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Effective June 15, 2001

**SPECIAL SERVICE GUIDELINES  
QUALITY OF SERVICE MEASUREMENTS**

**Overview**

The Special Service Guidelines are performance criteria by which the quality of Special Services provided by Local Exchange Telecommunications Carriers is assessed by the New York State Public Service Commission. The Guidelines were last revised in 1987. The current revisions result from the Commission's findings and directives in Case 00-C-2051 - Proceeding to Investigate Methods to Improve and Maintain High Quality Special Services Performance by Verizon New York Inc. The services addressed by these guidelines are listed in Attachment 1.

**Areas of Performance Measurement**

Performance in providing Special Services is measured in three basic areas: ordering of service, installation of service and ongoing maintenance or repair of service. One indicator of ordering performance is evaluated under the guidelines, Order Confirmation Timeliness which measures the percentage of on time access service responses.

Five indicators of installation performance are evaluated under the guidelines. The first indicator, on Time Performance, is measured by the percentage of installations completed on or before their due dates. The second indicator, Missed Installation Appointment Delays, is measured by the average number of business days that missed installations are delayed. The third indicator of installation performance, Quality of Installation Work, is measured by the customer trouble report rate during the first 30 days of operation of Special Service circuits. The fourth indicator, Percent Missed Appointments - Due to a Lack of Facilities, measures the percentage of missed



**II. - Installation Performance****Indicator 2A - On Time Performance (SS-PR-1)**

Unit of Measurement - Percent of Installations Completed  
On or Before the Due Date

Threshold Performance Range 96.0 -

100

**Indicator 2B - Missed Installation Appointment Delays  
(SS-PR-2)**

Unit of Measurement - Average Number of Business Days by  
Which Unkept Appointments Are Missed

Threshold Performance Range 0 - 3.0

**Indicator 2C - Quality of Installation Work (SS-PR-3)**

Unit of Measurement - Customer Trouble Reports per 100  
Special Service Circuits During  
First 30 Days of Service

Threshold Performance Range 0 - 4.0

**Indicator 2D - Missed Appointments Due to Lack of  
Facilities (SS-PR-4)**

Unit of Measurement - Percent of Orders Missed Due to a  
Lack of Facilities

This indicator has no associated threshold performance  
level.

**Indicator 2E - Percent Jeopardies (SS-PR-5)**

Unit of Measurement - Percent of Missed Orders Where  
Advance Notice is Provided

This indicator has no associated threshold performance  
level.

**III. - Maintenance And Repair Performance****Indicator 3A - Reliability of Service (SS-MR-1)**

Unit of Measurement - Customer Trouble Reports Per Month  
Per 100 Special Service Circuits

Threshold Performance Range 0 - 3.5

**Indicator 3B Promptness of Repair (SS-MR-2)**

Unit of Measurement - Average Duration In Hours Between  
Customer Reporting and Telephone  
Company Clearing of Troubles

Threshold Performance Range 0 - 9.0

**Performance Threshold Service**

The specified performance thresholds apply to each Repair Service Bureau or Special Service Center as well as to the 132 Local Access and Transport Area (LATA 132) and to the remainder of New York State ("Remainder of State" - all other areas combined). Local Exchange Telecommunications Carriers shall report performance monthly on each of the above metrics in each bureau, LATA 132 and the Remainder of the State. Additionally, LATA 132 and Remainder of State monthly performance results shall be disaggregated to show performance provided to retail end users distinct from that provided to other telephone carriers as a group, and from that provided to the reporting carrier's affiliates as a group. Performance provided by the reporting carrier to an individual telephone carrier will be provided to that individual carrier and/or Commission staff, upon request.

These thresholds represent good service, but failure to attain the threshold range does not by itself indicate poor service. However, each Local Exchange Telecommunications Carrier shall attain these performance thresholds in at least

90% of its monthly opportunities to do so in a given calendar year. Additionally, the carrier shall not experience any more than five Service Inquiry situations as defined below in the same 12-month calendar period.

#### Service Inquiry Situations

Service inquiry situations identify Special Service problem areas where immediate improvements are needed. Service inquiry situations are defined as non-threshold performance in the current month and any two of the previous four months by any reporting entity (bureau or larger entity). For each service inquiry situation, a report is required from the carrier as set forth below. Commission staff will analyze the report, and conduct any investigations necessary to fully disclose the nature of the problem and its means of elimination.

A Service Inquiry Report will provide an in-depth analysis of service including Pareto Analysis of defects with root cause statements, and is required when overall bureau/center or higher-level entity performance is in a service inquiry situation. This report will detail the carrier's plans for corrective action, addressing each stated root cause, and include commitment dates for service improvement and reasons for any previously missed commitments. It will also be provided on or before the 5th day of the second month following the report period.

#### Miscellaneous Application and Performance Measurement Procedures

The following procedures shall be used in administering the Special Service Guidelines and determining performance levels. The application of these procedures and the Special Service Guidelines generally will be consistent with current administrative practices pertaining to the Telephone Service Standards, 16 NYCRR 603.

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A Local Exchange Telecommunications Carrier serving fewer than 500,001 access lines will not be required to report performance results or provide information specific to it in reference to Attachments 1 and 3.

A Local Exchange Telecommunications Carrier may request an exemption from any or all of the reporting requirements of these guidelines, if that carrier can demonstrate that its services are provided through resale of another carrier's tariffed services or purchase of another carrier's Unbundled Network Elements over which it has no direct control. The Director of the Office of Communications will grant or deny such exemption requests on a case-by-case basis.

Standard Special Service Installation Appointments shall be scheduled in accordance with a standard installation interval table filed by the carrier, accepted by Staff and appended to these guidelines. An installation interval is the period from the date on which the carrier receives an order for a Special Service circuit (the "application date") to the date on which that circuit should be installed, tested, and accepted by the customer (the "due date"). The carrier may periodically update its standard interval table (Attachment 3) after consulting with Commission staff. For Verizon New York Inc. installation intervals shall be consistent with those specified in the Carrier-to-Carrier Guidelines for similar services. A copy of the current interval table will be provided by the Local Exchange Telecommunications Carrier to customers upon request.

The standard installation interval does not apply to "Large Jobs" which, in the case of Verizon New York Inc., are defined as all single orders for more than 15 analog or five digital Special Service circuits to the same customer premise. Verizon

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New York Inc. establishes installation intervals for Large Jobs on a case-by-case basis, and must cooperatively work with individual customers to arrange mutually satisfactory installation schedules. Customers who are unable, after consultation with a Local Exchange Telecommunications Carrier, to obtain satisfactory intervals on Large Jobs may bring their concerns to the Commission staff's attention. Verizon shall maintain consistent treatment for installation intervals on "Large Jobs" with respect to its intervals for similarly sized orders for Special Services in the Carrier-to-Carrier Guidelines.

In measuring Promptness of Repair, the "stop clock" method of timing trouble intervals is used. Under this method, when a trouble requires the field dispatch of a telephone technician, the timing clock is run whenever the Special Service customer's premise is open and accessible to telecommunications carrier repair personnel from the time the dispatch occurs until the time the trouble is cleared. Whenever the customer's premise is closed or otherwise inaccessible to telecommunications carrier repair personnel during that period, however, the timing clock is stopped. For troubles which do not require access to the customer's premise, however, there is no stopping of the timing clock.

#### Forecast Sharing

Carriers that use Verizon New York Inc. facilities to provision Special Services may to the extent possible provide forecast information to Verizon. The forecast data may include interoffice facility requirements for Digital Signal Level 1 (DS1, or 1.544 megabits per second) and above, and Optical Carrier Level 1 (OC1, or 51.840 megabits per second) and above, between a Verizon central office and a carrier's location, or only at specific Verizon central offices. It need not include

end user location facility requirements, but may if the carrier chooses to share such data. Carriers may use forms and procedures defined by Verizon to provide such forecasts. Forecast data should be updated on a scheduled basis.

Carrier Ordering Process for Verizon's High Capacity Services

Carriers ordering high capacity services (i.e., data transmission service equal to, or in excess of 1.544 megabits per second) from Verizon New York Inc. will use Verizon's Access Service Request (ASR). Carriers will use Verizon's electronic methods of placing an ASR, if available for placing high capacity service requests. During periods when electronic methods are unavailable, carriers may use facsimile. Individual carriers will be expected to phase in use of electronic methods over a one year period, or as negotiated between that carrier and Verizon.

The following listing is based on the Special Services offered by Verizon New York Inc.

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Access Analog	KC	Local Area Data Channel	
Access Analog	LB	Voice - Non-switched Line	
Access Analog	LC	Voice - Switched Line	
Access Analog	LD	Voice - Switched Trunk	
Access Analog	LE	Voice and Tone - Radio Land Line	
Access Analog	LF	Data Low Speed	
Access Analog	LG	Basic Data and Voice	
Access Analog	LH	Voice and Data - PSN Access Tie Trunk	
Access Analog	LJ	Voice and Data - SSN Access	
Access Analog	LK	Voice and Data - SSN Access - Intermachine Trunk	
Access Analog	LN	Data Extension Voice Grade Data	
Access Analog	LP	Telephoto and Facsimile	
Access Analog	LQ	Voice Grade Customized	
Access Analog	LR	Protective Relay - Voice Grade	
Access Analog	LV	Simultaneous Data and Voice Service	
Access Analog	LZ	Base Line Voice	
Access Analog	MQ	Metallic Customized	
Access Analog	MR	Obsolete Code (Morse Channel)	
Access Analog	NQ	Telegraph Customized	
Access Analog	NT	Protective Alarm - Metallic	
Access Analog	NU	Protective Alarm - Simplex	
Access Analog	NV	Protective Relaying Telegraph Grade	
Access Analog	NW	Telegraph Grade Facility - 75 Baud	
Access Analog	NY	Telegraph Grade Facility - 150 Baud	
Access Analog	PB	Program Audio, 300-2500 Hz - Non-Equalized	
Access Analog	PE	Program Audio, 200-3500 Hz	
Access Analog	PF	Program Audio, 100-5000 Hz	
Access Analog	PJ	Program Audio, 50-8000 Hz	
Access Analog	PK	Program Audio, 50-15,000 Hz	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Access Analog	PN	Obsolete Code (Network Program Channel)	
Access Analog	PQ	Program Grade Customized	
Access Analog	SB	Switched Access - Standard	
Access Analog	SD	Switched Access - Improved	
Access Analog	SE	Special Access - WATS Access Line - Standard	
Access Analog	SF	Special Access - WATS Access Line - Improved	
Access Analog	SJ	Limited Switched Access Line (LSAL)	
Access Analog	SV	Switched Access Line Dedicated IC	
Access Analog	SZ	Electronic Business Service	
Access Analog	TQ	Television Grade Customized	
Access Analog	TW	TV Channel, One Way 5 kHz Audio	
Access Analog	WA	Wideband Analog	
Access Analog	WJ	Wideband Analog, 60-108 kHz	
Access Analog	WL	Wideband Analog, 312-552 kHz	
Access Analog	WN	Wideband Analog, 10-20 kHz	
Access Analog	WP	Wideband Analog, 29-44 kHz	
Access Analog	WQ	Wideband Analog, 10 Hz-50kHz	
Access Analog	WR	Wideband Analog, 584-3084 kHz	
Access Analog	XL	Obsolete code (TWX access line)	
Access Digital	HS	High Capacity Sub Rate	
Access Digital	WB	Wideband Digital, 19.2 kb/s	
Access Digital	WC	Obsolete code (Special facility w/800 service)	
Access Digital	WD	Wideband Digital, Cellular, 824-894 mHz	
Access Digital	WE	Wideband Digital, 50 kb/s	
Access Digital	WF	Wideband Digital, 230.4 kb/s	
Access Digital	XA	Dedicated Digital, 2.4 kb/s	
Access Digital	XB	Dedicated Digital, 4.8 kb/s	
Access Digital	XC	Obsolete code (TWX concentrator trunk)	
Access Digital	XD	Obsolete code (TWX data trunk)	
Access Digital	XE	Dedicated Digital, Bit Speed Generic	
Access Digital	XF	Obsolete (cross-over trunk facility, temp)	
Access Digital	XG	Dedicated Digital, 9.6 kb/s	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Access Digital	XH	Dedicated Digital, 56.0 kb/s	
Access Digital	XR	Dedicated Digital, Variable Bit Rate	
Access Digital	YG	Frame Relay (less than 1.544 mb/s)	
Access Digital	YN	Digital Transmission Channel - 64 kb/s	
Access Highcap (DS1)	AH	Obsolete code	
Access Highcap (DS1)	HC	Digital High Capacity 1.544 mb/s	
Access Highcap (DS1)	HJ	Digital High Capacity, Non ANSI Rate	
Access Highcap (DS1)	HX	Fractional T-1	
Access Highcap (DS1)	JE	Digital High Cap, SONET, VT1 Signal	
Access Highcap (DS1)	SY	Timing Signal, 1.544 mb/s	
Access Highcap (DS1)	YB	Frame Relay (1.544 mb/s or higher)	
Access Highcap (DS3)	HD	Digital High Capacity 3.151 mb/s	
Access Highcap (DS3)	HE	Digital High Capacity 6.312 mb/s	Analog category in PA/DE
Access Highcap (DS3)	HF	Digital High Capacity 44.736 mb/s	
Access Highcap (DS3)	HG	Digital High Capacity 274.176 mb/s	
Access Highcap (DS3)	HH	Digital High Capacity Greater than 45 mb/s	
Access Highcap (DS3)	HT	Transparent LAN	
Access Highcap (DS3)	JI	Digital High Capacity, SONET, STS1 Signal	
Access Highcap (DS3)	LX	Dedicated Facility - Without Equipment	
Access Highcap (DS3)	LY	Dedicated Facility - With Equipment	
Access Highcap (DS3)	OA	Digital High Capacity, SONET, OC1 Signal	
Access Highcap (DS3)	OE	Digital High Capacity, SONET, OC24 Signal	
Access Highcap (DS3)	TV	TV Channel, Video and Optional Audion Service	
Access Highcap (DS3)	TZ	Non Commercial TV	
Access Highcap (OC3)	JJ	Digital High Capacity, SONET, STS3 Signal	
Access Highcap (OC3)	OB	Digital High Capacity, SONET, OC3 Signal	
Access Highcap (OC12)	OD	Digital High Capacity, SONET, OC12 Signal	
Access Highcap (OC48)	OF	Digital High Capacity, SONET, OC48 Signal	
Access Highcap (OC192)	OG	Digital High Capacity, SONET, OC192 Signal	
Non-access Analog	AA	Packet Analog Access Line	
Non-access Analog	AD	Attendant	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non-access Analog	AF	Commercial Audio (Full Time)	
Non-access Analog	AI	Automatic Identified Outward Dialing	
Non-access Analog	AL	Alternative Service	
Non-access Analog	AN	Announcement service	
Non-access Analog	AP	Commercial Audio (Part Time)	
Non-access Analog	AU	Auto Script	
Non-access Analog	BL	Bell and Lights	
Non-access Analog	BS	Siren Control	
Non-access Analog	CA	SSN Access	
Non-access Analog	CE	SSN Station Line	
Non-access Analog	CF	Obsolete code (OCC Special facility)	
Non-access Analog	CG	Obsolete code (OCC telegraph grade facility-medium speed)	
Non-access Analog	CI	Concentrator Identifier Trunk	
Non-access Analog	CK	Obsolete code (OCC overseas connecting facility-wideband)	
Non-access Analog	CN	SSN Network Trunk	
Non-access Analog	CP	Concentrator Identifier Signaling Link	
Non-access Analog	CR	Obsolete code (OCC backup facility)	
Non-access Analog	CS	Channel service	
Non-access Analog	CT	SSN Tie Trunk	
Non-access Analog	CV	Obsolete code (OCC Voice grade facility)	
Non-access Analog	CW	Obsolete code (OCC wire pair facility)	
Non-access Analog	CX	Obsolete code (Centrex CU Station line)	
Non-access Analog	CZ	Obsolete code (OCC access facility)	
Non-access Analog	DD	Direct-in-Dial-Alternate Design	
Non-access Analog	DJ	Digit Trunk	
Non-access Analog	DK	Data Link	
Non-access Analog	DL	Dictation Line	
Non-access Analog	DT	Obsolete code (Data line concentrator trunk)	
Non-access Analog	DU	Dialed Data Transmission	
Non-access Analog	EA	Switched Access	
Non-access Analog	EB	Electronic Business Service	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non-access Analog	EC	Obsolete code (Enfia tandem trunk)	
Non-access Analog	EE	Combined Access	
Non-access Analog	EF	Entrance Facility - Voice Grade	
Non-access Analog	EG	Obsolete code (Type 2 telegraph)	
Non-access Analog	EL	Emergency Reporting Line	
Non-access Analog	EM	Emergency Reporting Center Trunk	
Non-access Analog	EN	Obsolete code (Exchange network access facility)	
Non-access Analog	EP	Emergency Private-Switch Trunk - 911	
Non-access Analog	EQ	Equipment-Only (Network Element) Assignment	
Non-access Analog	ES	Obsolete code (extension service voice grade)	
Non-access Analog	EV	Enhanced Emergency Reporting Trunk Service Code	
Non-access Analog	EW	Obsolete code (Off network MTS/WATS Equiv service)	
Non-access Analog	FA	Fiber Analog Service	
Non-access Analog	FD	Private Line – Data	
Non-access Analog	FR	Fire Dispatch	
Non-access Analog	FT	Foreign Exchange Trunk	
Non-access Analog	FV	Voice Grade facility	
Non-access Analog	FW	Wideband Channel	
Non-access Analog	FX	Foreign Exchange Line	
Non-access Analog	HV	Simultaneous Data and Voice	
Non-access Analog	IT	Intertandem Tie Trunk	
Non-access Analog	LA	Local Area Data Channel	
Non-access Analog	LL	Long Distance Terminal Line	
Non-access Analog	LS	Local Service	
Non-access Analog	LT	Long Distance Terminal trunk	
Non-access Analog	MA	Cellular Access Trunk 2-Way	
Non-access Analog	MC	Obsolete code (Data multiplex channel)	
Non-access Analog	ML	Obsolete code (multiplex link)	
Non-access Analog	MT	Wired Music	
Non-access Analog	NA	Obsolete code (CSACC Links (EPSCS))	
Non-access Analog	NC	Obsolete code (CNCC Links (EPSCS))	
Non-access Analog	OC	Obsolete code (Centrex CU STN Line-Off premises)	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non-access Analog	OI	Off Premises Intercommunications Station Line	
Non-access Analog	ON	Off Network Access Line	
Non-access Analog	OP	Off premises extension	
Non-access Analog	OS	Off premises PBX Station Line	
Non-access Analog	PA	Protective Alarm (AC Interface at Customer Premises)	
Non-access Analog	PG	Paging	
Non-access Analog	PL	Private Line – Voice	
Non-access Analog	PM	Protective Monitoring	
Non-access Analog	PR	Protective Relaying - Voice Grade	
Non-access Analog	PS	MSC Constructed Spare Facility	
Non-access Analog	PT	Obsolete code (Local program channel)	
Non-access Analog	PV	Protective Relaying - Telegraph Grade	
Non-access Analog	PW	Protective Relaying - Signal Grade	
Non-access Analog	PZ	PBX Station Line	
Non-access Analog	QU	Packet –Asynchronous Access Line	
Non-access Analog	RA	Remote attendant	
Non-access Analog	RD	Reconfigurable Network - Trunk	
Non-access Analog	RL	Reconfigurable Network - CO Switch Line side	
Non-access Analog	RT	Radio Land Line	
Non-access Analog	SA	Satellite/tributary Tie Trunk	
Non-access Analog	SG	Control/Remote Metering - Signal Grade	
Non-access Analog	SM	Sampling	
Non-access Analog	SN	SSN Special Access Termination	
Non-access Analog	SQ	Equipment – Only (Customer Premises Assignment)	
Non-access Analog	SS	Dataphone Select-a-Station	
Non-access Analog	TA	Tandem Tie trunk	
Non-access Analog	TC	Control/remote Metering – Telegraph Grade	
Non-access Analog	TD	Obsolete code (Transaction network -Dial line)	
Non-access Analog	TF	Telephoto/Facsimile	
Non-access Analog	TG	CO Trunk Side Termination	
Non-access Analog	TL	Nontandem Tie Trunk	
Non-access Analog	TM	Obsolete code (Transaction network Switched)	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non-access Analog	TN	Obsolete code (Transaction Polled access line)	
Non-access Analog	TR	Turret or Automatic Call Distributor (ACD) Trunk	
Non-access Analog	TT	Teletypewriter Channel	
Non-access Analog	TU	Turret or Automatic Call Distributor (ACD) Line	
Non-access Analog	UN	Low Speed Signaling Custom	
Non-access Analog	VF	Commercial Television (Full-Time)	
Non-access Analog	VH	Commercial Television (Part-Time)	
Non-access Analog	VI	Obsolete code (Industrial television)	
Non-access Analog	VM	Control/Remote Metering - Voice Grade	
Non-access Analog	VN	Obsolete code (Network video)	
Non-access Analog	VT	Obsolete code (Local video)	
Non-access Analog	WG	Obsolete code (Western Union Teletypewriter)	
Non-access Analog	WI	WATS Service Trunk	
Non-access Analog	WO	WATS Line (OUT)	
Non-access Analog	WS	WAST Trunk (Out)	
Non-access Analog	WU	Obsolete code (Western Union Telegraph)	
Non-access Analog	WV	Obsolete code (Western Union Voice Channel)	
Non-access Analog	WX	WATS Service Line	
Non-access Analog	WY	WATS Trunk (2-way)	
Non-access Analog	WZ	WATS line (2-way)	
Non-access Analog	XX	Obsolete code (TWX data test line)	
Non-access Analog	TX	Dedicated Facility - Without Equipment	
Non-access Company Circuits	ZA	Alarm Circuits	
Non-access Company Circuits	ZC	Call and Talk Circuits	
Non-access Company Circuits	ZD	Obsolete code (data line switching test circuits)	
Non-access Company Circuits	ZE	Emergency Patching Circuits	
Non-access Company Circuits	ZF	Order Circuits Facility	
Non-access Company Circuits	ZM	Measurement and Recording Circuits	
Non-access Company Circuits	ZP	Test Circuits, Plant Service Center	
Non-access Company Circuits	ZQ	Qual Control and Management Circuits	
Non-access Company Circuits	ZS	Switching Control and Transfer Circuits	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non -access Company Circuits	ZT	Test Circuits, Central Office	
Non -access Company Circuits	ZV	Order Circuits, Service	
Non-access Digital	AB	Packet Network Trunk	
Non-access Digital	DA	Digital Data Off Net Extension	
Non-access Digital	DC	Digital Data, 64 CCC	
Non-access Digital	DM	Digital Data - 19.2 kb/s	
Non-access Digital	DP	Digital Data - 2.4 kb/s	
Non-access Digital	DQ	Digital Data - 4.8 kb/s	
Non-access Digital	DR	Digital Data – 9.6 kb/s	
Non-access Digital	DS	Canada	
Non-access Digital	DW	Digital Data – 56 kb/s	
Non-access Digital	DX	Obsolete code (Digital Data - Subrate speed)	
Non-access Digital	DY	Digital Service (under 1 mb/s)	
Non-access Digital	DZ	64 kb/s On the "D" Channel	
Non-access Digital	HA	Non DDS Digital Data 1.2 kb/s	
Non-access Digital	HB	Non DDS Digital Data 19.2 kb/s	
Non-access Digital	HP	Non DDS Digital Data 2.4 kb/s	
Non-access Digital	HQ	Non DDS Digital Data 4.8 kb/s	
Non-access Digital	HR	Non DDS Digital Data 9.6 kb/s	
Non-access Digital	HW	Non DDS Digital Data 56 kb/s	
Non-access Digital	HY	Non DDS Digital Data 64 kb/s	
Non-access Digital	ID	Derived Services	
Non-access Digital	PC	Switched Digital Access Line	
Non-access Digital	QD	Packet DDD Access Line	
Non-access Digital	QE	Frame Relay - 56 kb/s	
Non-access Digital	QJ	Frame Relay - 384 kb/s	
Non-access Digital	QK	Frame Relay - 64 kb/s	
Non-access Digital	QL	Frame Relay - 128 kb/s	
Non-access Digital	QR	Frame Relay - 256 kb/s	
Non-access Digital	QS	Packet – Synchronous Access Line	
Non-access Digital	QY	Frame Relay - 768 kb/s	
Non-access Digital	ST	Digital Trunk	

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non-access Digital	US	Digital Data	
Non-access Highcap (DS1)	AS	Asynchronous Transfer Mode (ATM) Circuit	
Non-access Highcap (DS1)	CH	Obsolete code (OCC Digital facility high speed)	
Non-access Highcap (DS1)	DB	Satellite Access Line	
Non-access Highcap (DS1)	DF	HSSDS-Hub to Hub - 1.5 mb/s	
Non-access Highcap (DS1)	DG	HSSDS-Hub to Earth Station - 1.5 mb/s	
Non-access Highcap (DS1)	DH	Digital Data	
Non-access Highcap (DS1)	FL	Fractional T-1	
Non-access Highcap (DS1)	HK	Timing Signal - 1.544 mb/s	
Non-access Highcap (DS1)	HL	Digital Service Fiber	
Non-access Highcap (DS1)	HN	Digital Voice Circuit	In the Digital category in NE
Non-access Highcap (DS1)	QA	SMDS DS1 Circuit	
Non-access Highcap (DS1)	QG	Frame Relay - 1.544 mb/s or higher	
Non-access Highcap (DS1)	UF	Fractional T-1 (RPL)	
Non-access Highcap (DS1)	UH	Digital High Capacity	
Non-access Highcap (DS1)	UM	High Capacity Custom	
Non-access Highcap (DS3)	FI	FDD - 100 mb/s	
Non-access Highcap (DS3)	HI	Digital Service 45 mb/s or higher	
Non-access Highcap (DS3)	HZ	Private Line Service - 200 mb/s	
Non-access Highcap (DS3)	LI	LAN Connection Operating at 4 mb/s	
Non-access Highcap (DS3)	LM	Transparent LAN	
Non-access Highcap (DS3)	LO	LAN Connection Operating at 10 mb/s	
Non-access Highcap (DS3)	LW	LAN Connection Operating at 16 mb/s	
Non-access Highcap (DS3)	MB	LAN Connection Operating at 2.5 mb/s	
Non-access Highcap (DS3)	MD	SONET - STS1 Signal	
Non-access Highcap (DS3)	MF	SONET - OC1 Signal	
Non-access Highcap (DS3)	MM		
Non-access Highcap (DS3)	QC	SMDS DS3 Circuit	
Non-access Highcap (DS3)	QH	Frame Relay - End-to-end service	
Non-access Highcap (DS3)	TY	Dedicated Facility - With Equipment	In the Analog category NY

Services Covered by the Special Service Guidelines			Attachment 1
Category	Service Code	Service	Notes
Non-access Highcap (DS3)	VR	Non Commercial Television	
Non-access Highcap (ISDN PRI)	IP	ISDN Primary Access Line	
Non-access Highcap (OC3)	ME	SONET - STS3 Signal	
Non-access Highcap (OC3)	MG	SONET - OC3 Signal	
Non-access Highcap (OC12)	MH	SONET - OC12 signal	
Non-access Highcap (OC12)	MP	SONET - STS12 Signal	
Non-access Highcap (OC48)	MJ	SONET - OC48 Signal	
Non-access Highcap (OC192)	MK	SONET - OC192 Signal	
Non-access Local Specials	BA	Protective Alarm (DC Interface at Customer Premises)	
Non-access Local Specials	CL	Centrex Company Line	
Non-access Local Specials	DI	Direct-In-Dial	
Non-access Local Specials	DO	Direct-Out-Dial	
Non-access Local Specials	ND	Network Data Link	
Non-access Local Specials	PX	PBX Station Line	
Non-access Local Specials	SL	Secretarial Line	
Non-access Local Specials	TK	Local PBX Trunk	

## Attachment 2

The following metric definitions provide information on how to measure and report performance under the Special Service Guidelines. For purposes of these definitions and reporting performance, the word "Other Carrier" is meant to include carriers other than the reporting carrier and its affiliates (e.g., competitive local exchange carriers, long distance carriers, and wireless carriers). Retail is meant to include end user service, but exclude any service to carriers.

<b>Function:</b>	
<b><u>Percent On Time ASR Response</u></b> <b><u>(electronic – no flow-through) SS-OR-1</u></b>	
<b>Definition:</b>	
<p>This metric measures Response Timeliness in terms of the percentage of responses within the agreed upon timeframes as specified in the Performance Standards with either a firm in-service date or an estimated in-service date where facilities are not currently available.</p> <p><b>Order Response Time:</b> The amount of elapsed time (in hours and minutes) between receipt of a valid order request (e.g., VZ Ordering Interface) and distribution of a Service Order confirmation, or an estimated completion date based on an engineering estimate. Rejected orders will have the clock re-started upon receipt of a valid order.</p> <p><b>Facility Checks</b> are completed on all orders. If facilities are available, a firm order in-service date will be provided with the response to the service order request. When facilities are not available, an engineering review will be performed, and an estimated in-service date will be provided in response to the service order request rather than a firm order in-service date. The date will be identified as a "best estimate" which will be subsequently confirmed or modified by providing a firm order in-service date within the shorter of three weeks from provision of the estimated date (which allows time to accurately project when facilities will become available), or 10 days prior to the in-service date.</p> <p><b>Notes:</b> This measurement is based on ASR electronically submitted orders only. The reporting carrier will include carrier requests for resent confirmations that are submitted electronically as well as resent confirmations due to reporting carrier error in initial confirmation in the Order Confirmation Timeliness measurement. Resent confirmations due to other carrier error are excluded from the measurement. If no order confirmation time exists due to a missing order confirmation, the reporting carrier will use the completion notification time. This measurement includes orders confirmed in the calendar month.</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Reporting carrier Test and administrative orders</li> <li>• Weekend and holiday hours (other than flow-through) Weekend hours are from 5:00PM Friday to 8:00AM Monday Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.</li> </ul>	
<b>Performance Standard:</b>	
<p>Percent On Time ASR Response (electronic – no flow-through):</p> <p style="padding-left: 40px;">95%or More On Time - Order Response Time within 72 Hours.</p>	
<b>Report Dimensions</b>	
<p><b>Company:</b></p> <ul style="list-style-type: none"> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> </ul>	<p><b>Geography:</b></p> <p>New York State orders as handled by each ordering center.</p>

<ul style="list-style-type: none"> <li>Reporting Carrier Affiliates Aggregate</li> </ul>		
<b>Metric Calculation Specifics</b>		
<b>SS-OR-1-01</b>	<b>Percent On Time ASR Response (electronic – no flow-through)</b>	
<b>Products</b>	ASR Submitted Orders for DS0; and ASR Submitted Orders for DS1 and above (i.e., two product groups).	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic ASRs where response date and time minus submission date and time is less than standard.	Total number of electronic ASRs.

<b>Function:</b>	
<b>Provisioning On Time Performance - Met Commitments SS-PR-1</b>	
<b>Definition:</b>	
<p>This metric measures the Percent of Orders completed as verified by the customer on or before the first confirmed commitment date, or a subsequent customer initiated and verified change in the order due date.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p>For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Reporting Carrier Test Orders</li> <li>• Disconnect Orders</li> <li>• Reporting Carrier Administrative orders</li> <li>• Record Orders</li> <li>• Orders that are not complete. (Orders are included in the month that they are completed)</li> <li>• Customer Not Ready (CNR), No Access (NA) and Lost Access (LA).</li> </ul>	
<b>Performance Standard:</b>	
<p><b>% Installation Commitments On Time:</b>                  Greater Than or Equal to 96.0%</p>	
<b>Report Dimensions</b>	
<p><b>Company:</b></p> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<p><b>Geography:</b></p> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>
<b>Metric Calculation Specifics</b>	
<b>SS-PR-1-01</b>	<b>% Met Appointments – Verizon – Total</b>
<b>Description</b>	The percent of orders completed on or before the commitment date.
<b>Products</b>	"DS0;" and "DS1 and above."
<b>Calculation</b>	<b>Numerator</b>
	Number of Orders where the Order completion date is on or before the order due date.
	<b>Denominator</b>
	Number of orders completed for product group.

<b>Function:</b>		
<b>Average Delay Days On Missed Installation Orders SS-PR-2</b>		
<b>Definition:</b>		
<p>For orders where the installation commitment was missed due to Reporting Carrier reasons, this metric measures the average number of days between the first confirmed commitment due date (or a subsequent customer initiated due date that was verified by the customer) and the actual work completion date as verified by the customer.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p>For carriers: A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Reporting Carrier Test Orders</li> <li>• Disconnect Orders</li> <li>• Reporting Carrier Administrative orders</li> <li>• Record Orders</li> <li>• Orders that are not complete. (Orders are included in the month that they are completed)</li> <li>• Saturdays, Sundays, and Legal Holidays are not counted as Delay Days.</li> </ul>		
<b>Performance Standard:</b>		
<p>Average Delay Days:</p> <p style="text-align: center;">Less Than or Equal to 3.0</p>		
<b>Report Dimensions</b>		
<p>Company:</p> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li>   <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<p>Geography:</p> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>SS-PR-2-01</b>	<b>Average Delay Days – Total</b>	
<b>Description</b>	For orders missed due to Verizon reasons, the average number of days between committed due date and actual work completion date.	
<b>Products</b>	"DS0;" and "DS1 and above."	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the completion date minus due date for orders missed due to company reasons.	Number of orders missed for company reasons.

<b>Function:</b>	
<b><u>Installation Quality SS-PR-3</u></b>	
<b>Definition:</b>	
<p>This metric measures the percent of circuits installed where a reported trouble was found in the network within 30 days of order completion.</p> <p><b>Trouble Report:</b> Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK). For Carriers, Disposition Code 05 includes translation troubles closed automatically by the carrier.</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports (additional customer calls while the trouble is pending).</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Customer Premises Equipment (CPE) troubles</li> </ul>	
<b>Performance Standard:</b>	
<p><b>Percent Installation Troubles Reported Within 30 Days:</b>                  Less than or equal to 4.0 trouble reports within 30 days per 100 circuits installed during the calendar month.</p>	
<b>Report Dimensions</b>	
<p><b>Company:</b></p> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<p><b>Geography:</b></p> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>
<b>Metric Calculation Specifics</b>	
<b>SS-PR-3-01</b>	<b>% Installation Troubles reported within 30 Days</b>
<b>Description</b>	The trouble report rate on circuits installed where a trouble was reported within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).
<b>Products</b>	Special Services
<b>Calculation</b>	<b>Numerator</b>
	Number of trouble reports on circuits installed within 30 days of trouble report.
	<b>Denominator</b>
	Total circuits installed in calendar month.

<b>Function:</b>	
<b><u>Percent Missed Appointments Due to a Lack of Facilities SS-PR-4</u></b>	
<b>Definition:</b>	
This metric measures facility missed orders.	
<b>Facility Missed Orders:</b> The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Reporting Carrier Test Orders</li> <li>• Disconnect Orders</li> <li>• Reporting Carrier Administrative orders</li> <li>• Record Orders</li> <li>• Orders that are not complete. (Orders are included in the month that they are completed)</li> <li>• Customer Not Ready (CNR), No Access (NA) and Lost Access (LA).</li> </ul>	
<b>Performance Standard:</b>	
Percent Missed Appointments Due to a Lack of Facilities: No performance standard is associated with this metric.	
<b>Report Dimensions</b>	
<b>Company:</b> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<b>Geography:</b> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>
<b>Metric Calculation Specifics</b>	
<b>SS-PR-4-01</b>	<b>Percent Missed Appointments Due to a Lack of Facilities</b>
<b>Description</b>	The percent of Dispatched Orders completed after the commitment date, due to a lack of facilities.
<b>Products</b>	"DS0;" and "DS1 and above."
<b>Calculation</b>	<b>Numerator</b>
	Number of dispatched orders where the order completion date is greater than the order DD due to Reporting Carrier Facility reasons for the product group.
	<b>Denominator</b>
	Number of dispatched orders completed for the product group.

<b>Function:</b>		
<b>% Jeopardies SS-PR-5</b>		
<b>Definition:</b>		
<p>This metric measures the number of orders with missed due dates that receive jeopardy notices prior to close of business on the due date.                  Note: For Verizon, this is to be measured after a new transaction type is developed in ordering systems.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Reporting Carrier Test Orders</li> <li>• Disconnect Orders.</li> <li>• Reporting Carrier Administrative orders.</li> <li>• Orders that are not complete or cancelled.</li> </ul>		
<b>Performance Standard:</b>		
<p><b>Jeopardy Status Notification:</b>                  No performance standard is associated with this metric.</p>		
<b>Report Dimensions</b>		
<p><b>Company:</b></p> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li>   <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<p><b>Geography:</b></p> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>SS-PR-5</b>	<b>% Jeopardies</b>	
<b>Products</b>	"DS0;" and "DS1 and above."	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of missed committed due dates where advance notice is provided.	Number of missed committed due dates.

<b>Function:</b>		
<b>Customer Trouble Report Rate SS-MR-1</b>		
<b>Definition:</b>		
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service. A Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office). A Found-OK means a trouble with a Disposition Codes of 07, and a Test-OK means a trouble with a Disposition Codes of 09.</p> <p><b>Subsequent Reports:</b> Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Report rate excludes subsequent reports (additional customer calls while the trouble is pending)</li> <li>• Troubles reported on Reporting Carrier official (administrative lines)</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Customer Premises Equipment (CPE) troubles</li> </ul>		
<b>Performance Standard:</b>		
<p><b>Report Rate:</b></p> <p style="padding-left: 40px;">Less than or Equal to 3.5 trouble reports per 100 circuits.</p>		
<b>Report Dimensions</b>		
<p><b>Company:</b></p> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li>   <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<p><b>Geography:</b></p> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>SS-MR-1-01</b>	<b>Network Trouble Report Rate</b>	
<b>Products</b>	Special Services	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of all trouble reports with found network troubles (trbl_cd is FAC or CO) or not-found troubles (Test-OK or Found-OK) .	Number of circuits in service stated in hundreds.

<b>Function:</b>		
<b>Trouble Duration Intervals SS-MR-2</b>		
<b>Definition:</b>		
<p>This metric measures average trouble duration interval per month. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).</p> <p>For Special Services, including Special Access service, this is measured on a stop clock basis (e.g., the clock is stopped when Carrier testing is occurring, the Reporting Carrier is awaiting carrier acceptance, or the Reporting Carrier is denied access).</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Subsequent reports (additional customer calls while the trouble is pending)</li> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Reporting Carrier employees in the course of performing preventative maintenance, where no customer reported a trouble.</li> </ul>		
<b>Performance Standard:</b>		
<p>Mean Time To Repair:</p> <p style="text-align: center;">Less than or Equal to 9.0 hours</p>		
<b>Report Dimensions</b>		
<p>Company:</p> <ul style="list-style-type: none"> <li>• Reporting Carrier Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> </ul> <ul style="list-style-type: none"> <li>• Reporting Carrier Affiliates Aggregate</li> </ul>	<p>Geography:</p> <ul style="list-style-type: none"> <li>• Intra LATA Services: Special Service Bureau and New York State LATA 132 and Remaining State</li> <li>• Exchange Access Services: Special Service Bureau, New York State LATA 132 and Remaining State</li> </ul>	
<b>Metric Calculation Specifics</b>		
<b>SS-MR-2-01</b>	<b>Mean Time To Repair – Total</b>	
<b>Products</b>	Special Services	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of trouble clear date and time minus trouble receipt date and time for trouble reports with Disposition Codes 03, 04, 05, 07 and 09. (Exclude time when clock is stopped).	Number of trouble reports with Disposition Codes 03, 04, 05, 07 and 09.

Verizon will routinely update the following standard installation intervals and maintain consistency in the intervals with the intervals of the Carrier-to-Carrier Guidelines for similar services.

Verizon Special Access Installation Intervals

WHOLESALE (CARRIER)		NON CARRIER END USER	
Service	Interval	Service	Interval
Special	Special	Special	Special
VOICE GRADE	1-24 lines 9 days with facilities; 25+ lines negotiated interval. Without facilities, all intervals are negotiated	VOICE GRADE	1-24 lines 9 days with facilities; 25+ lines negotiated interval. Without facilities, all intervals are negotiated
DIGITAL DATA	1-24 lines 9 days with facilities; 25+ lines negotiated interval. Without facilities, all intervals are negotiated	DIGITAL DATA	1-24 lines 9 days with facilities; 25+ lines negotiated interval. Without facilities, all intervals are negotiated
DS1	1-8 systems 9 days with facilities and this interval includes a 3-day facility check; 9+ systems negotiated interval. Without facilities, all intervals are negotiated.	DS1	1-8 DS1s 3 day facility check prior to applying interval. With facilities 6 days, without facilities apply 6 days use longest facility available date as LAM to calculate 6-day interval. 9+ DS1s intervals are negotiated.
DS3	1-4 systems 20 days with facilities and this interval includes a 5-day facility check; 5+ systems negotiated interval. Without facilities, all intervals are negotiated.	DS3	1-4 DS3s 6 day facility check prior to applying interval. With facilities 14 days, without facilities apply 14 days use longest facility available date as LAM to calculate 14-day interval. Over 5 DS3s intervals are negotiated.

New York Non-Access Installation Intervals

Unless otherwise specified below requests for six (6) lines / circuits or greater for Non-High Cap Special Services require a Facility Availability Check be performed before assigning a due date to the order.

- For 6-9 lines, the facility check must be completed and the due date negotiated with the customer within 24 hours of the customer's original request / call to BA.
  - For 10 or more lines, the facility check must be completed and the due date negotiated with the customer within 72 hours of the customer's original request / call to Verizon.
- If NO facilities are currently available, the FMC response must include a facilities availability date. The due date is derived by using the Facilities Availability Date (FAD) plus the standard interval for the lines / products ordered.
- If the facilities check is not completed in the prescribed timeframe, the sales channel may apply a 10 business day or product interval to the order, whichever is longer, and negotiate the date with the customer.

Service	Interval
Analog Private Lines: 1 - 12 circuits	9 Days
Analog Private Lines: 13 - 24 circuits	14 Days
Analog Private Lines: 25-38 circuits	18 Days
Analog Private Lines: 39 - 50 circuits	22 Days
Pulsenet	3 Days

Switchway Low Speed Data	12 Days
LADS- Must meet tariff qualifications	12 Days

Dovpath	12 Days
Infopath	12 Days

**High Cap Services**

Project Note	References to "Project" is that the various departments involved in the provision of the service determine the date due with the driver being facility availability.
<b>DS1 High Cap (Includes all types mixed and non mixed, i.e. Flexpath, ADC, LTS, PRI (all types), ENTERPRISE, and Network Reconfiguration Service non access, non FCC DS1 service)</b>	Note 1: INTERVALS BELOW BASED ON FACILITIES AVAILABILITY. IF NO FACILITIES, apply 6-day interval using latest available date as LAM calculated with the 6-day interval. A 3-day facility check is done prior to applying any interval.
Quantity	
1 to 8	6 Days
9+	Project
<b>DS3 High Cap (Includes all types mixed and non mixed, i.e. LTS, ENTERPRISE, and Network Reconfiguration Service non access, non FCC DS3 service)</b>	Note 1: INTERVALS BELOW BASED ON FACILITIES AVAILABILITY. IF NO FACILITIES, apply 14-day interval using latest available date as LAM calculated with the 14-day interval. A 14-day facility check is done prior to applying any interval.
Quantity	
1 to 4	14 Days
5+	Project

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<b>DS0 Ordered with High Cap</b>	
DS1/DS0 services riding High Cap (including PRI)	Date Due intervals must follow at least 2 days after the DS1/DS0 service

# ILEC Special Access: The Critical Need for Performance Measurements and Standards



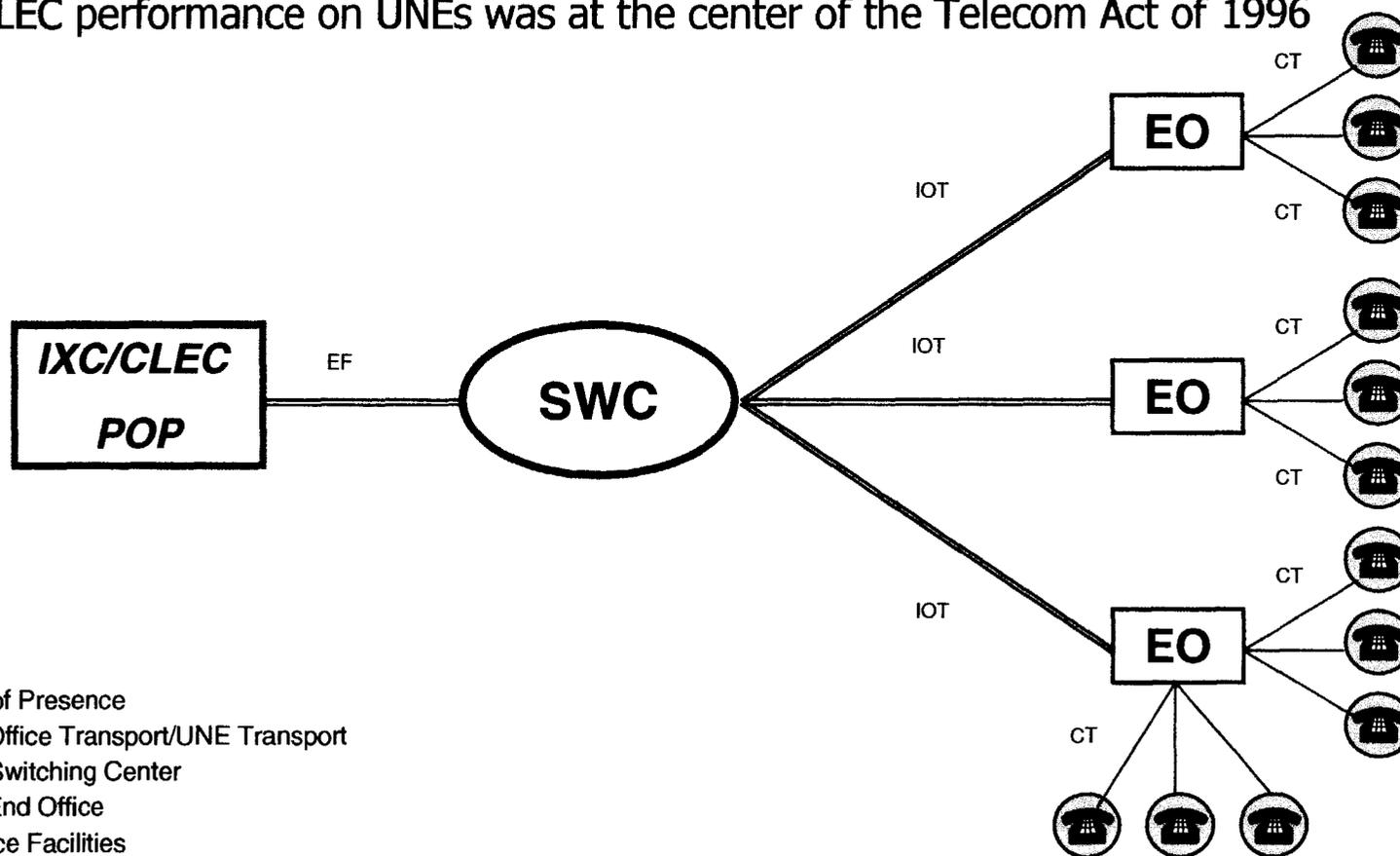
Presentation to the FCC  
October 2001

# Improving ILEC Accountability for Special Access Provisioning is a Business Imperative

- Competitive LECs today remain heavily dependent on special access service provided by incumbent LECs to interconnect their networks and offer services in competition with incumbents
- Despite billions of dollars of competitive investment, over 90% of the offnet special access services that support competitive data, IP and other high-bandwidth services are and will continue to be provided by the ILECs
- Chronic ILEC special access performance problems result in increased costs, revenue loss, customer dissatisfaction, and harm to reputation
- Without performance standards, measurement and reporting, including reporting on self-provisioning, competition will suffer and growth in the Internet and advanced services will slow
- 271 approvals significantly increase BOC incentives to act on their clear ability to discriminate

# Access Network Topology

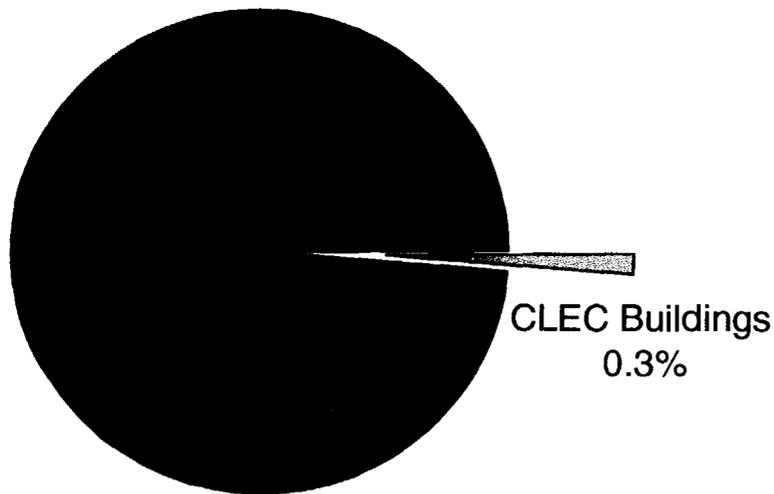
- Dedicated (unswitched) links between the IXC/CLEC and its end-user customer
- Same facilities as are used to supply UNE Loops and Transport
- ILEC performance on UNEs was at the center of the Telecom Act of 1996



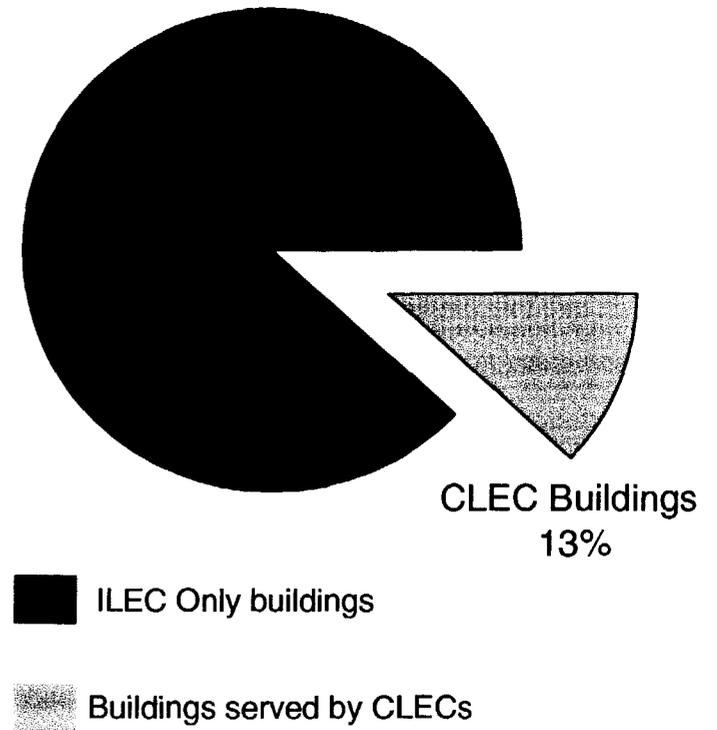
POP - Point of Presence  
IOT - Inter Office Transport/UNE Transport  
SWC - ILEC Switching Center  
EO - ILEC End Office  
EF - Entrance Facilities  
CT - Channel Termination/UNE Loop

# Even in the Most Competitive Areas, CLECs Serve a Small Fraction of Total Buildings

Building Coverage in 11 MSAs



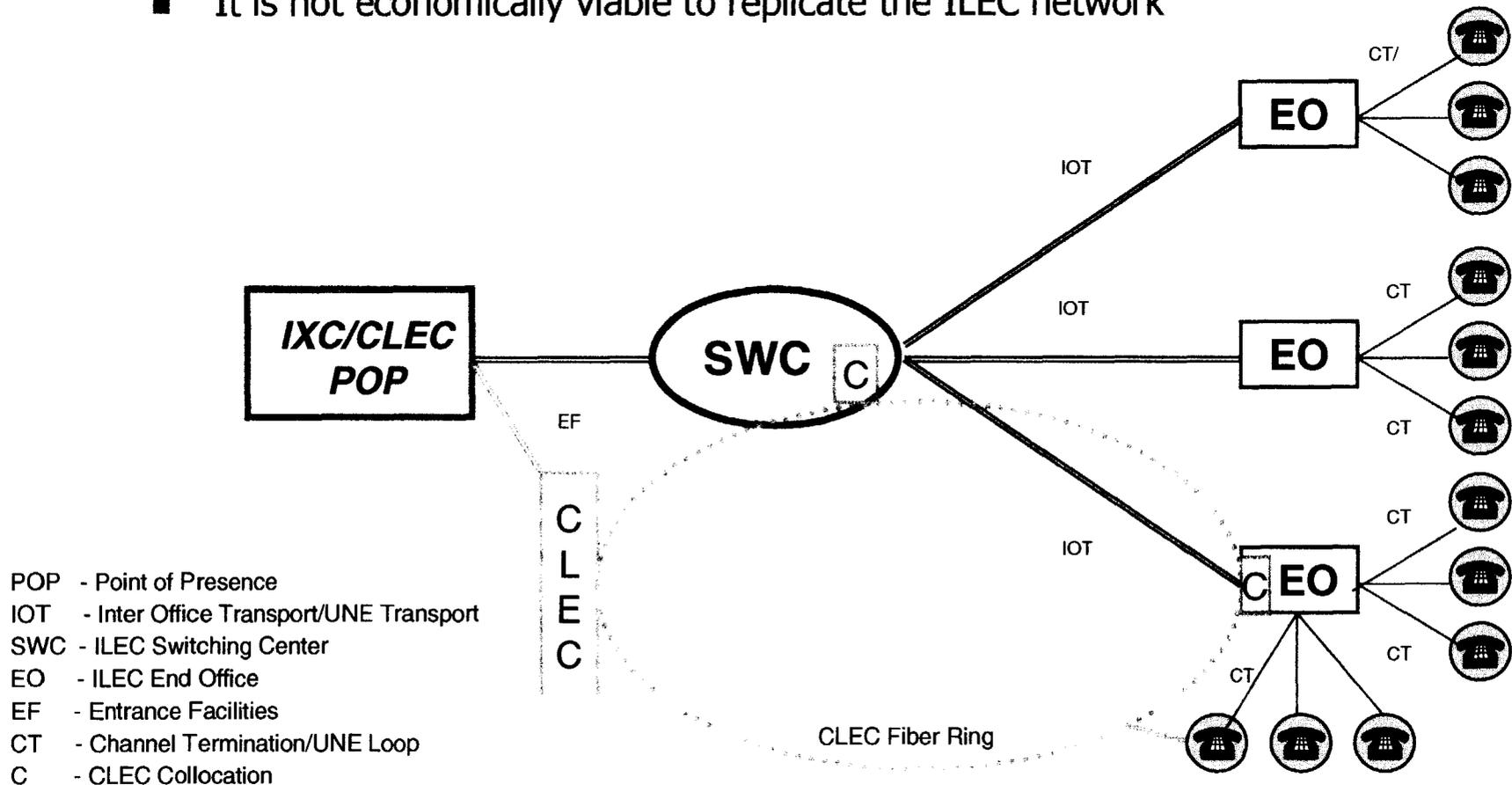
WorldCom Experience in Most Competitive Serving Areas\*



\*Central offices with CAP presence

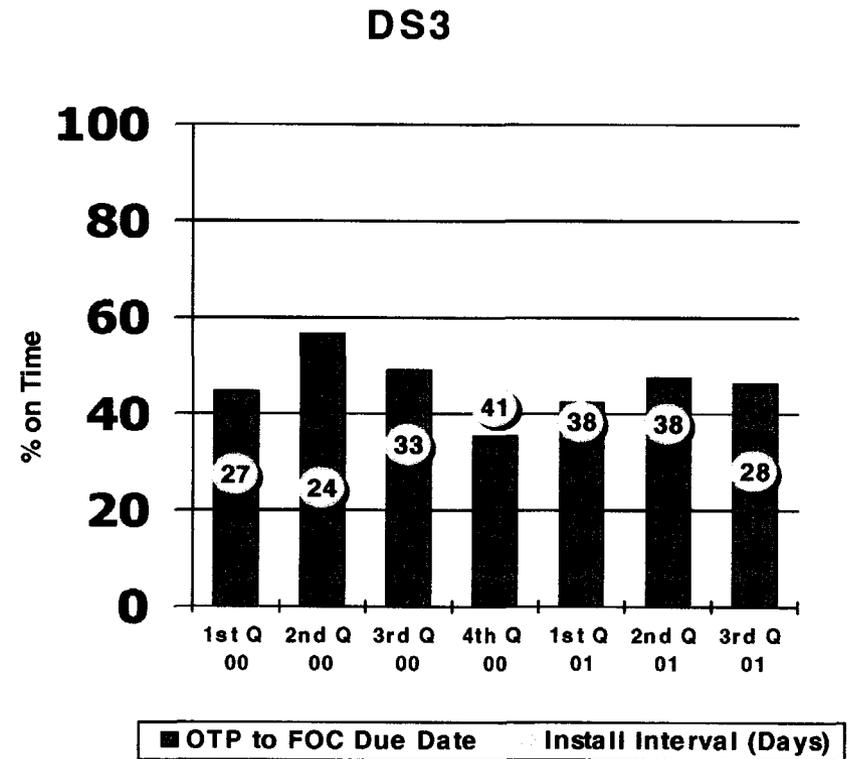
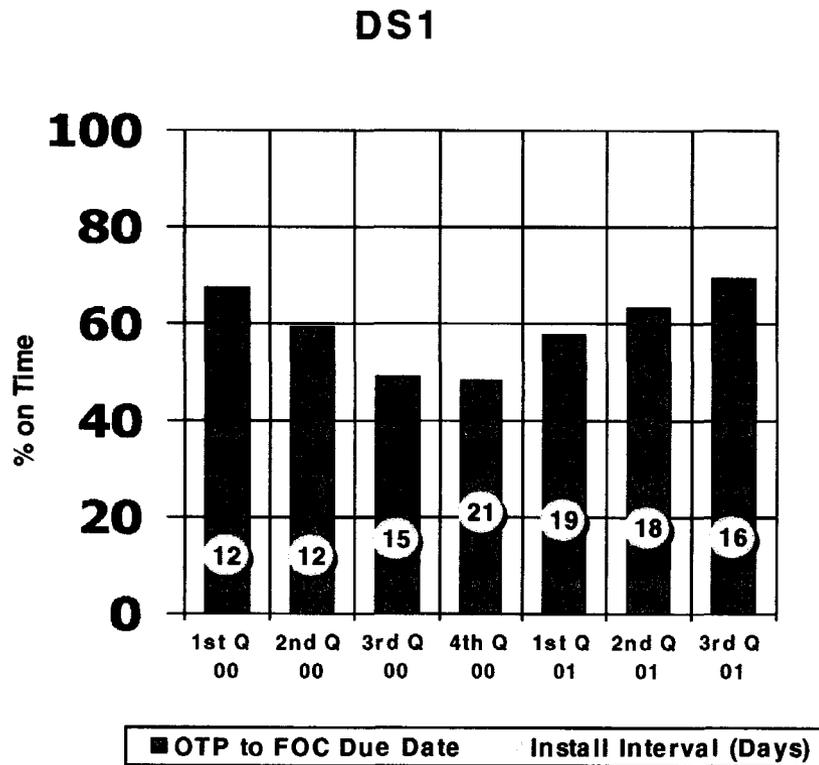
# Competitive Carriers Remain Dependent on ILEC Special Access

- CLEC and CAP facilities provide limited coverage in Metropolitan Areas
- In many areas, ILEC facilities are the sole means for connecting ILEC central offices
- It is not economically viable to replicate the ILEC network



# ILEC Performance Problems are Persistent

Install Interval and On time Performance (OTP)



# Special Access Performance Standards Needed

- Special access at least as important as UNEs to the provision of competitive services:
  - Long distance
  - Data
  - Local (ILECs actively encourage use of special access in lieu of UNE loops and transport)
- Lack of performance standards on special access allows:
  - Discrimination (incentives increase with 271 approvals)
  - Unpredictable service delivery with no meaningful recourse
  - Increased costs to competitive carriers, and increased costs and disruption to end users

# Final Thoughts

- **Competitive alternatives are decreasing**
  - Increasing number of CLECs filing for bankruptcy protection, ceasing operations, or reducing footprint
    - Rhythms NetConnections, Teligent, NorthPoint, e.spire, WinStar, and ICG Communications
    - Rhythms and NorthPoint impact alone accounts for nearly 3500 collocations.
  - Competitors forced to move customers off CLEC networks to ILEC Special Access to continue servicing their customers
  - BOC failure to lower rates in MSAs where they have Phase II pricing flexibility is proof positive of BOC dominance
  - Term and volume discounts designed to lock in customers make it more difficult for CLECs to compete for that business