

Function:		
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days		
Definition:		
The percent of Resale, UNE Loop, and UNE Platform LSRs confirmed or rejected by Verizon within three (3) business days of receipt as a percent of total LSRs received.		
Note: This is a measure of completeness not timeliness. Source: Master PON File.		
Exclusions:		
<ul style="list-style-type: none"> • Cancelled orders. • LSRs that were supplemented prior to confirmation or rejection. • Edit Rejects (negative 99s) that are not eligible for confirmation or rejection. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate ¹⁴ • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01	% Order Confirmation/Rejects Sent Within Three (3) Business Days	
Products	Resale	UNE Platform UNE Loop
Calculation	Numerator	Denominator
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

¹⁴ Excludes Verizon Advanced Data Incorporated

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
<p>Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI.</p>		
Exclusions		
<ul style="list-style-type: none"> • Orders submitted by Web GUI Interface. • Orders not submitted electronically. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate ¹⁵ • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

¹⁵ Excludes Verizon Advanced Data Incorporated

OR-9 Order Acknowledgement Completeness		
Definition:		
<p>This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator. This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files. 		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate ¹⁶ • CLEC Specific 	Geography: <ul style="list-style-type: none"> • New York 	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

¹⁶ Excludes Verizon Advanced Data Incorporated

<p>Function:</p> <p align="center">OR-10 PON Notifier Exception Resolution Timeliness</p> <p>Definition:</p> <p>The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days and ten (10) business days from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.</p> <p>The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).</p> <p>PON Notifier Exceptions received after 5:00PM will be considered received the next business day.</p> <p>The PON Notifier Exception is considered resolved when Verizon has either:</p> <ol style="list-style-type: none"> 1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request). 2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated. 3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number. 4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC. 5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date. <p>CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM. For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • Non NetLink EDI PON Exception Notifier Trouble Tickets. • VADI PON Exception Notifier Trouble Tickets excluded from the CLEC aggregate. • Any request for Notifier for orders due/complete more than 30 business days old. • Orders for Products/Services that are not designed to produce the requested notifier (e.g. LIDB). <p>Performance Standard:</p> <p>OR-10-01: 95% resolved within three (3) business days.</p> <p>OR-10-02: 99% resolved within ten (10) business days.</p>
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Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate (excluding VADI) • CLEC Specific • VADI (For commission viewing only) 	<ul style="list-style-type: none"> • New York 	These sub-metrics are reported at a state specific level.
Sub-Metrics		
OR-10-01	% of PON Exceptions Resolved Within Three (3) Business Days	
Products for OR-10-01 and OR-10-02	All	
Calculation	Numerator	Denominator
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.
OR-10-02	% of PON Exceptions Resolved Within ten (10) Business Days	
Calculation	Numerator	Denominator
	Number of PON Notifier Exceptions resolved within ten (10) business days.	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Section 3

Provisioning Performance

(PR)

Function	<u>Number of Sub-metrics</u>
PR-1 Average Interval Offered	10
PR-2 Metrics not in use in Verizon North	0
PR-3 Completed within Specified Number of Days (1-5 Lines)	7
PR-4 Missed Appointments	8
PR-5 Facility Missed Orders	3
PR-6 Installation Quality	3
PR-7 Metrics not in use in Verizon North	0
PR-8 Open Orders in a Hold Status	2
PR-9 Hot Cut Performance	2

Function:
PR-1 Average Interval Offered
Definition:
<p>This metric measures the average interval offered for completed and cancelled orders. For POTS and Specials, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p> <p>Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line splitting.</p> <p>Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.</p> <p>Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.</p> <p>Notes:</p> <p>(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs. (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.</p>
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders. • Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code¹⁷). • Verizon Administrative orders. • Orders with invalid intervals (<i>e.g. Negative intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Retail Suspend for non-payment and associated restore orders. • Orders that have neither completed nor been cancelled. • Orders requiring manual loop qualification. <ul style="list-style-type: none"> Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LR (indicating that a manual loop qualification is required). • Disconnects are excluded from all sub-metrics except sub-metric PR-1-12 which measures disconnects.

¹⁷ Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Performance Standard:		
<p>PR-1-01 through PR-1-09 and PR-1-12 (except for UNE –1-01 and 1-02 UNE/2Wire xDSL Loops, UNE DSL Line Sharing, and UNE DSL Line Splitting): Parity with VZ Retail.</p> <p>PR-1-01 and 1-02, UNE/2Wire xDSL Loops: No Standard. PR-1-01 and 1-02, UNEDSL Line sharing, and UNE DSL Line Splitting: Parity with VADI</p> <p>The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation, for the specific intervals offered for products and services. After accessing this web-site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.</p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> • VZ Retail • VADI ¹⁸ • CLEC Aggregate ¹⁹ • CLEC Specific 	<p>Geography: New York</p>	
Sub-Metrics – PR-1 Average Interval Offered		
PR-1-01	Average Interval Offered – Total No Dispatch	
Products	<p>Resale:</p> <ul style="list-style-type: none"> • POTS: Residence • POTS: Business • 2-Wire Digital Services 	<p>UNE:</p> <ul style="list-style-type: none"> • POTS - Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02	Average Interval Offered – Total Dispatch	
Products	<p>Resale:</p> <ul style="list-style-type: none"> • 2-Wire Digital Services 	<p>UNE:</p> <ul style="list-style-type: none"> • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.

¹⁸ Reported for DSL metrics only

¹⁹ Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-03	Average Interval Offered – Dispatch one (1) to five (5) Lines	
Products	Resale: <ul style="list-style-type: none"> • POTS: Residence • POTS: Business 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	Average Interval Offered – Dispatch six (6) to nine (9) Lines	
Products	Resale: <ul style="list-style-type: none"> • POTS – Total 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
PR-1-05	Average Interval Offered – Dispatch (≥ 10 Lines)	
Products	Resale: <ul style="list-style-type: none"> • POTS – Total 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	Average Interval Offered – DS0	
Products	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
PR-1-07	Average Interval Offered – DS1	
Products	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
PR-1-08	Average Interval Offered – DS3	
Products	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-09	Average Interval Offered – Total	
Products	UNE: <ul style="list-style-type: none"> • IOF • EEL – Backbone • EEL – Loop 	CLEC Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for product group orders.	Number of orders for product group.
PR-1-10 and PR-1-11	Metrics not in use in Verizon North	
PR-1-12	Average Interval Offered – Disconnects	
Products	Resale: <ul style="list-style-type: none"> • POTS (including Complex) • Specials 	UNE: <ul style="list-style-type: none"> • POTS (including Complex) • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for product group disconnect (D & F) orders.	Number of orders for product group.

Function:	
	PR-2Metrics Not In Use in Verizon North
Definition:	

Function:	
PR-3 Completed within Specified Number of Days (1-5 Lines)	
Definition:	
<p>This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code). • Verizon Administrative orders. • Orders with invalid intervals (e.g. <i>Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month that they are complete). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end-user or CLEC caused delay. • Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. <p>• For sub-metrics PR-3-03, and PR-3-10 2 wire xDSL Loop, and PR-3-03 2 wire xDSL Line Sharing and 2 wire xDSL Line Splitting orders that require a manual loop qualification.</p> <p>• Note: 2-wire xDSL Loop, Line Sharing, and Line Splitting orders that require manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required).</p>	
For 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and 2Wire xDSL Line Splitting only:	
<ul style="list-style-type: none"> • Orders missed due to facility reasons. 	
Performance Standard:	
<p>PR-3-01, PR-3-06, and PR-3-09 Parity with VZ Retail.</p> <p>PR-3-03 and PR-3-11: 2Wire xDSL Line Sharing, and UNE xDSL Line Splitting: Parity with VADl</p> <p>PR-3-08: Hot Cut Loop: 95%</p> <p>PR-3-10 and PR-3-11: 2Wire xDSL Loops: 95%</p> <p>Refer to the Verizon web-site http://128.11.40.241/cast/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • New York

Sub-Metrics		
PR-3-01	% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch	
Products	Resale: • POTS – Total	UNE: • POTS – Platform
Calculation	Numerator	Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	Metric Not in Use in Verizon North	
PR-3-03	% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch	
Products	UNE: • 2 Wire XDSL Line sharing • 2Wire xDSL Line Splitting	
Calculation	Numerator	Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	Metric Not in Use in Verizon North	
PR-3-05	Metric Not in Use in Verizon North	
PR-3-06	% Completed in three (3) Days one (1) to five (5) Lines – Dispatch	
Products	Resale: • POTS – Total	UNE: • POTS – Platform & Other Loop - New
Calculation	Numerator	Denominator
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	Metric Not in Use in Verizon North	
PR-3-08	% Completed in five (5) days one (1) to five (5) Lines – No Dispatch	
Products	UNE: Hot Cut Loops	
Calculation	Numerator	Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-09	% Completed in five (5) Days one (1) to five (5) Lines – Dispatch	
Products	Resale: • POTS – Total	UNE: • POTS – Platform & • Loop – New
Calculation	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-10	% Completed in six (6) Days one (1) to five (5) Lines – Total	
Products	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops 	
Calculation	Numerator	Denominator
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	% Completed in nine (9) Days one (1) to five (5) Lines – Total ²⁰	
Products	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops 	
Calculation	Numerator	Denominator
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.

²⁰ Interim performance measure. This metric will be removed upon completion of PO-8 metric.

PR-4 Missed Appointments	
<p>This metric measures the Percent of Orders completed after the commitment date.</p> <p>For LNP: The percent of orders completed on time (not early) DSL Loops are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop.</p> <p>Trunks: Includes reciprocal trunks from VZ to CLEC. The percentage of trunks completed for which there was a missed appointment.</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are completed) • Suspend for non-payment and associated restore orders. • LNP orders without office equipment which do not have a trigger order. • For PR-4-04, and PR-4-14 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and UNE DSL Line Splitting only exclude orders missed for facility reasons. 	
<p>PR-4-01, 4-02, 4-04 and 4-05 (except Line Sharing, Line Splitting, and 4-04 and PR-4-14, UNE 2Wire xDSL Loops): Parity with VZ Retail ²¹</p> <p>PR-4-03 and 4-08: No standard</p> <p>PR-4-07 LNP: 95% on Time</p> <p>PR-4-04 UNE 2Wire xDSL Loop: Not more than 5%</p> <p>PR-4-14 UNE 2Wire xDSL Loop: 95% on Time.</p> <p>UNE 2Wire xDSL Line Sharing and Line Splitting: Parity with VADI</p>	
<p>Company:</p> <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • New York

²¹ % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics		
PR-4-01	% Missed Appointment – Verizon – Total	
Description	The percent of orders/trunks completed after the commitment date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Specials Other 	UNE: <ul style="list-style-type: none"> • EEL • IOF • DS0 • DS1 • DS3 • Specials Other
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of orders/trunks where the Order completion date is greater than the order DD due to Verizon reasons for product group.	Number of orders/trunks completed for product group.
PR-4-02	Average Delay Days – Total	
Description	For orders/trunks missed due to Verizon reasons, the average number of days between committed DD and actual work completion date.	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • Specials Total 	UNE: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials Total • EEL • IOF
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Sum of the completion date minus DD for orders/trunks missed due to company reasons by product group.	Number of orders/trunks missed for company reasons. by product group.

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-03	% Missed Appointment – Customer		
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • EEL • IOF • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of orders/trunks where the order completion date is greater than the order DD due to customer reasons for product group.		Number of orders/trunks completed for product group.
PR-4-04	% Missed Appointment – Verizon – Dispatch		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Platform • Loop – New • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting 	
Calculation	Numerator		Denominator
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.		Number of Dispatched Orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-05	% Missed Appointment – Verizon – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-06	Metric Not in Use in Verizon North. Measure moved to PR-9 metrics.	
PR-4-07	% On Time Performance – LNP Only	
Description	Percent of all LNP orders (including the associated retail disconnect orders) where trigger is in place before the frame DD and disconnect is completed after, but on the DD. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: <ul style="list-style-type: none"> • LNP 	
Calculation	Numerator	Denominator
	Number of LNP orders, where port trigger is completed one (1) day before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame.	Number of LNP orders completed.
PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: <ul style="list-style-type: none"> • • 2-Wire Digital Services. • Specials 	UNE: <ul style="list-style-type: none"> • 2-Wire Digital Services. • 2-Wire xDSL Loops • • Specials
Calculation	Numerator	Denominator
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.

Supplies (continued) PR-4-13-14		
PR-4-09 through PR-4-13	Metric numbers not available in New York.	
PR-4-14	% Completed On Time – 2-wire xDSL	
Description	<p>% of 2-wire x DSL Loop completed on time. Complete per VZ and CLEC.</p> <p>A 2Wire xDSL order is considered completed on time if:</p> <p>For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or :</p> <p>For CLECs that do not provide serial numbers; Verizon completed the service on the due date.</p>	
Products	UNE <ul style="list-style-type: none"> • 2Wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of all orders completed on or before the DD.	Number of completed orders minus any orders delayed for customer reasons

Function:		
PR-5 Facility Missed Orders		
Definition:		
<p>These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. Note: The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.</p> <p>Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.</p> <p>Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.</p> <p>Facility Missed Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. Note: trunks are not dispatched.</p>		
Exclusions:		
<ul style="list-style-type: none"> • VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • From PR-5-01 through PR-5-03: Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • From PR-5-04: Orders missed or delayed due to customer reasons. 		
Performance Standard:		
<p>PR-5-01 through PR-5-03 (except Line Sharing and Line Splitting): Parity with VZ Retail. UNE DSL Line Sharing and Line Splitting: Parity with VADl PR-5-04: No Standard. This is a diagnostic measure.</p>		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Sub-Metrics		
PR-5-01	% Missed Appointment – Verizon – Facilities	
Description	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.	
Products	Resale: <ul style="list-style-type: none"> • POTS • Specials • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.

Sub-Metrics (continued) Facility Missed Orders		
PR-5-02	% Orders Held for Facilities > 15 Days	
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.	
Products	Resale: <ul style="list-style-type: none"> • POTS • Specials • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting.
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.
PR-5-03	% Orders Held for Facilities > 60 Days	
Description	The Percent of trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. Note: trunks are not dispatched.	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.	Number of trunks completed for product group.
PR-5-04	% Orders Cancelled (> five (5) days) after Due Date – Due to Facilities	
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.	
Products	UNE: <ul style="list-style-type: none"> • Loop • 2Wire Digital Services • 2Wire xDSL Loops • 2Wire xDSL Line Splitting 	
Calculation	Numerator	Denominator
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons).	Number of orders completed or cancelled for the product group within the report month.

Function:					
PR-6 Installation Quality					
Definition:					
This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.					
<p>Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD</p>					
Exclusions:					
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble. 					
Formula:					
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.					
Performance Standard:					
PR-6-01: Parity with VZ Retail For Found Troubles					
PR-6-02 UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days: 2%					
PR-6-03: No standard					
PR-6-01: UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI					
Report Dimensions					
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • New York 				
Sub-Metrics					
PR-6-01	% Installation Troubles reported within 30 Days				
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).				
Products	<table border="1"> <tr> <td>Resale: <ul style="list-style-type: none"> • POTS • 2 wire digital services (ISDN) • Specials </td> <td>UNE: <ul style="list-style-type: none"> • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials </td> <td>Trunks: <ul style="list-style-type: none"> • CLEC Trunks </td> </tr> </table>	Resale: <ul style="list-style-type: none"> • POTS • 2 wire digital services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Resale: <ul style="list-style-type: none"> • POTS • 2 wire digital services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 			
Calculation	<table border="1"> <tr> <td style="text-align: center;">Numerator</td> <td style="text-align: center;">Denominator</td> </tr> <tr> <td>Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.</td> <td>Total Lines installed in calendar month.</td> </tr> </table>	Numerator	Denominator	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.
Numerator	Denominator				
Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.				

Sub-Metrics (continued) Installation Quality		
PR-6-02	% Installation Troubles reported within seven (7) Days	
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
Products	UNE: <ul style="list-style-type: none"> • POTS – Loop Hot Cut 	
Calculation	Numerator	Denominator
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • POTS – Loop • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

Function:

PR-7 Metrics Not in Use in Verizon North

Function:	
PR-8 Open Orders in a Hold Status	
Definition:	
<p>This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.</p> <p>An open order is a valid order that has not been completed or cancelled. Open orders in a hold status include:</p> <ol style="list-style-type: none"> 1. open orders that have passed the originally committed completion date due to VZ reasons; and, 2. open orders that have not been assigned a completion date due to VZ reasons. <p>Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Verizon Administrative orders. • Additional segments on orders (parts of a whole order are included in the whole). • Orders that are complete or cancelled. • Suspend for non-payment and associated restore orders. • Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation) • Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date. 	
Performance Standard:	
<p>Parity with Verizon Retail.</p> <p>UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting performance standard is Parity with VADI..</p>	
Report Dimensions	
Company <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • New York