

Dee May  
Executive Director  
Federal Regulatory



1300 I Street, NW, Suite 400 West  
Washington, DC 20005

Phone 202 515-2529  
Fax 202 336-7922  
dolores.a.may@verizon.com

December 27, 2001

**Ex Parte Correction**

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
455 12<sup>th</sup> Street  
Washington, DC 20554

**Re: Bell Atlantic Corp. and GTE Corp., CC Docket No. 98-184**

Dear Ms. Salas:

Verizon had advised the CCB staff that the guidelines submitted in conjunction with the first and second semi-annual reviews would be updated to reflect the changes approved by Carol Matthey in her December 11, 2001 letter and that the updated guidelines would be provided with redline changes reflecting the effects of VADI reintegration where it occurs. In yesterday's ex parte filing we inadvertently left off the "redline" changes within the attached guidelines. The guidelines attached to this letter appropriately reflect the redline changes.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Dee May".

Attachment

cc: D. Attwood  
C. Matthey  
A. Dale  
M. Stone

**Attachment A-1a**

**/ VERIZON PERFORMANCE MEASUREMENTS  
BELL ATLANTIC STATES**

Connecticut\*, Delaware, District of Columbia, Maine, Maryland, Massachusetts\*, New Hampshire, New Jersey, New York\*, Pennsylvania\*\*, Rhode Island, Virginia, Vermont, and West Virginia

**Schedule A1a – Performance Measurement Categories Subject to Voluntary Payments:**

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-2	Reject Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 1 UNE: 1
PR-3	Completed within Specified Number of Days (1-5 Lines)	Resale: 2 UNE: 2
PR-4	Missed Appointments	Resale: 14 UNE: 19
PR-5	Facility Missed Orders	Resale: 4 UNE: 5 Trunks: 1
PR-6	Installation Quality	Resale: 4 UNE: 6
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 7 UNE: 9 Trunks: 1
MR-3	Missed Repair Appointments	Resale: 8 UNE: 10
MR-4	Trouble Duration Intervals	Resale: 10 UNE: 6 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 4 UNE: 5
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	4
BI-2	Timeliness of Carrier Bill	1
	<b>TOTAL SUB-METRICS</b>	<b>186</b>

\* Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

\*\* Verizon recommends termination of reporting requirements pursuant to 17 (iii) of the merger conditions because this state has adopted a comprehensive performance plan.

**Attachment A-1b**

**VERIZON PERFORMANCE MEASUREMENTS  
GTE STATES**

Alabama, California, Florida, Hawaii, Idaho, Illinois\*\*, Indiana, Kentucky, Michigan,  
Missouri, Nevada, North Carolina, Ohio\*\*, Oregon, Pennsylvania,\* South Carolina, Texas,  
Virginia,\* Washington, Wisconsin

**Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:**

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	7
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 16 Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 16
OR-5	Percent Flow-Through	Resale: 1 UNE: 2
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 18 Trunks: 2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 Trunks: 1
PR-9	Coordinated Conversions	UNE: 2
MR-2	Trouble Report Rate	Resale: 2 UNE: 7 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 7 Trunks: 1
MR-4	Trouble Duration Intervals	Resale: 3 UNE: 10 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	<b>TOTAL SUB-METRICS</b>	<b>155</b>

\* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a.

\*\* Verizon recommends termination of reporting requirements pursuant to 17 (iii) of the merger conditions because these states have adopted a comprehensive performance plan.

**Attachment A-2a**

**VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES  
BELL ATLANTIC STATES**

**Connecticut\*, Delaware, District of Columbia, Massachusetts\*, Maryland, Maine, New  
Hampshire, New Jersey, New York\*, Pennsylvania\*\*, Rhode Island, West Virginia,  
Virginia and Vermont**

\* Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

\*\* Verizon recommends termination of reporting requirements pursuant to 17 (iii) of the merger conditions because this state has adopted a comprehensive performance plan.

## Pre-Ordering (PO)

<b>Function:</b>
<b>PO-1 Response Time OSS Ordering Interface</b>
<b>Definition:</b>
<ul style="list-style-type: none"><li>• <b>Response Time</b> – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen.</li><li>• <b>Average Response Time</b> – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that “time-out” are excluded from the calculation of average response time.</li><li>• <b>Time-out</b> – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.</li></ul>
<b>Methodology:</b>
<p>The measurements for PO-1 are derived from actual CLEC transactions and from simulated pre-ordering queries generated by Verizon’s simulation system for Verizon Retail transactions<sup>1</sup>. These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.</p> <p>Performance to CLECs is captured by Verizon’s Gateway system for each available CLEC interface<sup>2</sup></p> <p>Performance to Verizon retail is measured directly to and from Verizon’s OSS. The simulation system replicates the keystrokes of a Verizon service representative and measures the response times from when the “enter” key is hit until a response is received back on the display screen after processing by the pre-ordering OSS. Multiple retail data dips may be required for certain transactions to match the CLEC transaction.</p> <p>The simulation system generates simulated Verizon retail queries continuously throughout the day, Monday through Friday, 8 AM to 9 PM, excluding New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. At least ten Verizon retail simulated queries are generated per hour for each type of query. CLEC transactions are captured for the same time period as retail.</p> <p>Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of “.ada.” The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.</p>

<sup>1</sup> EnView is currently used as the simulation system.

<sup>2</sup> As new CLEC interfaces become available, the measurement process will be expanded to include them as well. If a CLEC interface is retired, the measurement and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

<b>PO-1 OSS Response Time (continued)</b>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Normal exclusions include Saturday, Sunday, and major holidays ( New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day), as well as hours outside of the normal report period.</li> <li>• Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>		
<b>Performance Standard:</b>		
<p>EDI &amp; CORBA: For all but PO-1-04 (Product and Service Availability) Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction.</p> <p>WEB GUI: Parity with retail plus not more than 7 seconds. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction..</p>		
<b>Formula:</b>		
<p>CLEC: <math>\sum</math> Response Times for each transaction / Number of successful transactions</p> <p>Retail: <math>\sum</math> Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.</p>		
<b>Report Dimensions:</b>		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Products</b>	CLEC Aggregate: <ul style="list-style-type: none"> <li>• WEB GUI</li> <li>• EDI</li> <li>• CORBA</li> </ul>	
<b>Sub-Metrics – PO-1 Response Time OSS Ordering Interface</b>		
<b>PO-1-01</b>	<b>Average Response Time – Customer Service Record</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for CSR transactions.	Number of CSR transactions
<b>PO-1-02</b>	<b>Average Response Time – Due Date Availability</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for Due Date Availability.	Number of Due Date availability transactions
<b>PO-1-03</b>	<b>Average Response Time – Address Validation</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for Address Validation.	Number of address validation transactions.
<b>PO-1-04</b>	<b>Average Response Time – Product &amp; Service Availability</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for Product and Service Availability.	Number of Product & Service availability transactions

<b>Sub-Metrics – (continued) Response Time OSS Ordering Interface</b>		
<b>PO-1-05</b>	<b>Average Response Time – Telephone Number Availability &amp; Reservation <sup>3</sup></b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
<b>PO-1-06</b>	<b>Average Response Time – Facility Availability (Loop Qualification)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions

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<sup>3</sup> While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For Verizon retail representatives this is a required two step process requiring two separate transactions.

**Function:****PO-2 OSS Interface Availability****Definition:**

“OSS Interface Availability” measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

**Scheduled Availability**

- Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

Holidays for PO-2 include: New Year’s Day, Memorial Day, Independence Day , Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements will be performed for each of the following: Pre-Ordering CORBA, Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI

**Methodology:**

Verizon will use EnView as a means of monitoring all Verizon systems, including retail OSS. However, Verizon will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a Verizon outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC’s outage. For example, if a single CLEC experienced a 3 hour outage, due to a Verizon problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed separately for each interface type. The hours of the day are divided into 6-minute measurement periods.

If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as “unavailable”. If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface (EDI/WEBGUI/CORBA) problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 180 6-minute measurement periods in a 18-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals  $(1-(2/180)) \times 100 = 98.89\%$  Availability.

<b>Methodology – PO-2 OSS Availability (continued)</b>		
<p><b>Trouble Logs:</b> Verizon will make available for inspection by the CLEC logs of CLEC reports that the interface is not available.</p>		
<b>Exclusions:</b>		
<p>The following exclusions will apply</p> <ul style="list-style-type: none"> <li>• Troubles reported but not found in Verizon</li> <li>• Troubles reported by a CLEC that were not reported to Verizon’s designated trouble reporting point.</li> <li>• Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines.</li> <li>• Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Metric PO-2-02 (Prime Time): ≥ 99.5%		
<b>Formula:</b>		
[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.		
<b>Report Dimensions:</b>		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• North (CT, MA, NH, NY, ME, RI, VT)</li> <li>• South (DC, DE, MD, NJ, PA, VA, WV)</li> </ul>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Web GUI (Pre-Order, Order and Repair)</li> <li>• EDI (Pre-Order and Order)</li> <li>• CORBA (Pre-Order)</li> </ul>	
<b>Sub-Metrics:</b>		
<b>PO-2-02</b>	<b>OSS Interface Availability – Prime Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.

## Ordering (OR)

### Function:

#### OR-1 Order Confirmation Timeliness

### Definition:

#### Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 6 lines – with accounts that include more than 5 lines that must be rearranged will be treated as 6 lines or greater.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

#### Trunks:

The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

#### Notes:

- (1) Rejected Orders – Orders failing “Basic front-end edits”<sup>4</sup> are not placed in the PON Master File.
- (2) For LSRs only, effective with the capability to identify resent confirmations due to Verizon error, Verizon will include in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon’s error in initial confirmation<sup>5</sup>. The measurements are based on confirmed orders.
- (3) If no order confirmations time exists due to a missing order confirmations, for LSRs only, Verizon will use the completion notification time.
- (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
- (5) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

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<sup>4</sup> Basic front-end edits – see Glossary.

<sup>5</sup> Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon reasons are not counted as resent confirmations.

**Exclusions:**

- Resale & UNE:**
- Verizon Test Orders <sup>6</sup>
  - 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. Holidays vary by state and are published on the Verizon Web Site.
  - SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
  - Any order (PON) designated by a CLEC to be excluded (e.g., special projects). CLEC must provide written authorization for any exclusion. (This applies to any metric as specified by CLEC)
  - Verizon Affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
  - DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)

**Report Dimensions**

Company: <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	Geography: <ul style="list-style-type: none"> <li>• State</li> </ul>
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**Performance Standard: OR-1 Order Confirmation Timeliness**

95% On Time According to schedule below:

Resale:	UNE:	Interconnection Trunks:
<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>• Flow-Through Orders: 2 Hours</li> <li>• Orders with &lt; 6 Lines: 24 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>• 2 wire Digital Services: 72 hours</li> <li>• 2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>• Orders with &lt; 6 Lines: 48 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours <sup>7</sup></li> </ul>	<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>• Flow-Through Orders: 2 Hours</li> <li>• Orders with &lt; 6 Lines: 24 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>• 2 Wire Digital Services: 72 hours</li> <li>• 2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>• Orders with &lt; 6 Lines: 48 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours</li> </ul>	<b>Electronically Submitted Orders:</b> <i>Firm Order Confirmation:</i> <ul style="list-style-type: none"> <li>• ≤ 192 Trunks: 10 Business Days</li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above

**Sub-Metrics**

OR-1-02	% On Time LSRC – Flow Through	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex – Loop</li> <li>• Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.

<sup>6</sup> Verizon-Test Orders – see Glossary.

<sup>7</sup> Also includes orders requiring facility verification as specified on the Verizon Web-site for product intervals.

<b>Sub-Metrics OR-1 Order Confirmation Timeliness (continued)</b>		
<b>OR-1-04</b>	<b>% On Time LSRC/ASRC &lt; 6 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services<sup>8</sup></li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex -Loop</li> <li>• Platform</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs/ASRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.
<b>OR-1-06</b>	<b>% On Time LSRC/ASRC ≥ 6 Lines (Electronic)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex – Loop</li> <li>• Platform</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines, confirmed for specified product.
<b>OR-1-12</b>	<b>% On Time FOC</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks (≤ 192 Forecasted Trunks)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of orders confirmed within the specified interval for the product type	Number of orders received (electronically and faxed) confirmed by product type

<sup>8</sup>

Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>	
<b>OR-2 Reject Timeliness</b>	
<b>Definition:</b>	
<u>Reject Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp.	
<u>Percent of Orders Rejected On Time:</u> The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.	
Notes:	
<ol style="list-style-type: none"> <li>(1) Rejected Orders – Orders failing “Basic front-end edits”<sup>9</sup> are not placed in the PON Master File.</li> <li>(2) Measurements are based on rejected orders.</li> <li>(3) The Ordering sub-metrics data reported in the monthly C2C reports only include orders rejected in the calendar month.</li> <li>(4) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.</li> </ol>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Verizon Test Orders</li> <li>• Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.</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. . Holidays vary by state and are published on the Verizon Web Site.</li> <li>• SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> <li>• DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)</li> </ul>	
<b>Report Dimensions :</b>	
Company:	Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>

<sup>9</sup>

Basic front-end edits – see Glossary.

<b>Performance Standard:</b>		
95% On Time According to schedule below:		
<b>Resale:</b>	<b>UNE:</b>	<b>Interconnection Trunks:</b>
<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 6 Lines: 24 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>2 wire Digital Services: 72 hours</li> <li>2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>Orders with &lt; 6 Lines: 48 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours<sup>10</sup></li> </ul>	<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 6 Lines: 24 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>2 Wire Digital Services: 72 hours</li> <li>2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>Orders with &lt; 6 Lines: 48 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours</li> </ul>	<b>Electronically Submitted Orders:</b> <ul style="list-style-type: none"> <li>≤ 192 Trunks: 10 Business Days</li> </ul> <b>Faxed/Mailed Orders: Add 24 Hours to intervals above</b>
<b>Sub-Metrics – OR-2 Reject Timeliness</b>		
<b>OR-2-02</b>	<b>% On Time LSR Reject – Flow Through</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex – Loop</li> <li>Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of flow-through LSRs rejected for specified product.
<b>OR-2-04</b>	<b>% On Time LSR/ASR Reject &lt; 6 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex</li> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Services<sup>11</sup></li> <li>Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex – Loop</li> <li>Platform</li> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Services</li> <li>Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.
<b>OR-2-06</b>	<b>% On Time LSR/ASR Reject ≥ 6 Lines (Electronic)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-qualified Complex</li> <li>Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS/Pre-qualified Complex – Loop</li> <li>Platform</li> <li>Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.

<sup>10</sup> Also includes orders requiring facility verification as specified in the interval appendix.

<sup>11</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>OR-2-12</b>	<b>% On Time Trunk ASR Reject</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

<b>Function:</b>		
<b>OR-5 Percent Flow-Through</b> <sup>12</sup>		
<b>Definition:</b>		
<p><b>Total Flow-Through:</b> The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor. This is also known as “ordering” flow-through.</p> <p><b>% Flow Through Achieved:</b> % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</p> <p>Note: Rejected Orders – Orders failing “Basic front-end edits”<sup>13</sup> are not placed on Completed PON Master File.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• BA Test Orders</li> <li>• Orders sent via US Mail or Fax</li> <li>• From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on BA accounts where business rules require manual intervention, such as pending orders, BA blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC]</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
No Standard Developed for Total Flow-Through <sup>14</sup> . To be developed within 6 months of merger close.		
<b>Report Dimensions</b>		
Company:		Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Sub-Metrics</b>		
<b>OR-5-01</b>	<b>% Flow Through – Total</b>	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR records (orders) for specified product.
<b>OR-5-03</b>	<b>% Flow Through Achieved</b>	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow through eligible orders

<sup>12</sup> While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

<sup>13</sup> Basic front-end edits – see Glossary.

<sup>14</sup> NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

## Provisioning (PR)

<b>Function:</b>			
<b>PR-3 Completed within Specified Number of Days (1-5 Lines)</b>			
<b>Definition:</b>			
<ul style="list-style-type: none"> <li>For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received. Orders received after 5:00 p.m. are counted as received the next business day. Note: Holidays vary by state and are published on the Verizon Web Site.</li> </ul>			
<b>Exclusions:</b>			
<ul style="list-style-type: none"> <li>Verizon Test Orders.</li> <li>Disconnect Orders.</li> <li>Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). Orders that should be X appointment coded. Verizon will work to correct any orders with an incorrect appointment code.</li> <li>Verizon Administrative orders.<sup>15</sup></li> <li>Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).</li> <li>Additional Segments on orders (parts of a whole order are included in the whole).</li> <li>Orders that are not complete. (Orders are included in the month that they are complete).</li> <li>Suspend for non-payment and associated restore orders.</li> <li>Orders completed late due to any end user or CLEC caused delay.</li> <li>Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.</li> <li>Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>			
<b>Performance Standard:</b>			
Parity with Verizon Retail. See Interval Guide for specific products and services.			
<b>Report Dimensions</b>			
Company:		Geography:	
<ul style="list-style-type: none"> <li>Verizon Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>State</li> </ul>	
Products (For all PR-3)	<i>Retail:</i>	<i>Resale:</i>	<i>UNE:</i>
	<ul style="list-style-type: none"> <li>POTS - Total</li> </ul>	<ul style="list-style-type: none"> <li>POTS - Total</li> </ul>	<ul style="list-style-type: none"> <li>POTS – Platform &amp; Other (UNE Switch &amp; INP)</li> </ul>
<b>Sub-Metrics</b>			
<b>PR-3-08</b>	<b>% Completed in 5 Days (1-5 Lines – No Dispatch)</b>		
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.		Count of No Dispatch POTS orders with 1 to 5 lines.

<sup>15</sup>

Verizon Administrative Orders – See Glossary

PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.

<b>Function:</b>	
<b>PR-4 Missed Appointments</b>	
<b>Definition:</b>	
<p>The Percent of Orders completed after the commitment date.</p> <p><u>LNP</u>: The percent of orders completed on Time (not early)</p> <p>DSL Loops are considered complete if completed on time on the due date. Verizon utilizes serial numbers where CLECs provide them to support on-time performance measures.</p> <p><u>Trunks</u>: Includes reciprocal trunks from Verizon to CLEC. The percentage of <u>trunks</u> completed for which there was a missed appointment.</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Verizon Test Orders</li> <li>• Disconnect Orders</li> <li>• Verizon Administrative orders <sup>16</sup></li> <li>• Additional Segments <sup>17</sup> on orders (parts of a whole order are included in the whole)</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete)</li> <li>• Suspend for non-payment and associated restore orders.</li> <li>• For Delay Days: for orders with both a Verizon miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded.</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> <li>• For PR-4-14 (% On Time 2 Wire xDSL Loops) – orders completed late due to facility problems</li> <li>• For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.</li> </ul>	
<b>Performance Standard:</b>	
<p>Parity with Verizon Retail</p> <p>Note: Where the SDA or separate office or division providing DSL is using line sharing, for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable. NJ: Parity with retail “Infospeed” (DSL Service) where it exists.</p> <p>Retail Comparison for IOF is Retail DS3 and for EEL is Retail DS1 (Except for PR-4-02 where comparison is total specials)</p> <p>LNP: 95% on Time</p> <p>PR-4-14: 2 Wire xDSL Loops: 95% on Time</p> <p>Retail comparison for PR-4-02 xDSL loops is retail specials DS0</p>	
<b>Report Dimensions</b>	
<p>Company:</p> <ul style="list-style-type: none"> <li>• Verizon Retail/ SDA</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<p>Geography:</p> <ul style="list-style-type: none"> <li>• State</li> </ul>

<sup>16</sup> Verizon Administrative Orders – See Glossary

<sup>17</sup> Segments – See Glossary

<b>Sub-Metrics – PR-4 Missed Appointments</b>				
<b>PR-4-01</b>	<b>% Missed Appointment – Verizon – Total</b>			
<b>Description</b>	The Percent of Orders completed after the commitment date due to Verizon reasons.			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• Specials- Other</li> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• IXC FGD Trunks</li> <li>• <u>2 Wire xDSL</u> Services</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• Specials- Other</li> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• <u>2 Wire xDSL</u><sup>18</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• EEL</li> <li>• IOF</li> <li>• Specials (Other)</li> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of Orders/Trunks where the Order completion date is greater than the order due date due to Company Reasons for product group		Count of Orders/Trunks Completed for product group.	
<b>PR-4-02</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, attributable to Verizon.			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> <li>• DS0</li> <li>• IXC FGD Trunks</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>19</sup></li> <li>• Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS Loop</li> <li>• Platform</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> <li>• EEL</li> <li>• IOF</li> </ul>	Trunks: <ul style="list-style-type: none"> <li></li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
<b>PR-4-04</b>	<b>% Missed Appointment – Verizon – Dispatch</b>			
<b>Description</b>	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• <u>2 Wire xDSL</u></li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• <u>2 Wire xDSL</u><sup>20</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform</li> <li>• Loop – New</li> <li>• 2 Wire Digital</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.		Count of Dispatched Orders Completed for product group.	

<sup>18</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<sup>19</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<sup>20</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Sub-Metrics PR-4 Missed Appointments (continued)</b>		
<b>PR-4-05</b>	<b>% Missed Appointment – Verizon – No Dispatch</b>	
<b>Description</b>	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL Line Sharing (Infospeed for NJ where it exists)</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>21</sup></li> </ul>
		UNE: <ul style="list-style-type: none"> <li>• Platform</li> <li>• 2 Wire xDSL Line Sharing</li> <li>• 2 Wire xDSL Line Splitting</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Count of No Dispatch Orders Completed for product group.
<b>PR-4-07</b>	<b>% On Time Performance – LNP Only</b>	
<b>Description</b>	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.	
<b>Products</b>	UNE: • LNP	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count 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.	Count of LNP orders completed.
<b>PR-4-14</b>	<b>% Completed On Time – 2 Wire xDSL Loops</b>	
<b>Description</b>	% of 2 wire xDSL Loops completed on time	
<b>Products</b>	UNE: • 2 Wire xDSL Loops	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of all orders completed on or before the due date	Count of all orders completed

<sup>21</sup> -

Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>				
<b>PR-6 Installation Quality</b>				
<b>Definition:</b>				
The percent of lines/circuits/trunks installed in the calendar month where a reported trouble was found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.				
<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 Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing xDSL and used to provide resold DSL.</li> </ul>				
<b>Formula:</b>				
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100				
<b>Performance Standard:</b>				
Parity with Verizon Retail For Found Troubles For PR-6-02 Loop Hot Cuts: ≤ 2% For PR-6-01 2 wire xDSL – the retail comparison is retail POTS dispatched				
<b>Report Dimensions</b>				
Company:		Geography:		
<ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>		
<b>Sub-Metrics</b>				
<b>PR-6-01</b>	<b>% Installation Troubles reported within 30 Days</b>			
<b>Description</b>	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• ISDN</li> <li>• POTS</li> <li>• Specials</li> <li>• IXC FGD Trunks</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL <sup>22</sup></li> <li>• Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month	

<b>PR-6-02</b>	<b>% Installation Troubles reported within 7 Days</b>		
<b>Description</b>	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
<b>Products</b>	Retail:	Resale:	UNE: · POTS - Loop Hot Cut
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines installed in calendar month

<b>Function:</b>		
<b>PR-9 Hot Cut Loops</b>		
<b>Definition:</b>		
A Hot Cut is considered complete when the following occurs:		
1. Work is done at (1) appointed frame due time (FDT) as noted on the LSRC or (2) at a time mutually agreed upon by the RCCC/CLEC; and the work is completed within (1) prescribed interval as noted in the C2C guidelines or (2) mutually accepted interval (i.e., project completes by a certain date).		
A Hot Cut is considered missed when one of the following occurs:		
1. Premature disconnect called into 1-877-Hot Cuts (otherwise would probably be captured as Retail trouble)		
2. Work not done (i.e., not turned up to CLEC by some means (email, VMS, direct call) by close of intervals noted in standards below due to a Verizon reason (i.e., HFC, late turn up, due date pushed out due to Verizon action)		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Verizon Test Orders</li> <li>• Verizon Administrative orders <sup>23</sup></li> <li>• Additional Segments <sup>24</sup> on orders (parts of a whole order are included in the whole)</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete)</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>		
<b>Performance Standard:</b>		
Hot Cuts: 95% completed within window.		
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:		
1 to 9 lines: 1 Hour		
10 to 49 lines: 2 Hours		
50 to 99 lines: 3 Hours		
100 to 199 lines: 4 Hours		
200 plus lines: 8 Hours		
If IDLC is involved – Start time is within 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)		
<b>Report Dimensions</b>		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>		
<b>PR-9-01</b>	<b>% On Time Performance – Hot Cut</b>	
<b>Description</b>	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• Loop – Hot Cut (Coordinated Cut-over)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of hot cut (coordinated) loop orders (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated) loop orders completed.

<sup>23</sup> Verizon Administrative Orders – See Glossary

<sup>24</sup> Segments – See Glossary

## Maintenance and Repair (MR)

<b>Function:</b>				
<b>MR-2 Trouble Report Rate</b>				
<b>Definition:</b>				
<p><u>Report Rate:</u> 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 code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office). UNE Loop is defined as 2 wire analog loop</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 Verizon official (administrative lines)</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul> <p>Excluded from Total (MR-2-01) and Loop/CO (MR-2-02 &amp; MR-2-03) report rates:</p> <ul style="list-style-type: none"> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles reported but not found (Found OK and Test OK).</li> </ul> <p>From MR-2-02 &amp; MR-2-03 for 2 wire xDSL:</p> <ul style="list-style-type: none"> <li>• Installation Troubles (I Codes)</li> </ul>				
<b>Performance Standard:</b>				
<p>Report Rate: Parity with Verizon Retail Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS -Total. Trunk Retail Equivalent = IXC FGD.</p>				
<b>Report Dimensions</b>				
Company:			Geography:	
<ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>			<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>				
<b>MR-2-01</b>	<b>Network Trouble Report Rate</b>			
<b>Products</b>	Retail:	Resale:	UNE:	Trunks:
	<ul style="list-style-type: none"> <li>• Specials</li> <li>• IXC FGD Trunks</li> </ul>	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	<ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

<b>Sub-Metrics – MR-2 Network Trouble Report Rate (continued)</b>			
<b>MR-2-02</b>	<b>Network Trouble Report Rate – Loop</b>		
<b>Products</b>	Retail/SDA: • POTS	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL <sup>25</sup>	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service
<b>MR-2-03</b>	<b>Network Trouble Report Rate – Central Office</b>		
<b>Products</b>	Retail/SDA: • POTS-Total	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL <sup>26</sup>	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service

<sup>25</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<sup>26</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>			
<b>MR-3 Missed Repair Appointments</b>			
<b>Definition:</b>			
The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % 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 and are always dispatched.			
<b>Exclusions:</b>			
<ul style="list-style-type: none"> <li>• Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval</li> <li>• Excludes Subsequent reports (additional customer calls while the trouble is pending)</li> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles reported but not found (Found OK and Test OK).</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>			
<b>Performance Standard:</b>			
Parity with Verizon Retail Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS-Total			
<b>Report Dimensions</b>			
Company: <ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		Geography: <ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>			
<b>MR-3-01</b>	<b>% Missed Repair Appointment – Loop</b>		
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS - Residence</li> <li>• POTS – Business</li> <li>• POTS - Total<sup>27</sup></li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS – Residence</li> <li>• POTS - Business</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>28</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform – Residence</li> <li>• Platform - Business</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).	Count of Loop Troubles (disposition codes 03 and 04).	

<sup>27</sup> For comparison to UNE Loop

<sup>28</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>MR-3-02</b>	<b>% Missed Repair Appointment – Central Office</b>		
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS - Residence</li> <li>• POTS – Business</li> <li>• POTS - Total<sup>29</sup></li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS– Residence</li> <li>• POTS - Business</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL Services<sup>30</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform– Residence</li> <li>• Platform - Business</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).

<sup>29</sup> For comparison to UNE Loop

<sup>30</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>			
<b>MR-4 Trouble Duration Intervals</b>			
<b>Definition:</b>			
<p>For POTS(Resale &amp; Platform) -type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.</p> <p>For UNE Loop, UNE 2 wire Digital Loop and UNE 2 wire xDSL Loop services this is measured on a limited stop clock basis. A stop clock will be used when the premise access, provided by the CLEC and their end user, is after the offered repair interval. This would apply to dispatched out tickets only. (For example if access is not available on a weekend, the clock would stop at 5PM on Friday and resume Monday at 8AM).</p> <p>For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access).</p> <p><u>Out of Service Intervals:</u> The percent of <u>Network Troubles</u> that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into Verizon's designated trouble reporting interface either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (12 or 24 hours). [new para]</p> <p>For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").</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 reported but not found (Found OK and Test OK).</li> <li>• Troubles closed due to customer action</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>			
<b>Performance Standard:</b>			
Parity with Verizon Retail			
Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS-Total.			
<b>Report Dimensions</b>			
Company:		Geography:	
<ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>			
<b>MR-4-01</b>	<b>Mean Time To Repair – Total</b>		
<b>Products</b>	Retail:	Resale:	
	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)

<b>Sub-Metrics MR-4 Trouble Duration Intervals (continued)</b>			
<b>MR-4-02</b>	<b>Mean Time To Repair – Loop Trouble</b>		
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)
<b>MR-4-03</b>	<b>Mean Time To Repair – Central Office Trouble</b>		
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition codes 05)
<b>MR-4-07</b>	<b>% Out of Service &gt; 12 Hours</b>		
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• IXC FGD Trunks</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of Out of service troubles (Loop & CO)
<b>MR-4-08</b>	<b>% Out of Service &gt; 24 Hours</b>		
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS - Residence</li> <li>• POTS - Business</li> <li>• POTS - Total<sup>31</sup></li> <li>• Specials</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS- Residence</li> <li>• POTS - Business</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>32</sup></li> <li>• Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform -Residence</li> <li>• Platform - Business</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.		Count of Out of service troubles (Loop & CO).

<sup>31</sup> For comparison to UNE Loop

<sup>32</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>				
<b>MR-5 Repeat Trouble Reports</b>				
<b>Definition:</b>				
The percent of troubles cleared that have an additional trouble cleared within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats as a code 3, 4, or 5 will be classified as a repeat report.				
<b>Exclusions:</b>				
<ul style="list-style-type: none"> <li>Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance(in all measures)</li> </ul> A report is not scored a repeat where the original reports are: <ul style="list-style-type: none"> <li>Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul> Excluded from the "repeat" reports are: <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 reported but not found upon dispatch (Found OK and Test OK).</li> <li>Troubles closed due to customer action.</li> <li>Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul>				
<b>Performance Standard:</b>				
Parity with Verizon Retail Note: Retail Compare for 2 Wire Digital and 2 Wire xDSL is POTS – Total.				
<b>Report Dimensions</b>				
Company: <ul style="list-style-type: none"> <li>Verizon Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>			Geography: <ul style="list-style-type: none"> <li>State</li> </ul>	
<b>Sub-Metrics</b>				
<b>MR-5-01</b>	<b>% Repeat Reports within 30 Days</b>			
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>POTS -Total</li> <li>Specials</li> <li>IXC FGD Trunks</li> </ul>	Resale: <ul style="list-style-type: none"> <li>POTS</li> <li>2 Wire Digital</li> <li>2 Wire xDSL<sup>33</sup></li> <li>Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>Platform</li> <li>Loop</li> <li>2 Wire Digital</li> <li>2 Wire xDSL</li> <li>Specials</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, that Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

<sup>33</sup>

Where the separate data affiliate exists, re-sold xDSL services will not be included.

## Network Performance (NP)

<b>Function:</b>
<b>NP-1 Percent Final Trunk Group Blockage</b>
<b>Definition:</b>
<p>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 Verizon 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.]</p> <p>CLEC Trunks are dedicated final trunks carrying traffic from the Verizon access tandem to the CLEC.</p>
<b>Exclusions:</b>
<p>Trunks not included:</p> <ul style="list-style-type: none"><li>• IXC Dedicated Trunks</li><li>• Common Trunks carrying only IXC traffic</li></ul> <p>Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that Verizon has identified a blocked trunk group and that the trunk group should be excluded from Verizon performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"><li>• Trunks blocked due to CLEC network failure</li><li>• Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk</li><li>• Trunks blocked where CLEC order for augmentation is overdue</li><li>• Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation</li><li>• Trunks blocked due to other CLEC trunk network rearrangements</li><li>• Verizon affiliate data (<u>where it exists</u>) will be excluded from all CLEC aggregate performance (in all measures).</li></ul>
<b>Performance Standard:</b>
<p>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 Verizon and CLECs, Verizon will provide 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.</p> <p>End User Standard:</p> <p>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.</p> <p>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.</p> <p>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.</p>

<b>Report Dimensions – NP-1 Percent Final Trunk Group Blockage</b>		
Company:		Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Products</b>	Trunks:	
	<ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>	
<b>Sub-Metrics</b>		
<b>NP-1-04</b>	<b>Number Final Trunk Groups Exceeding Blocking Standard – 3 Months</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

**Attachment A-1a**

**/ VERIZON PERFORMANCE MEASUREMENTS  
BELL ATLANTIC STATES**

Connecticut\*, Delaware, District of Columbia, Maine, Maryland, Massachusetts\*, New Hampshire, New Jersey, New York\*, Pennsylvania\*\*\*, Rhode Island, Virginia, Vermont, and West Virginia

**Schedule A1a – Performance Measurement Categories Subject to Voluntary Payments:**

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-2	Reject Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 1 UNE: 1
PR-3	Completed within Specified Number of Days (1-5 Lines)	Resale: 2 UNE: 2
PR-4	Missed Appointments	Resale: 14 UNE: 19
PR-5	Facility Missed Orders	Resale: 4 UNE: 5 Trunks: 1
PR-6	Installation Quality	Resale: 4 UNE: 6
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 7 UNE: 9 Trunks: 1
MR-3	Missed Repair Appointments	Resale: 8 UNE: 10
MR-4	Trouble Duration Intervals	Resale: 10 UNE: 6 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 4 UNE: 5
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	4
BI-2	Timeliness of Carrier Bill	1
	<b>TOTAL SUB-METRICS</b>	<b>186</b>

\* Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

\*\* Verizon recommends termination of reporting requirements pursuant to 17 (iii) of the merger conditions because this state has adopted a comprehensive performance plan.

**Attachment A-1b**

**VERIZON PERFORMANCE MEASUREMENTS  
GTE STATES**

Alabama, California, Florida, Hawaii, Idaho, Illinois\*\*, Indiana, Kentucky, Michigan,  
Missouri, Nevada, North Carolina, Ohio\*\*, Oregon, Pennsylvania,\* South Carolina, Texas,  
Virginia,\* Washington, Wisconsin

**Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:**

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	7
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 16 Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 16
OR-5	Percent Flow-Through	Resale: 1 UNE: 2
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 18 Trunks: 2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 Trunks: 1
PR-9	Coordinated Conversions	UNE: 2
MR-2	Trouble Report Rate	Resale: 2 UNE: 7 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 7 Trunks: 1
MR-4	Trouble Duration Intervals	Resale: 3 UNE: 10 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	<b>TOTAL SUB-METRICS</b>	<b>155</b>

\* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a.

\*\* Verizon recommends termination of reporting requirements pursuant to 17 (iii) of the merger conditions because these states have adopted a comprehensive performance plan.

**Attachment A-2a**

**VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES  
BELL ATLANTIC STATES**

**Connecticut\*, Delaware, District of Columbia, Massachusetts\*, Maryland, Maine, New  
Hampshire, New Jersey, New York\*, Pennsylvania\*\*\*, Rhode Island, West Virginia,  
Virginia and Vermont**

\* Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

\*\*\* Verizon recommends termination of reporting requirements pursuant to 17 (iii) of the merger conditions because this state has adopted a comprehensive performance plan.

## Pre-Ordering (PO)

<b>Function:</b>
<b>PO-1 Response Time OSS Ordering Interface</b>
<b>Definition:</b>
<ul style="list-style-type: none"><li>• <b>Response Time</b> – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen.</li><li>• <b>Average Response Time</b> – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that “time-out” are excluded from the calculation of average response time.</li><li>• <b>Time-out</b> – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.</li></ul>
<b>Methodology:</b>
<p>The measurements for PO-1 are derived from actual CLEC transactions and from simulated pre-ordering queries generated by Verizon’s simulation system for Verizon Retail transactions<sup>1</sup>. These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.</p> <p>Performance to CLECs is captured by Verizon’s Gateway system for each available CLEC interface<sup>2</sup></p> <p>Performance to Verizon retail is measured directly to and from Verizon’s OSS. The simulation system replicates the keystrokes of a Verizon service representative and measures the response times from when the “enter” key is hit until a response is received back on the display screen after processing by the pre-ordering OSS. Multiple retail data dips may be required for certain transactions to match the CLEC transaction.</p> <p>The simulation system generates simulated Verizon retail queries continuously throughout the day, Monday through Friday, 8 AM to 9 PM, excluding New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. At least ten Verizon retail simulated queries are generated per hour for each type of query. CLEC transactions are captured for the same time period as retail.</p> <p>Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of “.ada.” The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.</p>

<sup>1</sup> EnView is currently used as the simulation system.

<sup>2</sup> As new CLEC interfaces become available, the measurement process will be expanded to include them as well. If a CLEC interface is retired, the measurement and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

<b>PO-1 OSS Response Time (continued)</b>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Normal exclusions include Saturday, Sunday, and major holidays ( New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day), as well as hours outside of the normal report period.</li> <li>• Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>		
<b>Performance Standard:</b>		
<p>EDI &amp; CORBA: For all but PO-1-04 (Product and Service Availability) Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction.</p> <p>WEB GUI: Parity with retail plus not more than 7 seconds. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction..</p>		
<b>Formula:</b>		
<p>CLEC: <math>\sum</math> Response Times for each transaction / Number of successful transactions</p> <p>Retail: <math>\sum</math> Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.</p>		
<b>Report Dimensions:</b>		
<p>Company:</p> <ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> </ul>	<p>Geography:</p> <ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Products</b>	<p>CLEC Aggregate:</p> <ul style="list-style-type: none"> <li>• WEB GUI</li> <li>• EDI</li> <li>• CORBA</li> </ul>	
<b>Sub-Metrics – PO-1 Response Time OSS Ordering Interface</b>		
<b>PO-1-01</b>	<b>Average Response Time – Customer Service Record</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for CSR transactions.	Number of CSR transactions
<b>PO-1-02</b>	<b>Average Response Time – Due Date Availability</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for Due Date Availability.	Number of Due Date availability transactions
<b>PO-1-03</b>	<b>Average Response Time – Address Validation</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for Address Validation.	Number of address validation transactions.
<b>PO-1-04</b>	<b>Average Response Time – Product &amp; Service Availability</b>	
<b>Calculation</b>	<b>Numerator</b> <b>Denominator</b>	
	Sum of all response times for Product and Service Availability.	Number of Product & Service availability transactions

<b>Sub-Metrics – (continued) Response Time OSS Ordering Interface</b>		
<b>PO-1-05</b>	<b>Average Response Time – Telephone Number Availability &amp; Reservation<sup>3</sup></b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
<b>PO-1-06</b>	<b>Average Response Time – Facility Availability (Loop Qualification)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions

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<sup>3</sup> While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For Verizon retail representatives this is a required two step process requiring two separate transactions.

**Function:****PO-2 OSS Interface Availability****Definition:**

“OSS Interface Availability” measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

**Scheduled Availability**

- Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

Holidays for PO-2 include: New Year’s Day, Memorial Day, Independence Day , Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements will be performed for each of the following: Pre-Ordering CORBA, Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI

**Methodology:**

Verizon will use EnView as a means of monitoring all Verizon systems, including retail OSS. However, Verizon will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a Verizon outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC’s outage. For example, if a single CLEC experienced a 3 hour outage, due to a Verizon problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed separately for each interface type. The hours of the day are divided into 6-minute measurement periods.

If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as “unavailable”. If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface (EDI/WEBGUI/CORBA) problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 180 6-minute measurement periods in a 18-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals  $(1-(2/180)) \times 100 = 98.89\%$  Availability.

**Methodology – PO-2 OSS Availability (continued)**

**Trouble Logs:** Verizon will make available for inspection by the CLEC logs of CLEC reports that the interface is not available.

**Exclusions:**

The following exclusions will apply

- Troubles reported but not found in Verizon
- Troubles reported by a CLEC that were not reported to Verizon’s designated trouble reporting point.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).

**Performance Standard:**

Metric PO-2-02 (Prime Time): ≥ 99.5%

**Formula:**

$[(\text{Number of hours scheduled less number of scheduled hours not available}) / (\text{Number of hours scheduled})] \times 100.$

**Report Dimensions:**

Company: <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> </ul>	Geography: <ul style="list-style-type: none"> <li>• North (CT, MA, NH, NY, ME, RI, VT)</li> <li>• South (DC, DE, MD, NJ, PA, VA, WV)</li> </ul>
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<b>Products</b>	<ul style="list-style-type: none"> <li>• Web GUI (Pre-Order, Order and Repair)</li> <li>• EDI (Pre-Order and Order)</li> <li>• CORBA (Pre-Order)</li> </ul>
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**Sub-Metrics:**

**PO-2-02**      **OSS Interface Availability – Prime Time**

Calculation	Numerator	Denominator
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.

## Ordering (OR)

<b>Function:</b>
<b>OR-1 Order Confirmation Timeliness</b>
<b>Definition:</b>
<i>Resale &amp; UNE:</i> <i>Order Confirmation Response Time:</i> The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 6 lines – with accounts that include more than 5 lines that must be rearranged will be treated as 6 lines or greater. <i>Percent of Orders Confirmed On Time:</i> The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.
<b>Trunks:</b> The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.
<b>Notes:</b> (1) Rejected Orders – Orders failing “Basic front-end edits” <sup>4</sup> are not placed in the PON Master File. (2) For LSRs only, effective with the capability to identify resent confirmations due to Verizon error, Verizon will include in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon’s error in initial confirmation <sup>5</sup> . The measurements are based on confirmed orders. (3) If no order confirmations time exists due to a missing order confirmations, for LSRs only, Verizon will use the completion notification time. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month. (5) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

<sup>4</sup> Basic front-end edits – see Glossary.

<sup>5</sup> Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon reasons are not counted as resent confirmations.

<b>Exclusions:</b>		
<b>Resale &amp; UNE:</b>		
<ul style="list-style-type: none"> <li>• Verizon Test Orders <sup>6</sup></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. Holidays vary by state and are published on the Verizon Web Site.</li> <li>• SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.</li> <li>• Any order (PON) designated by a CLEC to be excluded (e.g., special projects). CLEC must provide written authorization for any exclusion. (This applies to any metric as specified by CLEC)</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> <li>• DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)</li> </ul>		
<b>Report Dimensions</b>		
Company:		Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Performance Standard: OR-1 Order Confirmation Timeliness</b>		
95% On Time According to schedule below:		
<b>Resale:</b>	<b>UNE:</b>	<b>Interconnection Trunks:</b>
<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>• Flow-Through Orders: 2 Hours</li> <li>• Orders with &lt; 6 Lines: 24 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>• 2 wire Digital Services: 72 hours</li> <li>• 2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>• Orders with &lt; 6 Lines: 48 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours <sup>7</sup></li> </ul>	<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>• Flow-Through Orders: 2 Hours</li> <li>• Orders with &lt; 6 Lines: 24 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>• 2 Wire Digital Services: 72 hours</li> <li>• 2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>• Orders with &lt; 6 Lines: 48 Hours</li> <li>• Orders with ≥ 6 Lines: 72 Hours</li> </ul>	<b>Electronically Submitted Orders:</b> <i>Firm Order Confirmation:</i> <ul style="list-style-type: none"> <li>• ≤ 192 Trunks: 10 Business Days</li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 Hours to intervals above
<b>Sub-Metrics</b>		
<b>OR-1-02</b>	<b>% On Time LSRC – Flow Through</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex – Loop</li> <li>• Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRCs confirmed for specified product.

<sup>6</sup> Verizon-Test Orders – see Glossary.

<sup>7</sup> Also includes orders requiring facility verification as specified on the Verizon Web-site for product intervals.

<b>Sub-Metrics OR-1 Order Confirmation Timeliness (continued)</b>		
<b>OR-1-04</b>	<b>% On Time LSRC/ASRC &lt; 6 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services<sup>8</sup></li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-Qualified Complex -Loop</li> <li>• Platform</li> <li>• 2 Wire Digital Services</li> <li>• 2 Wire xDSL Services</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs/ASRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.
<b>OR-1-06</b>	<b>% On Time LSRC/ASRC ≥ 6 Lines (Electronic)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex</li> <li>• Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>• POTS/Pre-qualified Complex – Loop</li> <li>• Platform</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines, confirmed for specified product.
<b>OR-1-12</b>	<b>% On Time FOC</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks (≤ 192 Forecasted Trunks)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of orders confirmed within the specified interval for the product type	Number of orders received (electronically and faxed) confirmed by product type

<sup>8</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

**Function:****OR-2 Reject Timeliness****Definition:**Reject Response Time:

The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:

- (1) Rejected Orders – Orders failing “Basic front-end edits”<sup>9</sup> are not placed in the PON Master File.
- (2) Measurements are based on rejected orders.
- (3) The Ordering sub-metrics data reported in the monthly C2C reports only include orders rejected in the calendar month.
- (4) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

**Exclusions:**

- Verizon Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- 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. . Holidays vary by state and are published on the Verizon Web Site.
- SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)

**Report Dimensions :**

## Company:

- CLEC Aggregate
- CLEC Specific

## Geography:

- State

<sup>9</sup> Basic front-end edits – see Glossary.

<b>Performance Standard:</b>		
95% On Time According to schedule below:		
<b>Resale:</b>	<b>UNE:</b>	<b>Interconnection Trunks:</b>
<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 6 Lines: 24 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services) (requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>2 wire Digital Services: 72 hours</li> <li>2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>Orders with &lt; 6 Lines: 48 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours<sup>10</sup></li> </ul>	<b>Electronically Submitted Orders:</b> <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> <li>Flow-Through Orders: 2 Hours</li> <li>Orders with &lt; 6 Lines: 24 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours</li> </ul> <i>Complex Services(requiring manual loop qualification)</i> <ul style="list-style-type: none"> <li>2 Wire Digital Services: 72 hours</li> <li>2 Wire xDSL Services: 72 hours</li> </ul> <i>Special Services:</i> <ul style="list-style-type: none"> <li>Orders with &lt; 6 Lines: 48 Hours</li> <li>Orders with ≥ 6 Lines: 72 Hours</li> </ul>	<b>Electronically Submitted Orders:</b> <ul style="list-style-type: none"> <li>≤ 192 Trunks: 10 Business Days</li> </ul> <b>Faxed/Mailed Orders: Add 24 Hours to intervals above</b>
<b>Sub-Metrics – OR-2 Reject Timeliness</b>		
<b>OR-2-02</b>	<b>% On Time LSR Reject – Flow Through</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex – Loop</li> <li>Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of flow-through LSRs rejected for specified product.
<b>OR-2-04</b>	<b>% On Time LSR/ASR Reject &lt; 6 Lines (Electronic – No Flow Through)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex</li> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Services<sup>11</sup></li> <li>Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS/Pre-Qualified Complex – Loop</li> <li>Platform</li> <li>2 Wire Digital Services</li> <li>2 Wire xDSL Services</li> <li>Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.
<b>OR-2-06</b>	<b>% On Time LSR/ASR Reject ≥ 6 Lines (Electronic)</b>	
<b>Products</b>	<i>Resale:</i> <ul style="list-style-type: none"> <li>POTS/Pre-qualified Complex</li> <li>Specials</li> </ul>	<i>UNE:</i> <ul style="list-style-type: none"> <li>POTS/Pre-qualified Complex – Loop</li> <li>Platform</li> <li>Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.

<sup>10</sup> Also includes orders requiring facility verification as specified in the interval appendix.

<sup>11</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>OR-2-12</b>	<b>% On Time Trunk ASR Reject</b>	
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

<b>Function:</b>		
<b>OR-5 Percent Flow-Through</b> <sup>12</sup>		
<b>Definition:</b>		
<p><b>Total Flow-Through:</b> The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor. This is also known as “ordering” flow-through.</p> <p><b>% Flow Through Achieved:</b> % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</p> <p><b>Note:</b> Rejected Orders – Orders failing “Basic front-end edits” <sup>13</sup> are not placed on Completed PON Master File.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• BA Test Orders</li> <li>• Orders sent via US Mail or Fax</li> <li>• From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on BA accounts where business rules require manual intervention, such as pending orders, BA blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC]</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
No Standard Developed for Total Flow-Through <sup>14</sup> . To be developed within 6 months of merger close.		
<b>Report Dimensions</b>		
Company:		Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Sub-Metrics</b>		
<b>OR-5-01</b>	<b>% Flow Through – Total</b>	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR records (orders) for specified product.
<b>OR-5-03</b>	<b>% Flow Through Achieved</b>	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow through eligible orders

<sup>12</sup> While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

<sup>13</sup> Basic front-end edits – see Glossary.

<sup>14</sup> NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

## Provisioning (PR)

<b>Function:</b>			
<b>PR-3 Completed within Specified Number of Days (1-5 Lines)</b>			
<b>Definition:</b>			
<ul style="list-style-type: none"> <li>For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received. Orders received after 5:00 p.m. are counted as received the next business day. Note: Holidays vary by state and are published on the Verizon Web Site.</li> </ul>			
<b>Exclusions:</b>			
<ul style="list-style-type: none"> <li>Verizon Test Orders.</li> <li>Disconnect Orders.</li> <li>Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). Orders that should be X appointment coded. Verizon will work to correct any orders with an incorrect appointment code.</li> <li>Verizon Administrative orders.<sup>15</sup></li> <li>Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).</li> <li>Additional Segments on orders (parts of a whole order are included in the whole).</li> <li>Orders that are not complete. (Orders are included in the month that they are complete).</li> <li>Suspend for non-payment and associated restore orders.</li> <li>Orders completed late due to any end user or CLEC caused delay.</li> <li>Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.</li> <li>Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>			
<b>Performance Standard:</b>			
Parity with Verizon Retail. See Interval Guide for specific products and services.			
<b>Report Dimensions</b>			
Company:		Geography:	
<ul style="list-style-type: none"> <li>Verizon Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>State</li> </ul>	
Products (For all PR-3)	<i>Retail:</i>	<i>Resale:</i>	<i>UNE:</i>
	<ul style="list-style-type: none"> <li>POTS - Total</li> </ul>	<ul style="list-style-type: none"> <li>POTS - Total</li> </ul>	<ul style="list-style-type: none"> <li>POTS – Platform &amp; Other (UNE Switch &amp; INP)</li> </ul>
<b>Sub-Metrics</b>			
<b>PR-3-08</b>	<b>% Completed in 5 Days (1-5 Lines – No Dispatch)</b>		
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	

<sup>15</sup>

Verizon Administrative Orders – See Glossary

<b>PR-3-09</b>	<b>% Completed in 5 Days (1-5 Lines -- Dispatch)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.

<b>Function:</b>	
<b>PR-4 Missed Appointments</b>	
<b>Definition:</b>	
<p>The Percent of Orders completed after the commitment date.</p> <p><u>LNP</u>: The percent of orders completed on Time (not early)</p> <p>DSL Loops are considered complete if completed on time on the due date. Verizon utilizes serial numbers where CLECs provide them to support on-time performance measures.</p> <p><u>Trunks</u>: Includes reciprocal trunks from Verizon to CLEC. The percentage of <u>trunks</u> completed for which there was a missed appointment.</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Verizon Test Orders</li> <li>• Disconnect Orders</li> <li>• Verizon Administrative orders <sup>16</sup></li> <li>• Additional Segments <sup>17</sup> on orders (parts of a whole order are included in the whole)</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete)</li> <li>• Suspend for non-payment and associated restore orders.</li> <li>• For Delay Days: for orders with both a Verizon miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded.</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> <li>• For PR-4-14 (% On Time 2 Wire xDSL Loops) – orders completed late due to facility problems</li> <li>• For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.</li> </ul>	
<b>Performance Standard:</b>	
<p>Parity with Verizon Retail</p> <p>Note: Where the SDA or separate office or division providing DSL is using line sharing, for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable. NJ: Parity with retail “Infospeed” (DSL Service) where it exists.</p> <p>Retail Comparison for IOF is Retail DS3 and for EEL is Retail DS1 (Except for PR-4-02 where comparison is total specials)</p> <p>LNP: 95% on Time</p> <p>PR-4-14: 2 Wire xDSL Loops: 95% on Time</p> <p>Retail comparison for PR-4-02 xDSL loops is retail specials DS0</p>	
<b>Report Dimensions</b>	
<p>Company:</p> <ul style="list-style-type: none"> <li>• Verizon Retail/ SDA</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<p>Geography:</p> <ul style="list-style-type: none"> <li>• State</li> </ul>

<sup>16</sup> Verizon Administrative Orders – See Glossary

<sup>17</sup> Segments – See Glossary

<b>Sub-Metrics – PR-4 Missed Appointments</b>				
<b>PR-4-01</b>	<b>% Missed Appointment – Verizon – Total</b>			
<b>Description</b>	The Percent of Orders completed after the commitment date due to Verizon reasons.			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• Specials- Other</li> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• IXC FGD Trunks</li> <li>• <u>2 Wire xDSL</u> Services</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• Specials- Other</li> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• <u>2 Wire xDSL</u><sup>18</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• EEL</li> <li>• IOF</li> <li>• Specials (Other)</li> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of Orders/Trunks where the Order completion date is greater than the order due date due to Company Reasons for product group		Count of Orders/Trunks Completed for product group.	
<b>PR-4-02</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, attributable to Verizon.			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> <li>• DS0</li> <li>• IXC FGD Trunks</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>19</sup></li> <li>• Specials</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS Loop</li> <li>• Platform</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> <li>• EEL</li> <li>• IOF</li> </ul>	Trunks: <ul style="list-style-type: none"> <li></li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
<b>PR-4-04</b>	<b>% Missed Appointment – Verizon – Dispatch</b>			
<b>Description</b>	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.			
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• <u>2 Wire xDSL</u></li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• <u>2 Wire xDSL</u><sup>20</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform</li> <li>• Loop – New</li> <li>• 2 Wire Digital</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.		Count of Dispatched Orders Completed for product group.	

<sup>18</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<sup>19</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<sup>20</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Sub-Metrics PR-4 Missed Appointments (continued)</b>		
<b>PR-4-05</b>	<b>% Missed Appointment – Verizon – No Dispatch</b>	
<b>Description</b>	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL Line Sharing (Infospeed for NJ where it exists)</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>24</sup></li> </ul>
		UNE: <ul style="list-style-type: none"> <li>• Platform</li> <li>• 2 Wire xDSL Line Sharing</li> <li>• 2 Wire xDSL Line Splitting</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Count of No Dispatch Orders Completed for product group.
<b>PR-4-07</b>	<b>% On Time Performance – LNP Only</b>	
<b>Description</b>	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.	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• LNP</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count 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.	Count of LNP orders completed.
<b>PR-4-14</b>	<b>% Completed On Time – 2 Wire xDSL Loops</b>	
<b>Description</b>	% of 2 wire xDSL Loops completed on time	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• 2 Wire xDSL Loops</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of all orders completed on or before the due date	Count of all orders completed

<sup>24</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>				
<b>PR-6 Installation Quality</b>				
<b>Definition:</b>				
The percent of lines/circuits/trunks installed in the calendar month where a reported trouble was found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.				
<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 Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing xDSL and used to provide resold DSL.</li> </ul>				
<b>Formula:</b>				
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100				
<b>Performance Standard:</b>				
Parity with Verizon Retail For Found Troubles				
For PR-6-02 Loop Hot Cuts: ≤ 2%				
For PR-6-01 2 wire xDSL – the retail comparison is retail POTS dispatched				
<b>Report Dimensions</b>				
Company:		Geography:		
<ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>		
<b>Sub-Metrics</b>				
<b>PR-6-01</b>	<b>% Installation Troubles reported within 30 Days</b>			
<b>Description</b>	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
<b>Products</b>	<b>Retail:</b> <ul style="list-style-type: none"> <li>• ISDN</li> <li>• POTS</li> <li>• Specials</li> <li>• IXC FGD Trunks</li> </ul>	<b>Resale:</b> <ul style="list-style-type: none"> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL <sup>22</sup></li> <li>• Specials</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> </ul>	<b>Trunks:</b> <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month	

<b>PR-6-02</b>	<b>% Installation Troubles reported within 7 Days</b>		
<b>Description</b>	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
<b>Products</b>	Retail:	Resale:	UNE: · POTS – Loop Hot Cut
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines installed in calendar month

<b>Function:</b>		
<b>PR-9 Hot Cut Loops</b>		
<b>Definition:</b>		
A Hot Cut is considered complete when the following occurs:		
1. Work is done at (1) appointed frame due time (FDT) as noted on the LSRC or (2) at a time mutually agreed upon by the RCCC/CLEC; and the work is completed within (1) prescribed interval as noted in the C2C guidelines or (2) mutually accepted interval (i.e., project completes by a certain date).		
A Hot Cut is considered missed when one of the following occurs:		
1. Premature disconnect called into 1-877-Hot Cuts (otherwise would probably be captured as Retail trouble)		
2. Work not done (i.e., not turned up to CLEC by some means (email, VMS, direct call) by close of intervals noted in standards below due to a Verizon reason (i.e., HFC, late turn up, due date pushed out due to Verizon action)		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Verizon Test Orders</li> <li>• Verizon Administrative orders <sup>23</sup></li> <li>• Additional Segments <sup>24</sup> on orders (parts of a whole order are included in the whole)</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete)</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>		
<b>Performance Standard:</b>		
Hot Cuts: 95% completed within window.		
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:		
1 to 9 lines: 1 Hour		
10 to 49 lines: 2 Hours		
50 to 99 lines: 3 Hours		
100 to 199 lines: 4 Hours		
200 plus lines: 8 Hours		
If IDLC is involved – Start time is within 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)		
<b>Report Dimensions</b>		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>		
<b>PR-9-01</b>	<b>% On Time Performance – Hot Cut</b>	
<b>Description</b>	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• Loop – Hot Cut (Coordinated Cut-over)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of hot cut (coordinated) loop orders (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated) loop orders completed.

<sup>23</sup> Verizon Administrative Orders – See Glossary

<sup>24</sup> Segments – See Glossary

## Maintenance and Repair (MR)

<b>Function:</b>				
<b>MR-2 Trouble Report Rate</b>				
<b>Definition:</b>				
<p><b>Report Rate:</b> 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 code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).          UNE Loop is defined as 2 wire analog loop</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 Verizon official (administrative lines)</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul> <p>Excluded from Total (MR-2-01) and Loop/CO (MR-2-02 &amp; MR-2-03) report rates:</p> <ul style="list-style-type: none"> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles reported but not found (Found OK and Test OK).</li> </ul> <p>From MR-2-02 &amp; MR-2-03 for 2 wire xDSL:</p> <ul style="list-style-type: none"> <li>• Installation Troubles (I Codes)</li> </ul>				
<b>Performance Standard:</b>				
<p>Report Rate:          Parity with Verizon Retail          Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS -Total.          Trunk Retail Equivalent = IXC FGD.</p>				
<b>Report Dimensions</b>				
<b>Company:</b> <ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>			<b>Geography:</b> <ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>				
<b>MR-2-01</b>	<b>Network Trouble Report Rate</b>			
<b>Products</b>	<b>Retail:</b> <ul style="list-style-type: none"> <li>• Specials</li> <li>• IXC FGD Trunks</li> </ul>	<b>Resale:</b> <ul style="list-style-type: none"> <li>• Specials</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• Specials</li> </ul>	<b>Trunks:</b> <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

<b>Sub-Metrics – MR-2 Network Trouble Report Rate (continued)</b>			
<b>MR-2-02</b>	<b>Network Trouble Report Rate – Loop</b>		
<b>Products</b>	Retail/SDA: • POTS	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL <sup>25</sup>	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service
<b>MR-2-03</b>	<b>Network Trouble Report Rate – Central Office</b>		
<b>Products</b>	Retail/SDA: • POTS-Total	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL <sup>26</sup>	UNE: • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service

<sup>25</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<sup>26</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>			
<b>MR-3 Missed Repair Appointments</b>			
<b>Definition:</b>			
The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % 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 and are always dispatched.			
<b>Exclusions:</b>			
<ul style="list-style-type: none"> <li>• Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval</li> <li>• Excludes Subsequent reports (additional customer calls while the trouble is pending)</li> <li>• Customer Premises Equipment (CPE) troubles</li> <li>• Troubles reported but not found (Found OK and Test OK).</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>			
<b>Performance Standard:</b>			
Parity with Verizon Retail Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS-Total			
<b>Report Dimensions</b>			
Company: <ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		Geography: <ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>			
<b>MR-3-01</b>	<b>% Missed Repair Appointment – Loop</b>		
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS - Residence</li> <li>• POTS – Business</li> <li>• POTS - Total<sup>27</sup></li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS – Residence</li> <li>• POTS - Business</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL <sup>28</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform – Residence</li> <li>• Platform - Business</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).

<sup>27</sup> For comparison to UNE Loop

<sup>28</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

MR-3-02	% Missed Repair Appointment – Central Office		
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS - Residence</li> <li>• POTS – Business</li> <li>• POTS - Total<sup>29</sup></li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS– Residence</li> <li>• POTS - Business</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL Services <sup>30</sup></li> </ul>	UNE: <ul style="list-style-type: none"> <li>• Platform– Residence</li> <li>• Platform - Business</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).

<sup>29</sup> For comparison to UNE Loop

<sup>30</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>			
<b>MR-4 Trouble Duration Intervals</b>			
<b>Definition:</b>			
<p>For <u>POTS(Resale &amp; Platform)</u> -type services this is measured on a “running clock” basis. Run clock includes weekends and holidays.</p> <p>For UNE Loop, UNE 2 wire Digital Loop and UNE 2 wire xDSL Loop services this is measured on a limited stop clock basis. A stop clock will be used when the premise access, provided by the CLEC and their end user, is after the offered repair interval. This would apply to dispatched out tickets only. (For example if access is not available on a weekend, the clock would stop at 5PM on Friday and resume Monday at 8AM).</p> <p>For <u>Special Services</u>-type services and interconnection trunks, this is measured on a “stop clock” basis (<u>i.e.</u>, the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access).</p> <p><u>Out of Service Intervals</u>: The percent of <u>Network Troubles</u> that indicate an out of service condition which was repaired and cleared more than “y” hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into Verizon’s designated trouble reporting interface either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: “y” equals hours out of service (12 or 24 hours). [new para]</p> <p>For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").</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 reported but not found (Found OK and Test OK).</li> <li>• Troubles closed due to customer action</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>			
<b>Performance Standard:</b>			
Parity with Verizon Retail			
Note: Retail compare for 2 Wire Digital and 2 Wire xDSL is POTS-Total.			
<b>Report Dimensions</b>			
Company:		Geography:	
<ul style="list-style-type: none"> <li>• Verizon Retail</li> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>			
<b>MR-4-01</b>	<b>Mean Time To Repair – Total</b>		
<b>Products</b>	Retail:	Resale:	
	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	<ul style="list-style-type: none"> <li>• Specials</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)

<b>Sub-Metrics MR-4 Trouble Duration Intervals (continued)</b>		
<b>MR-4-02</b>	<b>Mean Time To Repair – Loop Trouble</b>	
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)	Count of loop troubles (disposition codes 03 and 04)
<b>MR-4-03</b>	<b>Mean Time To Repair – Central Office Trouble</b>	
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS Residence</li> <li>• POTS Business</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)	Count of Total central office troubles (disposition codes 05)
<b>MR-4-07</b>	<b>% Out of Service &gt; 12 Hours</b>	
<b>Products</b>	Retail: <ul style="list-style-type: none"> <li>• IXC FGD Trunks</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.	Count of Out of service troubles (Loop & CO)
<b>MR-4-08</b>	<b>% Out of Service &gt; 24 Hours</b>	
<b>Products</b>	Retail/SDA: <ul style="list-style-type: none"> <li>• POTS - Residence</li> <li>• POTS - Business</li> <li>• POTS - Total<sup>31</sup></li> <li>• Specials</li> </ul>	Resale: <ul style="list-style-type: none"> <li>• POTS- Residence</li> <li>• POTS - Business</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL<sup>32</sup></li> <li>• Specials</li> </ul>
		UNE: <ul style="list-style-type: none"> <li>• Platform -Residence</li> <li>• Platform - Business</li> <li>• Loop</li> <li>• 2 Wire Digital</li> <li>• 2 Wire xDSL</li> <li>• Specials</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Count of Out of service troubles (Loop & CO).

<sup>31</sup> For comparison to UNE Loop

<sup>32</sup> Where the separate data affiliate exists, re-sold xDSL services will not be included.

<b>Function:</b>				
<b>MR-5 Repeat Trouble Reports</b>				
<b>Definition:</b>				
The percent of troubles cleared that have an additional trouble cleared within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats as a code 3, 4, or 5 will be classified as a repeat report.				
<b>Exclusions:</b>				
<ul style="list-style-type: none"> <li>Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance(in all measures)</li> </ul> <p>A report is not scored a repeat where the original reports are:</p> <ul style="list-style-type: none"> <li>Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul> <p>Excluded from the "repeat" reports are:</p> <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 reported but not found upon dispatch (Found OK and Test OK).</li> <li>Troubles closed due to customer action.</li> <li>Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> </ul>				
<b>Performance Standard:</b>				
Parity with Verizon Retail Note: Retail Compare for 2 Wire Digital and 2 Wire xDSL is POTS – Total.				
<b>Report Dimensions</b>				
Company:		Geography:		
<ul style="list-style-type: none"> <li>Verizon Retail</li> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>State</li> </ul>		
<b>Sub-Metrics</b>				
<b>MR-5-01</b>	<b>% Repeat Reports within 30 Days</b>			
<b>Products</b>	<b>Retail/SDA:</b> <ul style="list-style-type: none"> <li>POTS -Total</li> <li>Specials</li> <li>IXC FGD Trunks</li> </ul>	<b>Resale:</b> <ul style="list-style-type: none"> <li>POTS</li> <li>2 Wire Digital</li> <li>2 Wire xDSL <sup>33</sup></li> <li>Specials</li> </ul>	<b>UNE:</b> <ul style="list-style-type: none"> <li>Platform</li> <li>Loop</li> <li>2 Wire Digital</li> <li>2 Wire xDSL</li> <li>Specials</li> </ul>	<b>Trunks:</b> <ul style="list-style-type: none"> <li>CLEC Trunks</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, that Repeated From Disposition codes < 14)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

<sup>33</sup>

Where the separate data affiliate exists, re-sold xDSL services will not be included.

## Network Performance (NP)

<b>Function:</b>
<b>NP-1 Percent Final Trunk Group Blockage</b>
<b>Definition:</b>
<p>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 Verizon 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.]</p> <p>CLEC Trunks are dedicated final trunks carrying traffic from the Verizon access tandem to the CLEC.</p>
<b>Exclusions:</b>
<p>Trunks not included:</p> <ul style="list-style-type: none"><li>• IXC Dedicated Trunks</li><li>• Common Trunks carrying only IXC traffic</li></ul> <p>Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that Verizon has identified a blocked trunk group and that the trunk group should be excluded from Verizon performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"><li>• Trunks blocked due to CLEC network failure</li><li>• Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk</li><li>• Trunks blocked where CLEC order for augmentation is overdue</li><li>• Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation</li><li>• Trunks blocked due to other CLEC trunk network rearrangements</li><li>• Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li></ul>
<b>Performance Standard:</b>
<p>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 Verizon and CLECs, Verizon will provide 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.</p> <p>End User Standard:</p> <p>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.</p> <p>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.</p> <p>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.</p>

<b>Report Dimensions – NP-1 Percent Final Trunk Group Blockage</b>		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Products</b>	Trunks:	
	<ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>	
<b>Sub-Metrics</b>		
<b>NP-1-04</b>	<b>Number Final Trunk Groups Exceeding Blocking Standard – 3 Months</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

<b>Function:</b>		
<b>NP-2 Collocation Performance</b>		
<b>Definition:</b>		
<p><b>Interval:</b> 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.</p> <p>(For NY Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted demand will have the following interval start date:</p> <ul style="list-style-type: none"> <li>• No Forecast Received: 3 months after application date</li> <li>• Forecast received 1 month prior to application date: 2 months after application date</li> <li>• Forecast received 2 months prior to application date: 1 month after application date</li> <li>• Forecast received 3 months prior to application date: On the application date</li> </ul> <p>Interval Stops if (stop clock):</p> <ul style="list-style-type: none"> <li>• For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary.</li> </ul> <p>Completions: Verizon will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC. Includes new and augment trunks.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Formula:</b>		
<p><b>% On Time:</b> Number of Responses provided within standard or Cages completed on Due Date (adjusted for milestone misses)/Number of Responses provided or Cages completed x 100</p>		
<b>Performance Standard:</b>		
<p>Physical<sup>34</sup>:</p> <p>Notification of Space Availability: 8 Days  Collocation Interval: 76 Days  95% On Time</p> <p>Virtual:</p> <p>Notification of Space Availability: 14 Days  Collocation Interval: 105 Days  95% On Time</p>		
<b>Report Dimensions</b>		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> </ul>	
<b>Sub-Metrics</b>		
<b>NP-2-01</b>	<b>% On Time Response to Request for Physical Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.

<sup>34</sup>

Intervals may vary in accordance with state regulations or tariffs.

<b>Sub-Metrics NP-2 Collocation Performance (continued)</b>		
<b>NP-2-02</b>	<b>% On Time Response to Request for Virtual Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.
<b>NP-2-05</b>	<b>% On Time – Physical Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of physical collocation cages completed.
<b>NP-2-06</b>	<b>% On Time – Virtual Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of virtual collocation arrangements completed.

## Billing Performance (BI)

<b>Function:</b>		
<b>BI-2 Timeliness of Carrier Bill</b>		
<b>Definition:</b>		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Formula:</b>		
$(\text{Number of Bills sent within 10 business days} / \text{number of bills sent}) \times 100$		
<b>Performance Standard:</b>		
98% in 10 Business Days		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>State</li> </ul>
<b>Sub-Metrics</b>		
<b>BI-2-01</b>	<b>Timeliness of Carrier Bill</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of carrier bills sent to CLEC <sup>35</sup> within 10 business days of bill date.	Count of Carrier Bills distributed

<sup>35</sup>

Sent to Carrier, unless other arrangements are made with CLEC

## GLOSSARY

Application Date	The date that a valid order is received.
ASR	Access Service Request
fBA Administrative Orders	Orders completed by fBA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for fBA official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a fBA state; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via fBA Change Control procedures.
BFR	Bona Fide Request Process (BFR): See appendix D, Summary of BFR from N.Y. P.S.C. No. 916, Section 16.

<p>Collocation Milestones</p>	<p>(FOR NY) From P.S.C. 914 Tariff, Section 5:</p> <p><u>Physical Collocation</u></p> <ul style="list-style-type: none"> <li>· Day 1 – CLEC submits completed application</li> <li>· Day 9 – fBA notifies CLEC that request can be accommodated and estimates costs.</li> <li>· Day 14 – CLEC notifies fBA of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse fBA for all costs incurred should the CLEC withdraw its collocation request</li> <li>· Day 76 – fBA and CLEC attend Methods and Procedures meeting and fBA turns over the multiplexing node to the CLEC</li> </ul> <p>fBA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and fBA control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the fBA work completion notice, indicating acceptance of the multiplexing node construction work and providing fBA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment or facilities in the multiplexing node(s) until after the receipt by fBA of the fBA work completion notice and any applicable security fee.</p> <p><u>Virtual Collocation:</u></p> <p>fBA and the CLEC shall work cooperatively to jointly plan the implementation milestones. fBA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>
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Common Final Trunk Blockage:	Common final trunks carry traffic between fBA end offices and the fBA access tandem, including local traffic to fBA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) All CLEC trunks are engineered at the B.005 level. (See Dedicated Final Trunk Blockage.)
Common Trunks:	<p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two fBA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies.</p> <p>(B) <u>Final Trunks</u>: (All fBA except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks - IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official fBA Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a fBA end user to a CLEC completed with manual coordination by fBA and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.
CPE	Customer Premises Equipment

Cut-Over Window	<p>Amount of time from start to completion of physical cut-over of lines:</p> <p>1 to 9 lines: 1 Hour</p> <p>10 to 49 lines: 2 Hours</p> <p>50 to 99 lines: 3 Hours</p> <p>100 to 199 lines: 4 Hours</p> <p>200 plus lines: 8 Hours</p>
Dedicated Final Trunk Blockage:	<p>A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a fBA Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.</p>

Dedicated Trunks	<p>(E) <u>High Usage Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a fBA Tandem Office <b>or</b> carry two-way local traffic between a fBA end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies. These trunks are ordered by the CLEC.</p> <p>(F) <u>Final Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a fBA Tandem Office <b>or</b> carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from fBA and engineer to their desired blocking design threshold.</p> <p>(G) <u>High Usage Trunks – fBA to CLEC Interconnection</u>: carry one-way local traffic from a fBA end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies. fBA orders these trunks from CLECs.</p> <p>(H) <u>Final Trunks – fBA to CLEC Interconnection</u>: carry one-way traffic from a fBA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all fBA geographies. fBA orders these trunks from CLECs.</p> <p>(I) <u>High Usage Trunks – IXC Feature Group D</u>: carry two-way traffic between a fBA end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies. IXCs order these trunks from fBA.</p> <p>(J) <u>Final Trunks – IXC Feature Group D</u> carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all fBA geographies. IXCs order these trunks from fBA.</p>
Dispatched Orders:	An order requiring the dispatch of a fBA Field technician outside of a fBA Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 6 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.

Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	<u>Left in Dial Tone Orders</u> . These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.
Loop Qualification	Loop qualification is the manual step whereby it is determined if a loop facility that meets specifications necessary for 2-wire digital or 2-wire xDSL services exists for the requested end user.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the Gateway and requiring no manual intervention to be entered into the service order processor.
Missed Appointment Codes	fBA Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a fBA representative into the fBA service order processor. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a fBA Central Office. Includes orders with translation changes and dispatches inside a fBA Central Office.

Orders with $\geq 10$ lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	<i>Plain Old Telephone Services</i> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.
PON	<i>Purchase Order Number:</i> Unique purchase order provided by CLEC to fBA placed on LSRC or ASR as an identifier of a unique order.
Projects	<u>Projects</u> are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0= $<$ 1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, no access service. Excludes trunks. IOF and EEL are separately reported for provisioning.

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, fBA is awaiting carrier acceptance, or fBA is denied access.
Suspend/Restore Orders	Orders completed by fBA to suspend for non-payment or restore for payment subject to state commission Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for fBA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL', 'NYNX', 'ZKPM', 'ZPSC', 'ZTKP', 'ZTPS', 'ZJIM'.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in fBA's central office where the end user is served. The 2-wire digital - ISDN BRI loop, currently offered by fBA, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital - ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

**Product identification descriptions:**

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'

POTS - Total	<p>Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL).</p> <p>Ordering:</p> <ul style="list-style-type: none"> <li>· Service order classification of ordering master rec = 0</li> </ul> <p>Provisioning:</p> <ul style="list-style-type: none"> <li>· Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL)</li> </ul> <p>Maintenance:</p> <ul style="list-style-type: none"> <li>· Class Service = 04/05/06/07/08/09/10/13/19/20/21</li> </ul>
Complex:	<p>Provisioning:</p> <ul style="list-style-type: none"> <li>· ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank</li> <li>· ISDN Primary: Service Code Modifier (SCM) begins with "IB"</li> <li>· 2 Wire Digital Services</li> <li>· 2 Wire xDSL Services (including Loops and Line sharing)<sup>36</sup></li> </ul>

<sup>36</sup> DSL Services provided by Verizon are currently provided by the Separate Data Affiliate (VADD) in all states except New Jersey. New Jersey retail DSL Service is "Info-Speed" until such time as a separate office or division provides DSL services. In other states, as approved by state regulatory commissions, once the SDA is reintegrated into Verizon, a separate office or division providing DSL will continue to order services through the Verizon wholesale interfaces, as required by this Order. Until reintegration, provisioning performance will be measured from receipt of the order from the SDA to completion of the order to the SDA. Once integrated, "retail" and "resale" provisioning performance will be captured from receipt of customer order through completion of customer order by the separate office or division providing DSL from that office or division's provisioning data sources.

<p>Special Services</p>	<p><i>Special Services</i> ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).  Ordering:  · Service order classification of ordering master rec = 1  Provisioning:  · CL_FID is not NULL  Maintenance:  · Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official fBA line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the fBA central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff filing.</p>
<p><b>For Trunks:</b></p>	<p>For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the fBA central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.</p>

## ATTACHMENT A-3

### CALCULATION OF PARITY AND BENCHMARK PERFORMANCE

#### Statistical Methodologies:

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

Measured Variables:	Counted Variables:
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{BA}}{\sqrt{S_{BA}^2 \left( \frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA}) \left( \frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$

#### Definitions:

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

$\bar{X}$  is defined as the average performance or mean of the sample

S is defined as the standard deviation

n is defined as the sample size

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

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

#### Sample Size Requirements:

The standard Z or t statistic will be used for measures where “parity” is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size is 30. For counted variables, np(1-p) must be greater than or equal to 5.<sup>37</sup> When the sample size requirement is not met, BA/GTE will do the following:

If the absolute performance for the CLEC is better than the BA/GTE performance, no statistical analysis is required. If the performance is worse for the CLEC than BA/GTE, BA/GTE will use the t distribution for measured variables until such time as a permutation test can be run in an automated fashion. For counted variables, the binomial distribution will be used. If the t distribution shows an “out of parity” result, BA/GTE

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<sup>37</sup> In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

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

### **Exceptions:**

A key assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications services are not independent. The lack of independence is referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, BA/GTE will file an exception to the performance data in the performance report if any of the following events occur:

- **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC’s troubles are in a single cable failure, BA/GTE will provide the data demonstrating that all troubles within that failure, including BA/GTE troubles were resolved in an equivalent manner. Then, BA/GTE will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA/GTE and the remaining troubles compared according to normal statistical methodologies.
- **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC’s missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA/GTE will provide the data demonstrating that the orders were “clustered” in a single facility shortfall. Then, BA/GTE will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, BA/GTE will provide the data demonstrating that the activity is on that day. BA/GTE will compare that single day’s performance for the CLEC to BA/GTE’s own performance. Then, BA/GTE will provide data with that day excluded from overall performance to demonstrate “parity”.

### **Other Exceptions:**

**CLEC Actions:** In addition, the key assumption of independence of data may be impacted by CLEC behavior such as order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports; inappropriate appointment coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when BA/GTE has missed an appointment. BA/GTE will bring such behavior to the attention of the CLEC to attempt resolution. If such action negatively impacts performance, BA/GTE will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

**Documentation:**

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

**Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards**

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the “Allowed Misses” column, then the performance measure not included for remedies.

**95% Standard:**

Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1
13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

Permutation analysis will be applied to calculate the z-statistic for measured variables using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the  $Z_A$  value corresponding to the estimated p-value will be compared to the designated critical Z-value. If  $Z_A$  is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the  $Z_A$  value corresponding to the estimated p-value will be compared to the designated critical Z-value. If  $Z_A$  is greater than the critical Z-value, then the performance is non-compliant.

### **Critical Z-Test Value**

The critical Z test value will be  $-1.645$  based on a 95% confidence level.

### **Methods Of Calculating Per Occurrence Voluntary Payments**

#### **Measurements For Which The Reporting Dimensions Are Averages Or Means.**

- Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement.
- Step 2: Calculate the percentage difference between the actual average and the calculated average (or benchmark value for benchmark measures) for the third consecutive month.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.

#### **Measurements For Which The Reporting Dimensions Are Percentages.**

- Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) for each of the three non-compliant months.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury.

### **Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.**

- Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) for each month of the non-compliant three-month period.
- Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

### **Measurements for Which Payment Is Per Occurrence With A Cap**

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

### **Methods Of Calculating Per Measurement Voluntary Payments**

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

**ATTACHMENT A-4**

**VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS**

**Per Occurrence**

Measurement Group	
High	\$1500
Medium	\$900
Low	\$600

**Per Measurement/Per Occurrence Caps**

Measurement Group	A	B	C
High	\$225,000	\$75,000	\$20,000
Medium	\$90,000	\$30,000	\$10,000
Low	\$60,000	\$20,000	\$5,000

- A = States with 1,000,000 or more access lines
- B = States with between 500,000 and 999,999 access lines
- C = States with < 500,000 access lines

A	<u>BA States:</u> Massachusetts, Maryland, New Jersey, New York, Pennsylvania, Virginia <u>GTE States:</u> California, Florida, Texas
B	<u>BA States:</u> District of Columbia, Delaware, Maine, New Hampshire, Rhode Island, West Virginia <u>GTE States:</u> Hawaii, Illinois, Indiana, Kentucky, Michigan, North Carolina, Ohio, Pennsylvania, Virginia, Washington, Wisconsin
C	<u>BA States:</u> Connecticut, Vermont <u>GTE States:</u> Alabama, Idaho, Missouri, Nevada, Oregon, South Carolina

**ATTACHMENT A-5a**  
**VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
<b>OSS</b>	<b>Interface</b>	PO-1-01	OSS Resp. Time – CSR	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-01	OSS Resp. Time – CSR	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-01	OSS Resp. Time – CSR	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-02	OSS Resp. Time - Due Date Avail.	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-03	OSS Resp. Time – Address Validation	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	EDI	retail + 10 seconds	Measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	CORBA	retail + 10 seconds	Measure	Low	Low
		PO-1-04	OSS Resp. Time - Prod. & Svc. Avail.	WEB GUI	retail + 10 seconds	Measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-05	OSS Resp. Time - TN Reservation	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	EDI	retail + 4 seconds	Measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	CORBA	retail + 4 seconds	Measure	Low	Low
		PO-1-06	OSS Resp. Time - Loop Qualification	WEB GUI	retail + 7 seconds	Measure	Low	Low
		PO-2-02	OSS Availability - Prime	EDI	99.50%	Measure	Medium/High <sup>40</sup>	Medium/High
		PO-2-02	OSS Availability-Prime	WEBGUI	99.50%	Measure	Medium/High	Medium/High
	PO-2-02	OSS Availability –Prime	CORBA	99.50%	Measure	Medium/High	Medium/High	
	<b>Billing</b>	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	Measure	Low	Low

<sup>40</sup> OSS Availability = Medium \$ for 97.5% to < 99.5% availability, High \$ for < 97.5% availability

**ATTACHMENT A-5a**  
**VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

	Metric #	Metric	Product	Standard	Pay per	\$	\$Cap	
Resale	Ordering	OR-1-02	% On Time LSRC - Flow Through	POTS	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	POTS	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	ISDN (2 wire digital)	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	ADSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >= 6 Lines (E)	POTS	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >= 6 Lines (E)	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	POTS	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6Lines (E)	POTS	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	ISDN	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	ADSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= -6 Lines (E)	POTS	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 6 Lines (E)	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-5-01	% Flow Through - Total	All Resale	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon- Total	Specials-Other	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon- Total	DS0	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon- Total	DS1	Parity with retail	Occurrence	\$900	
PR-4-01		% Missed Appt. - Verizon- Total	DS3	Parity with retail	Occurrence	\$900		
PR-4-01		% Missed Appt. - Verizon - Total	ADSL	Parity with retail	Occurrence	\$900		
PR-4-02		Average Delay Days - Total	POTS	Parity with retail	Occurrence	\$900		
PR-4-02		Average Delay Days - Total	ISDN	Parity with retail	Occurrence	\$900		
PR-4-02		Average Delay Days - Total	ADSL	Parity with retail	Occurrence	\$900		
PR-4-02		Average Delay Days - Total	Specials	Parity with retail	Occurrence	\$900		
PR-4-04		% Missed Appt. - Dispatch	POTS	Parity with retail	Occurrence	\$900		
PR-4-04		% Missed Appt. - Dispatch	ISDN	Parity with retail	Occurrence	\$900		

PR-4-04	% Missed Appt. - Dispatch	ADSL	Parity with retail	Occurrence	\$900
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**ATTACHMENT A-5a VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

<b>Metric #</b>	<b>Metric</b>	<b>Product</b>	<b>Standard</b>	<b>Pay per</b>	<b>\$</b>	<b>\$Cap</b>
PR-4-05	% Missed Appt. - No Dispatch	POTS	Parity with retail	Occurrence	\$900	
PR-4-05	% Missed Appt. - No Dispatch	ISDN	Parity with retail	Occurrence	\$900	
PR-4-05	% Missed Appt. - No Dispatch	ADSL	Parity with retail	Occurrence	\$900	
PR-5-03	% Orders - Held for Facilities > 60 Days	POTS	Parity with retail	Occurrence	\$1,500	
PR-5-03	% Orders - Held for Facilities > 60 Days	Specials	Parity with retail	Occurrence	\$1,500	
PR-5-03	% Orders - Held for Facilities > 60 Days	ISDN	Parity with retail	Occurrence	\$1,500	
PR-5-03	% Orders - Held for Facilities > 60 Days	ADSL	Parity with retail	Occurrence	\$1,500	

**ATTACHMENT A-5a**  
**VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Resale continued		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire Digital	Parity with retail	Occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xDSL	Parity with retail	Occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail	Occurrence	\$600	
		PR-6-02	% Install. Troubles Rept. W/in 30 Days	POTS	Parity with retail	Occurrence	\$600	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire Digital	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire xDSL	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	POTS	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	POTS	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire Digital	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire xDSL	Parity with retail POTS – Total	Occurrence	\$600	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS – Res.	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	POTS – Bus.	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire Digital	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire xDSL	Parity with retail POTS – Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire Digital	Parity with retail POTS – Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	2 wire xDSL	Parity with retail POTS – Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS – Res.	Parity with retail	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	POTS – Bus.	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair (Total)	Specials	Parity with retail	Occurrence	\$600	
	MR-4-02	Mean Time to Repair (Loop)	POTS – Res.	Parity with retail	Occurrence	\$600		
	MR-4-02	Mean Time to Repair (Loop)	POTS – Bus.	Parity with retail	Occurrence	\$600		

**ATTACHMENT A-5a**  
**VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
MR-4-03	Mean Time to Repair (Central Office)	POTS – Res.	Parity with retail	Occurrence	\$600	
MR-4-03	Mean Time to Repair (Central Office)	POTS – Bus.	Parity with retail	Occurrence	\$600	
MR-4-08	% OOS > 24 Hours	2 wire Digital	Parity with retail POTS – Total	Occurrence	\$900	
MR-4-08	% OOS > 24 Hours	2 wire xDSL	Parity with retail POTS – Total	Occurrence	\$900	
MR-4-08	% OOS > 24 Hours	POTS – Res.	Parity with retail	Occurrence	\$900	
MR-4-08	% OOS > 24 Hours	POTS – Bus.	Parity with retail	Occurrence	\$900	
MR-4-08	% OOS > 24 Hours	Specials	Parity with retail	Occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	2 wire Digital	Parity with retail POTS – Total	Occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	2 wire xDSL	Parity with retail POTS – Total	Occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	POTS	Parity with retail POTS – Total	Occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5a -  
VERIZON MEASUREMENT LIST**  
Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSRC - Flow Through	PLATFORM	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSRC - Flow Through	LOOP	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	PLATFORM	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	LOOP	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	2 wire digital	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	2 wire xDSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSRC - < 6 Lines (E)	Total Spec.	95% in 48 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	PLATFORM	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	LOOP	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSRC - >/= 6 Lines (E)	Total Spec.	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	PLATFORM	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject - Flow -Thru	LOOP	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	PLATFORM	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	LOOP	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	2 wire digital	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	2 wire xDSL	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 6 Lines (E)	Specials	95% in 48 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	PLATFORM	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	LOOP	95% in 72 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >/= 6 Lines (E)	Specials	95% in 72 Hours	Occurrence	\$600	Low
		OR-5-01	% Flow Through - Total	ALL UNE	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	Platform	Parity with retail POTS	Occurrence	\$600	
		PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	Platform	Parity with retail POTS	Occurrence	\$600	
		PR-4-01	% Missed Appt. - Verizon - Total	EEL	Parity with retail DS1	Occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon - Total	IOF	Parity with retail DS3	Occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon - Total	Specials - Other	Parity with retail specials - Other	Occurrence	\$900	
			PR-4-01	% Missed Appt. - Verizon - Total	DS0	Parity with retail	Occurrence	\$900
		PR-4-01	% Missed Appt. - Verizon - Total	DS1	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Appt. - Verizon - Total	DS3	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5a -  
VERIZON MEASUREMENT LIST  
Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap		
UNE	Provisioning  continued	PR-4-02	Average Delay Days - Total	Platform	Parity with retail POTS	Occurrence	\$900			
		PR-4-02	Average Delay Days - Total	LOOP	Parity with retail POTS	Occurrence	\$900			
		PR-4-02	Average Delay Days - Total	2 wire digital	Parity with retail DS0	Occurrence	\$900			
		PR-4-02	Average Delay Days - Total	2 wire xDSL	Parity with retail DS0	Occurrence	\$900			
		PR-4-02	Average Delay Days - Total	EEL	Parity with retail tot. specials	Occurrence	\$900			
		PR-4-02	Average Delay Days - Total	IOF	Parity with retail tot. specials	Occurrence	\$900			
		PR-4-02	Average Delay Days - Total	Specials	Parity with retail tot. specials	Occurrence	\$900			
		PR-4-04	% Missed Appt. - Dispatch	Platform	Parity with retail POTS	Occurrence	\$900			
		PR-4-04	% Missed Appt. - Dispatch	2 wire digital	Parity with retail 2 wire digital	Occurrence	\$900			
		PR-4-04	% Missed Appt. - Dispatch	Loop (no HC)	Parity with retail POTS	Occurrence	\$900			
		PR-4-05	% Missed Appt. - No Dispatch	Platform	Parity with retail POTS	Occurrence	\$900			
		PR-4-05	% Missed Appt. - No Dispatch	Line Sharing	Parity with VADI	Occurrence	\$900			
		PR-4-05	% Missed Appt. - No Dispatch	Line Splitting	Parity with VADI	Occurrence	\$900			
		PR-4-07	% On Time - UNE LNP	LNP	95%	Occurrence	\$900			
		PR-4-14	% Completed On Time - Complex	2 wire xDSL	95%	Occurrence	\$900			
		PR-5-03	% Orders Missed - Facilities > 60 Days	PLATFORM	Parity with retail POTS	Occurrence	\$900			
				PR-5-03	% Orders Missed - Facilities > 60 Days	LOOP	Parity with retail POTS	Occurrence	\$1,500	
				PR-5-03	% Orders Missed - Facilities > 60 Days	Specials	Parity with retail POTS	Occurrence	\$1,500	
				PR-5-03	% Orders Missed - Facilities > 60 Days	2 wire digital	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed - Facilities > 60 Days	2 wire xDSL	Parity with retail	Occurrence	\$1,500			
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail total specials	Occurrence	\$600			

**ATTACHMENT A-5a –  
VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Provisioning	PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire digital	Parity with retail ISDN	Occurrence	\$600	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	2 wire xDSL	Parity with retail POTS	Occurrence	\$600	
		PR-6-02	% Install Troubles Rept. W/in 7 Days	PLATFORM	Parity with retail POTS	Occurrence	\$600	
		PR-6-02	% Install Troubles Rept. W/in 7 Days	LOOP	Parity with retail POTS	Occurrence	\$600	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	Hot Cut Loop	2%	Occurrence	\$900	
		PR-9-01	% On Time - UNE Hot Cut Loop	Hot Cut Loop	95%	Occurrence	\$900	
	Maintenance	MR-2-01	Network Trouble Report Rate (Total)	Specials	Parity with retail tot. specials	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	PLATFORM	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	LOOP	Parity with retail POTS - Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire digital	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-02	Network Trouble Report Rate (Loop)	2 wire xDSL Loop	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (Central Office)	PLATFORM	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	LOOP	Parity with retail POTS – Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire digital	Parity with retail POTS Total	Occurrence	\$600	
		MR-2-03	Network Trouble Report Rate (CO)	2 wire xDSL Loop	Parity with retail POTS Total	Occurrence	\$600	
		MR-3-01	% Missed Repair Appt. (Loop)	PLATFORM Residence	Parity with retail POTS - Total	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	PLATFORM – Business	Parity with retail POTS – Total	Occurrence	\$900	
MR-3-01	% Missed Repair Appt. (Loop)	LOOP	Parity with retail POTS	Occurrence	\$900			

**ATTACHMENT A-5a – VERIZON MEASUREMENT LIST**  
**Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

UNE	Maintenance continued	MR-3-01	% Missed Repair Appt. (Loop)	2 wire digital	Parity with retail POTS	Occurrence	\$900	
		MR-3-01	% Missed Repair Appt. (Loop)	2 wire xDSL Loops	Parity with retail POTS - Total	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	PLATFORM Residence	Parity with retail POTS	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	PLATFORM Business	Parity with retail POTS	Occurrence	\$900	
		MR-3-02	% Missed Repair Appt. (CO)	LOOP	Parity with retail POTS - Total	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM Residence	Parity with retail POTS I	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	PLATFORM Business	Parity with retail POTS I	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	LOOP	Parity with retail POTS	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	2 wire digital	Parity with retail POTS – Total	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	2 wire xDSL Line Sharing Loops	Parity with retail POTS – Total	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	Specials	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	PLATFORM	Parity with retail POTS – Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	LOOP	Parity with retail POTS – Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire digital	Parity with retail POTS – Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	2 wire xDSL Loops	Parity with retail POTS - Total	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5a –  
VERIZON MEASUREMENT LIST  
Bell Atlantic States (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, WV, VA, VT)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
<b>Inter-Connection</b>	<b>Ordering</b>	OR-1-12	% On Time FOC (</= 192 Trunks)	CLEC Trunks	95% in 10 Days	Occurrence	\$900	Low
		OR-2-12	% On Time Reject (</= 192 Trunks)	CLEC Trunks	95% in 10 Days	Occurrence	\$900	Low
	<b>Provisioning</b>	PR-4-01	% Missed Appt. - BA - Total	CLEC Trunks	Parity with IXC FGD	Occurrence	\$1,500	
		PR-5-03	% Orders Missed – Facilities > 60 Days	CLEC Trunks	Parity with IXC FGD	Occurrence	\$1,500	
	<b>Maintenance</b>	MR-2-01	Network Trouble Report Rate (Total)	CLEC Trunks	Parity with IXC FGD	Occurrence	\$900	
		MR-4-07	% OOS > 12 Hours	CLEC Trunks	Parity with IXC FGD	Occurrence	\$1,500	
	<b>Blockage</b>	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Verizon-CLEC Trunks	0	Occurrence	\$1,500	High
<b>Collocation</b>	<b>Ordering</b>	NP-2-01	% On Time Response for Request	Physical	95%	Occurrence	\$900	
		NP-2-02	% On Time Response for Request	Virtual	95%	Occurrence	\$900	
	<b>Provisioning</b>	NP-2-05	% On Time Completion	Physical	95%	Occurrence	\$1,500	
		NP-2-06	% On Time Completion	Virtual	95%	Occurrence	\$1,500	

**Attachment A-2b**

**VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES  
GTE STATES**

**Alabama, California, Florida, Hawaii, Idaho, Illinois\*\*, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio\*\*, Oregon, Pennsylvania,\* South Carolina, Texas, Virginia,\* Washington, Wisconsin**

\* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachment A-1a and A-2a.

\*\*Verizon recommends termination of reporting requirements pursuant to 17(iii) of the merger conditions because these states have adopted a comprehensive performance plan.

<b>Function:</b>
<b>PO-1 Response Time OSS Ordering Interface</b>
<b>Methodology:</b>
<p>Verizon measures average response time for mechanized Pre-Order queries by capturing information on CLEC queries and Verizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is received is captured and assigned a unique transaction ID. When the Verizon response is available for the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response availability date/time. Dispatch information is included in address verification queries.</p> <p>Queries requesting customer service inquiries (CSIs) can also be processed via fax (Manual CSIs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. Manual CSIs are measured in clock hours, CSI metrics are expressed as a percent successful within the performance standard.</p>
<b>Definition:</b>
<p>The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> <li>• Address Verification/Dispatch Required</li> <li>• Request for Telephone Number</li> <li>• Request for Customer Service Inquiry(CSI)</li> <li>• Service Availability</li> <li>• Service Appointment Scheduling (due date)</li> <li>• Mechanized Loop Qualification</li> </ul> <p><u>Notes:</u> Verizon does not report Legacy System Transaction Time for rejected/failed inquiries; Pre-Order Query Transaction Time is reported and tracked diagnostically. Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours. Pre-order query transaction time intervals are measured as total transaction time Verizon does not support manual engineering queries for loop qualification.</p>
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Rejected Customer Service Inquiry (CSI) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.</li> <li>• Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.</li> <li>• Transactions not associated with address verification / dispatch required, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations.</li> <li>• Queries outside of published system hours for fully electronic sub-metrics are not tracked.</li> <li>• Manual CSIs exclude non-business days.</li> <li>• Excludes queries not completed within the reporting period.</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>
<b>Performance Standard:</b>
<p><b>Electronic (excluding CSI):</b></p> <ul style="list-style-type: none"> <li>• For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds.</li> <li>• PO-1-06 (Loop Qualification) to be determined by next 6 month review period with (California) CCB.</li> <li>• CSIs: PO-1-08: WISE: 95% in 4 hours</li> <li>• PO-1-07: Fully Manual: 95% in 24 hours</li> </ul>
<b>Formula:</b>

Verizon Recommended changes to Measures and Standards for Semi-Annual Review  
December 20, 2004

CLEC: $\Sigma$ Response Times for each transaction/Number of Transactions Returned to CLEC Retail: $\Sigma$ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System		
<b>Report Dimensions – PO-1 OSS Response Time</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• Verizon Retail (PO-1-02 thru PO-1-05)</li> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>Products</b> PO-1-02 thru PO-1-06	Electronic Interface (Combined performance for all existing electronic interfaces)	
<b>PO-1-02</b>	<b>Average Response Time – Service Appointment Scheduling</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Number of Service Appointment Scheduling Queries Returned in Reporting Period
<b>PO-1-03</b>	<b>Average Response Time – Address Verification / Dispatch Required</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for address verification / Dispatch Required	Number of Address Validation / Dispatch Required Queries Returned in Reporting Period
<b>PO-1-04</b>	<b>Average Response Time – Service Availability</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for service availability	Number of Service Availability Queries Returned in Reporting Period
<b>PO-1-05</b>	<b>Average Response Time – Request for Telephone Number</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for TN request	Number of TN Queries Returned in Reporting Period
<b>PO-1-06</b>	<b>Average Response Time – Mechanized Loop Qualification</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for loop qualification	Number of Loop Qualification Queries Returned in Reporting Period
<b>PO-1-07</b>	<b>% CSI Queries On Time – Manual</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Manual CSI Interface (fax)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of manual CSI queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSI Queries returned in reporting period
<b>PO-1-08</b>	<b>% CSI Queries On Time – WISE</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• WISE CSI Interface</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of electronic CSI queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSI Queries returned in reporting period

Verizon Recommended changes to Measures and Standards for Semi-Annual Review  
December 20, 2001

<b>Function:</b>					
<b>PO-2 OSS Interface Availability</b>					
<b>Methodology:</b>					
Verizon measures "Percent of Time Interface is Available" within scheduled hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSI and WISE Repair interfaces. If a system becomes unavailable to a CLEC during scheduled hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLECs. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours to scheduled hours of availability is called "Percent Interfaces Available".					
<b>Definition:</b>					
Measures percent of time an OSS interface is actually available compared to scheduled availability.					
<b>Business Rules:</b>					
<ul style="list-style-type: none"> <li>• Outage hours are obtained from outage reports</li> <li>• Any change requests for extended availability during the reporting period are added to the scheduled hours.</li> <li>• Scheduled hours for WISE Pre-Ordering, Ordering, CSI and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site.</li> <li>• Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states)</li> </ul>					
<b>Exclusions:</b>					
<ul style="list-style-type: none"> <li>• Interface for WISE Performance Measures.</li> <li>• Scheduled system downtime.</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>					
<b>Performance Standard:</b>					
Standard – 99.25%					
<b>Report Dimensions :</b>					
<b>Company:</b>	<b>Geography:</b>				
<ul style="list-style-type: none"> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide (Same performance is reported for each state)</li> </ul>				
<b>Sub-Metrics</b>					
<b>Products</b>	<ul style="list-style-type: none"> <li>• WISE Pre-Ordering Interface</li> <li>• WISE Ordering Interface</li> <li>• WISE Repair Interface</li> <li>• WISE CSI Interface</li> </ul>				
<b>PO-2-02</b>	<b>OSS Interface Availability – Scheduled Hours</b>				
<b>Calculation</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Numerator</th> <th style="width: 50%; text-align: center;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Number of scheduled interface available hours minus unscheduled interface unavailable hours</td> <td>Sum of total scheduled interface available hours</td> </tr> </tbody> </table>	Numerator	Denominator	Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours
Numerator	Denominator				
Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours				

<b>Function:</b>	
<b>OR-1 Order Confirmation Timeliness</b>	
<b>Definition:</b>	
Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>• The start time of requests received after the end of the business day will be the beginning of the next business day.</li> <li>• Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.</li> <li>• Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.</li> <li>• Elapsed time for fully electronic sub-metrics is tracked during system hours.</li> </ul>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes non-business days.</li> <li>• Excludes delays caused for customer reasons.</li> <li>• Excludes orders where type of service cannot be determine</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>	
<b>Local Service Requests:</b>	
<ul style="list-style-type: none"> <li>• Exclude invalid records.</li> <li>• Exclude non stand-alone records for Directory Assistance/Listing, Directory Listing and Directory Assistance.</li> <li>• Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).</li> <li>• Excludes projects for Resale/UNE with projects defined as CLEC negotiated.</li> </ul>	
<b>Access Service Requests:</b>	
<ul style="list-style-type: none"> <li>• Exclude invalid records.</li> <li>• Exclude records with invalid dates.</li> <li>• Excludes projects for Interconnection Trunks (defined as more than 192 trunks).</li> </ul>	
<b>Performance Standard:</b>	
<b>95% On Time</b>	
<b>Fully Electronic/Flow Through:</b> 2 system hours	
<b>Resale POTS/UNE(non-designed) &lt;10 lines:</b> 24 clock hours	
<b>Resale POTS/UNE(non-designed) &gt;= 10 lines:</b> 72 clock hours	
<b>Resale Special/UNE designed Services &lt; 10 lines:</b> 48 clock hours	
<b>Resale Special/UNE designed Services &gt;= 10 lines:</b> 72 clock hours	
<b>Interconnection Trunks/UNE Transport:</b> 10 business days	
<b>Report Dimensions:</b>	
<b>Company:</b>	<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics – Order Confirmation Timeliness</b>	

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<b>OR-1-02</b>	<b>% On time LSC – Flow Through</b>	
<b>Products</b> <sup>35</sup>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSCs for flow through orders where the sent date/time minus received date/time is less than 2 hours for specified products	Number of electronic LSCs for flow through orders where a Local Service Confirmation was sent for specified products
<b>OR-1-04</b>	<b>% On Time LSC &lt; 10 Lines (Non-Designed-No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
<b>OR-1-05</b>	<b>% On Time LSC &lt; 10 Lines (Designed - No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
<b>OR-1-06</b>	<b>% On Time LSC &gt;= 10 Lines (Non-Designed-No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
<b>OR-1-07</b>	<b>% On Time LSC &gt;= 10 Lines (Designed -No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
<b>OR-1-12</b>	<b>% On Time FOC (Trunks and Transport)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	

<sup>35</sup> Reported where flow-through capability exists

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<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of FOCs where the sent date/time minus received date/time is within the standard for specified products	Number of FOCs where a Firm Order Confirmation was sent for specified products

<b>Function:</b>		
<b>OR-2 Reject Timeliness</b>		
<b>Definition:</b>		
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• The start time of requests received after the end of the business day will be the beginning of the next business day.</li> <li>• Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.</li> <li>• Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.</li> <li>• Elapsed time for fully electronic sub-metrics tracked during system hours.</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes non-business days.</li> <li>• Excludes delays caused for customer reasons.</li> <li>• Excludes rejects where type of service cannot be determined.</li> <li>• Excludes non stand-alone Directory Assistance/Listing, Directory Assistance, Directory Listing.</li> <li>• Excludes rejects with an interval &gt; 30 days on manually received LSRs (date keying errors).</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• Excludes projects for Resale/UNE with projects defined as CLEC negotiated.</li> </ul>		
<b>Performance Standard:</b>		
<b>95% On Time</b>		
<b>Fully Electronic/Flow Through: 2 system hours</b> <b>Resale POTS/UNE (non-designed) &lt;10 lines: 24 clock hours</b> <b>Resale POTS/UNE &gt;= (non-designed) 10 lines: 72 clock hours</b> <b>Resale Special/UNE designed Services &lt; 10 lines: 48 clock hours</b> <b>Resale Special Services/UNE designed &gt;= 10 lines: 72 clock hours</b> <b>Interconnection Trunks/UNE Transport: 10 business days</b>		
<b>Report Dimensions :</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>OR-2-02</b>	<b>% On Time LSR Reject – Flow Through</b>	
<b>Products</b> <sup>36</sup>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
<b>OR-2-04</b>	<b>% On Time LSR Reject &lt; 10 Lines (Non-Designed - No Flow Through)</b>	

<sup>36</sup> Reported where flow-through capability exists

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<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
<b>OR-2-05</b>	<b>% On Time LSR Reject &lt; 10 Lines (Designed - No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent where sent date/time minus received date/time is within the standard Orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
<b>Sub-Metrics OR-2 Reject Timeliness</b>		
<b>OR-2-06</b>	<b>% On Time LSR Reject &gt;= 10 Lines (Non-Designed - No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products
<b>OR-2-07</b>	<b>% On Time LSR Reject &gt;= 10 Lines (Designed - No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent where sent date/time minus received date/time is within the standard Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products

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<b>Function:</b>		
<b>OR-5 Percent Flow-Through<sup>37</sup></b>		
<b>Definition:</b>		
<p><b>Total Flow-Through:</b> The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Rejected LSRs</li> <li>• Orders received manually</li> <li>• Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.		
<b>Report Dimensions:</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLEC Aggregate</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Sub-Metrics:</b>		
<b>OR-5-01</b>	<b>% Flow Through – Total</b>	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.
<b>OR-5-03</b>	<b>% Flow -Through – Achieved</b>	
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.

<sup>37</sup> While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.

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<b>Function:</b>		
<b>PR-3 Completed within 5 Days</b>		
<b>Definition:</b>		
Measures the percent of valid, accepted new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes customer requested due dates beyond interval offered.</li> <li>• Excludes orders delayed for customer reasons.</li> <li>• Excludes 'Out/Disconnect orders.</li> <li>• Excludes 'records only' orders.</li> <li>• Excludes Verizon company official orders</li> <li>• Excludes LNP orders</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
<b>Report Dimensions:</b>		
<b>Company:</b>	<b>Geography:</b>	
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> </ul>	
<b>PR-3-08</b>	<b>% Completed in 5 Days – No Dispatch</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of valid new, move, and change non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total valid new, move and change non-dispatched orders for specified products
<b>PR-3-09</b>	<b>% Completed in 5 Days – Dispatch</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of new, move, and change dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total new, move and change dispatched orders for specified products

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<b>Function:</b>		
<b>PR-4 Missed Due Dates</b>		
<b>Definition</b>		
Measures the percent of new, move and change orders where installation was not completed by the due date for Verizon reasons.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.</li> <li>• Completed date is defined as the Billing Effective Date.</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes 'Out/Disconnect orders, except when associated with LNP only.</li> <li>• Excludes 'records only' orders.</li> <li>• Excludes Verizon company official orders.</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> <li>• For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL.</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.		
<b>Report Dimensions :</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> <li>• Verizon affiliate where it exists (for DSL and line sharing)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>PR-4-01</b>	<b>% Missed Due Dates – Designed Services</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of due dates missed for company reasons for New, Move and Change orders for specified products	Total number of New, Move and Change orders for specified products
<b>PR-4-02</b>	<b>Average Delay Days – Total</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>

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	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
<b>PR-4-04</b>	<b>% Missed Due Dates – Dispatch</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of due dates missed for company reasons for New, Move and change dispatched orders for specified products	Total number of New, Move and Change dispatched orders for specified products
<b>Sub-Metrics PR-4 Missed Due Dates</b>		
<b>PR-4-05</b>	<b>% Missed Due Dates – No Dispatch</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Line sharing</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of due dates missed for company reasons for New, Move and change non-dispatched orders for specified products	Total number of New, Move and Change non-dispatched orders for specified products

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<b>Function:</b>		
<b>PR-5 Facility Missed Orders</b>		
<b>Definition:</b>		
Measures the percent of new, move and change orders missed due to lack of facilities.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.</li> <li>• Completed date is defined as the Billing Effective Date.</li> <li>• Lack of facilities is defined to be those orders with DR suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity.</li> </ul>		
<b>Notes:</b>		
1. Results also included in Measure "Percent Missed Due Dates"		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes 'records only' orders.</li> <li>• Excludes 'Out' orders.</li> <li>• Excludes Verizon company official orders.</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
<b>Report Dimensions:</b>		
<b>Company:</b>	<b>Geography:</b>	
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> <li>• Verizon affiliate (for xDSL)</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>	
<b>Sub-Metrics</b>		
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
<b>PR-5-03</b>	<b>% Orders Held for Facilities &gt; 60 Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of New, Move and Change orders where the billing effective date minus the due date is more than 60 days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

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<b>Function:</b>		
<b>PR-6 Installation Quality</b>		
<b>Definition:</b>		
Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Non-Designed services) of service order completion.		
Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
<b>Exclusions:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE and CLEC caused troubles</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>PR-6-01</b>	<b>% Installation Troubles reported within 30 Days</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of orders which received network customer trouble report within 30 calendar days of completion.	Total number of new, move and change orders completed within the calendar month.
<b>Sub-Metrics PR-6 Installation Quality</b>		
<b>PR-6-02</b>	<b>% Installation Troubles reported within 7 Days</b>	

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<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of orders which received trouble reports within 7 calendar days of order completion for specified products	Total number of new, move and change orders completed in the calendar month for specified products

<b>Function:</b>	
<b>PR-9 Coordinated Conversions</b>	
<b>Methodology:</b>	
Verizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV.	
A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.	
A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.	
Three types of formatted remarks are placed on the NOCV order:	
<ol style="list-style-type: none"> <li>1. Coordinated customer conversion/coordinated hot cut identifier</li> <li>2. The committed due date/due time</li> <li>3. The actual conversion completion date</li> </ol>	
If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.	
<b>Definition</b>	
Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP).	
*”Committed time” means the actual conversion completion time is no greater than the committed completion interval plus one hour.	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>• Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).</li> </ul>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes CLEC caused misses</li> <li>• Excludes 'records only' orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>	
<b>90% on time</b>	
<b>Coordinated Conversions:</b>	
<u>Line Size</u>	<u>Committed Completion Interval</u>
1 to 49 lines:	1 work hour
50 to 99 lines:	2 work hours
100 to 199 lines:	3 work hours
200 plus lines:	4 work hours
<b>Coordinated Hot Cuts:</b>	
1 to 20 lines:	1 work hours
21 to 30 lines:	1.5 work hours
31 to 40 lines:	2 work hours
41 to 50 lines:	2.5 work hours
51 to 60 lines:	3 work hours
61 to 70 lines:	3.5 work hours
71 to 80 lines:	4 work hours
81 to 90 lines:	4.5 work hours
91 to 100 lines:	5 work hours*
*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.	

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Report Dimensions		
<b>Company:</b>	<b>Geography:</b>	
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>	
Sub-Metrics		
<b>Products</b>	<ul style="list-style-type: none"> <li>• Coordinated Conversions, including LNP</li> <li>• Coordinated Hot Cuts, including LNP</li> </ul>	
<b>PR-9-01</b>	<b>% On Time Performance</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of coordinated conversions/hot cuts completed by committed due time	Number of coordinated conversion/hot cuts completed in reporting period

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<b>Function:</b>		
<b>MR-2 Trouble Report Rate</b>		
<b>Definition:</b>		
Measures the total number of network customer trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Access line/circuit count taken from previous month.</li> <li>• Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)</li> </ul>		
<b>Exclusions:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Provisioning trouble reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>MR-2-01</b>	<b>Network Trouble Report Rate</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

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<b>Function:</b>		
<b>MR-3 Missed Repair Commitments</b>		
<b>Definition:</b>		
Measures the percent of network trouble reports not cleared by the commitment date and time.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
<b>Exclusions:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Provisioning trouble reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
<b>Report Dimensions :</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>MR-3-01</b>	<b>% Missed Repair Commitment</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total network trouble reports not cleared by commitment date/time for all products for Verizon reasons	Total network trouble reports completed for all products

<b>Function:</b>		
<b>MR-4 Trouble Duration Intervals</b>		
<b>Definition:</b>		
Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
<b>Exclusions:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE, Coin</li> <li>• Customer error</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Provisioning trouble reports</li> <li>• Verizon employee generated, Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>MR-4-01</b>	<b>Mean Time to Repair</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
<b>Sub-Metrics MR-4 Trouble Duration Intervals</b>		
<b>MR-4-08</b>	<b>% POTS Out of Service &gt; 24 Hours</b>	

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<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products	Total out of service customer network trouble reports for specified products

<b>Function:</b>		
<b>MR-5 Repeat Trouble Reports</b>		
<b>Definition:</b>		
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.		
Any trouble, regardless of the original disposition code, that repeats as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
<b>Exclusions:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail Retail comparison for UNE Loop Designed and UNE Loop Non-Designed is Retail POTS Dispatched		
<b>Report Dimensions :</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>MR-5-01</b>	<b>% Repeat Reports within 30 Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products

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<b>Function:</b>	
<b>NP-1 Percent Final Trunk Group Blockage</b>	
<b>Definition:</b>	
Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.	
<b>Notes:</b>	
<ol style="list-style-type: none"> <li>1. Applies to those trunks where the ILEC has augmentation control.</li> <li>2. Does not apply when trunks are provisioned as two-way trunks.</li> </ol>	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.</li> <li>• Verizon reports provided 45 days after close of data month.</li> <li>• Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level)</li> </ul>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• IXC Dedicated Trunks are not included</li> <li>• Abnormal blockage exclusions: <ul style="list-style-type: none"> <li>• Network Failures; Switch Outages</li> <li>• Acts of God; Storms, Tornadoes, etc.</li> <li>• National Holidays</li> <li>• Media Stimulated Mass Calling</li> <li>• Cable/Fiber cuts</li> <li>• Microwave Failures</li> <li>• Power Outages</li> </ul> </li> <li>• Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>	
<b>Performance Standard:</b>	
Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.	
<b>Report Dimensions:</b>	
<b>Company:</b>	<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>	
<b>Products:</b>	• CLEC Trunks
<b>NP-1-04</b>	<b>Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months</b>
<b>Calculation</b>	<b>Numerator</b>
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems
	<b>Denominator</b>
	Not applicable

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<b>Function:</b>	
<b>NP-2 Collocation Performance</b>	
<b>Definition:</b>	
Measures the percent of collocation arrangements responded to and completed (built) on time.	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>• Applies to all requests for physical collocation space</li> <li>• Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.</li> </ul>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes orders canceled by CLEC</li> <li>• Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>	
<b>Performance Standard:</b>	
<b>Physical Space Notification:</b> 95% within calendar 15 days	
<b>Physical Completion:</b> 95% on time	
<b>Report Dimensions:</b>	
<b>Company:</b>	<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLECs</li> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>	
<b>NP-2-01</b>	<b>% On Time Response to Request for Physical Collocation</b>
<b>Calculation</b>	<b>Numerator</b>
	Count of requests for physical collocation arrangements where response to request is answered within 15 calendar days
	<b>Denominator</b>
	Count of requests for physical collocation arrangements received in the reporting period.
<b>NP-2-05</b>	<b>% On Time – Physical Collocation</b>
<b>Calculation</b>	<b>Numerator</b>
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses)
	<b>Denominator</b>
	Count of physical collocation arrangements completed in the reporting period.

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<b>Function:</b>		
<b>BI-2 Timeliness of Carrier Bill</b>		
<b>Definition:</b>		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Includes only mechanized bills.</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.</li> <li>• Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
98% within 10 business days		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLECs</li> <li>• CLECs in the aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>BI-2-01</b>	<b>Timeliness of Carrier Bill</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted in reporting period.