

Dee May  
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April 10, 2002

**Ex Parte**

William Caton  
Acting Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: Performance Measurements and Standards for Unbundled Network Elements and Interconnection, CC Docket No. 01-318

Dear Mr. Caton:

Yesterday, J. Canny, J. Mulieri, S. Angstreich, L. Owsley, and I represented Verizon in a meeting with J. Stanley, M. Stone, U. Onyeija, R. Crittendon, B. Childers, P. Megna, J. Kraushaar, B. Ghaffari, C. Zima, and J. Stanshine of the Wireline Competition Bureau to discuss the above matter. The materials used during this meeting are enclosed. Please let me know if you have any questions.

Sincerely,

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

Enclosure

cc: J. Stanley  
M. Stone  
U. Onyeija  
R. Crittendon  
B. Childers  
P. Megna  
J. Kraushaar  
B. Ghaffari  
C. Zima  
J. Stanshine



## Principles for National Metrics

- Minimal Number of Measurements, *limited only to those that are most critical to competition.*
- ILECs and CLECs Should Report Performance
- Performance Standards, and Any Associated Penalties, Based on Statutory Requirement of Nondiscriminatory Service
- Supplant, Not Supplement, Existing State and Federal Plans



## Minimal Number of Measurements

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- Verizon's Performance Has Continued to Improve Following 271 Approval
- Verizon Has Sought and Obtained Quality Certification for Key Wholesale Processes



# Verizon's Post-271 Performance

| ON TIME INSTALLATION PERFORMANCE |                     |              |                     |             |                     |             |
|----------------------------------|---------------------|--------------|---------------------|-------------|---------------------|-------------|
| CHECKLIST ITEM                   | NEW YORK            |              | MASSACHUSETTS       |             | PENNSYLVANIA        |             |
|                                  | When 271 App. Filed | Jan. 2002    | When 271 App. Filed | Jan. 2002   | When 271 App. Filed | Jan. 2002   |
| Trunks                           | 98.5%               | 99.3%        | 100%                | 100%        | 99%                 | 100%        |
| Collocation                      | 95%                 | 97.1%        | 96%                 | 100%        | 100%                | *           |
| POTs Loops                       | 98 – 99%            | 98.7%        | 96.8%               | 98.4%       | 96%                 | 97%         |
| Hot Cuts                         | 91%                 | 97.7%        | 99.1%               | 99.3%       | 96.9%               | 98.7%       |
| DSL Loops                        | 93%                 | 97.6%        | 97% **              | 100%        | 97%                 | 99%         |
| UNE-Platform                     | 99%                 | 99.7%        | 99.9%               | 99.4%       | 99%                 | 99.9%       |
| Resale                           | 93 – 99%            | 96.4 - 99.9% | 95 – 99%            | 95.5 - 100% | 95 – 99%            | 92.2 -99.9% |

\*Not reported on Carrier-to-Carrier Performance Reports

\*\* Based on MA 271 Refiling



## Verizon Has Sought and Obtained Quality Certification

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- ISO, the International Organization for Standardization, enables organizations to obtain certification which demonstrates their capability to meet customer requirements for products and/or services. An organization's capability is assessed using both internal and external audits.
- Founded in 1946 to develop a common set of standards for manufacturing, trade, and communication in Europe.
- Based in Geneva, Switzerland (over 100 countries)
- American National Standards Institute (ANSI) - US representative to ISO.
- Verizon has certified 8 processes so far, including hot cut process, xDSL new lines, loop qualification, and RCMC Richmond Maintenance Process.
- Requires re-certification every 6 months.
- Verizon is seeking certification for additional wholesale processes in 2002.



## Minimal Number of Measurements

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- Currently Reporting 2.4 Million Metrics per Month
- 30 - 75 Percent of These Metrics, However, Have No Data or Minimal (<30) Observations



## ILECs and CLECs Should Report Performance

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- Reduction in Disputes Regarding Accuracy of Data
- Assists in Assuring Smoothly Functioning Competitive Market (e.g., CLEC to CLEC Migrations)
- CLEC Performance Necessary to Evaluate Overall Quality of Service to End User



## **Performance Standards, and Any Associated Penalties, Based on Statutory Requirement of Nondiscriminatory Service**

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- FCC Has Authority to Promulgate National Measurements and Require Reporting
- Appropriate Performance Standard is Normally Parity with Retail
- Any Penalties Should be Based on Competitive Significance
- Establish Exceptions Process for any Performance Penalty Regime



## **Performance Standards, and Any Associated Penalties, Based on Statutory Requirement of Nondiscriminatory Service**

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- FCC Has Limited Authority to Enforce National Measurements
- Self-Executing Liquidated Damages Rule Resulting in Payments to CLECs Violates Communications Act



## Supplant, Not Supplement, Existing State and Federal Plans

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- FCC Authority to Preempt Existing State Performance Measurement Regimes is Unclear
  - FCC must conclude that state reporting requirements, in addition to national regime, “substantially prevent implementation of the . . . purposes” of the 1996 Act
  - FCC should then seek to preempt all state reporting requirements
- If State Performance Measurement Regimes Are Not Preempted, National Measurements Should Serve As a Blueprint that Provides Guidance to State Commissions