PR-4-01	% Missed Appt. - VZ - Total	UNE	Spec. Other						
PR-4-01	% Missed Appt. - VZ - Total	UNE	EEL						
PR-4-01	% Missed Appt. - VZ - Total	UNE	IOF						
PR-4-01	% Missed Appt. - VZ - Total	Interconn	All Trunks						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
PR-4-02	Average Delay Days - Total	Resale	POTS						
PR-4-02	Average Delay Days - Total	Resale	2Wire Digital						
PR-4-02	Average Delay Days - Total	Resale	Specials						
PR-4-02	Average Delay Days - Total	UNE	POTS						
PR-4-02	Average Delay Days - Total	UNE	2Wire Digital						
PR-4-02	Average Delay Days - Total	UNE	DSL Loop						
PR-4-02	Average Delay Days - Total	UNE	DSL Line Share						
PR-4-02	Average Delay Days - Total	UNE	EEL						
PR-4-02	Average Delay Days - Total	UNE	IOF						
PR-4-02	Average Delay Days - Total	UNE	Specials						
PR-4-02	Average Delay Days - Total	Interconn	All Trunks						
PR-4-03	% Missed Appt. - Customer	Resale	POTS						
PR-4-03	% Missed Appt. - Customer	Resale	2Wire Digital						
PR-4-03	% Missed Appt. - Customer	Resale	Specials						
PR-4-03	% Missed Appt. - Customer	UNE	POTS						
PR-4-03	% Missed Appt. - Customer	UNE	2Wire Digital						
PR-4-03	% Missed Appt. - Customer	UNE	DSL Loop						
PR-4-03	% Missed Appt. - Customer	UNE	DSL Line Share						
PR-4-03	% Missed Appt. - Customer	UNE	EEL						
PR-4-03	% Missed Appt. - Customer	UNE	Specials						
PR-4-03	% Missed Appt. - Customer	Interconn	All Trunks						
PR-4-04	% Missed Appt. - Dispatch	Resale	POTS						
PR-4-04	% Missed Appt. - Dispatch	Resale	2Wire Digital						
PR-4-04	% Missed Appt. - Dispatch	UNE	Platform						
PR-4-04	% Missed Appt. - Dispatch	UNE	Loop-New						
PR-4-04	% Missed Appt. - Dispatch	UNE	Hot Cut Loop		Yes	**BMS consensus**: eliminate since covered by PR-9.	x		
PR-4-04	% Missed Appt. - Dispatch	UNE	2Wire Digital						
PR-4-04	% Missed Appt. - Dispatch	UNE	DSL Loop						
PR-4-04	% Missed Appt. - Dispatch	UNE	DSL Line Share						
PR-4-05	% Missed Appt. - No Dispatch	Resale	POTS						
PR-4-05	% Missed Appt. - No Dispatch	Resale	2Wire Digital						
PR-4-05	% Missed Appt. - No Dispatch	UNE	Platform						
PR-4-05	% Missed Appt. - No Dispatch	UNE	Hot Cut Loop		Yes	**BMS consensus**: eliminate since covered by PR-9.	x		
PR-4-05	% Missed Appt. - No Dispatch	UNE	POTS-Othr						
PR-4-05	% Missed Appt. - No Dispatch	UNE	2Wire Digital						
PR-4-05	% Missed Appt. - No Dispatch	UNE	DSL Loop						
PR-4-05	% Missed Appt. - No Dispatch	UNE	DSL Line Share						
PR-4-07	% On Time - UNE LNP	UNE	LNP						
PR-4-08	% Missed Appt. – Customer – Late LSRC	Resale	POTS			**BMS consensus**: eliminate.	x		
PR-4-08	% Missed Appt. – Customer – Late LSRC	Resale	2Wire Digital						
PR-4-08	% Missed Appt. – Customer – Late LSRC	Resale	Specials						
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	Platform			**BMS consensus**: eliminate.	x		
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	Hot Cut Loop						
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	POTS-Othr			**BMS consensus**: eliminate.	x		
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	2Wire Digital						
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	DSL Loop						
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	DSL Line Share						
PR-4-08	% Missed Appt. – Customer – Late LSRC	UNE	Specials						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
PR-4-14	% Completed On Time - DSL Loop	UNE	DSL Loop						
% MA - Facilities									
PR-5-01	% Missed Appt. - Facilities	Resale	POTS						
PR-5-01	% Missed Appt. - Facilities	Resale	Specials						
PR-5-01	% Missed Appt. - Facilities	Resale	2Wire Digital						
PR-5-01	% Missed Appt. - Facilities	UNE	Platform						
PR-5-01	% Missed Appt. - Facilities	UNE	Loop						
PR-5-01	% Missed Appt. - Facilities	UNE	Specials						
PR-5-01	% Missed Appt. - Facilities	UNE	2Wire Digital						
PR-5-01	% Missed Appt. - Facilities	UNE	DSL Loop						
PR-5-01	% Missed Appt. - Facilities	UNE	DSL Line Share						
PR-5-01	% Missed Appt. - Facilities	Interconn	All Trunks						
PR-5-02	% Orders Missed for Facilities > 15 Days	Resale	POTS						
PR-5-02	% Orders Missed for Facilities > 15 Days	Resale	Specials						
PR-5-02	% Orders Missed for Facilities > 15 Days	Resale	2Wire Digital						
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	Platform						
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	Loop						
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	Specials						
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	2Wire Digital						
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	DSL Loop						
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	DSL Line Share						
PR-5-02	% Orders Missed for Facilities > 15 Days	Interconn	All Trunks						
PR-5-03	% Orders Missed for Facilities > 60 Days	Resale	POTS		Yes	**BMS consensus**: eliminate. Note all are included in PR-8-01 below.	x		
PR-5-03	% Orders Missed for Facilities > 60 Days	Resale	Specials		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	Resale	2Wire Digital		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	UNE	Loop		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	UNE	Platform		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	UNE	Specials		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	UNE	2Wire Digital		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	UNE	DSL Loop		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	UNE	DSL Line Share		Yes		x		
PR-5-03	% Orders Missed for Facilities > 60 Days	Interconn	All Trunks		Yes		x		
% Installation Quality									
PR-6-01	% Installation Troubles Rept. W/in 30 Days	Resale	POTS						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	Resale	2Wire Digital						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	Resale	Specials						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	UNE	Loop						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	UNE	Platform						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	UNE	2Wire Digital						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	UNE	DSL Loop						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	UNE	DSL Line Share						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	UNE	Specials						
PR-6-01	% Installation Troubles Rept. W/in 30 Days	Interconn	All Trunks						
PR-6-02	% Installation Troubles Rept. W/in 7 Days	Resale	POTS			**BMS consensus**: eliminate.	x		
PR-6-02	% Installation Troubles Rept. W/in 7 Days	UNE	Loop				x		
PR-6-02	% Installation Troubles Rept. W/in 7 Days	UNE	Hot Cut Loop						
PR-6-02	% Installation Troubles Rept. W/in 7 Days	UNE	Platform			**BMS consensus**: eliminate.	x		
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	Resale	POTS						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	Resale	Specials						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	Resale	2Wire Digital						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	UNE	POTS-Loop						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	UNE	Platform(other)						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	UNE	Specials						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	UNE	2Wire Digital						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	UNE	DSL Loop						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	UNE	DSL Line Share						
PR-6-03	% Install. Trble Rept w/in 30 Days-FOK/TOK/CPE	Interconn	All Trunks						
% Jeopardy									
PR-7-01	% Orders with Jeopardy Status	UNE	EEL			**BMS consensus**: eliminate and revisit Jeopardy Nofications w/full CWG. One CLEC recommends a measure for % Jep Notifications on Missed Orders.	x		
Average Days Held on Pending Orders									
PR-8-01	% Open Orders in a Hold Status > 30 Days	Resale	POTS			Note: more inclusive than PR-5-03.			
PR-8-01	% Open Orders in a Hold Status > 30 Days	Resale	2 wire Digital						
PR-8-01	% Open Orders in a Hold Status > 30 Days	Resale	Specials						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	POTS						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	Specials						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	2Wire Digital						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	DSL Loop						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	DSL Line Share						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	EEL						
PR-8-01	% Open Orders in a Hold Status > 30 Days	UNE	IOF						
PR-8-01	% Open Orders in a Hold Status > 30 Days	Interconn	All Trunks						
PR-8-02	% Open Orders in a Hold Status > 90 Days	Resale	POTS						
PR-8-02	% Open Orders in a Hold Status > 90 Days	Resale	2 wire Digital						
PR-8-02	% Open Orders in a Hold Status > 90 Days	Resale	Specials						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	POTS						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	Specials						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	2Wire Digital						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	DSL Loop						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	DSL Line Share						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	EEL						
PR-8-02	% Open Orders in a Hold Status > 90 Days	UNE	IOF						
PR-8-02	% Open Orders in a Hold Status > 90 Days	Interconn	All Trunks						
Hot Cuts									
PR-9-01	% On Time Performance	UNE	Hot Cut Loop						
PR-9-08	Average Duration of Service Interruption	UNE	Hot Cut Loop						
PR-9-09	% Supp'ed or Cancelled Orders @ VZ's Request	UNE	Hot Cut Loop			**BMS consensus**: eliminate because VZ does not request CLEC Supps/Cnxs.	x		

Delete	Add	Change
81	3	0

NY Carrier to Carrier Measurement Inventory
MAINTENANCE

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
Response Time									
MR-1-01	Average Response Time - Create Trouble	OSS	RETAS/WEBGUI						
MR-1-02	Average Response Time - Status Trouble	OSS	RETAS/WEBGUI						
MR-1-03	Average Response Time - Modify Trouble	OSS	RETAS/WEBGUI						
MR-1-04	Average Response Time - Cancel Trouble	OSS	RETAS/WEBGUI						
MR-1-05	Average Response Time - Trouble Report History	OSS	RETAS/WEBGUI						
MR-1-06	Average Response Time - Test Trouble	OSS	RETAS/WEBGUI						
Network Trouble Report Rate									
MR-2-01	Network Trouble Report Rate (Total)	Resale	Specials						
	Network Trouble Report Rate (Total)	UNE	Specials						
MR-2-01	Network Trouble Report Rate (Total)	Interconn	All Trunks						
MR-2-02	Network Trouble Report Rate (Loop)	Resale	POTS						
	Network Trouble Report Rate (Loop)	Resale	2Wire Digital						
	Network Trouble Report Rate (Loop)	UNE	Platform						
	Network Trouble Report Rate (Loop)	UNE	Loop						
	Network Trouble Report Rate (Loop)	UNE	2Wire Digital						
	Network Trouble Report Rate (Loop)	UNE	DSL Loop						
MR-2-02	Network Trouble Report Rate (Loop)	UNE	DSL Line Share						
MR-2-03	Network Trouble Report Rate (Central Office)	Resale	POTS						
	Network Trouble Report Rate (Central Office)	Resale	2Wire Digital						
	Network Trouble Report Rate (Central Office)	UNE	Platform						
	Network Trouble Report Rate (Central Office)	UNE	Loop						
	Network Trouble Report Rate (Central Office)	UNE	2Wire Digital						
	Network Trouble Report Rate (Central Office)	UNE	DSL Loop						
MR-2-03	Network Trouble Report Rate (Central Office)	UNE	DSL Line Share						
MR-2-04	% Subsequent Reports	Resale	POTS						
	% Subsequent Reports	Resale	2Wire Digital						
	% Subsequent Reports	UNE	Platform						
	% Subsequent Reports	UNE	Loop						
	% Subsequent Reports	UNE	2Wire Digital						
	% Subsequent Reports	UNE	DSL Loop						
MR-2-04	% Subsequent Reports	UNE	DSL Line Share						
MR-2-05	% CPE/TOK/FOK Trouble Reports	Resale	POTS						
	% CPE/TOK/FOK Trouble Reports	Resale	2Wire Digital						
	% CPE/TOK/FOK Trouble Reports	Resale	Specials						
	% CPE/TOK/FOK Trouble Reports	UNE	Platform						
	% CPE/TOK/FOK Trouble Reports	UNE	Loop						
	% CPE/TOK/FOK Trouble Reports	UNE	Specials						
	% CPE/TOK/FOK Trouble Reports	UNE	2Wire Digital						
	% CPE/TOK/FOK Trouble Reports	UNE	DSL Loop						
MR-2-05	% CPE/TOK/FOK Trouble Reports	UNE	DSL Line Share						
% Missed Repair Appointments									
MR-3-01	% Missed Repair Appt. (Loop) Bus.	Resale	POTS						
	% Missed Repair Appt. (Loop) Res.	Resale	POTS						
	% Missed Repair Appt. (Loop)	Resale	2Wire Digital						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
	% Missed Repair Appt.	UNE	Loop						
	% Missed Repair Appt.- Loop Bus.	UNE	Platform						
	% Missed Repair Appt.- Loop Res.	UNE	Platform						
	% Missed Repair Appt. (Loop)	UNE	2Wire Digital						
	% Missed Repair Appt. (Loop)	UNE	DSL Loop						
MR-3-01	% Missed Repair Appt. (Loop)	UNE	DSL Line Share						
MR-3-02	% Missed Repair Appt. (Central Office) Bus.	Resale	POTS						
	% Missed Repair Appt. (Central Office) Res.	Resale	POTS						
	% Missed Repair Appt. (Central Office)	Resale	2Wire Digital						
	% Missed Repair Appt. (Central Office)	UNE	Loop						
	% Missed Repair Appt. (Central Office) Bus.	UNE	Platform						
	% Missed Repair Appt. (Central Office) Res.	UNE	Platform						
	% Missed Repair Appt. (Central Office)	UNE	2Wire Digital						
	% Missed Repair Appt. (Central Office)	UNE	DSL Loop						
MR-3-02	% Missed Repair Appt. (Central Office)	UNE	DSL Line Share						
MR-3-03	% Missed Repair Appt. (FOK,TOK,CPE)	Resale	POTS						
	% Missed Repair Appt. (FOK,TOK,CPE)	Resale	2Wire Digital						
	% Missed Repair Appt. (FOK,TOK,CPE)	UNE	Loop						
	% Missed Repair Appt. (FOK,TOK,CPE)	UNE	Platform						
	% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire Digital						
	% Missed Repair Appt. (FOK,TOK,CPE)	UNE	DSL Loop						
MR-3-03	% Missed Repair Appt. (FOK,TOK,CPE)	UNE	DSL Line Share						
MR-3-04	% Missed Repair Appt. - No Double Dispatch	Resale	POTS						
	% Missed Repair Appt. - No Double Dispatch	Resale	2Wire Digital						
	% Missed Repair Appt. - No Double Dispatch	UNE	Loop						
	% Missed Repair Appt. - No Double Dispatch	UNE	Platform						
	% Missed Repair Appt. - No Double Dispatch	UNE	2Wire Digital						
	% Missed Repair Appt. - No Double Dispatch	UNE	DSL Loop						
MR-3-04	% Missed Repair Appt. - No Double Dispatch	UNE	DSL Line Share						
MR-3-05	%Missed Repair Appt. - Double Dispatch	Resale	POTS						
	%Missed Repair Appt. - Double Dispatch	Resale	2Wire Digital						
	%Missed Repair Appt. - Double Dispatch	UNE	Loop						
	%Missed Repair Appt. - Double Dispatch	UNE	Platform						
	%Missed Repair Appt. - Double Dispatch	UNE	2Wire Digital						
	%Missed Repair Appt. - Double Dispatch	UNE	DSL Loop						
MR-3-05	%Missed Repair Appt. - Double Dispatch	UNE	DSL Line Share						
Trouble Duration Intervals									
MR-4-01	Mean Time to Repair (Total)	Resale	POTS						
	Mean Time to Repair (Total)	Resale	2Wire Digital						
	Mean Time to Repair (Total)	Resale	Specials						
	Mean Time to Repair (Total)	UNE	Loop						
	Mean Time to Repair (Total)	UNE	Platform						
	Mean Time to Repair (Total)	UNE	2Wire Digital						
	Mean Time to Repair (Total)	UNE	Specials						
MR-4-01	Mean Time to Repair (Total)	Interconn	All Trunks						
MR-4-02	Mean Time to Repair (Loop Trouble) - Bus.	Resale	POTS						
	Mean Time to Repair (Loop Trouble) - Res.	Resale	POTS						
	Mean Time to Repair (Loop Trouble)	Resale	2Wire Digital						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
	Mean Time to Repair (Loop Trouble) - Bus.	UNE	Platform						
	Mean Time to Repair (Loop Trouble) - Res.	UNE	Platform						
	Mean Time to Repair (Loop Trouble)	UNE	Loop						
	Mean Time to Repair (Loop Trouble)	UNE	2Wire Digital						
	Mean Time to Repair (Loop Trouble)	UNE	DSL Loop						
MR-4-02	Mean Time to Repair (Loop Trouble)	UNE	DSL Line Share						
MR-4-02	*Mean Time to Repair (Loop Trouble)*								
MR-4-03	Mean Time to Repair (Central Office Trouble) Bus.	Resale	POTS						
	Mean Time to Repair (Central Office Trouble) Res.	Resale	POTS						
	Mean Time to Repair (Central Office Trouble)	Resale	2Wire Digital						
	Mean Time to Repair (Central Office Trouble) - Bus	UNE	Platform						
	Mean Time to Repair (Central Office Trouble) - Res	UNE	Platform						
	Mean Time to Repair (Central Office Trouble)	UNE	Loop						
	Mean Time to Repair (Central Office Trouble)	UNE	2Wire Digital						
	Mean Time to Repair (Central Office Trouble)	UNE	DSL Loop						
MR-4-03	Mean Time to Repair (Central Office Trouble)	UNE	DSL Line Share						
MR-4-03	*Mean Time to Repair (Central Office Trouble)*								
MR-4-04	% Cleared (all troubles) w/in 24 Hours (Total)	Resale	POTS						
	% Cleared (all troubles) w/in 24 Hours (Total)	Resale	2Wire Digital						
	% Cleared (all troubles) w/in 24 Hours (Total)	Resale	Specials						
	% Cleared (all troubles) w/in 24 Hours (Total)	UNE	Loop						
	% Cleared (all troubles) w/in 24 Hours (Total)	UNE	Platform						
	% Cleared (all troubles) w/in 24 Hours (Total)	UNE	2Wire Digital						
	% Cleared (all troubles) w/in 24 Hours (Total)	UNE	DSL Loop						
	% Cleared (all troubles) w/in 24 Hours (Total)	UNE	DSL Line Share						
	% Cleared (all troubles) w/in 24 Hours (Total)	UNE	Specials						
MR-4-04	% Cleared w/in 24 Hours (Total)	Interconn	All Trunks						
MR-4-05	% OOS > 2 Hours	Interconn	All Trunks						
MR-4-06	% OOS > 4 Hours	Resale	POTS						
	% OOS > 4 Hours	Resale	Specials						
	% OOS > 4 Hours	UNE	Platform						
	% OOS > 4 Hours	UNE	Specials						
MR-4-06	% OOS > 4 Hours	Interconn	All Trunks						
MR-4-07	% OOS > 12 Hours	Resale	POTS						
	% OOS > 12 Hours	Resale	2Wire Digital						
	% OOS > 12 Hours	UNE	Platform						
	% OOS > 12 Hours	UNE	Loop						
	% OOS > 12 Hours	UNE	2Wire Digital						
	% OOS > 12 Hours	UNE	DSL Loop						
	% OOS > 12 Hours	UNE	DSL Line Share						
MR-4-07	% OOS > 12 Hours	Interconn	All Trunks						
MR-4-08	% OOS > 24 Hours - Bus.	Resale	POTS						
	% OOS > 24 Hours - Res.	Resale	POTS						
	% OOS > 24 Hours	Resale	2Wire Digital						
	% OOS > 24 Hours	Resale	Specials						
	% OOS > 24 Hours - Bus.	UNE	Platform						
	% OOS > 24 Hours - Res.	UNE	Platform						
	% OOS > 24 Hours	UNE	Loop						

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
	% OOS > 24 Hours	UNE	2Wire Digital						
	% OOS > 24 Hours	UNE	DSL Loop						
	% OOS > 24 Hours	UNE	DSL Line Share						
	% OOS > 24 Hours	UNE	Specials						
MR-4-08	% OOS > 24 Hours	Interconn	All Trunks						
MR-4-09	Mean Time to Repair - No Double Dispatch	UNE	Loop						
	Mean Time to Repair - No Double Dispatch	UNE	2Wire Digital						
	Mean Time to Repair - No Double Dispatch	UNE	DSL Loop						
MR-4-09	Mean Time to Repair - No Double Dispatch	UNE	DSL Line Share						
MR-4-10	Mean Time to Repair - Double Dispatch	UNE	Loop						
	Mean Time to Repair - Double Dispatch	UNE	2Wire Digital						
	Mean Time to Repair - Double Dispatch	UNE	DSL Loop						
MR-4-10	Mean Time to Repair - Double Dispatch	UNE	DSL Line Share						
Maintenance Quality									
MR-5-01	% Repeat Reports w/in 30 Days	Resale	POTS						
	% Repeat Reports w/in 30 Days	Resale	2Wire Digital						
	% Repeat Reports w/in 30 Days	Resale	Specials						
	% Repeat Reports w/in 30 Days	UNE	Platform						
	% Repeat Reports w/in 30 Days	UNE	Loop						
	% Repeat Reports w/in 30 Days	UNE	2Wire Digital						
	% Repeat Reports w/in 30 Days	UNE	DSL Loop						
	% Repeat Reports w/in 30 Days	UNE	DSL Line Share						
	% Repeat Reports w/in 30 Days	UNE	Specials						
MR-5-01	% Repeat Reports w/in 30 Days	Interconn	All Trunks						

Delete	Add	Change
0	0	0

NY Carrier to Carrier Measurement Inventory
OTHER

Metric #	Metric	Chklist	Product	CLEC Repl?	Dupl?	Notes	Delete	Add	Change
Final Trunk Blockage									
NP-1-01	% Final Trunk Groups Exceeding Blocking (adj)	Interconn	Final Trunks						
NP-1-02	% Final Trunk Groups Exc. Blocking (Total)	Interconn	Final Trunks						
NP-1-03	# of Final Trunk Groups Blocked 2 Months	Interconn	Final Trunks						
NP-1-04	# of Final Trunk Groups Blocked 3 Months	Interconn	Final Trunks						
Collocation									
NP-2-01	% On Time Response for Request (Physical)	Colloc'n	Physical-New						
NP-2-01	% On Time Response for Request (Physical)	Colloc'n	Physical- Augment						
NP-2-02	% On Time Response for Request (Virtual)	Colloc'n	Virtual-New						
NP-2-02	% On Time Response for Request (Virtual)	Colloc'n	Virtual-Augment						
NP-2-03	Average Interval Completed (Physical)	Colloc'n	Physical-New						
NP-2-03	Average Interval Completed (Physical)	Colloc'n	Physical- Augment						
NP-2-04	Average Interval Completed (Virtual)	Colloc'n	Virtual-New						
NP-2-04	Average Interval Completed (Virtual)	Colloc'n	Virtual-Augment						
NP-2-05	% On Time Completion (Physical)	Colloc'n	Physical-New						
NP-2-05	% On Time Completion (Physical)	Colloc'n	Physical- Augment						
NP-2-06	% On Time Completion (Virtual)	Colloc'n	Virtual-New						
NP-2-06	% On Time Completion (Virtual)	Colloc'n	Virtual-Augment						
NP-2-07	Average Delay Days (Physical)	Colloc'n	Physical-New						
NP-2-07	Average Delay Days (Physical)	Colloc'n	Physical- Augment						
NP-2-08	Average Delay Days (Virtual)	Colloc'n	Virtual-New						
NP-2-08	Average Delay Days (Virtual)	Colloc'n	Virtual-Augment						
	[1] per DTE order issued 7/31/99, Docket								
Timeliness of Usage Feed									
BI-1-01	% DUF in 3 Business Days	OSS	DUF						
BI-1-02	% DUF in 4 Business Days	OSS	DUF						
BI-1-03	% DUF in 5 Business Days	OSS	DUF						
BI-1-04	% DUF in 8 Business Days	OSS	DUF						
Timeliness of Carrier Bill									
BI-2-01	Timeliness of Carrier Bill	OSS	BILL						
Billing Accuracy									
BI-3-01	% Billing Adjustments - Dollar Adjusted	OSS	BILL						
BI-3-02	Billing Adjustments - Number of Adjustments	OSS	BILL						
Operator Services									
OD-1-01	Average Speed of Answer - Operator Services	OSS	OS/DA						
OD-1-02	Average Speed of Answer - Directory Assistance	OSS	OS/DA						

Delete	Add	Change
0	0	0

PO-9 Timeliness of Trouble Ticket Resolution		
The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.		
• The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target. • Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.		
90% threshold for Special Provisions		
Company: • CLEC aggregate	Geography: • State	
Products	• EDI Notifier Trouble Tickets	
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	**Numerator**	**Denominator**
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

OR-4 Timeliness of Completion Notification

Resale & UNE combined:

Completion Notification Response Time:

The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

- VZ Test Orders
- When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.

OR-4-09: 90% threshold for Special Provision.

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

OR-4-09	**% SOP to Bill Completion Within 4 Business Days**	
Products	• EDI Orders	
Calculation	Numerator	Denominator
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 4 business days of SOP completion.	Number of SOP Completed Orders during the report period.

Function:

OR-6 Order Accuracy

Definition:

This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of orders with error. The second measure is focused on the percent of fields populated correctly.

Methodology:

VZ uses a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively and for orders with Directory Listing requests) are pulled from ~~DCAS~~/Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s).

Exclusions:

- Orders entered by the CLEC that flow-through.
- Verizon Advanced Data Incorporated (VADI) Orders.

Performance Standard:

95% orders without errors.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Pennsylvania/Delaware

Sub-Metrics

Products OR-6-01 – OR-6-03	Resale	UNE: • Loop/Complex/LNP • Platform	
OR-6-01	**% Accuracy - Orders**		
Calculation	**Numerator**	**Denominator**	
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.	
OR-6-02	**% Accuracy – Opportunities** [1]		
Calculation	**Numerator**	**Denominator**	
	Number of fields sampled minus fields with errors for specified product.	Number of fields sampled for specified product.	
OR-6-03	**% Accuracy – LSRC (Interim Measure)**		
Calculation	**Numerator**	**Denominator**	
	Number of LSRCs sampled minus LSRCs with errors for specified product.	Number of LSRCs sampled.	
OR-6-03	**% Accuracy – LSRC (Long Term Measure)**		
Calculation	**Numerator**	**Denominator**	
	Number of LSRCs resent due to error.	Number of LSRCs.	
Products	All orders with Directory Listing Modifications		
OR-6-04	**% Accuracy – Directory Listing**		
Calculation	**Numerator**	**Denominator**	
	Number of orders sampled for Directory Listings minus orders with errors.	Number of Directory Listing orders sampled	

[1] OR-6-02 has been recommended for deletion by consensus in the NY Carrier Working Group.

Additional Language for Appendix M

Order Accuracy Measures:

Order Accuracy – Directory Listing

The following fields on the Directory Listing Form of the LSR (LSOG4) (if populated) need to be compared to SOP: Else - the CSR of the former retail customer needs to be compared to SOP

Field	Name	Definition
10	LACT	Listing Activity (new, z, change)
11	ALI	Alpha Numeric Listing Identifier Code (optional - change or delete activity) resale & platform additional listings, UNE primary and additional listings
12	RTY	Record Type (main, addl, foreign listing)
13	LTY	Listing Type (listed, non listed)
39	LTN	Listed Telephone Number
45	LNLN	Listed Name, Last Name
46	LNFN	Listed Name, First Name
56	ADI	Address Indicator (O to omit address)
59	LASF	Listed Address House Number Suffix
60	LASD	Listed Address Street Directional
61	LASN	Listed Address Street Name
62	LATH	Listed Address Thorofare (St., Rd., Ave.)
63	LASS	Listed Address Street Suffix (Main St. West)
65	LALOC	Listed Address Locality