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

Function:

PR-9 Hot Cut Loops

Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (*e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)*) by close of intervals noted under *Met Hot Cuts* definition due to a Verizon reason (*e.g. HFC, late turn-up, due date pushed out due to Verizon action*).

Exclusions:

- VZ Test 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 complete)
- If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.

From PR-9-09 % Supplemented or Cancelled Orders at Verizon New York request:

- Hot Cuts where no CLEC dial tone was found on DD-2 test and the CLEC was notified of problem
- Hot Cuts where CLEC dial tone was found on DD-2 test and not present on the DD.

Performance Standard:

Hot Cuts:
PR-9-01: 95% completed within window
PR-9-08: No standard

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

one (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours
100 to 199 lines: four (4) Hours
200 plus lines: eight (8) Hours

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)[22]. Four (4) hour window applies to start time.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

[22] Only applicable if Verizon New York notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02 through PR-9-07	**Metrics not in use in Verizon North**	

Sub-Metrics – Hot Cut Loops (Continued)		
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	**Metric Not in Use in Verizon North**	

Section 4

Maintenance & Repair Performance

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	3
MR-4	Trouble Duration Intervals	8
MR-5	Repeat Trouble Reports	1

Function:

MR-1 Response Time OSS Maintenance Interface

Definition:

This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform.
Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.

Exclusions:

- CLEC Create Transactions – complex create trouble transactions not available to retail.

Methodology:

8:00AM to 5:00PM seven (7) days per week, no holiday exclusions.

For VZ retail representatives: Retail performance is reported directly from Caseworker. For Caseworker, the create and modify transaction measurements are calculated using two measurements: The first measurement captures the response time from the time the user hits the ***ok*** button (after the user received a blank TE screen, and entered a TN) until the data is received for display on the next screen. The second measurement captures the response time from the time the user hits the ***ok*** button (after they have populated all the appropriate fields) to the time the LMOS information is received. The two measurements are combined and reported as the metrics transaction time. If the user hits cancel on the second screen, the time from the first measurement is included in the total.

The Retail number reported for metrics MR-1-01 and MR-1-03 are a combination of both the create and modify transactions, because the create and modify cannot be differentiated on the Retail side. Consequently, the retail number will be the same for both metrics.

For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.

Performance Standard:

Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate	• New York **Note:** New York retail numbers reflect NY and CT. All MR-1 sub-metrics are reported at a state specific level, except for MR-1-06, which is reported as a NE number for the New England states, and as a combined NY and CT number for the NY and CT states.

Products	• Retail	• CLEC

Sub-Metrics

MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:

MR-2 Trouble Report Rate

Definition:

This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).

UNE Loop is defined as 2-wire analog loop.

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

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

Exclusions:

- Report rate excludes subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on VZ official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

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

Excluded from MR-2-02 and MR-2-03 for 2 wire xDSL Loops and Line sharing: Installation troubles

Performance Standard:

MR-2-01, MR-2-02, MR-2-03 Report Rate: Parity with Verizon Retail
UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR
MR-2-04, % Subsequent Reports: No standard
Parity to be assessed in conjunction with missed appointments.
MR-2-05, % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK)
No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**		
Products	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
POTS:	Number of all trouble reports with found network troubles.		Number of Lines or specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	**Network Trouble Report Rate – Loop**	
Products	Resale: • POTS • 2 wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	**Network Trouble Report Rate – Central Office**	
Products	Resale: • POTS • 2 wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.
MR-2-04	**% Subsequent Reports**	
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).	Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**	
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials
Calculation	**Numerator**	**Denominator**
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), and Not Found troubles for Specials (NFT).	Number of lines in service.

Function:

MR-3 Missed Repair Appointments

Definition:

These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).
Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched.

Exclusions:

- Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment interval
- Excludes subsequent reports (additional customer calls while the trouble is pending)
- *Customer Premises Equipment (CPE) troubles
- *Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.

Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a *No Access* situation.

* The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.

Performance Standard:

MR-3-01 and MR-3-02 (except 2Wire xDSL Line Sharing and UNE DSL Line Splitting) – Parity with VZ Retail.

MR-3-01 and MR-3-02 UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

MR-3-03 No standard

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**	
Products	Resale: • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting

Calculation	**Numerator**	**Denominator**
	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).

Sub-Metrics – Missed Repair Appointment (Continued)			
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).		Number of Central Office Troubles (Disposition Code 05).
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).		Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	**Metric Not in Use in Verizon North**		
MR-3-05	**Metric Not in Use in Verizon North**		

Function:

MR-4 Trouble Duration Intervals

Definition:

This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

For **POTS, Resale and UNE Platform,** type services trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays.

For **UNE Loop, UNE 2Wire Digital Loop, and UNE 2Wire xDSL Loop** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. ***For example,*** if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 08:00AM Monday. This applies to dispatched out tickets only.

For **Special Services** type services and Interconnection trunks, this is measured on a *stop clock* basis *(e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).*

Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for that product listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours).

For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network.

Exclusions:

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

For troubles where the *stop clock* is used:

- the time period from when the *stop clock* is initiated until the time when the clock resumes.

Performance Standard:

Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting).

UNE Loop measurements will be compared to Retail Business and Residence combined.
UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics – Trouble Duration Intervals			
MR-4-01	**Mean Time To Repair – Total**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-02	**Mean Time To Repair – Loop Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).
MR-4-03	**Mean Time To Repair – Central Office Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-04	**% Cleared (all troubles) within 24 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • Specials non DS0 and DS0 • Specials DS1 and DS3 • 2Wire xDSL Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-05	**% Out of Service > 2 Hours**		
Products			Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).
MR-4-06	**% Out of Service > 4 Hours**		
Products	Resale: • POTS • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).
MR-4-07	**% Out of Service > 12 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2- Wire xDSL Linesplitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-08	**% Out of Service > 24 Hours**		
Products	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).
MR-4-09	**Metric Not in Use in Verizon North**		
MR-4-10	**Metric Not in Use in Verizon North**		

Function:

MR-5 Repeat Trouble Reports

Definition:

This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report.
The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:

A report is not scored as a ***repeat*** when the original reports are:

- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- For Loop troubles *(e.g. analog loop, 2Wire Digital Loops, and 2Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected.
    1. The initial trouble is closed to a *No Access* disposition code (a no access is only scored when access is not available within the appointment window).
    2. A report is misdirected if it is an original report closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) and was dispatched in the opposite direction of the found trouble.

Excluded from the ***repeat*** reports are:

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

Performance Standard:

Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting)

UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• New York

MR-5 Sub-Metrics			
MR-5-01	**% Repeat Reports within 30 Days**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.

Section 5

Network Performance

(NP)

	Function	Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]
For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems.
CLEC Trunks are dedicated final trunks carrying traffic from the VZ tandem to the CLEC.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

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

Performance Standard:

Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.
For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.
End User Standard:
602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.
603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.
603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific		Geography: • New York
Products	Trunks: • CLEC Trunks	
Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:

NP-2 Collocation Performance

Definition:

This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff.

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.

Refer to the state tariff in effect for interval information. The state tariffs are contained on web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing this web-site, select the desired state to access the state-specific tariffs.

Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Requirements for Deployment of 45 Business Day Augment Interval for Physical Collocation[23]:

- Infrastructure to support the requested augment must be in place (i.e.: cable racking from common area to distributing frames, relay racks for splitter shelves (Option C), frame capacity for termination blocks, cable holes, fuse positions at existing BDFBs, etc.)
- Verizon reserves the right to negotiate longer intervals if the CLEC has not reasonably forecasted augment requirements consistent with the appropriate tariff forecasting terms & conditions, where applicable
- Limited to single augments requests as follows:

  800 2W Voice Grade Terminations
  or 400 4W Voice Grade Terminations
  or 600 Line Share/Split Facilities
  or 28 DS1 Terminations
  or 24 DS3 Terminations
  or 12 Fiber Terminations
  or 2 Feeds (1A & 1B) DC power fused at 60 amps or less
  or Conversion of 2W VG to 4W VG (min 100 - max 800)

  Note: All pairs must be spare and in consecutive 100 pair counts.

Guidelines for Deployment of 45 Business Day Augment Interval for Physical Collocation:

- Verizon reserves the right to negotiate longer intervals if the CLEC is not efficiently using existing terminations or facilities, and cannot demonstrate an immediate need for a 45 business day augment interval.
- CLEC must install sufficient equipment to support requested terminations/facilities
- CFA will be delivered at completion of augment
- In large central offices with complex cable runs (i.e.: multiple floors) VZ may request to negotiate extensions to the 45 business day interval

CLEC may elect to pay expedite charges for material delivery (i.e.: cable) to ensure the 45 business day interval is met.

Exclusions:

- None

[23] Effective November 1, 2001, and applicable in NY and CT only.

NP-2 Collocation Formula:		
Interval:Σ (Committed DD) minus the Application Date) divided by the Number of Arrangements. % On Time: Number of Arrangements completed on DD (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100. Delay Days: :Σ (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Arrangements where DD is missed. Milestone misses Milestone timeline attached in the appendix.		
Performance Standard:		
The collocation performance standards are based on the state tariff in effect for collocation. Refer to the web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals. NP-2-01, NP-2-02, NP-2-05 and NP-2-06 Physical and virtual: 95% On Time NP-2-032-04, 2-07 and 2-08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff. **Note:** For 45 business day augments, the performance standard for NP-2-05 will start at 80% and increase as follows: 80% in November 2001 85% in January 2001 90% in March 2002, and 95% in May 2002.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • New York	
Products NP-2-01 and NP-2-02	• New Applications • Augment Applications	
Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical Collocation arrangements where response to request is answered on time.	Number of requests for Physical Collocation received in period.
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual Collocation arrangements where response to request is answered on time.	Number of requests for Virtual Collocation received in period.
NP-2-03	**Average Interval – Physical Collocation**	
Products	• New Applications • Augment Applications not subject to the 45 business day interval • Augment Applications subject to the 45 business day interval	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-04	**Average Interval – Virtual Collocation**	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	**% On Time – Physical Collocation**	
Products	• New Applications • Augment Applications **Note:** Augment Applications subject to the 45-business day interval are reported separately from October 2001 through the March 2002 report month.	
Calculation	**Numerator**	**Denominator**
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation arrangement due completion date and DD for missed Physical Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6

Billing Performance

(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy	2