

Appendix B

Bill Credit Calculation

Performance incentive bill credits in the amount specified in the table below apply to all measures with sub-standard performance in excess of the applicable “K” number of exempt measures. Incentive credits apply on either a “per measure” or a “per unit” basis. The total amount of the incentive credit is a function of the severity of the miss (“Major,” “Moderate” or “Minor”), the number of consecutive months for which Verizon has failed to meet the standard, in the case of “per measure” measures, the relative volume of CLEC activity, and in the case of “per unit” measures, the volume of “affected units.”

Performance Differences for Absolute Standards

For measures with absolute (benchmark) standards, where performance does not meet the applicable standard, the severity of the miss is determined by the difference between the standard and the actual Verizon performance.

- If higher performance is better, subtract the actual Verizon performance for the CLEC from the standard.
- If lower performance is better, the calculation is reversed, subtracting the standard from the actual Verizon performance for the CLEC.

Example: If Metric OR-1-02, % On Time LSRC Flow Through, Resale, POTS, had an actual performance of 94.5% against a standard of 95%, the difference would be 95%-94.5% or 0.5%. Since this is a “Percent Measure,” the severity designation for the performance standard miss for Metric OR-1-02 as shown in the table below is “Minor” because the 0.5 difference is between 0.1 and 5.

All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
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Example: If Metric OR-1-06, % On Time LSRC – Facility Check, UNE Specials had 19 total observations, the small sample table will be used to determine if the metric met the standard. If there is 1 observation that missed the standard, the measure will not be deemed to have been missed because 1 miss is permitted for this sample size for a 95 % benchmark (see table below). If there are 3 misses out of 36 observations, the metric has failed to meet the standard because the 3 misses exceeds the permitted 2 misses by 1. The severity in this case would be determined using the number of observations that miss the standard in excess of the maximum permitted number of observations that can miss the standard with no bill credit applying divided by the total observations. The severity of the miss would be the performance difference of 1/36 or 2.78%. Since this is a “Percent Measure,” the severity designation for the performance standard miss for Metric OR-1-06 as shown in the table above is “Minor” because the 2.78 percentage point difference is between 0.1 and 5.

Sample size	Maximum permitted misses	Sample size	Maximum permitted misses	Sample size	Maximum permitted misses
				10 to 88	0
		10 to 19	1	89 to 448	1
		20 to 40	2	449 to 929	2
10 to 11	3	41 to 63	3	930 to 1471	3
12 to 15	4	64 to 88	4	1472 to 2052	4
16 to 20	5	89 to 100	5	2053 to 2500	5

Performance Differences for Parity Standards

For percentage measures with Parity standards where the standard has not been met (i.e., the Z-score is less than -1.645), the severity of the miss is determined by the difference between the CLEC performance and the Verizon Retail performance.

- If higher performance is better, subtract the CLEC performance from the actual Verizon Retail performance.
- If lower performance is better, the calculation is reversed, subtracting the actual Verizon Retail performance from the CLEC performance.

Example: If Metric PR-4-05, % Missed Appointments No Dispatch, UNE Platform, had a Retail performance of 0.42% and a CLEC performance of 5.73%, the difference would be 5.73%-0.42% or 5.31%. Since this is a “Percent Measure,” the severity designation for the performance for Metric OR-4-05 as shown in the table below would be “Moderate” because the 5.31 difference is between 5 and 15.

All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

For average or mean measures with Parity standards where the standard has not been met (i.e., the Z-statistic is less than -1.645), the severity of the miss is determined by the difference between the percentage of CLEC observations above the Verizon Retail mean (the standard for a Parity measure) and the percentage of Verizon Retail observations above the Verizon Retail mean.

- If higher performance is better, subtract the percentage of CLEC observations above the Verizon Retail mean from percentage of Verizon Retail observations above the Verizon Retail mean.
- If lower performance is better, the calculation is reversed, subtracting the percentage of Verizon Retail observations above the Verizon Retail mean from the percentage of CLEC observations above the Verizon Retail mean.

Example: Assume Verizon’s mean is 4.0 hours for a measure where a lower mean is better (e.g., for Metric MR-4-06, % Out of Service > 4 Hours). If 44.5% of Verizon’s retail observations are greater than 4.0 hours and 55.2% of the CLEC observations are greater than 4.0 hours, the difference would be 10.7% (55.2% - 44.5% = 10.7%). The severity designation would then use the same scale as that of percent measures. As shown in the table below, the severity of this miss is “Moderate” because the 10.7 difference is between 5 and 15.

All Percent Measures	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
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Credits for Measures with “Per Measure” Incentives

For those measures listed in Appendices A-1 and A-2 as having “per measure” incentives, bill credits will apply on a per measure basis, at the amounts set forth in the table below.

\$/Measure	\$15,000	\$30,000	\$60,000
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Example: If Metric PO-4-01, % Change Management Notices Sent on Time (Verizon PA) has a “Minor” miss, credits in the amount of \$15,000 would be allocated among the CLECs based on their lines in service as a percentage of lines in service for all CLECs affected by this missed standard.

Credits for Measures with “Per Unit” Incentives

Most CLEC-specific measures are assigned a fixed amount of bill credit per affected unit associated with the CLEC in a given month. For these measures, the following calculation is performed to determine credits due.

- Affected units are determined by multiplying the number of units of measured service activity (observations for the month) by the performance difference.
- Credits are calculated by multiplying the affected units by the fixed dollar amount per unit that corresponds to the severity level of the performance difference.

\$/UNIT	\$25	\$75	\$150
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Example: Metric PR-4-05, % Missed Appointments No Dispatch, UNE Platform, has a moderate miss, with a 5.31 percentage point performance difference on a CLEC’s volume of 12,500 orders. First determine the “affected units” by multiplying 5.31% x 12,500 to obtain 663.75 affected units. Then, multiply the “Moderate” per unit credit amount of \$75 by 663.75 to obtain a total \$49,781 credit for the CLEC for that month.

Example: The Verizon mean is 4.0 hours for a mean/average type measure where a lower mean is better (e.g., for Metric MR-4-06, % Out of Service > 4 Hours) and there is a moderate miss, where the percentage of CLEC observations above the Verizon Retail mean

is 10.7 percentage points higher than the percentage of Verizon Retail observations above the mean. If there are 10,000 CLEC observations, the number of “affected units” is determined by multiplying the 10.7% by the 10,000 observations to obtain 1,070 affected units. Then, multiply the “Moderate” per unit credit amount of 75 by 1,070 to obtain a total \$80,250 credit for the CLEC for that month.

Credits for Misses for Consecutive Multiple Months

For measures that miss the applicable standard for two or three or more consecutive months, a factor is applied to increase the performance credit.

- A measure for which the standard is missed for two consecutive months will be subject to an incentive credit that is 1.5 times the amount of the incentive credit that would be due had the standard been missed for only one month.
- A measure for which the standard is missed for three or more consecutive months will be subject to an incentive credit that is 2.0 times the amount of the incentive credit that would be due had the standard been missed for only one month.

Multiple of first month incentive credit	1.5	2.0

Example: Metric PR-4-05, % Missed Appointments No Dispatch, UNE Platform, has a “Moderate” miss with a 5.31% performance difference on a CLEC’s volume of 12,500 orders, resulting in a \$49,781 credit. If this were the second consecutive month that the standard was missed for this measure, the credit would be 1.5x\$49,781 or \$74,671. If it

were the third consecutive month that the standard is missed for this measure, the credit would be 2 x \$49,781 or \$99,562.

Type I Error Offset Exclusions

The methodology for determining the Type I Error offset is addressed in Appendix D.

Appendix C

Statistical Methodologies

The statistical methodology for determining whether a Parity standard has been met is set out in Appendix K of the Guidelines. A summary of how performance will be evaluated is shown in the matrix below for the types of measures, standards and sample size.

Performance Evaluation Matrix

Measurement Type	Sample Size Condition	Statistical Test Method
Average Benchmark – Sufficient Sample Size	$n \geq 30$	None
Average Benchmark - Small Sample Size	$10 \leq n < 30$	Small sample table
Percentage Benchmark - Sufficient Sample Size	For measures with standards of 95%: $n \geq 20$	None
Percentage Benchmark - Small Sample Size	For measures with standards of 95%: $10 \leq n < 20$	Small Sample Table 5 in the Plan
Average Parity – Sufficient Sample Size	$n \geq 30$	Modified t-statistic
Average Parity – Small Sample Size	$10 \leq n < 30$	Permutation testing
Percentage Parity – Sufficient Sample	$np(1-p) \geq 5$	Modified z-statistic
Percentage Parity – Small Sample Size	$np(1-p) < 5$	Permutation testing.

Appendix D

Type I Error - K Factor Offset

Parity testing requires Verizon to perform a large number of statistical tests. Each individual test is performed at a 5% Type I error level. This means that there is a 5% chance that an individual test will indicate a failure to meet Parity when Parity service is actually being provided. As the number of tests performed increases, the expected number of false violations in any month also increases. Statisticians refer to this dilemma as the “multiple-testing” problem. To deal with this problem, Verizon proposes to employ a table that indicates the number of allowable misses per CLEC per month. This table is based on calculations of the number of false violations that can reasonably be expected when Verizon is providing Parity service to the CLEC. The following procedure provides an offset for this problem by specifying a number of measures that may miss their Parity standard before any bill credits are required.

Application of K Value Exclusions

For each month for each CLEC, determine the measures for which Verizon has failed to meet the standard (“non-compliant” measures). Sort all measures that are non-compliant in ascending order of deviation from Parity (in percentage terms) and exclude the first “K” measures (those with the smallest deviations). If a measure has been missed for three consecutive months, that measure will be subject to credits and will be excluded from the total number of tests used to determine the appropriate entry in the table. For the remaining non-compliant measures that are above the K number of measures, incentive credits per apply.

TABLE 1
Table of Allowable Misses for a Single CLEC
Individual Tests at a 5% Type I Error Level

15	20	3
21	30	4
31	41	5
42	52	6
53	64	7
65	77	8
78	90	9
91	103	10
104	116	11
117	130	12
131	144	13
145	158	14
159	173	15
174	187	16
188	202	17
203	217	18
218	232	19
233	247	20
248	262	21
263	277	22
278	292	23
293	308	24
309	324	25
325	339	26
340	355	27
356	371	28
372	387	29
388	402	30
403	418	31
419	435	32
436	451	33

Appendix E

Severity Levels for Performance Differences from Standards

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
Ordering OSS Response Time						
PO-1-01	Customer Service Record	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Customer Service Record	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Customer Service Record	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-02	Due Date Availability	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Due Date Availability	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Due Date Availability	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-03	Address Validation	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Address Validation	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Address Validation	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-04	Product & Service Availability	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Product & Service Availability	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Product & Service Availability	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-05	TN Reservation	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	TN Reservation	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	TN Reservation	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-06	Facility Avail./Loop Qual.	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Facility Avail./Loop Qual.	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Facility Avail./Loop Qual.	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-07	Rejected Query	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Rejected Query	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
	Rejected Query	OSS	WEBGUI	< 3 seconds	3 to 8 seconds	> 8 seconds
PO-1-09	Parsed CSR	OSS	EDI	< 3 seconds	3 to 8 seconds	> 8 seconds
	Parsed CSR	OSS	CORBA	< 3 seconds	3 to 8 seconds	> 8 seconds
OSS Availability						
PO-2-02	OSS Interface Availability - Prime	OSS	EDI	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	OSS Interface Availability - Prime	OSS	WEBGUI (Pre-Order/Order/Mtc e)	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability - Prime	OSS	CORBA	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
	OSS Interface Availability - Prime	OSS	EB	≤ 1.5 Percentage Points	> 1.5 to 3 Percentage Points	>3 Percentage Points
Contact Center Availability						
PO-3-02	% Answer within 30 Seconds - Ordering	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Answer within 30 Seconds - Ordering	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-3-04	% Answer within 30 Seconds - Repair	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Answer within 30 Seconds - Repair	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Change Management						
PO-4-01	% Change Management Notices sent on Time	OSS	Types 3,4,5	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-4-03	Change Management Delay (8 + Days late)	OSS	Types 3,4,5	9 to 15 days	16 to 25 days	> 25 days
Notification of Interface Outages						
PO-5-01	Average Notification of Outages	OSS	OSS	21 to 30 minutes	>30 to 60 minutes	>60 minutes
Software Validation						
PO-6-01	Software Validation	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Software Resolution Timeliness						
PO-7-01	% Software Resolution Timeliness	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Manual Loop Qualification						
PO-8-01	% On Time Manual Loop Qualifications	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PO-8-02	% On Time Engineering Record Request	OSS	OSS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Timeliness of Trouble Ticket Resolution						
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Business Days	OSS	EDI Notifier Trouble Tickets	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
Order Confirmation Timeliness						
OR-1-02	% On Time LSRC - Flow Through	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Flow Through	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Flow Through	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-04	% On Time LSRC - No Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-04	% On Time LSRC - No Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - No Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-06	% On Time LSRC - Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-06	% On Time LSRC - Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC - Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% On Time LSRC – Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSRC – Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-12	% On Time FOC	Interconn.	Trunks <=192	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-13	% On Time DLR	Interconn.	All Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-1-19	% On Time Response - Request for inbound (VZ-CLEC) Augment Trunks	Interconn.	VZ-CLEC Trunks<=192	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Reject Timeliness						
OR-2-02	% On Time LSR Reject - Flow Through	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject - Flow Through	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject - Flow Through	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-04	% On Time LSR Reject – No Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-04	% On Time LSR Reject – No Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – No Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
OR-2-06	% On Time LSR Reject – Fac Check (E)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-06	% On Time LSR Reject – Fac Check (E)	UNE	Loop/LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% On Time LSR Reject – Fac Check (E)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-2-12	% On Time Reject	Interconn.	Trunks <=192	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Completion Notification						
OR-4-02	Completion Notice - % On Time	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Completion Notice - % On Time	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Timeliness of Completion Notification						
OR-4-09	% SOP to Bill Completion Within 4 Business Days	EDI Orders	EDI Orders	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Flow-Through						
OR-5-03	% Flow-Through Achieved ⁵	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-5-03	% Flow-Through Achieved ⁶	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

⁵ Resale Flow Through Achieved benchmarks will “ramp-up” over the first 18 months that the plan is in effect as follows: 1st quarter ≥ 84%, 2nd quarter ≥ 85%, 3rd quarter ≥ 87%, 4th quarter ≥ 90%, 5th quarter ≥ 93%, 6th and following quarters ≥ 95%

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
Order Accuracy						
OR-6-01	% Accuracy – Orders	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Accuracy – Orders	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-6-03	% Accuracy – LSRC	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Accuracy – LSRC	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Directory Listing Accuracy						
OR-6-04	% Directory Listing Accuracy	All Orders with Directory Listing Modifications	All Orders with Directory Listing Modifications	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Order Confirmation/Rejects Sent Within 3 Business Days						
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Acknowledgement Timeliness						
OR-8-01	% Acknowledgements On Time	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
OR-8-01	% Acknowledgements On Time	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Order Acknowledgement Completeness						
OR-9-01	% Acknowledgement Completeness	Resale	Resale	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

⁶ UNE Flow Through Achieved benchmarks will “ramp-up” over the first 18 months that the plan is in effect as follows: 1st quarter ≥ 86%, 2nd quarter ≥ 88%, 3rd quarter ≥ 89%, 4th quarter ≥ 91%, 5th quarter ≥ 93%, 6th and following quarters ≥ 95%

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
OR-9-01	% Acknowledgement Completeness	UNE	UNE	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Completed within Days						
PR-3-02	% Completed – 2 days – 1-5 lines – No Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed – 2 days – 1-5 lines – No Dispatch	UNE	Platform Only	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-03	% Completed w/in 3 Days – (1-5 lines) – No Dispatch	UNE	2 Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-09	% Completed w/in 5 Days (1-5 lines) – Dispatch	UNE	Platform+Other	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed w/in 5 Days (1-5 lines) – Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% Missed Appointments						
PR-4-01	% Missed Appt. - VZ - Total	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-01	% Missed Appt. - VZ - Total	UNE	EEL	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - VZ - Total	UNE	IOF	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - VZ - Total	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-01	% Missed Appt. - VZ - Total	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-04	% Missed Appt. - Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - Dispatch	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-04	% Missed Appt. - Dispatch	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - Dispatch	UNE	Loop-New	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	% Missed Appt. - Dispatch	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-05	% Missed Appt. - No Dispatch	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-05	% Missed Appt. - No Dispatch	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	UNE	POTS-Other	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Appt. - No Dispatch	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-07	% On Time - UNE LNP	UNE	LNP	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-4-14	% Completed On Time- 2 Wire xDSL Loops	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
% MA - Facilities						
PR-5-02	% Orders Missed for Facilities > 15 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-5-02	% Orders Missed for Facilities > 15 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	POTS-Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Orders Missed for Facilities > 15 Days	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
PR-5-02	% Orders Missed for Facilities > 15 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Installation Quality						
PR-6-01	% Installation Troubles Reported W/in 30 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-6-01	% Installation Troubles Reported W/in 30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	POTS-Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Installation Troubles Reported W/in 30 Days	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-6-02	% Installation Troubles Reported W/in 7 Days	UNE	POTS-Hot Cut	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Average Days Held on Pending Orders						
PR-8-01	Open Orders in a Hold Status >30 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-8-01	Open Orders in a Hold Status >30 Days	UNE	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
	Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	EEL	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	Open Orders in a Hold Status >30 Days	UNE	IOF	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
PR-8-01	Open Orders in a Hold Status >30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Hot Cuts						
PR-9-01	% On Time Performance	UNE	Hot Cut Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Response Times						
MR-1-01	Average Response Time - Create Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-02	Average Response Time - Status Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-03	Average Response Time - Modify Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-04	Average Response Time - Cancel Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-05	Average Response Time - Trouble Report History	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
MR-1-06	Average Response Time - Test Trouble	OSS	Web GUI	< 3 seconds	3 to 8 seconds	> 8 seconds
Network Trouble Report Rate						
MR-2-01	Network Trouble Report Rate (Total)	Resale	Specials	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-01	Network Trouble Report Rate (Total)	UNE	Specials	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-01	Network Trouble Report Rate (Total)	Interconn.	Trunks	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-02	Network Trouble Report Rate (Loop)	Resale	POTS	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Loop)	Resale	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-02	Network Trouble Report Rate (Loop)	UNE	POTS-Platform	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Loop)	UNE	POTS/Loop	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Loop)	UNE	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-03	Network Trouble Report Rate (Central Office)	Resale	POTS	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Central Office)	Resale	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
MR-2-03	Network Trouble Report Rate (Central Office)	UNE	2Wire Digital	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Central Office)	UNE	POTS-Platform	0.10 to .25	> 0.25 to 2.0	> 2.0
	Network Trouble Report Rate (Central Office)	UNE	POTS/Loop	0.10 to .25	> 0.25 to 2.0	> 2.0

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
% Missed Repair Appointments						
MR-3-01	% Missed Repair Appt. (Loop)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-3-01	% Missed Repair Appt. (Loop)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Loop)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-3-02	% Missed Repair Appt. (Central Office)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-3-02	% Missed Repair Appt. (Central Office)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Trouble Duration Intervals						
MR-4-04	% Cleared w/in 24 Hours (Total)	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
MR-4-04	% Cleared w/in 24 Hours (Total)	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Cleared w/in 24 Hours (Total)	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-06	% OOS > 4 Hours	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 4 Hours	Interconn.	All Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-07	% OOS > 12 Hours	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-4-07	% OOS > 12 Hours	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% OOS > 12 Hours	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Maintenance Quality						
MR-5-01	% Repeat Reports w/in 30 Days	Resale	POTS	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	Resale	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	Resale	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points

Metric #	Metric	Service	Product	Minor Difference	Moderate Difference	Major Difference
MR-5-01	% Repeat Reports w/in 30 Days	UNE	POTS-Platform	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	POTS/Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	2Wire Digital	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	2Wire xDSL Loop	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	2Wire xDSL Line Sharing	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
	% Repeat Reports w/in 30 Days	UNE	Specials	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
MR-5-01	% Repeat Reports w/in 30 Days	Interconn.	Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Final Trunk Blockage						
NP-1-04	# of Final Trunk Groups Blocked 3 Months	Interconn.	Final Trunks	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Collocation						
NP-2-01 NP- 2-02	% On Time Response - Collocation Request-Total	Collocation	New & Augment	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
NP-2-05 NP- 2-06	% On Time - Total	Collocation	New & Augment	0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
DUF Timeliness						
BI-1-02	% DUF in 4 Business Days	DUF		0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points
Bill Timeliness						
BI-2-01	Timeliness of Carrier Bill	Bill		0.1 to < 5 Percentage Points	5 to 15 Percentage Points	> 15 Percentage Points