

VER. - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OSS						
Pre-Order						
PO 1-04(PSA)	Resale, UNE			Change Control Request to change the retail PSA transaction to retrieve the same data as the wholesale PSA transactions	June- December	January
PO-1-05	Resale, UNE			EnView EDI system data underreported	June-September	October
PO-1-06		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
		EDI		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
	Retail	WEB GUI		Retail data UD -- cannot recapture June or July	June - July	August
PO-1-07		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
PO-1-09		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
PO-1-10		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
		EDI		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
		WEB GUI		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
PO-2-01	Resale, Retail, UNE, Trunks	WEB GUI		Utilized BA-South maintenance data instead of NJ data. The June data can not be recovered.	June	July
PO-2-01	Resale, Retail, UNE, Trunks	WEB GUI		Data collected based on scheduled hours instead of downtime hours	June-September	October
PO-2-01		EB		Revised report issued after the report was submitted	October	November
PO-2-01,-02 &-03		CORBA	Aggregate	The wrong files were used to populate September and October.	September & October	November
PO-2-01,-02 &-03		EB	Aggregate	June through August, the performance was correctly reported but the "observations" reported were "hours of operation" and should have been "hours of downtime." In September, the observations were correct but the wrong file was used for performance. In October, both the performance and observations were properly reported.	June - September	October
PO-2-02	EDI and WEB GUI	Resale, Retail, UNE, Trunks		Utilized BA-South pre-order data instead of NJ data. The June data can not be recovered.	June	July
PO-2-02 PO-2-03	WEB GUI	Resale, Retail, UNE, Trunks		BA-South maintenance data instead of NJ data. The June data can not be recovered.	June	July
				Data collected based on scheduled hours instead of downtime hours	June-September	October
				Utilized incorrect scheduled availability for WEB GUI maintenance for prime and non-prime.	June-November	December

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PO 3-01 PO 3-02				The algorithm used to calculate average speed of answer used calls answered instead of calls offered.	June - November	December
PO-3-02 PO 3-04				Reported for 30 sec. instead of 20 sec. - cannot recapture June but was corrected in July	June	July
PO-3-03 & 3-04			Aggregate	Both June and July were missing NJ calls that were answered in the Richmond, Virg. Call Center. August forward captures all calls.	June- July	August
PO-4-01, PO-4-02 & PO-4-03				Excluded confirmations. Confirmations were added to October template separate from notices. Clarification on this metric indicates that there should not be two separate categories, but one combined category.	June-October	November
PO-4-01, 02 & 03				Erroneously reported separately when the metric should be combined for notices, confirmations and types 1-5.	June - December	January
PO-5-01			CLEC Specific	Metric was incorrectly reported as UD on a CLEC specific basis. Metric measures interface availability which is identical whether on an aggregate or a CLEC specific basis	June-September	October
PO-6				Should have been populated as "NA" in August	August	September
PO-7-01, 02 & 03			Aggregate	The metric is populated as system updates occur. November report should have reflected a system update. This issue has been resolved going forward.	November	At Next System Release
BILLING						
BI-1			Aggregate Only	Incorrectly populated with July's performance	September	October
BI-1			CLEC Specific	This metric will be marked UR at the CLEC Specific level due to format changes that are under review.	September & October	November
BI-1-01			Aggregate	Metric should measure business day, is measuring calendar day. These metrics also include KPMG and Verizon test data.	June - September	October
BI-1-02 - BI-1-04			Aggregate	Metric should measure business day, is measuring calendar day. These metrics also include KPMG and Verizon test data.	June - September	October
BI-02			KPMG and CLEC Specific	This metric is incorrectly numbered on the November KPMG report. It should read "BI 3-03."	November	December
BI-2			Aggregate	Metric requires CRIS and CABs paper billing records, however CABs paper billing records were omitted and certain electronic data were erroneously included. This metric includes KPMG and Verizon test data.	June - November	December
BI-2			CLEC Specific	Metric requires CRIS and CABs paper billing records, however CABs paper billing records were omitted and certain electronic data were erroneously included. This metric includes KPMG and Verizon test data.	June 00 - November	December
BI-3			Aggregate	Metric requires CRIS paper records only but CABs records were also erroneously included. This metric includes KPMG and Verizon test data	June - November	December
BI-3			CLEC Specific	Metric requires CRIS paper records only but CABs records were also erroneously included.	June - November	December
BI-4			CLEC Specific	Verizon and KPMG test data in denominator	June - November	December
BI-4			Aggregate	Verizon and KPMG test data in denominator	June - October	November
BI-5			CLEC Specific	Verizon and KPMG test data in denominator	June - November	December
BI-5			Aggregate	Verizon and KPMG test data in denominator	June - October	November

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
BI-6, BI-7 and BI-8			Aggregate and CLEC Specific.	Metric requires CRIS paper bills only. Currently provides CRIS and CABs, all media types.	June - November	December
BI-6-01			Aggregate	May include KPMG and Verizon test data.	June - November	December
BI-6-01			CLEC Specific	May include KPMG and Verizon test data.	June - November	December
BI-6-02			Aggregate	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-6-02			CLEC Specific	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-6-02, BI-7-02 and BI-8-02			Aggregate and CLEC Specific. KPMG report correctly displayed "UR"s.	Incorrectly populated with data when the performance should have had code UR.	October	November
BI-7-01			Aggregate	May include KPMG and Verizon test data.	June - November	December
BI-7-01			CLEC Specific	May include KPMG and Verizon test data.	June - November	December
BI-7-02			Aggregate	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-7-02			CLEC Specific	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-8-01			Aggregate	May include KPMG and Verizon test data.	June - November	December
BI-8-01			CLEC Specific	May include KPMG and Verizon test data.	June - November	December
BI-8-02			Aggregate	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-8-02			CLEC Specific	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
Operator Services & Databases						

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (t)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OD-1			CLEC Specific	This metric was incorrectly reported as UD on CLEC Specific reports. CLEC specific data is not required by the Guidelines.	June-September	October
OD-1-02				Populated with incorrect data	September	October
OD-1-02						
OD-1-03				Incorrect denominators were used	June-September	October
Ordering						
OR 1-01				Incorrectly excluded some flow through orders.	July and August	September
OR 1-02				During last week of September excluded low volume of UNE ASR Specials.	September	October
OR 1-03 through OR 1-10 & OR 2-03 through OR 2-10				Response times incorrectly calculated when confirmation or query occurred Friday evening or evening prior to Holiday on a low volume of UNE ASR.	July - September	October
OR-1-05		Resale, UNE		Product number switched on template between non-DS's and DS3	October	November
OR-1-06						
OR-1-07	UNE			Wrong item in formula.	October	November
OR-1-11	TRUNKS			Mapped item was converted to percentage in error	October	November
OR 1-13	Trunks			Correct ED database process to include only DLRs <=192 Forecasted Trunks as per guidelines	July - November	December
OR 1-13	Trunks			Calculation includes ">" 192 trunks and should only include "<=192" trunks.	June - November	December
OR 1-19	Trunks			Modify language describing standard to match guidelines.	June - December	January
OR 2-01				Missing Flow Through Indicator caused some flow through orders to be classified as not flow-through.	July & August	Sept
OR 2-02					September - November	December
OR-2-06	UNE	Specials		Correct Calculation in ED to include ASRs >=6 lines	September - November	December
OR-4-06, OR-4-07, OR-4-08				Incorrect data reported through September. October data reported days instead of hours.	July-October	Nov
OR 4-09						
OR 4-10			Aggregate	Correct the ordering metrics process retroactive to July. Current feed is EDI but should be NetLink only. Retroactive to July.	July - November	December
OR 4-11						
OR-4-10, OR-4-11			CLEC Specific	This metric has been produced manually since August at the aggregate level only and there has been no activity. The CLEC Specific information will be provided when the metric is mechanized in November. It will be marked UD until the December report month.	June - November	December
OR-5-01, OR-5-02				During last week of September excluded low volume of UNE ASR Specials.	September	October
OR-5-01	UNE			Observation mapped to Numerator instead of Denominator	October	November
OR-6-01 OR-6-02	Resale, UNE			Wrong file loaded in Data Load. File revised 11/15/00 but 11/14/00 file was loaded. The Denominator remained the same but the Performance changed.	October	November
OR-7-01				Current feed is EDI but should be NetLink only. Additionally June's performance did not match EDI value.	June - November	December

VERIZON NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OR-8-01			CLEC Specific	Consistent with the Guidelines, this metric has been reported at the aggregate level using NY data through October. CLEC Specific information was marked UD starting in August. Beginning with the November data month, NJ data will be reported at both the aggregate & CLEC Specific levels.	August - October 2000	November-00
OR-9-01			All CLEC Specific except KPMG.	Prior to October, the CLEC specific performance was marked "UD" because the aggregate report (per the guidelines) reflected NY's performance. NJ data became available for October, and the CLEC specific reports should have been updated to capture the NJ numbers; instead they were published with "UD"s	October	November
Provisioning						
PR-ALL				Identify all UNE orders by CLEC name	June - November	December
PR-1-01 through PR-1-08, PR-2-01 through PR-2-08	Resale, UNE, Retail, trunks	2W Digital, Complex, EEL, IOF, LNP, Platform, Specials, xDSL		1st business day of valid order counted as day 1 instead of day 0.	June - November	December
PR 1-01 - 1-08, PR 1-10, 1-11, PR 2-01 - 2-08, PR 2-10 - 2-17, PR 3, PR 4-01 - 4-06, PR 4-08 - 4-18, PR 5, PR 6, PR 7	2 Wire Dig, Complex, EEL, IOF, Platform, Pots-Bus, Pots-Res, Pots-Tot, Specials, xDSL	Retail, Resale, UNE		Change control request to change provisioning metric base from SOP to bill completions. (Note: This item deleted because data was correctly reported)	June - November June through October	December
PR-1, PR-2, PR-6, PR-7, PR-8	Resale, UNE, Retail, Trunks	ALL		Erroneously included Disconnect "C" orders.	June through October (except for August to October for PR 2-13 through 2-17 and PR 6)	November
PR 3, PR 4 & PR 5	Resale, UNE, Retail, Trunks, xDSL	2W-DSL, EEL, IOF, LNP, Platform, Specials, 2W-xDSL		Erroneously included Disconnect "C" orders.	June through October except: 1) July through October for PR-4 EEL & IOF; 2) August through October for PR 3-10 for Pots-Res 2nd line retail, UNE 2 wire	November
PR 1-01 - 1-08, PR-2-01 - 2-08, PR 3, PR 4, PR 5	EEL, IOF			Correct ASOP (CABS) counting of offered and completed intervals and delay days	June -October	November

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PR-1-10 (aggregate Retail Special Services PR-2-01 (DSL Retail all GEO's)	Retail on Resale			Mapped to Average Interval Completed instead of Offered.	October	November
PR-1-10 (aggregate Retail Special Services PR-2-01 (DSL Retail all GEO's)	Retail on UNE pages			Linked to Resale error.	October	November
PR-2-05	UNE	POTS Platform		PR 2-05 was incorrectly linked/mapped to PR 2-04	June - October	November
				1st business day of valid order counted as day 1 instead of day 0.	See above; June - November	December
PR-3-10	UNE	Complex Svcs 2W-DSL	Aggregate	Erroneously populated with NA when there were in fact 3 observations. Performance Result is 33.33	June	July
PR-3-10	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously populated with "1" and 3 observations, should have been "2.71" because there were 479 observations DUPLICATES ENTRY ABOVE?	June	July
PR4-01 PR-4-02	UNE	Specials		Specials were omitted from template	June - September	October
PR-4-01, PR-4-02 and PR-4-09			Aggregate and CLEC specific reports excluding KPMG reports for September and October.	These metrics were omitted from the UNE Special product for both the aggregate and CLEC specific reports.	June through October	November
PR-4-01, 4-02, 4-03, 4-09	Retail	EEL		Incorrectly reported Retail trunks instead of Retail Specials.	June-December	January
PR 4-07	UNE	Pots and Specials		Erroneously reported as NA although there were 218 incidents. Performance was 95.87%	September	October
PR-4-08	UNE	POTS - Other	Aggr & Hud/Berg	Erroneously reported as NA although there was one observation. Result should have been 0.	June	July
PR-4-11	UNE	POTS - Other	Aggregate	Erroneously reported as NA. Should have been "4" because there were 625 observations	June	July
PR 4-14 to 4-18	UNE	xDSL		Erroneously included ISDN service orders.	June - December	January
PR-5-01	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as "0.09". Should have been "3.79" because there were 1109 observations.	June	July
PR-5-02	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as "0". Should have been populated with ".18" because there were 1109 observations.	June	July
PR-5-03	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as NA. There were 1109 observations and performance was 0.	June	July
PR-6-01 PR-6-02 PR-6-03				Performance incorrectly reported. Corrected in August.	July	August
				PR 6-01 and 6-03 erroneously combined UNE Special Circuits and UNE IOF Circuits in metric denominator	July - October	Nov

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PR 6-01, 6-03	TRUNKS			ED system changed to map PR6 denominators separate from PR4-01	June - November	December
PR 6-01 to 6-03		POTS		2 Wire Digital and 2 Wire DSL erroneously included in the numerator.	August - December	January
PR 6-03	TRUNKS			Incorrectly mapped	June - November	December
PR-7				KPMG objects to "or" being used instead of "nor" in the Guidelines description. The Guideline has been reviewed and approved and Verizon does not have sole authority to change wording in an approved guideline.		
PR-8-01, PR-8-02	UNE	Specials		Specials were omitted in error	June - September	October
PR-8-01	UNE	Special Services	Aggregate	No observations; should have been reported as "NA"	June	July
PR-8-02	UNE	Special Services	Aggregate	No observations; should have been reported as "NA"	June	July
PR-8-03	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as NA. Should have been reported as "0" with 1109 observations.	June	July
PR 9-02, 9-04, 9-06		Hot Cuts		Incorrect data reported.	October	November
PR-9-04, PR-9-05, PR-9-09	UNE			Reported as "NA" instead of "0".	June & July	August
PR 9-08			All Geos	Reported as "UD" because data was unavailable when the report was filed.	June	July
Maintenance & Repair						
MR-1		WEB GUI		Supplied VA performance in place of NJ for all MR-1 metrics except MR-1-02. Corrected in July.	June	July
MR-1			CLEC Specific	WEB GUI was marked UD at the CLEC Specific level from June through September. CLEC Specific information was reported beginning with the October report month.	June - September 2000	October-00
MR-1-01, 02, 03, 04 & 06		EB	OSS	Rounding error introduced by the way 'C' Language Code handles time calculation. Modified method to calculate time.	June - November	December
MR-1		WEB GUI		Case Worker Issue: Back-up data for November and first week of December lost due to system error. Reported metrics will not be able to be replicated.	November-December	January
MR-1-01 to 1-06			OSS	Provider excluded certain "hours of operation and holidays" which are not supported by the guidelines.	June - December	January
MR 2, 3, 4 & 5	Resal & Retail	POTS		POTS values erroneously included POTS/Complex combined.	June - December	January
MR-2	Trunks			FCC data was populated in error.	September	October
MR-2-01	Trunks			Performance data reported correctly. Z score was not calculated because the sampling error data was not included.	June - November	December
MR 2-01, 4-01, 4-04 through 4-08 and MR 5-01	Trunks			Results erroneously included test data.	June - November	December
MR 2-02 & 2-05	UNE	Platform		Mapping error	June-November	December

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
MR 2-02, MR 2-03, MR2-04, MR2-05	Resale, Retail & UNE	UNE Platform, 2W-DSL, 2W-xDSL		Data calculation correction to provide additional POTs line count product breakdown	June-November	December
MR-2-02	Retail		Aggregate and CLEC Specific by geographic area excluding KPMG for September and October	All the UNE geographic area reports show for both Retail Loop and Platform, the Verizon Retail performance from MR-2-03 NTRR- CO. The correct performance should be Verizon Retail MR-2-02 NTRR-LOOP and Platform.	September and October	November
MR 2-03	UNE	CO Platform & CO Loop		Mapping error	June-November	December
MR-2-03	UNE	UNE - POTS - LOOP		Wrong item name - change from NTRWKTRRELPT-CO to NTRWKTRBRT-CO-LOOP. Affected all GEOs too.	October	November
MR-2-03		2W-DSL		Mapped to wrong name. GEOs also affected.	October	November
MR-2-04	UNE	UNE - POTS - Platform		Mapping was missing Denominator.	October	November
MR 2-04	UNE	Platform		Mapping missing denominator	June-October	November
MR 2-05	UNE	2W-DSL		CLEC values not mapped.	August - October	November
MR-2-05	UNE	Specials		Incorrect data.	November	December
MR 2-05	UNE	2W-DSL	State and GEOs	Mapping error.	June - November	December
MR 3-04 MR 3-05	UNE Platform	2W-LSL, POTS- Bus, POTS-Res, POTS-Total, 2W-xDSL		Data calculation correction to Denominator	June - August	September
MR 4-01, 02, 03, 04	UNE	2W-xDSL		Incorrectly captured troubles cleared the same day.	June - December	January
MR 4-04	Resale, Retail, UNE			Result calculated by NORD provides troubles cleared "<" 24 hours; should be "<=" 24 hours.	June-December	January
MR-4-04	Resale		Aggregate	Aggregate mapped to geographic region instead of NJ in error. The geographic areas are mapped correctly.	October	November
Network Performance						
NP-1	Trunks		Aggregate	Mapping error.	August	September
NP-1	Trunks		CLEC Specific	Some of the CLEC Specific reports were reported as "NA" when they should have been "0".	June-September & November	December
NP-1-02	Trunks			KPMG alleges that the Retail Performance was missing in September. VZ disagrees: both Common and Dedicated trunk values are populated.		
NP-1-03						
NP-1-04	Trunks			Reported as "NA" instead of "0".	June - August	September
NP-1-04	Trunks			Mapped correctly, appear to have been manually overwritten.	October	November
NP-2-01 thru 2-08	Trunks			These metrics require new and augment applications. Currently only new applications are being supplied.	August - December	January
NP 2-02	Trunks			Both "new" and "augment" were incorrectly reported as "UD".	June	July
NP-5			CLEC Specific	Metric was reported as UD but will now be populated.	June - September	October

VERIZON NJ
 CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
 INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
NP-5-01				Calculation algorithm included subsequent/duplicate notices and should only include initial notice.	June - November	December
NP-5-01	Trunks			Retail data was not reported	June - September	October
NP-6			CLEC Specific	Erroneously reported as UD at the CLEC Specific level. Should have been marked NA at the CLEC specific level.	June - September	October
NP-6-01				Retail data missing. Metric is reported quarterly and will be marked RQ for every month except the last month in the quarter.	June - September	October
General						
GE-1			CLEC Specific	Unable to report at the CLEC specific level. This metric will be marked UD.	June - November	December

VERIZON - NJ
 "UD" STATUS
 INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (t)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery	Closed/ Open
OSS							
Pre-Order							
PO-8-01 ₁ PO-8-02 ₂	Pre-Ordering	Aggregate & CLEC Specific		System to be measured has not yet been implemented	August - February	March	Open
Ordering							
OR-6-03	UNE and Resale			This metric was due to be implemented in August but was populated with incorrect data. The metric included all resent LSRs instead of only LSRs resent due to actions by Verizon. This metric will be marked UD through April 2001, when Verizon will implement the "fix". The first full month of data which will be captured will be May 2001.	August 2000 - April 2001	May	Open

VERIZON - NJ
KPMG METRICS ISSUES
Information as of 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
Pre-Order						
PO-2	OSS/EB		Aggregate	VZ and KPMG results did not agree due to a combination of mismappings, misinterpretations and different files supplied for the same timeframe by different providers.	June	Future rerun will correct June
PO 5-01			Aggregate	Incorrect data was initially supplied by the provider. A new file is being provided and will be incorporated in the re-run. Data for this metric was correct July forward.	June	July
Billing						
BI			CLEC Specific	KPMG observes that the CLEC Specific template for billing was reformatted to breakout "Total" into the following categories: "Resale," "UNE," and "Total" for all of the billing metrics. They comment that this is not specified in the Guidelines. This is an enhancement to the way Billing is reported and there is a Change Control to cover this reformatting this is currently under review.	November - December	January
BI-3-01, BI-3-03				KPMG takes exception with the metric name. This cannot be changed as it is in compliance with the Guidelines. VZ to discuss with KPMG and BPU.		
BI 3-02				This metric is incorrectly numbered on the November 2000 KPMG Consulting CLEC Specific C2C report. There is no "BI 3-02" in the NJ Guidelines, it should be "BI3-03."	November	December
Ordering						
OR 1-03	POTS & Pre-qualified Complex	Resale		VZ populated values incorrectly on the June report.	June	Future rerun will correct June
OR-1-07 & 1-08	UNE	Complex Svcs.	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June
OR-1-08, OR-1-10, OR-2-08, OR-2-10	Resale UNE Resale-UNE	FAX		KPMG incorrectly calculated the standard for Fax Orders by omitting the additional 24 hours permitted per Guideline. Need discussion with KPMG and BPU to close.		
OR-2-04	UNE	POTS Platform	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June
OR-4-04	Resale & UNE	POTS Special Svcs	Aggregate	VZ agrees with KPMG on the UNE Performance and Observations and the resale performance, however, KPMG's Resale Observations are incorrect. They appear to have a typo. The Observations should be 22223 and KPMG has displayed them as 2223.	June	Future rerun will correct June
OR-4-05	Resale & UNE	POTS Special Svcs	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June
OR-4-06	Resale	POTS & Special Svcs	Aggregate	VZ agrees with KPMG, this metric should have been marked "UD."	June	Future rerun will correct June
OR-4-07 thru OR-4-10	UNE & Resale	POTS Special Svcs	Aggregate	VZ populated values incorrectly on the June report. Per NJ BPU order, this metric should have been marked UD until 7/00.	June	Future rerun will correct June
OR 4-11	UNE & Resale	Pots Special Svcs	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June
Provisioning						
PR-1-01	Retail	POTS	Geo	VZ populated Eastern Shore incorrectly.	June	Future rerun will correct June
PR-1-09	Trunks	Resale	Aggregate	VZ populated the reports incorrectly.	June	Future rerun will correct June
PR-1-11	Retail	POTS & Complex	Geos	VZ populated Eastern Shore, Raritan, Suburban and Hud/Ber incorrectly.	June	Future rerun will correct June

VERIZON - NJ
KPMG METRICS ISSUES
Information as of 2/23/01

Metric #	Product	Product Disagg regation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PR-2-13, PR-3-10, PR-4-14	Retail	POTS		These metrics were developed and delivered per the Guidelines. KPMG has misinterpreted what was to be supplied and when Vz needs to close with KPMG		
PR-2-13 thru PR-2-17, PR-4-14 thru PR-4-18		2W-xDSL		KPMG identified labeling issues. They have all been corrected	June - September	October
PR-2-02	Retail	2W-xDSL	Aggregate	VZ populated values incorrectly	June	Future rerun will correct June
PR-2-11	Retail	POTS & Complex	Geos	VZ populated Eastern Shore, Raritan, Suburban, and Hud/Ber incorrectly	June	Future rerun will correct June
PR-3-07 & 3-08	Retail	POTS	Aggregate	VZ populated incorrectly on the UNE Provisioning Tab.	June	Future rerun will correct June
PR-3-10	UNE & Retail	2W- DSL & xDSL		VZ populated values incorrectly	June	Future rerun will correct June
PR-4-02	Retail	2W-xDSL	Geos	VZ populated Eastern Shore, Raritan, Suburban and Hud/Ber incorrectly.	June	Future rerun will correct June
PR 4-02 & 4-03	UNE	2W-xDSL	Aggregate	VZ populated values incorrectly	June	Future rerun will correct June
PR 4-03	UNE	POTS	Aggregate	VZ populated values incorrectly	June	Future rerun will correct June
PR- 4-05	UNE	POTS	State & all Geo	VZ populated incorrectly.	June	Future rerun will correct June
PR 4-08	UNE	2W-xDSL	State	VZ populated values incorrectly	June	Future rerun will correct June
PR 4-08	UNE	POTS	All Geos	VZ populated values incorrectly	June	Future rerun will correct June
PR 4-11	UNE	POTS	State & all Geos	VZ populated values incorrectly	June	Future rerun will correct June
PR-4-14	Retail	POTS		% on time required for New Jersey C2C requires disaggregation of Residential POTS 2nd line. June, July, August, Sept results not reported. Per Board Order, this metric was not required to be reported until August 2000. As defined by the guidelines, Retail data reported for this metric is Residential POTS -2nd line Dispatch. Data was reported on the August and September reports.		
PR-5-01, 5-02 & 5-03	Resale & Retail Trunks		Aggregate	VZ populated incorrectly	June	Future rerun will correct June
PR-6-01, 6-03	UNE	2-W Digital	Geos	VZ populated incorrectly.	June	Future rerun will correct June
PR-6-01, 6-03	UNE	2-W xDSL	State	VZ populated incorrectly.	June	Future rerun will correct June
PR 6-01	Trunks	Retail & Resale		VZ populated incorrectly.	June	Future rerun will correct June
PR-6-02	UNE	POTS-Loop	GEO	VZ populated Raritan ncorrectly.	June	Future rerun will correct June
PR-6-03	UNE	POTS	State & Geo	VZ populated incorrectly.	June	Future rerun will correct June
PR-6-03	Resale	2 wire Digital	State & Geo	VZ populated the state and Southern, Raritan and Hudson/Bergen incorrectly. They should have been marked "UD."	June	Future rerun will correct June

VERIZON NJ
KPMG METRICS ISSUES
Information as of 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PR-6-03	UNE	xDSL	State	VZ populated the state incorrectly. It should have been marked "UD."	June	Future rerun will correct June
PR-6-03	UNE	2 wire Digital	Geo	VZ populated Raritan, Suburban and Hudson/Bergen incorrectly. They should have been marked "UD."	June	Future rerun will correct June
PR-6-03	UNE	Pots	Geo	VZ populated Hudson/Bergen incorrectly. IT should have been marked "UD."	June	Future rerun will correct June
PR-7				KPMG objects to "or" being used instead of "nor" in the Guidelines description. The Guideline has been reviewed and approved and Verizon does not have sole authority to change wording in an approved guideline. Need discussion with BPU and KPMG		
PR-8-01, 8-02	Retail & Resale Trunks		Aggregate	VZ populated incorrectly.	June	Future rerun will correct June
PR-8-01, 8-02	UNE	Specials	Aggregate	June was missing from June C2C but was reported in July, August and September reports.	June	July
PR-8-02	UNE		Geo	There is a mis-labeling on the KPMG template that reads "% OPEN Orders in a Hold Status > "80" days." The "80" should be "90"	September-November	December
PR-9-01 thru PR-9-07 & 9-09	UNE	POTS	State & all Geos	VZ populated incorrectly.	June	Future rerun will correct June
PR-9-08	UNE	POTS	Aggregate-State	VZ populated incorrectly.	June	Future rerun will correct June
Maintenance & Repair						
MR-1-01	Retail & CLEC	WEB GUI		VZ populated incorrectly	June	Future rerun will correct June
MR-1-02, thru MR-1-06	Retail	EB		VZ populated incorrectly	June	Future rerun will correct June
MR-1-03 thru MR-1-06	Retail	WEB GUI		VZ populated incorrectly	June	Future rerun will correct June
MR-1-03 thru MR-1-06		WEB GUI	CLEC	VZ populated incorrectly	June	Future rerun will correct June
MR-2-02,	UNE	POTS-Loop		VZ populated Southern, Raritan, and Hudson/Bergen incorrectly. They should have been "UD."	June	Future rerun will correct June
MR-2-03	UNE	Pots-CO		VZ populated Suburban, Raritan, and Hudson/Bergen incorrectly. They should have been "UD."	June	Future rerun will correct June
MR-2-03	UNE	Pots-CO-Loop		VZ populated Suburban, Raritan, and Hudson/Bergen incorrectly. They should have been "UD." The State aggregate was mapped wrong	June	Future rerun will correct June
MR-2-04	UNE	2-W Digital	aggregate	VZ populated incorrectly; should have been marked "UD."	June	Future rerun will correct June
MR-2-04	UNE	2-W xDSL	GEOs	VZ populated incorrectly; should have been marked "UD."	June	Future rerun will correct June
MR-2-05	UNE	POTS	Aggreg & GEOs	VZ populated the state aggregate as well as Southern, Suburban, Hudson/Bergen and Raritan incorrectly; should have been marked "UD."	June	Future rerun will correct June

VERIZON - NJ
 KPMG METRICS ISSUES
 Information as of 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
MR-2-05	UNE	POTS-Loop	Aggreg & GEOs	VZ populated the state aggregate as well as Southern Suburban, Hudson/Bergen and Raritan incorrectly, should have been marked "UD"	June	Future rerun will correct June
MR-3-03	Line	2-W xDSL	Geo	VZ populated Raritan and Southern incorrectly, should have been marked "UD."	June	Future rerun will correct June
MR-4-01, MR-4-04 and MR-4-05	Trunks	Retail		VZ populated incorrectly	June	Future rerun will correct June
MR-4-06	Retail/Resale	POTS Complex Svcs combined	Aggreg & GEOs	VZ populated all of the Geos, both Retail and Resale incorrectly. The state aggregate retail was also populated incorrectly. The data for all of these metrics was pulled from an improperly formatted file.	June	Future rerun will correct June
MR 4-07, 4-08 & 5-01	Trunks	Retail		VZ populated incorrectly due to a poorly formatted file.	June	Future rerun will correct June

VERIZON - NJ
 KPMG METRICS ISSUES
 Information as of 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
Network Performance						
NP-2-02	Trunks	CLEC	New	VZ populated the reports incorrectly	June	Future rerun will correct June
NP-2-03	Trunks	CLEC	New	VZ populated the reports incorrectly	June	Future rerun will correct June
NP-2-03	Trunks	CLEC		VZ populated the reports incorrectly	June	Future rerun will correct June
NP-2-04	Trunks	CLEC	New	VZ populated the reports incorrectly This metric was "UD "	June	Future rerun will correct June
NP-2-07	Trunks	CLEC		VZ populated the reports incorrectly	June	Future rerun will correct June
NP-5-01	Trunks	CLEC		VZ populated the reports incorrectly	June	Future rerun will correct June
General						
GE-2-01		General	CLEC	VZ disagrees with KPMG findings for 48 observations Reply to incorrect observations needs to be verified with KPMG	June	
ALL		KPMG Report	C2C CLEC Specific Report	VZ provided KPMG Reports late		

VERIZON - NJ
LEGENDS

- (1) "Report" refers to VZ Retail, VZ Affiliate Aggregate, VZ Affiliate Specific, CLEC Aggregate or CLEC Specific Report
- (2) VZ will use the LSR process to provide interim numbers for these metrics
- "UD" = Under Development
- "UR" = Under Review
- "NA" = No Activity
- "TBD" = To Be Determined

Deborah Haraldson
Counsel



Verizon New Jersey Inc.
540 Broad Street, Floor 17
Newark, NJ 07101
Phone 973.649.2806

Fax 973.482.8466
deborah.haraldson@verizon.com

March 26, 2001

By Hand

Frances L. Smith
Secretary
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Re: Verizon NJ Performance Reports for February 2001
Docket No. TX98010010

Dear Secretary Smith:

Enclosed are the original and ten copies of Verizon NJ Retail and CLEC Aggregate performance reports for the month of February 2001. There was no activity for any Verizon NJ affiliate during the month of February.

Also enclosed is an update to the list of issues associated with submetrics, and the status of efforts to resolve them. The update is also being provided to parties on the service list.

**Verizon NJ information contained in these reports is
proprietary and subject to confidential treatment.**

Upon request by a CLEC that has a Board-approved interconnection agreement with Verizon NJ, Verizon NJ will provide copies of the performance reports for Verizon NJ Retail, CLEC Aggregate, and Verizon NJ Affiliate Aggregate, and the CLEC Specific report for the requesting CLEC. The Verizon information and CLEC-specific information included in those reports is subject to the confidentiality provisions of Exhibit 1 of the Guidelines. Eligible CLECs may request these reports by contacting Sylvia Del Vecchio, via e-mail at sylvia.l.del.vecchio@verizon.com.

Please contact me at 973-649-2806 if you have any questions.

Very truly yours,

Enclosure

cc: TSFT Service List (without enclosure)
Anthony Centrella
James Corcoran

Metric #	Name	Products	Report Dimensions	Comments	Report Month Filing Status
PO-1-05	Average Response Time Tel Number Availability and Reservations			Data Calculation correction to E:\view_rated_TNS scripts to account for new LiveWire Gateway system change	January
PO-2	DSS Interface Availability	EDI, VMS/Gu		Interface availability will be displayed in both hours and minutes (as a percentage of an hour). Previously, it was displayed in hours only. Implementation of state specific results.	January
PO-3-01	Average Speed of Answering Outgoing Trunk			Data calculation correction to use the overall average vs the average of an average	February
PO-3-02	% Answered within 20 seconds Outgoing Network			Data calculation correction to use the overall average vs the average of an average	February
PO-3-03	Average Speed of Answering Repair Richmond			Data calculation correction to use the overall average vs the average of an average	February
PO-3-04	% Answered within 30 seconds Repair Richmond			Data calculation correction to use the overall average vs the average of an average	February
PO-5	Average Notification of Inservice Outage	EDI, VMS/Gu		Implementation of state specific results Data calculation correction to use the overall average vs the average of an average Update "INC" report Updated template to report performance at the "Total" level only	January
BI-AM	800G			CLEC Specific	January
PR	PR-1-01, 1-10, 1-11, 2-01, 2-10, 2-11, 4-01, 4-02, 4-03, 4-08, 4-08, 4-12, 5-01, 5-02, 5-03, 6-01, 6-02, 6-03, 6-04, 6-05, 6-06, 6-07, 6-08, 6-09, 6-10, 6-11, 6-12, 6-13, 6-14, 6-15, 6-16, 6-17, 6-18, 6-19, 6-20, 6-21, 6-22, 6-23, 6-24, 6-25, 6-26, 6-27, 6-28, 6-29, 6-30, 7-01, 7-02, 7-03, 7-04, 7-05, 7-06, 7-07, 7-08, 7-09, 7-10, 7-11, 7-12, 7-13, 7-14, 7-15, 7-16, 7-17, 7-18, 7-19, 7-20, 7-21, 7-22, 7-23, 7-24, 7-25, 7-26, 7-27, 7-28, 7-29, 7-30, 8-01, 8-02, 8-03, 8-04, 8-05, 8-06, 8-07, 8-08, 8-09, 8-10, 8-11, 8-12, 8-13, 8-14, 8-15, 8-16, 8-17, 8-18, 8-19, 8-20, 8-21, 8-22, 8-23, 8-24, 8-25, 8-26, 8-27, 8-28, 8-29, 8-30, 9-01, 9-02, 9-03, 9-04, 9-05, 9-06, 9-07, 9-08, 9-09, 9-10, 9-11, 9-12, 9-13, 9-14, 9-15, 9-16, 9-17, 9-18, 9-19, 9-20, 9-21, 9-22, 9-23, 9-24, 9-25, 9-26, 9-27, 9-28, 9-29, 9-30, 10-01, 10-02, 10-03, 10-04, 10-05, 10-06, 10-07, 10-08, 10-09, 10-10, 10-11, 10-12, 10-13, 10-14, 10-15, 10-16, 10-17, 10-18, 10-19, 10-20, 10-21, 10-22, 10-23, 10-24, 10-25, 10-26, 10-27, 10-28, 10-29, 10-30, 11-01, 11-02, 11-03, 11-04, 11-05, 11-06, 11-07, 11-08, 11-09, 11-10, 11-11, 11-12, 11-13, 11-14, 11-15, 11-16, 11-17, 11-18, 11-19, 11-20, 11-21, 11-22, 11-23, 11-24, 11-25, 11-26, 11-27, 11-28, 11-29, 11-30, 12-01, 12-02, 12-03, 12-04, 12-05, 12-06, 12-07, 12-08, 12-09, 12-10, 12-11, 12-12, 12-13, 12-14, 12-15, 12-16, 12-17, 12-18, 12-19, 12-20, 12-21, 12-22, 12-23, 12-24, 12-25, 12-26, 12-27, 12-28, 12-29, 12-30	Update coding logic to include Class of Service, USOC, TAD for ISDN to the COMPLETE Digital classification	February		
PR	PR-1-09, 2-08, 4-01, 4-02, 4-03, 4-08, 5-01, 5-02, 5-03	Trunks		Data calculation correction to use Trunk vs Order count in the denominator	January
PR-1	Average Interval Offered			Weekends and Holidays to be excluded from Provisioning Intervals	February
PR-2	Average Interval Completed			Weekends and Holidays to be excluded from Provisioning Intervals	February
PR-3	Completed within X Days			Weekends and Holidays to be excluded from Provisioning Intervals	February
PR-4-01	PR-4-01, 4-01, 4-11	UNE POTIS		Exclude 2 WDSL and 2W-DSL from the POTIS denominator	January
PR-4-14	% On Time Performance LNP			Update E:\Inventory Database to capture new CLEC codes	December
PR-5-02	% Orders Held for Facilities > 15 Days	Repair -DSL		Reported "DISPATCH" performance instead of "TOTAL"	January
PR-5-03	% Orders Held for Facilities > 60 Days			Update SORD codes to compare company ordered delay days against overall delay days	January
PR-6-03	% Installation Troubles reported within 30 Days - FOM/OK/CP/E	Specials		Add "NIF" (No Trouble Found) as a valid trouble code for Specials	February
OR	OR-5-01 and 5-02	UNE		Data Calculation Correction to scope "Remarks" instead of "Actions" selection criteria based on the order type field instead of the request type field	January
OR	OR-6-01 and 6-02	Resale and UNE		Update the random sampling order programs to use the sample selection criteria based on the order type field instead of the request type field	January
OD	OD-3-01 & 3-02	Trunks		CLEC sampling data does not exclude last 30 seconds	December
MR	MR-3-01, 2-04, 2-05	Trunks		Update SORD codes to compare company ordered delay days against overall delay days	January
MR-2	Trouble Report Rate	Resale/Repair		Remove LAD circuits from DSL performance measurements	February
MR-3	Missed Repair Appointments	Resale/Repair		Remove LAD circuits from DSL performance measurements	February
MR-4	Trouble Duration Intervals	Resale/Repair		Remove LAD circuits from DSL performance measurements	February
MR-4-01	Mean Time To Repair - Total	Trunks		Performance data reported correctly. Z score was not calculated because the sampling error data was not included	March
MR-5	Repeat Trouble Reports	Resale/Repair		Remove LAD circuits from DSL performance measurements	February

New Jersey
New Issues Since Last Report
Updated on 03/20/01

Metric #	Name	Products	Report Dimensions	Report Months Affected to Date	Expected Report Month Delivery	Comments
OR-1-01 OR-1-02 OR-2-01 OR-2-02	Av Local Service Request Confirmation LSRC Flow Through % On Time LSRC Flow Through Av Local Service Request LSR Reject Time Flow Through % On Time LSR Reject Flow Through			October-February	March	In October 2000 the down time for SOP (MISOS in NJ) was reduced. During a call on 2/22/2001 with the NJ BPU, the NJ Commission agreed to allow a change in the guidelines to reflect the change of SOP down time.
OR-5-03	% Flow Through Achieved	Rosale and UNE		All Months	Modification of Guidelines required	Guidelines incorrectly written to exclude pending orders. Metric correctly implemented to include pending orders.
PR-1 PR-2 PR-3 PR-4 PR-5 PR-8	Average Interval Offered Average Interval Completed Completed within X Days Missed Appointment Facility Missed Orders Open Orders in a Hold Status			June-May	June	During a PWC BA/GTE merger review, it was discovered that the Mid-Atlantic States were not excluding SNP and Restore orders from provisioning metrics as required by the Guidelines.
PR1-01 PR-2-01 PR-3-01	Average Interval Offered Total No Dispatch Average Interval Completed Total No Dispatch % Completed in 1 Day (1-5 Lines Total)			June-January	February	Exclude R orders with an appointment interval greater than 2 days at the CLEC's request.
PR-1-10 PR-1-11	Average Interval Offered Disconnects No Dispatch Average Interval Offered Disconnects Dispatch			June-February	March	Issued to exclude X and S coding orders as required by the guideline. Retro to February.
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days			June-January	February	Currently SORD only tests company delay days > 15 or >60. The existing code should be modified to compare company caused delay against overall delay days.
PR-6-01	% Installation Troubles reported within 30 Days	Trunks		June-February	March	During WQAT replication of NJ October 2000 data, troubles for BAM (Bell Atlantic Mobile) and NYM (Nynex Mobile) were contained in the retail trunk maintenance data.
MR	MR-2-01, MR-4-01, MR-4-04, MR-4-05, MR-4-06, MR-4-07, MR-4-08, MR-5-01			June-February	March	During WQAT replication of NJ October 2000 data, troubles for BAM (Bell Atlantic Mobile) and NYM (Nynex Mobile) were contained in the retail trunk maintenance data.
NP-6-01	NXX Updates Installed by the LERG Effective Date			All Months	Modification of Guidelines required	VZ is unable to measure a piece of the first exclusion identified in the guidelines. The exclusion pertains to requests for NXX activations that are <73 days from receipt of the CO Code Assignment request form by the third party code administrator. Since VZ does not receive the request, VZ cannot measure the complete interval.

New Jersey
Open Issues
Updated on 03/20/01

Metric #	Name	Products	Report Dimensions	Report Months Affected to Date	Expected Report Month Delivery	Comments
BI-3	% Billing Accuracy			June-March	April	These metrics will remain "UR" until they are re-calculated using absolute values. Prior calculations resulted occasionally in results > 100%.
BI-7	% Completeness of Fractional Recurring Charges			June - February	March	Duplicate transactions may be included in the data for a very low volume of UNE ASR Specials System solution under review.
BI-8	% Completeness of Non-recurring Charge			All Months	Modification of Guidelines required	Data disaggregation for this metric is not available as described in guidelines. YZ currently reports results for Resale and UNE that encompass more than POTs.
OR	OR 1-03 through OR 1-10, OR 2-03 through OR 2-10 & OR 3-01 & OR 5-01			June-April	May	Data correction to exclude from retail performance all administrative retail orders that are associated with a wholesale order. (See Guidelines)
OR 7-01	% Order Confirmations/Rejects Sent Within 3 Business Days	Resale and UNE		June-February	March	Change the SORD code to include all disconnect orders.
PR	PR-1-01, 1-02, 2-01, 2-02, 3-10, 4-02, 4-03, 4-05, 5-01, 5-02, 5-03, 6-01, 6-02, 6-03	POTS-Bus, POTS-Res POTS-Total, Specials		July-February	March	Data clarification to classify DSO M and EEL loops billed in CR/S
PR	PR-1-10, 1-11, 2-10, 2-11	UNE/EEL		June-February	March	Modify program logic to count WFA Missed Function Code of "NULL"
PR	PR-4-01, 4-02, 4-03, 4-09, 7-01, 8-01, 8-02	Trunks	State & CLEC	July - November	December	
PR-4-01	% Missed Appointment - Verizon - Total			July - February	March	Results erroneously include miscoded orders and CLEC delay days
PR-4-02	Average Delay Days - Total			All Months	Unworkable	No functionality exists for this metric, therefore it will be reported as "NEF"
PR-5-01	% Open Orders in a Hold Status > 30 Days	2W-DSL, EEL, IOF, POTS-Tot, Spec, TRUNKS, 2WxDSL		June-December	January	Updated NAMS to accept trouble code "CC" (came clear (NTF)) as a valid entry for specials metrics.
PR-5-02	% Open Orders in a Hold Status > 90 Days			June-February	March	Specials are closed out to trouble codes not disposition codes. Add trouble code "NTF" as a valid trouble code for specials.
MR 1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	CLEC		September 00-October 01	November-01	Exclude disposition codes 07, 08, and 13 (retroactive to September data month) to conform with guidelines
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	UNE/ Specials				
MR-2-05	% CPE/TOK/FOK Trouble Report Rate					
MR-3-03	% Missed Repair Appointment - CPE/TOK/FOK					

New Jersey
Metrics Under Development
Updated 03/2001

Metric #	Name	Product	Report Dimensions	Report Month Affected to Date	Expected Report Month Delivery	Comments
PO-8-01	% On-Time - Manual Loop Qualification	Resale	State & CLEC	August - February	March	System to be measured has not yet been implemented
PO-8-02	% On-Time - Engineering Record Request	Resale	State & CLEC	August - February	March	This metric will be implemented using a manual process to collect and report data until the automated process is implemented in August. The report will be generated in August but was populated with manual data. The report will be generated in August but was populated with manual data. The report will be generated in August but was populated with manual data. The report will be generated in August but was populated with manual data.
OR-8-03	% Installation Troubles Reported within 30 days - FOM/TKAC/PE	UNE and Resale	State	August - April	May	USRA report due is across by Verizon. The metric will be marked JD through April 2001, when Verizon will implement the "70". The end of month of data which will be captured will be May 2001.

Deborah Haraldson
Counsel

verizon

Verizon New Jersey Inc.
540 Broad Street, Floor 17
Newark, NJ 07101
Phone 973.649.2806

Fax 973.482.8466
deborah.haraldson@verizon.com

April 26, 2001

- By Hand

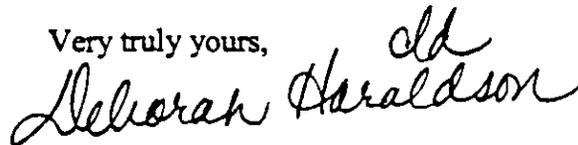
Frances L. Smith
Secretary
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Re: Verizon NJ Performance Reports
Docket No. TX98010010

Dear Secretary Smith:

Enclosed are the original and ten copies of an updated list of issues associated with submetrics, and the status of efforts to resolve them. The updated list is also being provided to parties on the service list.

Please contact me at 973-649-2806 if you have any questions.

Very truly yours,
 ^{dh}
Deborah Haraldson

Enclosures

cc: TSFT Service List (with enclosures)
Anthony Centrella
James Corcoran

TECHNICAL SOLUTIONS FACILITATIONS TEAM
BPU Docket No. TX98010010

SERVICE LIST

Frances L. Smith, Secretary
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102
smith@bpu.state.nj.us

Harold Bond
Anthony Centrella
Frank Chappa
James Corcoran
Mary Dowling
Carol Entenza-Artale
Lisa Nicastro
Division of Telecommunications
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102
bond@bpu.state.nj.us
centrella@bpu.state.nj.us
chappa@bpu.state.nj.us
corcoran@bpu.state.nj.us
dowlingm@bpu.state.nj.us
artale@bpu.state.nj.us
nicastro@bpu.state.nj.us

Eugene Provost, DAG
Department of Law and Public Safety
Division of Law
124 Halsey Street, 5th Floor
P.O. Box 45029
Newark, New Jersey 07101
provoeug@smtp.lps.state.nj.us

Blossom A. Peretz, Esq., Director
Lawanda R. Gilbert, Esq.
Heikki Leesment, Esq.
Division of Ratepayer Advocate
31 Clinton Street, 11th Floor
P. O. Box 46005
Newark, New Jersey 07101
bperetz@rpa.state.nj.us
lgilbert@rpa.state.nj.us
hleesmen@rpa.state.nj.us

Richard Marmel
WorldCom, Inc.
1 Meadowlands Plaza
East Rutherford, NJ 07073
richard.marmel@wcom.com

Janine R. Lucas, President
First Line Communications, LLC
P.O. Box 385
Absecon, NJ 08201-0385
jlucas@flcommunications.com

Gregory Sanders, President
F. Turner Corporation, Inc.
d/b/a TCS of New Jersey
82 High Street, Suite 3-H
Orange, NJ 07050

Chad Hazam, President
New York Teleconnect, Inc.
2150 Herr Street
Harrisburg, PA 17103-1625

Joseph Kahl
RCN Telecom Services of NJ, Inc.
105 Carnegie Center
Princeton, NJ 08540
joseph.kahl@rcn.net

Janet Livengood
Hyperion Telecommunications, Inc.
DDI Plaza Two
500 Thomas Street, Suite 400
Bridgeville, PA 15107-2838
jlivengood@hyperion.net

James C. Meyer, Esq.
Riker, Danzig, Scherer, Hyland &
Perretti
Headquarters Plaza
One Speedwell Avenue
Morristown, NJ 07962-1981
jmeyer@riker.com

Richard J. Boyer
US West Interprise America
1999 Broadway, Suite 700
Denver, CO 80202
rboyer@uswest.com

Kimberly Wild, Esq.
MCI WorldCom
1133 19th Street, NW, 11th Floor
Washington, DC 20036
Kimberly.Wild@wmci.com

Ralph Berarducci
Atlantic Telecom Corporation
183 Old Belmont Avenue
Bala Cynwyd, PA 19004
atcphone@atcphone.com

James H. Laskey, Esq.
Norris, McLaughlin & Marcus
721 Route 202-206
Somerville, NJ 08876
jhlasky@nmmlaw.com

Frederick C. Pappalardo, Esq.
AT&T Communications of NJ, Inc.
295 North Maple Ave., Room 3136C2
Basking Ridge, NJ 07920
fpappalardo@att.com

Francis R. Perkins, Esq.
Meyner & Landis
One Gateway Center
Newark, NJ 07102
fperkins@ix.netcom.com

Martin Rothfelder, Esq.
The Rothfelder Law Offices
625 Central Avenue
Westfield, NJ 07090
rothfelder@rio-law.com

Sue Benedek
Sprint Legal
Sprint/United Telephone-Eastern
1201 Walnut Bottom Road
P. O. Box 1201
Carlisle, PA 17013-0905
sue.e.benedek@mail.sprint.com

Dan Mullin
Bell Atlantic Mobile
180 Washington Valley Road
Bedminster, NJ 07921
dmullin@mobile.bam.com

Michael D'Angelo
Directory Regulatory Affairs
NEXTLINK New Jersey, Inc.
45 Eisenhower Drive, 5th Floor
Paramus, NJ 07652
Mdangelo@nextlink.com

Bill Hunt
Level 3 Communications, LLC
1450 Infinite Drive
Louisville, CO 80027
bill.hunt@level3.com

Cherie Kiser, Esq.
Mintz, Levin, Cohn, Ferris, Glovsky &
Popeo, PC
701 Pennsylvania Avenue, NW
Washington, DC 20004
ckiser@mintz.com

Robert G. Goode, Esq.
Alampi, Arturi, D'Argenio &
Guaglardi, LLP
210 Sylvan Avenue
Englewood Cliffs, NJ 07632
rgoode@superlink.com

Teresa Moore, Esq.
McCarter & English
Four Gateway Center
100 Mulberry Street
Newark, NJ 07102-4096
tmoore@mccarter.com

Roxanne Vivanco
New Jersey Citizen Action
400 Main Street
2nd Floor
Hackensack, NJ 07601
roxanne@njcitizenaction.org

Monica A. Otte, Esq.
AT&T Communications of NJ, Inc.
295 North Maple Ave., Room 3137C2
Basking Ridge, NJ 07920
monte@lga.att.com

Carole Linton
Warwick Valley Telephone Co.
P. O. Box 592
49 Main Street
Warwick, NY 10990
linton@warwick.net

Walter Fields
c/o Fields Communications
112 West State Street
Trenton, NJ 08608
wfields@aol.com

Eleanor M. Willis
Manager, Regulatory Programs, Inc.
WinStar Telecommunications
1615 L Street, NW
Suite 1260
Washington, DC 20036
ewillis-camara@winstar.com

Dr. Bharat C. Patel
Board of Public Utilities
44 S. Clinton Avenue
CN 350
Trenton, NJ 08625
patel@a1.bpu.state.nj.us

Bill Lehr
94 Hubbard Street
Concord, MA 01742
wlehr@rpcp.mit.edu

Nancy Becker, President
Advantage New Jersey
132 West State Street
Trenton, NJ 08016
nbecker@nbeckerassoc.com

Edward Gibbs
Communications Director
AT&T
32 Avenue of the Americas
Room 1345
New York, NY 10010
edwardgibbs@att.com

Michael Orshan
P. O. Box 649
Bernardsville, NJ 07924
morshan@pobox.com

Lynn Nowak
Government Affairs Manager
Advantage New Jersey
132 West State Street
Trenton, NJ 08608
lnowak@nbeckerassoc.com

Tim Connelly
Vice President
AT&T
2005 Arbor Avenue
Belmont, CA 94002
connolly@crl.com

Anil Soni
Consultant
19 Mays Crescent
Waterdown, Ontario
LOR 2H4
Canada
asoni@netcom.ca

R. J. Kirchberger
Government Affairs Director
AT&T
295 North Maple Ave.,
Room 3134C2
Basking Ridge, NJ 07920
kirchberger@att.com

John Citrolo
External Affairs Manager
Conectiv Communications, Inc.
P. O. Box 6066
Newark, DE 19714
john.citrolo@connectiv.com

Susan Jin Davis, Esq.
Assistant General Counsel
COVAD Communications Company
Hamilton Square
600 14th Street, NW - Suite 750
Washington, DC 20005
sjdavis@covad.com

Ross Buntrock
Kelley, Drye & Warren
c/o Intermedia Communications
1200 19th Street, NW
5th Floor
Washington, DC 20006
rbuntrock@kelleydrye.com

Bill Carmody
Consumer Local District Manager
AT&T
32 Avenue of the Americas
Room 1345
New York, NY 10013
wcarmody@ems.att.com

Jeffrey Waldau
Maryland PSC
6 St. Paul Center
Baltimore, MD 21202
gwaldau@psc.state.md.us