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May 1, 2002

Ex Parte

Marlene Dortch
Secretary
Federal Communications Commission
445 12th H Street, SW, Portals
Washington, DC 20554

*RE: Application by Verizon New England. for Authorization To Provide In-Region,
InterLATA Services in State of Maine, Docket No. 02-61 - REDACTED*

Dear Ms. Dortch:

Today, M. Davis, C. Engman, T. Maguire, K. McLean, L. Owsley, K. Zacharia and the undersigned representing Verizon held a meeting with B. Childers, T. Cho, G. Cohen, B. Devers, J. Miller, M. Stone and C. Newcomb of the Wireline Competition Bureau to discuss flow through issues and the effects of reintegration of VADI into the telephone company. The handouts used during the meeting are in Attachment 1.

In addition, this letter responds to several follow-up questions from staff.

Flow Through: Staff asked what, if any, steps Verizon had taken to address the reasons why resale orders dropped to the National Market Center (NMC) for manual handling, as discussed in Verizon's earlier ex parte letter. *See Letter from Richard T. Ellis to Marlene H. Dortch*, filed April 24, 2002, at 2 ("April 24 OSS Ex Parte"). Verizon explained that flow through eligibility is determined *a priori* by the gateway system based on several factors which include order scenario and activity type. While these orders were scored as eligible to flow through based on these factors, manual handling was required to resolve incompatibilities between the information on certain service orders and the embedded base accounts they were attempting to change. The incompatibilities with embedded base accounts were determined by the service order processor (SOP) once the order had passed beyond the interface and gateway system edit passes. In this case, such incompatibilities occurred in only about ***** of over ***** instances submitted by a particular CLEC in January

In addition, as Verizon has explained, *see* McLean/Wierzbicki/Webster Decl. ¶¶ 58-59, flow-through is the process by which Verizon programmatically translates industry-standard ordering forms (LSRs) into internal Verizon service orders through a combination of required input data elements from the CLECs, data available from Verizon's OSS, and programming logic reflecting the ordering business rules. Verizon has focused its efforts to increase flow through on those order types that both occur in actual experience in relatively high volume and those that are expected to have the largest volumes based on the ordering scenario type, such as migrations of residential POTS. While the number of resale orders that did not flow through in Maine in January (approximately 200) was sufficient to affect the reported Achieved Flow Through results for resale in Maine, the orders "fell out" due to a variety of errors, not one error occurring in high frequency. The latter case, one error occurring in high frequency, presents an opportunity for resolution through automation where the former does not. It is generally more expeditious for Verizon to handle errors that occur infrequently or in small volume manually.

UNE: Staff asked for more information on the work that is underway with respect to the business rules for stand-alone directory listing requests. *April 24 OSS Ex Parte* at 2. Verizon explained that the business rules would be updated to make clear that the field indicating in which directory the CLEC wants the listing to appear is required to be populated on UNE stand-alone directory listing orders. As noted in the *April 24 OSS Ex Parte*, *see id.*, where the reason that a flow through-eligible order drops out for manual handling is indeterminate (that is, not clearly either a CLEC error or a Verizon error), as was the case with these stand-alone directory listing orders, Verizon counts the order as a "miss" under the Achieved Flow Through measure. Verizon also explained that, if these indeterminate orders had been excluded from OR-5-03-3000, the achieved flow through rate for UNE would have been 90.67%, which is in line with December and February reported results. *See* Attachment 2.

Staff also asked when the effect of the programming changes made in February and March, *April 24 OSS Ex Parte* at 2, would be evident in the reported performance results. Verizon explained that system releases generally occur on the third weekend of the month, so the effect of the February release would be evident beginning with the last week of February and the effect of the March release would be evident beginning with the last week of March, and to the extent that this order scenario occurred during these periods.

March UNE Achieved Flow Through: Verizon explained that, although achieved flow through results for non-platform UNE orders (orders for UNEs such as loops, LNP, stand-alone directory listings) improved to 94.68% in March, consistent with the discussion above, overall (platform plus non-platform) UNE Achieved Flow Through (OR-5-03-3000) for March showed a decrease from February results to 70.57%. This was the result of a drop in the achieved flow through rate for platform orders. (The disaggregated results are shown in Attachment 3.) This occurred when one CLEC, *****, migrated a significant number of resale accounts to UNE platform.

At the time that CLEC established the accounts in resale, the former Bell Atlantic-North states used a 3-letter code to identify the PIC and LPIC on each account. In June 2000, as part of an

initiative with CLECs to establish uniform business rules throughout the former Bell Atlantic footprint, the entire former Bell Atlantic region converted to a 4-digit numerical code (Carrier Identification Code, or "CIC") to identify the PIC and LPIC on the account. At the time of the conversion, 4-digit numerical CIC codes were added to existing accounts through an automated process which "looked up" the 3-letter code in a reference table and converted that code to the 4-digit numerical CIC. In some cases, the 3-letter code was not found in the reference table, and the system populated a default CIC of 9999.

When this CLEC went to migrate its resale accounts to UNE platform, a comparatively large number of accounts had the default CIC of 9999 left from the June 2000 conversion. (This issue had an impact on reported Carrier-to-Carrier performance in Maine because volumes there are relatively low.) This caused these orders (that were otherwise eligible to flow through) to drop to the NMC for representatives to populate the correct PIC or LPIC manually. On March 26, Verizon implemented a programming change so that the system will now "look up" the correct 4-digit numerical CIC in an updated reference table and automatically populate the correct CIC, allowing these orders to flow through. As shown on Attachment 3, if this fix had been in place in March, platform achieved flow through would have been over 98%, and overall UNE flow through would have exceeded 97%.

Performance Measures After VADI Reintegration: Staff asked how Verizon would continue to demonstrate nondiscriminatory performance for certain DSL orders after VADI was reintegrated. Verizon explained that VADI continues to operate as a separate division of Verizon, and for DSL orders, continues to use the same pre-ordering and ordering interfaces that are available to unaffiliated CLECs. Moreover, Verizon will continue to report its performance in providing service to the separate division as the retail comparison for those Carrier-to-Carrier performance measures where VADI was previously the retail comparison. On April 29, 2002, the New York Public Service Commission issued an order adopting a number of consensus changes to the New York Carrier-to-Carrier Guidelines (which, with minor exceptions, are used in Maine). A copy of the order is Attachment 4 to this letter. The order "direct[s] the company to continue to report VADI performance." It goes on to state that "Verizon should indicate in its Guidelines that VADI is either the separate data affiliate or the office or division within Verizon that provides retail DSL services." *NY PSC Order* at 6-7. Consequently, the monthly Carrier-to-Carrier performance results will continue to show Verizon's nondiscriminatory performance for CLECs. Attachment 5 shows the performance measures for which VADI is the retail comparison, both before and after re-integration.

Staff also asked about the small percentage of orders that VADI submits via Access Service Requests ("ASRs") for access services (ATM and Frame Relay). The Commission has previously determined that "[t]he provisioning of special access services is not relevant for the purposes of determining section 271 checklist compliance." *Massachusetts 271 Order*, ¶ 193, n. 608; *New York 271 Order*, ¶ 340. In addition, the staff asked whether and Carrier-to-Carrier reports capture VADI's performance with respect to these ASRs. They do not.

Ms. Dortch
May 1, 2002
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The twenty-page limit does not apply as set forth in DA 02-111. Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Richard Telli". The signature is written in a cursive style with a large initial "R".

Attachments

cc: C. Newcomb
W. Dever
G. Remondino
B. Childers
T. Cho
G. Cohen
J. Miller
M. Stone

ATTACHMENT 1

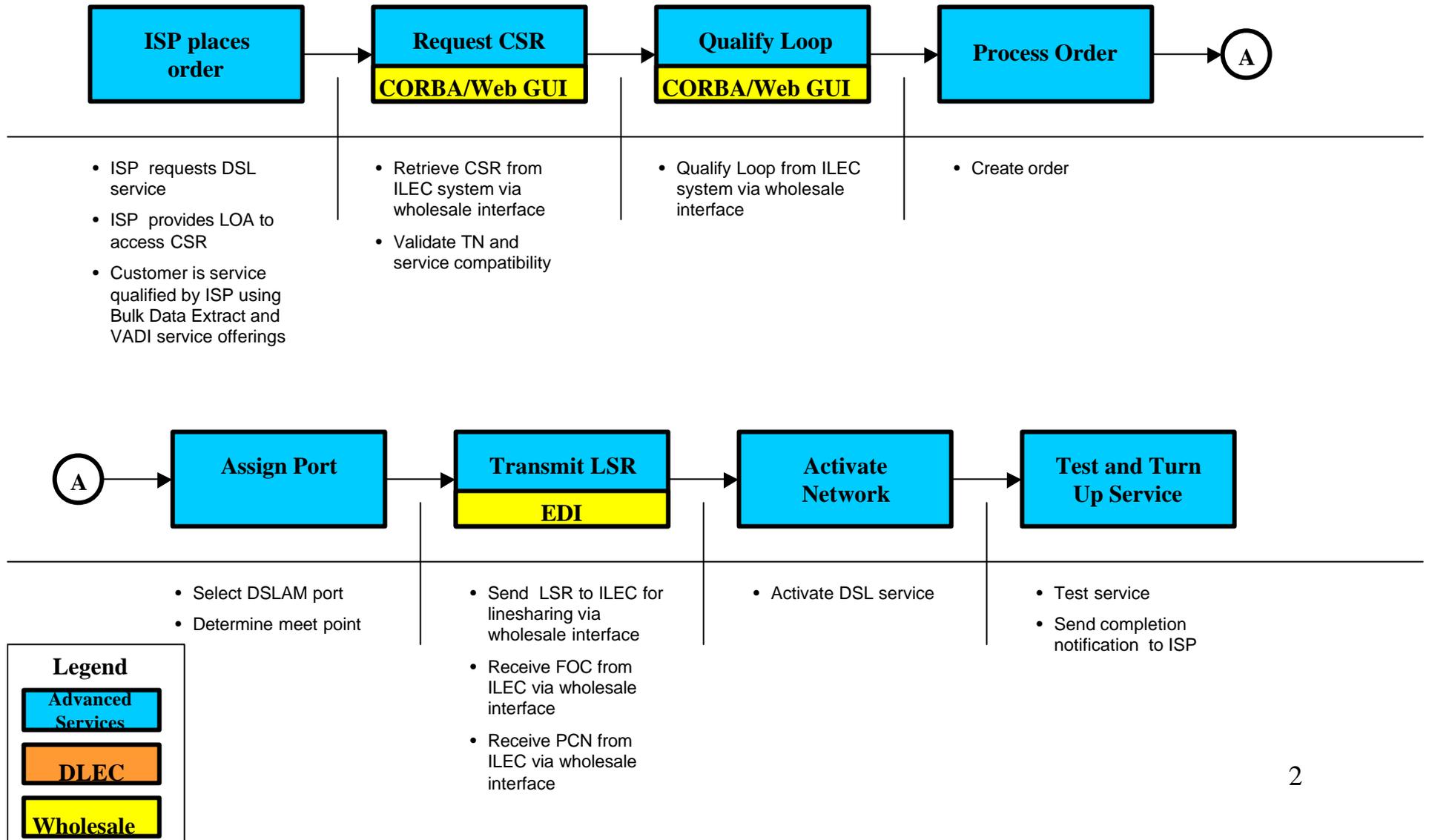


VADI/ILEC Reintegration And DLEC System/Process Flows

April 30, 2002

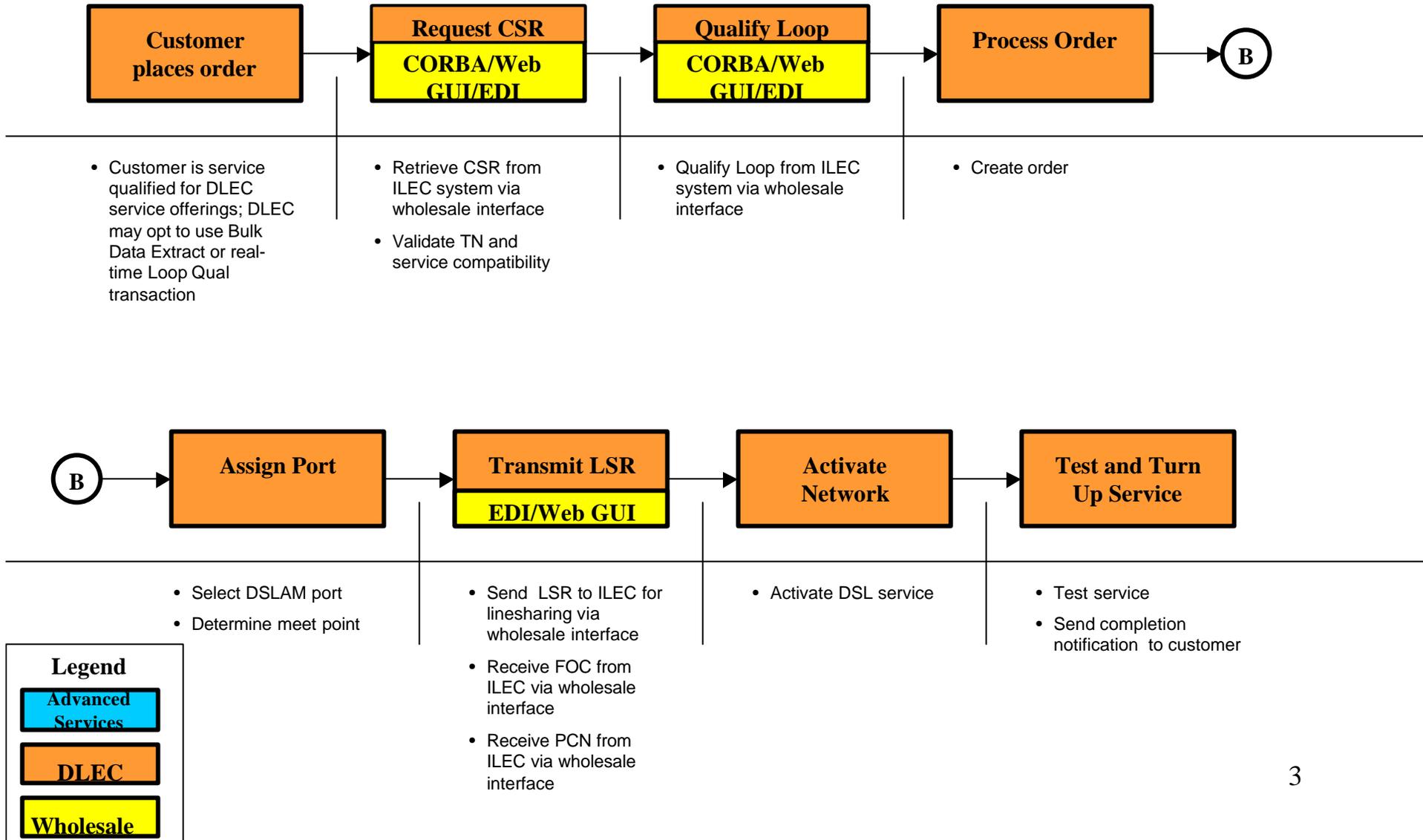


ILEC – VADI East Reintegration Service Fulfillment – DSL



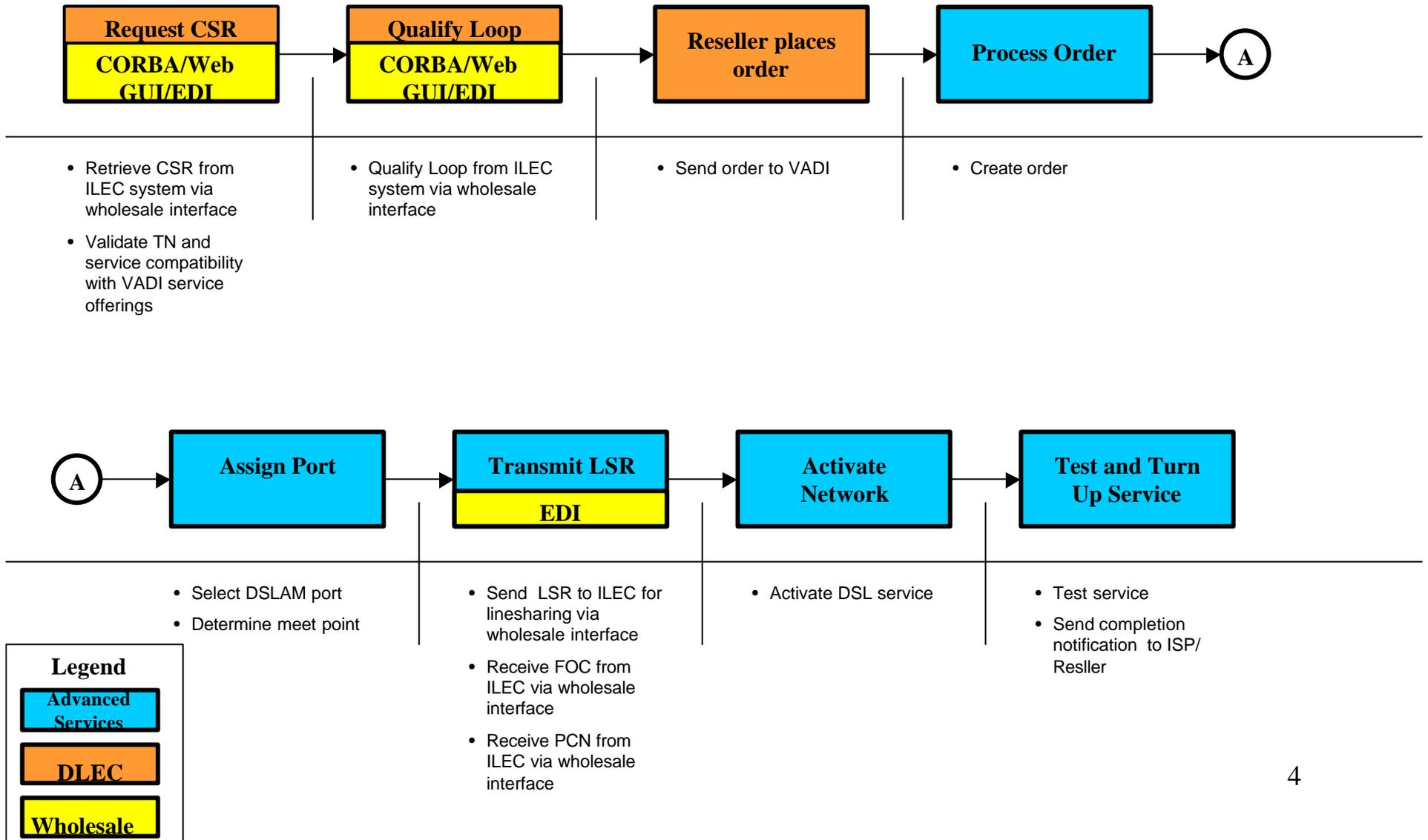


DLEC Service Fulfillment - DSL





Resold DSL and DRL Service Fulfillment – DSL



ATTACHMENT 2

**SPECIAL STUDY – JANUARY 2002
OR-5-03 Recalculated**

	JAN C2C Results	JAN Re-Calculated Results
Total UNE	JAN	JAN (Recalc)
Performance	78.39%	90.67%
Denominator	583	504
Numerator	457	457
Misses	126	47
Non-Platform UNE	JAN	JAN (Recalc)
Performance	74.59%	89.00%
Denominator	488	409
Numerator	364	364
Misses	124	45
Platform	JAN	JAN (Recalc)
Performance	97.89%	96.97%
Denominator	95	198
Numerator	93	192
Misses	2	6

ATTACHMENT 3

**SPECIAL STUDY – MARCH 2002
OR-5-03 Recalculated**

	MAR C2C Results	MAR Re-Calculated Results
Total UNE	MAR C2C	MAR (Recalc)
Performance	70.57%	97.50%
Denominator	2001	2001
Numerator	1412	1951
Misses	589	50
Non-Platform UNE	MAR C2C	MAR (Recalc)
Performance	94.68%	94.68%
Denominator	658	658
Numerator	623	623
Misses	35	35
Platform	MAR C2C	MAR (Recalc)
Performance	58.75%	98.88%
Denominator	1343	1343
Numerator	789	1328
Misses	554	15

ATTACHMENT 4

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
Albany on April 17, 2002

COMMISSIONERS PRESENT:

Maureen O. Helmer, Chairman
Thomas J. Dunleavy
James D. Bennett
Leonard A. Weiss
Neal N. Galvin

CASE 97-C-0139 - Proceeding on Motion of the Commission to
Review Service Quality Standards for Telephone
Companies.

ORDER ESTABLISHING ADDITIONAL
INTER-CARRIER SERVICE QUALITY GUIDELINES

(Issued and Effective April 29, 2002)

BY THE COMMISSION:

INTRODUCTION

On October 29, 2001, the Commission issued an Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines (Guidelines) for Verizon New York Inc. f/k/a New York Telephone Company (Verizon) and Frontier Telephone of Rochester, Inc. (Frontier). That order followed similar adoptions in this case in March 1998, February, June and November 1999, February 2000 and December 2001. Since our October 2001 order was issued, the Carrier Working Group has continued its collaboration as an industry group and has productively reached consensus on many more issues. This order adopts numerous consensus changes to the Verizon Guidelines, presents a new version of the Frontier Guidelines, codifies the duties of and ground rules for participation in the Carrier Working Group and refines statistical procedures. In addition, we direct the Carrier Working Group to address the metrics implications from other proceedings, including the transfer of

Verizon Advanced Data, Inc. back to the Verizon retail entity, and the Billing and Collection Task Force established in the Verizon Incentive Plan.

Notice of the proposed Commission action adopting additional inter-carrier service quality metrics and standards was published in the State Register on January 9, 2002. The comment period expired on February 23, 2002. No comments were received.¹

The Carrier Working Group agreed to certain revisions to the Inter-Carrier Telephone Service Quality Guidelines, and its recommendations are discussed below. Generally, where the affected parties have agreed upon the need for, and implementation of, standards and metrics, we will adopt their recommendations and monitor performance reports to insure competitive development in the local market. We expect the Carrier Working Group to advise us of the need for further modification of these adopted items, and any existing standards and measures. Where the Carrier Working Group members have not agreed, we will discuss our findings below.

Changes to Verizon Guidelines

The Carrier Working Group suggests clarification of language and correction of minor errors, and also indicates changes necessary to conform the guidelines to current operational practices. These are summarized on Attachment 1 - Changes to Verizon Guidelines. The changes are categorized as follows: administrative and not requiring a process change (Section A); those requiring a process change (Section B); and, those required to adopt the single trouble ticket process for

¹ Petitions for Reconsideration of the October 29, 2001 Order were filed by Metropolitan Telecommunications (MetTel) on November 23, 2001 and by Verizon on November 30, 2001. Both were subsequently withdrawn - MetTel's by letter dated March 26, 2002 and Verizon's by letter dated March 21, 2002.

Unbundled Network Element Loop products² (Section C). These are reasonable consensus changes, which will help clarify the guidelines and measure more efficient operational processes, and we adopt them.

Changes to Frontier Guidelines

Members of the Carrier Working Group reached consensus on a new version of Frontier's Carrier-to-Carrier Guidelines. The recommended document, included as Attachment 2 to this order, represents the consensus judgment of stakeholders and is adopted. We order Frontier to begin reporting on these changes with its July 2002 performance report.

Statement of Purpose and Guidelines for Participation

Verizon's New York Carrier-to-Carrier Guidelines are relied upon, in whole or in part, in other states served by the company. Members of the Carrier Working Group, including Department Staff, have received numerous inquiries related to its work and operating procedures. In order to more efficiently respond to these requests and encourage meaningful input from additional parties, the group has produced its Statement of Purpose and Guidelines for Participation, included as Attachment 3 to this order.

The document properly stresses the New York focus of the Carrier Working Group while recognizing the impact of its work outside of the state. The document also summarizes the group's participation guidelines, offers a means to address non-New York issues and instructs parties how to introduce issues and monitor work in progress. We find this statement of purpose

² The move to the single trouble ticket process represents the culmination of the parties' continued cooperative efforts to improve the operational procedures described in our October 29, 2001 Order, pages 4-5. It will no longer be necessary for the competitive local exchange carriers (CLECs) to open and administer a second trouble ticket for those cases in which the CLEC misdirects a Verizon dispatch. As a result, Verizon's actual performance will be more accurately measured.

and rules to be reasonable, we adopt it and direct Verizon and Frontier to incorporate it into their respective guidelines documents.

Subgroup Issues: Replication and Statistics

1. Replication

Our October 29, 2001 Order directed Verizon to make quarterly progress reports to the Carrier Working Group on the status of its data warehouse.³ These have been included in the standing agenda item report of the Replication Subgroup.

Verizon provided staff with a detailed presentation on its data warehouse implementation efforts on November 13, 2001. The data warehouse allows Verizon to automate the permutation test on measured variables and greatly increases the parties' ability to effectively audit and replicate Verizon's reports. In addition, Verizon will be able to more efficiently implement metric changes recommended by the Carrier Working Group and avoid change control delays.

2. Statistics

The Carrier Working Group presents us with two statistical issues, one of which represents a consensus recommendation. First, it recommends performing the hypergeometric distribution based variant of the permutation test (also known as Fisher's exact test) on counted variables⁴ for large sample sizes. Previously, the LCUG Z test was used for larger sample sizes and the permutation test for sample sizes below which the assumption of normality that underlies the Z test was not thought to be reasonable. Use of the permutation test avoids the need to make any assumptions regarding the

³ The data warehouse is a repository for data collected from Verizon's numerous operational systems for centralized analysis and performance reporting.

⁴ This test would apply to metrics of proportions, such as percent on time.

normality of the sampling distribution. The Carrier Working Group agreed to this recommendation, and we approve it.

Second, the group agreed to a minimum sample size "gradient" threshold level⁵ below which it is not reasonable to rely on statistical tests for parity, but it disagreed on how best to report performance results where sample sizes are smaller than the agreed upon minimum sample size. The group agreed that the assumptions underlying the statistical models used here include the requirement that the two groups of data are comparable. For larger sample sizes, differences in characteristics associated with individual customers are more likely to average out, however, for smaller sample sizes, there may be doubt as to whether the individual sampled customers' characteristics are reasonably representative. Performance data from sample sizes that are smaller than those that can be accommodated by the gradient threshold may not permit meaningful statistical analyses and conclusions. Rather, further examination may be necessary, on a case-by-case basis to make a determination about the performance data. Thus, the Carrier Working Group recommended that the data reported for these very small sample sizes should not reflect a statistical score as it could not recommend reliance on such a score. Thereafter, AT&T raised an objection, indicating that the statistical score should be reported, although AT&T did agree that the score may not be as meaningful where the sample sizes do not meet the small sample threshold criteria. All agree that a notation should be made in monthly reports that further evaluation is needed where sample sizes fall below the threshold.

DISCUSSION

We adopt the consensus recommendation of the Carrier Working Group regarding the use of the permutation test for counted variable parity metrics comparisons of large sample sizes.

⁵ Combinations of numbers of observations for both parties, specified in Attachment 4.

We find that reporting the statistical score for extremely small sample sizes, while simultaneously disavowing its validity would lead to confusion. Thus, no statistical score should be reported in instances where sample sizes fall below the proposed minimum size criteria. In such instances, the reported mean performance and the number of observations will be reported alerting the reader that the gradient threshold has not been met. A notation will be made in the statistical score column of the reporting spreadsheets indicating that the mean performance requires further evaluation. The Carrier Working Group also will monitor the incidence of such small sample sizes.

The Statistics Subgroup had modified and validated the automated Carrier-to-Carrier reporting electronic spreadsheet routine so that it performs the hypergeometric variant of the permutation test on large sample size metric comparisons and indicates when the number of observations in the sample fall below the gradient threshold. A revised draft of Appendix K and Flow Chart of the Log Gamma Routine are included as Attachment 4 to this order. We adopt this modification and direct Verizon and Frontier Telephone to include these modifications and the revisions to Appendix K addressed in our order in their respective compliance filings.

Metrics Implications of Other Proceedings

Verizon is in the process of merging Verizon Advanced Data, Inc. (VADI) into Verizon New York Inc.⁶, its retail entity. While the reintegration is in progress, we direct the company to continue to report VADI performance. This is necessary because VADI is the parity comparison for numerous Digital Subscriber Line (DSL) metrics. Verizon should indicate

⁶ Case 01-C-1675 - Joint Petition of Verizon New York Inc. and Verizon Advanced Data Inc. for Approval of the Transfer of Verizon Advanced Data's Advanced Service Assets to Verizon New York Inc., Order Regarding Transfer of Assets (issued March 20, 2002).

in its Guidelines that VADI is either the separate data affiliate or the office or division within Verizon⁷ that provides retail DSL services. The Carrier Working Group should also address the necessity of reporting performance for all VADI offerings, including any resale products.

Our October 29, 2001 Order instituted new Billing Performance metrics and directed the Carrier Working Group to report its findings to us by June 2002 to finalize the new metrics. In the interim, we have also established a Billing and Collections Task Force as part of the Verizon Incentive Plan (VIP).⁸ We expect the Carrier Working Group to coordinate its efforts with the VIP Task Force and to recommend a single comprehensive set of measures and standards after the latter group has completed its work. We rescind our original requirement of a June 2002 report in order to afford the Carrier Working Group time to address metrics necessitated by VIP Task Force recommendations.

While conducting its annual review of Verizon's Performance Assurance Plan,⁹ Staff discovered that Verizon had discontinued reporting of PR-1-01 Average Interval Offered - Total No Dispatch for the Unbundled Network Elements (UNE) POTS Platform product. Verizon agrees that this was inadvertent. We therefore direct the company to resume reporting immediately and

⁷ As a separate entity, VADI's performance was reported like any other CLEC and was not publicly disclosed. Rather, the aggregate performance of CLECs was compared to the Verizon Statewide retail performance. Once reintegrated, the former VADI performance will be reported (publicly) in Verizon's monthly carrier-to-carrier reports.

⁸ Cases 00-C-0095 and 98-C-1357, Order Instituting Verizon Incentive Plan (issued February 27, 2002).

⁹ Case 99-C-0949 Petition filed by Bell Atlantic New York for Approval of a Performance Assurance Plan, filed in Case-97-C-0271.

to provide the results for the unreported months. Verizon should also clarify the language in the PR-1 Performance Standard Section of its guidelines to more clearly indicate that the exceptions for PR-1-01 apply only to the UNE 2-Wire xDSL Loop products.

CONCLUSION

The consensus recommendations of the Carrier Working Group, as discussed in and appended to this order, are adopted. The modified metrics and standards we adopt here, with the existing guidelines, promote a competitive local exchange market. These modifications shall become effective immediately. Reporting shall begin in May 2002, unless otherwise specified in this order. As directed, the Carrier Working Group and its subgroups shall continue to address issues and report findings and recommendations to us as required. Verizon and Frontier shall file compliance documents with the Commission within ten (10) days of the issuance of this order. These and future inter-carrier service quality guidelines do not supercede commitments in existing interconnection agreements unless the contract terms so specify or the contracting parties have otherwise agreed to be bound by the guidelines.

The Commission orders:

1. The revised metrics and standards set forth in, and appended to, this order are adopted.
2. Within 15 days of the date this Order is issued, Verizon New York Inc. shall file with the Secretary (20 copies) and serve upon each party the ordered corrections, changes and additions to the Guidelines Document.
3. Verizon New York Inc. shall include with its compliance filing a report on the status of metric reporting, specifying dates for the reporting of all metrics.
4. Within 15 days of the date this Order is issued, Frontier Telephone of Rochester, Inc. shall file with the

Secretary (20 copies) and serve upon each party the ordered corrections, changes and additions to the Guidelines Document.

5. Frontier Telephone of Rochester, Inc. shall include with its compliance filing a report on the status of metric reporting, specifying dates for the reporting of all metrics.

6. This proceeding is continued.

By the Commission,

(SIGNED)

JANET HAND DEIXLER
Secretary

Section A: Administrative Changes to the Guidelines Not Requiring Process Change

Misc.	Table of Contents	Pre-Ordering and Billing
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Change Proposed:

Update the Table of Contents table to correct the title for PO-1 to read Pre-Ordering. The existing language appears as “Ordering”. Update the Table of Contents for BI-3 to read Billing Accuracy and Claims Processing. The existing language appears as Billing Accuracy.

Rationale:

Changes will make Table of Contents list consistent with Metric Titles.

Misc.	Introduction	
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Change Proposed:

Add statement that Test IDs are excluded from all metric calculations.

Rationale:

Test ID transactions are not included for metrics purposes.

Misc.	Retail Analog Compare Table	Products: Retail POTS – Total (All)
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Change Proposed:

Update the Retail Analog Compare Table to indicate that Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

Rationale:

Clarifies the comparison for Maintenance of UNE 2-Wire Digital Loop and UNE 2-Wire xDSL Loop products.

Misc.	Retail Analog Compare Table	Products: PR-1-09 EEL and IOF
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Change Proposed:

Update the retail analog compare table to add language to the **Exceptions** for provisioning: PR-1-09 Average Interval Offered – Total for UNE EEL and IOF products do not have a retail compare.

Note: This change also requires a change to the PR-1 Performance Standard Section to indicate that there is no standard for PR-1-09 for UNE EEL and IOF.

Rationale:

There has never been a retail compare for UNE EEL and IOF. The C2C reports have always stated “refer to EEL (or IOF) legend” in the performance standard column. Retail DS1 and DS3 have different offered intervals and therefore are not valid retail comparison products for UNE EEL and IOF.

Misc.	Retail Analog Compare Table	Products: Maintenance
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Change Proposed:

Add language to the Maintenance Section to state that the retail analog for UNE Specials (Total) and Resale Specials (Total) is Retail Specials (Total).

Rationale:

Adds retail analog required for MR-2-01 and MR-2-05.

Misc.	URL references	Products:
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Change Proposed:

Update the C2C document to change any reference to “url” (lowercase) to “URL” (uppercase).

Rationale:

Correct terminology is URL (uppercase).

PO-1	Response Time OSS Pre-Ordering Interface	Products: EDI, CORBA, WebGUI
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Change Proposed:

Update the first sentence of the Definition Section to change OSS Ordering Interface to OSS Pre-Ordering interface. Update the sub-metrics title bars to add “Pre” to the metric title.

Rationale:

Correction; existing language appears as “Ordering”

Change Proposed:

Update the Definition Section to state that successful transactions are those where the requested information was returned to the requester and errors are those responses that did not contain the requested information.

Rationale:

Specifies definitions of successes and errors.

PO-2	OSS Interface Availability	Products: Maintenance Web GUI (RETAS/ Pre-ordering/Ordering WebGUI EDI CORBA, Maintenance – Electronic Bonding
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Change Proposed:

Change “Help Desk” to “Wholesale Customer Care Center” (WCCC).

Rationale:

The Help Desk is now the Wholesale Customer Care Center.

Change Proposed:

Update the Definition Section to state that each availability interface is measured separately.

Rationale:

Correctly describes existing process.

Change Proposed:

Update the PO-2-02 and PO-2-03 numerators and denominators to be consistent with proposed change listed in Definition Section. The numerator and denominator updates for PO-2-02 and PO-2-03 are as follows (updated language is included in **bold** text):

- PO-2-02: Numerator: Number of prime-time hours in month (**multiplied by the number of available interfaces**) minus the number of prime-time hours in month interface is not available. Remove the words “plus scheduled downtime”.
- PO-2-02: Denominator: Number of Prime-time hours in month multiplied by the number of **available interfaces**.
- PO-2-03 Numerator: Number of non-prime-time hours in month (**multiplied by the number of available interfaces**) minus the number of non-prime-time hours in month interface is not available. Remove the words “plus scheduled downtime”.
- PO-2-03: Denominator: Number of Non-Prime-time hours in month multiplied by the number of **available interfaces**.

Rationale:

Accurately describes calculations and removes the words “plus scheduled downtime” because scheduled downtime is already excluded (see Exclusions Section).

PO-3	Contact Center Availability	Products: RESALE,UNE
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Change Proposed:

Update the Performance Standard Section to remove the language in the “Note:” that refers to metric PO-3-01 and PO-3-03.

Rationale:

These sub-metrics were deleted with 10/29/01 order and language should have been removed with the November 2001 Compliance filing.

Change Proposed:

Update the Geography Section to indicate the correct reporting for this metric. Changes are:

Resale:

PO-3-02: NY Resale, NY/NE UNE and NY/NE Platform

PO-3-04: All East States UNE & Resale combined

UNE:

PO-3-02: NY Resale, NY/NE UNE and NY/NE Platform

PO-3-04: All East States UNE & Resale combined

Rationale:

Correctly describes existing process. With the 9/11/01 World Trade Center tragedy, the traffic previously routed to 140 West Street was re-routed to the North.

PO-4	Timeliness of Change Management Notice	Products: All
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Change Proposed:

Update the Performance Standard Section to state that the standard for PO-4-03 is calendar days.

Rationale:

The measure is based on calendar, not business days.

Change Proposed:

Update the Timeliness Standards table to indicate that the change notification and change confirmation timeliness standards for types 3, 4, and 5 are based on calendar days. For type 2, if no time period is set, then the change notification and change confirmation will be negotiated on an individual case basis through the Change Management Process.

Rationale:

Correctly describes the existing process.

PO-5	Average Notification of Interface outage
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Change Proposed:

Update the Geography Section to indicate that Verizon East includes CT, MA, ME, NH, NY, RI, VT, NJ, PA, VA, MD, DC, WV, and DE.

Rationale:

Identifies the states included in “Verizon East” (only one notice is sent for Verizon East).

PO-6	Software Validation
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Change Proposed:

Update the Geography Section to indicate that a New England test deck is used for those states.

Rationale:

Clarification.

PO-7	Software Problem Resolution Timeliness
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Change Proposed:

Update the Definition, Exclusions, and Performance Standard Sections to change “Help Desk” to “Wholesale Customer Care Center” (WCCC).

Rationale:

The Help Desk is now the Wholesale Customer Care Center.

Change Proposed:

Update the Exclusions Section to add a space between the words “Pre-Order” and “and”.

Rationale:

Correction of typographical error.

Change Proposed:

Update the Geography Section. For the New England states, metric PO-7-04 uses a Verizon New England test deck.

Rationale:

Clarification.

Change Proposed:

Update calculations for PO-7-02, 7-03, and 7-04 to change “order” to “transaction”.

Rationale:

Conforms descriptions of calculations to metric title and process.

PO-8	Manual Loop Qualification
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Change Proposed:

Update the Exclusions Section: (1) add language to clarify that digital design loops that require loop conditioning (HXMU code) are excluded from the PO-8 metric and (2) add exclusion for Test CLEC IDs.

Rationale:

(1) The standard for digital design loops that require conditioning is longer than the PO-8 standard and should not be included in the base and (2) Test ID transactions are not included in metrics calculations.

OR-1	Order Confirmation Timeliness	Products: Loop/Pre-Qualified Complex/LNP, Platform, 2Wire Digital, 2Wire xDSL Loops, UNE xDSL Line Sharing/Line Splitting, Specials DS0, Specials DS1, Specials DS3, Specials (non DS0, non DS1, and non DS3)
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Change Proposed:

Update the Definition Section to add the following language:

For EDI/Netlink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Rationale:

Added language is consistent with the process/definition contained for EDI notifiers in the OR-4 metrics.

Change Proposed:

Update the “Note” contained in the Physical Facility Checks Definition Section and the stand alone “Note” in the Definition Section to indicate that orders for UNE EEL DS0s (Loop and Backbone) are submitted via ASRs. All other UNE DS0s are still submitted via LSRs.

Rationale:

Previous language indicated that all UNE DS0s were submitted via ASRs.

Change Proposed:

Update the Performance Standard Section to add OR-1-19 with a standard of 95% On Time according to the schedule below.

Rationale:

OR-1-19 metric was previously inadvertently omitted.

Change Proposed:

Update the Performance Standard Section to add language to the note under Special Services (orders with no facility check) that the 48 hour standard would not apply to UNE EEL DS0 orders of greater than 6 lines. Add language to clarify the “orders with facility check 72 hour” note to indicate that UNE EEL DS0 orders greater than 6 lines are included in the 72 hour standard

Rationale:

Clarifies that since UNE EEL DS0s are ordered via ASR those orders greater than 6 lines have a 72 hour standard.

Change Proposed:

Update the Performance Standard Section. Add language to the UNE Faxed/Mailed Orders notes that these are not applicable for LSR orders (addition in **bold**): **UNE POTS and Complex (2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting)**

Rationale:

Correctly describes current procedure.

Change Proposed:

Change the numerators for metrics OR-1-02, OR-1-04, OR-1-06, OR-1-08 and OR-1-10 to state “time less than **or equal to** the standard”.

Rationale:

Current language does not correctly account for those orders where the confirmation time equals the standard.

Change Proposed:

Update the OR-1-04 metric title to add ASRC (back) in to the metric title and insert ASR language into numerator and denominator.

Rationale:

Required because UNE EEL DS0s are ordered via ASR so this metric applies to orders for less than six lines which do not require a facility check.

Change Proposed:

Add a footnote to the OR-1-06 UNE Specials DS0 product to indicate which DS0s are ordered via ASR and which are ordered via LSR.

Rationale:

UNE EEL DS0s are ordered via ASR; those orders for six lines or greater require a facility check.

Change Proposed:

Update the OR-1-10 product list to add Specials DS0 (back) to the product list.

Rationale:

Since UNE EEL DS0s are ordered via ASR, this metric includes orders six lines or greater which require a facility check.

OR-2	Reject Timeliness	Products: Loop/Pre-Qualified Complex/LNP, Platform, 2Wire Digital, 2Wire xDSL Loops, UNE xDSL Line Sharing/Line Splitting, Specials
-------------	--------------------------	--

Change Proposed:

Update the Definition Section to add the following language to the definition:

For EDI/Netlink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Rationale:

Added language is consistent with process/definition in the OR-4 metrics.

Change Proposed:

Update the Definition Section to remove any reference to DCAS.

Rationale:

The DCAS system is no longer used.

Change Proposed:

Update the Performance Standard Section to add language to the note under Special Services (orders with no facility check) that the 48 hour standard would not apply to UNE EEL DS0 orders of greater than 6 lines. Add language to clarify the “orders with facility check 72 hour” note to indicate that UNE EEL DS0 orders greater than 6 lines are included in the 72 hour standard

Rationale:

Clarifies that since UNE EEL DS0s are ordered via ASR those orders greater than 6 lines have a 72 hour standard.

Change Proposed:

Update the Performance Standard Section. Add language to the UNE Faxed/Mailed Orders notes that these are not applicable for LSR orders (addition in **bold**): **UNE POTS and Complex (2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting)**

Rationale:

Correctly describes current procedure.

Change Proposed:

Update the metric title for OR-2-04 to add ASR (back) in to the title and insert ASR back in to the denominator.

Rationale:

Required because UNE EEL DS0s are ordered via ASR so this metric applies to orders for less than six lines which do not require a facility check.

Change Proposed:

Change the numerators for metrics OR-2-02, OR-2-08, OR-2-10 to clarify that the numerator includes “time less than **or equal to** the standard”.

Rationale:

Current language does not correctly account for those orders where the confirmation time equals the standard.

OR-2	Reject Timeliness	Products: < or = 192 Trunks
-------------	--------------------------	------------------------------------

Change Proposed:

Change the denominator for OR-2-12 % On Time ASR Reject to read “less than **or equal to** 192 trunks.

Rationale:

This sub-metric applies to orders for exactly 192 trunks.

OR-3	Ordering – Percent Rejects
-------------	-----------------------------------

Change Proposed:

Update Definition Section to delete reference to DCAS. Replace “interface” with “system”. Add language to indicate that Request manager is for LSRs and that CAFÉ and EXACT are for ASRs.

Rationale:

DCAS is no longer used. CAFÉ and EXACT are systems for ASRs.

Change Proposed:

Change metric title for OR-3-02 to % **LSR** Resubmission Not Rejected.

Rationale:

Specifies that only LSRs are in the base for this sub-metric; ASRs are not included.

Change Proposed:

Add language to OR-3-02 to indicate that the base is for only those LSRs received via EDI. New numerator should read: “Total **EDI** PONs resubmitted at Verizon’s request that are not rejected by Verizon’s systems as duplicative of **EDI** PONs already in Verizon’s systems.” New denominator should read: Total **number of EDI** PONs resubmitted at Verizon’s request.”

Rationale:

This sub-metric includes only EDI PONs in the base.

OR-4	Ordering –Timeliness Of Completion Notification
-------------	--

Change Proposed:

Correct misspellings: “designed” in Exclusions Section and “initiates” in descriptions of sub-metrics OR-4-11, OR-4-16 and OR-4-17.

Rationale:

Correct spelling.

OR-5	Ordering – Percent Flow-Through	
-------------	--	--

Change Proposed:

Update the Definition Section to delete the Simple Flow-Through definition.

Rationale:

The OR-5-02 sub-metric deleted by the October 29, 2001 Order so this definition is unnecessary.

Change Proposed:

Update the Definition Section to delete DCAS language from the % Flow-Through Achieved definition.

Rationale:

DCAS is no longer utilized.

OR-6	Order Accuracy
-------------	-----------------------

Change Proposed:

Update the Definition Section to remove the note re OR-6-03 interim measure.

Rationale:

With LSOG4 the OR-6-03 interim measure is no longer in effect.

Change Proposed:

Update the Methodology Section:

1. Specify that the manual audit process applies to sub-metric OR-6-01.
2. Remove “statistically valid” before the word sample in the 2nd sentence.
3. Remove DCAS language.
4. Clarify that 400 orders are pulled for UNE Loop/Complex/LNP and 400 orders are pulled for UNE Platform.
5. Add a sentence to the end of the first paragraph to refer the reader to Appendix M for a list of fields reviewed by Verizon.
6. Add methodology for sub-metric OR-6-03 to indicate that it is the number of confirmations sent due to Verizon error in the reporting month divided by the total number of confirmations sent in the reporting month.

Rationale:

Clarifications:

1. The manual audit process applies only to sub-metric OR-6-01.
2. Eliminate Carrier Working Group controversy.
3. DCAS is no longer utilized.
4. Better explanation of the existing process.
5. Directs reader to source of additional detail.
6. Better explanation of OR-6-03 calculation.

Change Proposed:

Update the Geography Section to indicate that OR-6-03 for both Resale and UNE is reported at a state-specific level.

Rationale:

Design of the long-term metric required state specific reporting.

Change Proposed:

Change the title for OR-6-01 from “% Accuracy – Orders” to “% Service Order Accuracy.”

Rationale:

Provides a better description of what is being measured.

Change Proposed:

Delete sub-metric OR-6-03 (Interim Measure).

Rationale:

The long-term sub-metric has been in place since October 2001.

OR-7	Ordering – % Order Confirmation /Rejects within 3 days
-------------	---

Change Proposed:

Update the Definition Section to add the following language to the definition:

For EDI/Netlink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Rationale:

Added language is consistent with process/definition in the OR-4 metrics.

Change Proposed:

Update the Exclusions Section to add an exclusion for Test IDs.

Rationale:

Test ID transactions are not included in metrics calculations.

OR-8	Acknowledgement Timeliness
-------------	-----------------------------------

Change Proposed:

Update the Definition Section to add the following language to the definition:

For EDI/Netlink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Rationale:

Added language is consistent with process/definition in the OR-4 metrics.

OR-9	Order Acknowledgement Completeness
-------------	---

Change Proposed:

Update the Definition Section to add the following language to the definition:

For EDI/Netlink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Rationale:

Added language is consistent with process/definition in the OR-4 metrics.

OR-10	PON Notifier Exception Resolution Timeliness
--------------	---

Change Proposed:

Correct the typographical error on the “Section 2 Ordering Performance (OR)” page Table at the beginning of the Ordering Section: change “Notifer” to “Notifier”.

Rationale:

Spelling correction.

Change Proposed:

Correct the typographical error in sub-metric OR-10-01 numerator: change “bsuiness” to “business”.

Rationale:

Spelling correction.

PR-3	Completed within Specified Number of Days (1-5 Lines)
-------------	--

Change Proposed:

Correct the Resale box for sub-metric PR-3-09 to remove shading. Also add a line for the titles “Numerator” and “Denominator” in the Calculation Section.

Rationale:

Aesthetic changes.

PR-4	Provisioning –% Missed Appointments
-------------	--

Change Proposed:

Change the Description of sub-metric PR-4-07 to read: “Percent of all LNP orders (including both the Trigger and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Reported in Aggregate. Telephone Numbers disconnected early are considered not met.”

Rationale:

Correct description of the existing process.

Change Proposed:

Change the Numerator of sub-metric PR-4-07 to read: “Number of LNP orders (1 order = Trigger order and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.”

Rationale:

Correct description of the existing process.

Change Proposed:

Change the Denominator of sub-metric PR-4-07 to read: “Number of LNP orders completed (1 order = Trigger order and disconnect order).”

Rationale:

Correct description of the existing process.

MR-5	Maintenance & Repair – Repeat Trouble Reports
-------------	--

Change Proposed:

Update the Definition Section to add new language (shown in **bold**) to the last sentence of the first paragraph: “Any trouble, regardless of the original Disposition Code, that repeats as a disposition code 03, 04 or 05 will be classified as a repeat report **with the exception of those exclusions listed in Section A below.**”

Rationale:

Consistency with Exclusions Section.

Change Proposed:

Update the Exclusions Section by creating Sections A and B. Add “Section A.” before the first sentence, delete the first bullet (“Troubles reported by Verizon employees...” for re-insertion below) and end after item 2. Add “Section B” before the phrase “Excluded from the *repeat* reports are:” and insert bullet deleted from Section A (“Troubles reported by Verizon employees...”).

Rationale:

Separates exclusions applicable solely to loop products from those applicable to all products.

Change Proposed:

Update the Exclusions Section by adding a bullet to Section B “Troubles that are reported in PR-6-01 % Installation Troubles reported within 30 Days.”

Rationale:

POTs I-codes are excluded because they are already counted in PR-6-01. A trouble is either scored as an I-code or as a Repeater, not as both.

Change Proposed:

Update the Exclusions Section for loop products. Change Section A, Item 1 to read “An initial report may only be closed to a *No Access* disposition code if access is not available within the appointment window.” Change Item 2 to read “An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Provided Equipment (CPE) is deemed to have been *misdirected* if the trouble is found in a second report that was dispatched in the opposite direction.”

Rationale:

Recommended by NY PSC staff to clarify the language.

NP-2	Collocation Performance	Products: New Applications and Augment Applications
-------------	--------------------------------	--

Change Proposed:

Add a sentence to the Definition Section, Interval definition that reads: “A valid service request is a service request that was populated in accordance with the collocation application instructions found on web-site:

[http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.](http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation)”

Rationale:

Added language more completely defines a valid service request.

Change Proposed:

Change the numerator and denominator language for NP-2-01 and NP-2-02 as follows:

- NP-2-01 Numerator: “Number of requests for Physical Collocation arrangements where a response to the request was due in the report period and was answered on time.”
- NP-2-02 Numerator: “Number of requests for Virtual Collocation arrangements where a response to the request was due in the report period and was answered on time.”
- NP-2-01 Denominator: “Number of requests for Physical Collocation where the initial response was due in the report period.”
- NP-2-02 Denominator: “Number of requests for Virtual Collocation where the initial response was due in the report period.”

Rationale:

More clearly defines that the bases of the sub-metrics are responses due in the report period.

BI-3	Billing Accuracy and Claims Processing
-------------	---

Change Proposed:

On the “Section 6 Billing Performance (BI)” page Table, change the title for BI-3 to read “Billing Accuracy & Claims Processing”.

Rationale:

Makes table consistent with the metric title.

Glossary	DCAS
-----------------	-------------

Change Proposed:

Remove the DCAS definition.

Rationale:

DCAS is no longer utilized.

Glossary	Orders with \geq 10 Lines Definition.
-----------------	---

Change Proposed:

Change the glossary item to “Orders with \geq 6 Lines”. Change the language to read: “In all geographic areas a facility check is completed on orders greater than five (5) lines.” Remove the last sentence.

Rationale:

Verizon performs facility checks on orders for more than five lines.

Glossary	POTS Services definition
-----------------	---------------------------------

Change Proposed:

Change the glossary item to “POTS-Total (Business and Residence)”. Remove the reference to ISDN in the definition.

Rationale:

Correctly defines retail compare group for numerous metrics.

Glossary	POTS-All definition
-----------------	----------------------------

Change Proposed:

Add glossary item for POTS-All. Define that POTS-All includes Business (simple) + Residence (simple) + ISDN BRI (complex).

Rationale:

Correctly defines retail compare group for numerous metrics.

Glossary	Special Services definition
-----------------	------------------------------------

Change Proposed:

Update the Special Services definition to read (additions in **bold**): “Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1, and DS3 non-access service (**access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer**). **Any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff.** Excludes trunks. IOF and EEL are separately reported for provisioning.”

Rationale:

Added language defines access services.

Appendix B	Service Code Modifier (SCM) Table for DS Level Reporting
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Change Proposed:

Replace the existing table in Appendix B with the most recent table.

Rationale:

New table, provided to the Carrier Working Group, contains most current list of SCMs.

Appendix C	EnView process
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Change Proposed:

Update the existing Appendix C language to correctly describe the current process.

Rationale:

The existing Appendix C is several years old and is now outdated. An updated version, provided to the Carrier Working Group, reflects the current process.

Appendix E	LNP / Hot Cut
-------------------	----------------------

Change Proposed:

Update the existing Appendix E language to correctly describe the current process.

Rationale:

The existing Appendix E is several years old and is now outdated. An updated version, provided to the Carrier Working Group, reflects the current process.

Section B.
Consensus Changes to Guidelines that require a Process Change.

OR-1	Order Confirmation Timeliness	Products: < or = 192 Trunks
-------------	--------------------------------------	------------------------------------

Change Proposed:

Change the performance standard for OR-1-19 (% On Time Response – Request for Inbound Augment Trunks (<= 192 Trunks)) to 95% in less than or equal to seven (7) business days for **denied** responses to TGSRs received via e-mail. **Important:** The seven (7) day standard does not apply to responses to accepted TGSRs; the standard for acceptances remains 10 business days.

Rationale:

Verizon agreed to shorten the interval for denied requests at the 12/14/01 Carrier Working Group meeting.

Change Proposed:

Add language to sub-metric OR-1-19 (% On Time Response – Request for Inbound Augment Trunks (<= 192 trunks)) to indicate that the metric is a combined measure for denied TGSRs with a 7-day standard and accepted TGSRs with a 10-day standard.

Rationale:

This additional language clarifies that the metric contains TGSRs with both 7- and 10-day standards.

OR-2	Reject Timeliness	Products: < or = 192 Trunks
-------------	--------------------------	------------------------------------

Change Proposed:

Change the performance standard for OR-2-12 (% On Time ASR Reject (<=192 trunks)) to 95% in less than or equal to seven (7) business days. The numerator will be updated to replace the “(10 days)” with (< = seven business days).

Rationale:

Verizon agreed to shorten the interval at the 12/14/01 Carrier Working Group meeting.

PR-3	Completed within Specified Number of Days (1-5 Lines)
-------------	--

Change Proposed:

Update the product list for sub-metric PR-3-10 to add 2-Wire Digital Loops back in.

Rationale:

This product was incorrectly removed with the November 2001 compliance filing. This is a process change because Verizon must resume the discontinued reporting.

PR-4	Missed Appointments	Products: Trunks
-------------	----------------------------	-------------------------

Change Proposed:

Update the PR-4 Definition Section to include new language (in **bold**):

Trunks: Includes reciprocal trunks from VZ to CLEC. **For PR-4-03, the percentage of trunks completed for which there was a missed appointment due to CLEC reasons. For PR-4-15, the percentage of trunks completed on or before the order due date. Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.**

Rationale:

Verizon agreed to add PR-4-15 for trunks with a 95% on time standard. New language is required in the Definition Section for the new sub-metric.

Change Proposed:

For sub-metric PR-4-01 % Missed Appointment – Verizon Total, remove “trunks” from the description, product list, numerator and denominator.

Rationale:

Trunks will be reported in new sub-metric PR-4-15.

Change Proposed:

Add a new sub-metric PR-4-15, % On Time Provisioning – Trunks with a 95% on time standard. The language for the new metric will be as follows:

Description: The percent of trunks completed on or before the order due date.

Numerator: The number of trunks where the order completion date is less than or equal to the order due date.

Denominator: The number of trunks completed within the month.

Rationale:

Verizon agreed to add PR-4-15 for trunks with a 95% on time standard.

Change Proposed:

Change the Performance Standard Section to indicate that the standard for sub-metric PR-4-02 (Average Delay Days – Total) for trunks is “none – analysis only”.

Rationale:

Verizon agreed to continue reporting average delay days for trunks for informational purposes.

PR-4	Missed Appointments	Products: LNP
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Change Proposed:

Update the Definition of sub-metric PR-4-07 to delete “Reported in Aggregate”.

Rationale:

This sub-metric was previously reported as CLEC aggregate; Verizon is now able to report it at a CLEC specific level.

MR-1	Maintenance & Repair –Response Time
-------------	--

Change Proposed:

Update the Methodology Section to add the following language describing the new Common Agent Desktop (CAD) system to be used by Verizon retail representatives:

For Verizon retail representatives: Retail performance is reported directly from Common Agent Desktop (CAD). Measurements begin when the CAD server receives a request from the GUI, and end when the CAD server sends a response back to the GUI. The create, modify, and request cancellation of trouble transaction measurements, are the sum of the averages of the response times for the initial inquiry transaction (initiated from the blank TE or Trouble Entry Screen), and the requested create, modify, or cancel (initiated from the TR or Trouble Report Screen). The first measurement captures the response time from the time CAD receives an inquiry request from the user, who enters a TN and hits the *ok* button on the TE screen, until the data is received from LMOS and CAD sends a TR screen to the user. The second measurement captures the response time from the time CAD receives an “action” request from the user, to the time the LMOS information is received and sent to the GUI. The “action” request initiated from the TR screen can be a create, modify or cancel. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement.

For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function. (**Note:** this last paragraph is the same as the existing language.)

Rationale:

Verizon is in the process of deploying a new system (to replace Caseworker) for use by the Verizon retail representatives. The added language defines the methodology used with the new CAD system. The deployment to CAD is scheduled for completion in March 2002. Verizon will leave the Caseworker language in the document until the system is completely replaced.

Change Proposed:

Update the MR-1 Methodology Section to delete the paragraph that begins “The Retail number for MR-1-01 and MR-1-03 are a combination of both the create and modify transactions...”

Rationale:

Caseworker now has the capability to separate create and modify transactions.

Change Proposed:

Update the MR-1 Exclusions Section to exclude EnView transactions from the retail count.

Rationale:

A number of EnView transactions were being included in Caseworker as “production transactions” when they were actually Test transactions (amounting to about 20% of the October 2001 NY transactions). The EnView transactions should not be counted as production. **Note:** This exclusion also applies when the CAD system is fully deployed.

Section C: Single Trouble Ticket Process Changes to MR-3-01 and MR-4-02 Metrics

MR-3	Missed Repair Appointments	Product: UNE POTS Loop
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Change Proposed:

Update the Definition Section for MR-3 to add: “Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.”

Rationale:

Defines new single trouble ticket process.

Change Proposed:

Update the Exclusions Section to add the following language:

- Sub-metric MR-3-02 POTS Voice Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched IN once and OUT once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

Rationale:

Added to reflect the Single Ticket Process.

MR-4	Trouble Duration Intervals	Product: UNE POTS Loop
-------------	-----------------------------------	-------------------------------

Change Proposed:

Update the Definition Section for MR-4 to add: “Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.”

Rationale:

Defines new single trouble ticket process.

Change Proposed:

Update the Exclusions Section to add the following language:

- Sub-metric MR-4-03 POTS Voice Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched IN once and OUT once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

Rationale:

Added to reflect the Single Ticket Process.

**New York State
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

Frontier Telephone of Rochester Reports

March 2002

FTR/Carrier to Carrier Standards & Metrics

**New York State
Carrier to Carrier Guidelines
Performance Standards and Reports
Frontier Telephone of Rochester**

Preface

PSC Staff, various CLEC's and Frontier Telephone of Rochester developed the Carrier Standards and metrics. Discussion continues within the Carrier Working Group to clarify and refine the guidelines to meet the needs of the industry.

Metrics Requiring Additional Discussion in Carrier Working Group

PR-6 Jeopardy Reports

Place Holder Metrics – for future consideration

PO-3 Call Center Response Time
Call volume below threshold level of 200 per day

PO-4 Loop Prequalification – Internet

PR-3 Average Delay Days (POTS)
Average Delay Days (Specials)

PR-4 Facility Missed Orders
To be discussed at November CWG meeting

Metrics that FTR Proposes to Eliminate

OR-5 Percent Flow Through

FTR/Carrier to Carrier Standards & Metrics

Category		Function	# of Metrics	Page #
Pre-Ordering	PO-1	Response Time OSS Ordering Interface	1	1
	PO-2	System Availability	2	3
	PO-3	Call Center Response Time	1*	5
	PO-4	Loop PreQualification-Internet	1*	6
	PO-5	Loop Qualification-Engineering Response	2	7
Ordering	OR-1	Order Confirmation Timeliness	2	8
	OR-2	Reject Timeliness	1	10
	OR-3	Percent Rejects	1	11
	OR-4	Timeliness of Completion Notification	1	12
	OR-5	No Metric		13
	OR-6	Order Accuracy	1	14
Provisioning	PR-1	Installed Within The Interval	6	15
	PR-2	Completed within Specified Number of Days	1	17
	PR-3	Missed Appointments	8**	18
	PR-4	Facility Missed Orders	1*	21
	PR-5	Installation Quality	1	22
	PR-6	Jeopardy Reports	1*	23
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	1	24
	MR-2	Trouble Report Rate	2	25
	MR-3	Missed Repair Appointments	4	27
	MR-4	Trouble Duration Intervals	5	29
	MR-5	Repeat Trouble Reports	2	32
Network Performance	NP-1	Percent Final Trunk Group Blockage	1	33
	NP-2	Collocation Performance	2	35
Glossary		Glossary of Terms		37

* Shown as a place holder only

** 2 Metrics shown as placeholders only

Appendix	Process Descriptions	Page Number
A	Loop Service with Number Portability (Hot Cut Process)	41
B	Conditioned Loop Process	43
C	ADSL Provisioning Process	45
D	Out of Service Notification	46
E	911 Updates	47
F	Operator Services	48
G	FTR Process for Gathering and Reporting C2C Metrics	49
H	FTR Holidays	50
I	Summary of Month End Reporting Dates	51
Appendix	Topic	

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Function:	
FTR PO-1: Response Time OSS Ordering Interface (VZ PO-1)	
Definition:	
<ul style="list-style-type: none"> • Response Time – The sum of internal network transit time and process transaction time within FTR’s network for WMS queries and responses. All CLEC’s enter through a common gateway. See PO-2 for System Availability. <p>Normal Report Period CARS and WMS M-F 7AM to 11PM (Eastern Time) same as retail</p>	
Exclusions:	
<ul style="list-style-type: none"> • Normal exclusions include Saturday, Sunday, and Frontier holidays (Appendix H) as well as hours outside of the normal report period. • Any transactions over 120 seconds are dropped as abnormal 	
Performance Standard:	
Absolute standard of 4 seconds or less average within FTR network	
Report Dimensions:	
Company:	Geography:
<ul style="list-style-type: none"> • CLEC Aggregate 	<ul style="list-style-type: none"> • Total Company
Methodology:	
Frontier will measure internal network transit time based on frequent measurements of ping response time and processing transaction time of all actual CSR, due date availability and Telephone Number assignment requests.	
Formula:	
Sum of the following two ratios: internal network transaction time divided by the number of transactions and CSR, due date availability and Telephone Number assignment requests processing transaction time divided by the number of CSR, due date availability and telephone number assignment requests.	

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Metrics: None Design Standard – Response Time OSS Ordering Interface (Cont.)		
Calculation	Numerator	Denominator
Sum of the Following two Averages:	Sum of Internal Network Transaction time	Number of pings in a simulated environment and/or transactions in an actual environment processed by OSS interface Simulated transactions are processed by WMS interface.
	Sum of processing transaction time for CSR, due date available and telephone number assignment requests.	Number of CSR, due date available and telephone number assignment requests.

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Function:
FTR PO-2: System Availability (VZ PO-2)
Definition:
<p>“CARS/ PDMAN/WMS Availability” measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. FTR service representatives and CLEC service representatives obtain pre-ordering information from the same underlying database but access that database from separate systems, CARS (Retail) and PDMAN/WMS (Wholesale).</p> <p>Percent of time system interface capacity is adequate measures the percent of time the system is not having capacity constraints.</p> <p>Scheduled Availability CARS and WMS (Parity with retail) M-F 7AM to 11PM (Eastern Time) Saturday 8AM to 9PM (Eastern Time) Sunday 8AM to 9 PM (Eastern Time)</p>
Exclusions: (same as retail)
<ul style="list-style-type: none"> • Normal exclusions include those hours outside the scheduled availability. • FTR Holidays (Appendix H) •
Performance Standard:
PO-2-01 – No more than 1% below parity with FTR Retail PO 2-02 – 95%
Methodology:
CARS/PDMAN/WMS Availability is timed directly at mainframe by SMF function of operating system. Percent of time system interface capacity is adequate is the percent of time within the hours of scheduled availability that there is response to a ping from access point to mainframe of network interface card.

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Report Dimensions – System Availability (Cont.):		
Company:		Geography:
<ul style="list-style-type: none"> FTR Retail (CARS) CLEC Aggregate (PDMAN/WMS) 		<ul style="list-style-type: none"> Total Company
Products	Retail (CARS) and Resale (WMS)	
Sub-Metrics:		
PO-2-01	System Availability (PDMAN/WMS)	
Calculation	Numerator	Denominator
	(Number of scheduled hours and fractions thereof in month) - (Number of hours and fractions thereof interface is not available during Month).	Number of scheduled hours (and fractions thereof) in Month.
Sub-Metrics:		
PO-2-02	% Of Time System Interface Capacity Is Adequate	
Calculation	Numerator	Denominator
	Number of hours (and fractions thereof) network gateway is available without capacity constraints.	Number of scheduled hours (and fractions thereof) in Month.

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Function:		
FTR PO-3: Call Center Response Time * (VZ-PO-3)		
Definition:		
<p><u>Speed of Answer</u> is measured in seconds from the time a call enters the FTR Call Center until it is answered by a representative.</p> <p><u>For Repair:</u> Currently both retail and wholesale orders all flow through the same call center, in which case the call is directed to the next available representative</p> <p>Center Hours of Operation: Carrier Service Center (CSC) 8AM to 6PM (Eastern Time) Monday through Friday Repair Help Desk: Parity with Retail 7:00AM to 11:00PM (Eastern Time) 7 Days a week and 11:01PM to 6:59AM (Eastern Time) calls handled by the 24 Hour answer bureau</p>		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> • Normal exclusions include Saturday, Sunday, and major holidays (Appendix H), as well as hours outside of the normal report period. • Note: The Carrier Service Center (CSC) Business office does not meet threshold call levels (200/day) and therefore will be excluded from reporting at this time. Reporting will begin on this measure once the call volumes into the CSC exceeds the PSC minimum standard. Reporting will require the implementation of an Automated Call Distribution system (ACD). • Does not include calls reaching a busy and calls abandoned. 		
Report Dimensions:		
Company:	Geography:	
• FTR Aggregate	• Total Company	
Performance Standard:		
Products	FTR Wholesale	
Metrics:		
Calculation	Numerator	Denominator
	Count of calls to main number answered within 20 seconds* of call received.	Total Calls Answered in ordering center.
Place Holder		
For future consideration (for purposes of standard and methodology) at such time as call volumes to the CSC exceed the minimum threshold level.		
* If retail call center response time for FTR changes, this measure will be changed correspondingly.		

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Function:		
FTR PO-4: Loop PreQualifications - Internet		
Definition:		
<u>Response Time</u> - included as a placeholder. Loop prequalification is provided through an internet web site.		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> Not defined. 		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> FTR Aggregate 	<ul style="list-style-type: none"> Total Company 	
Performance Standard:		
Diagnostic		
Products	xDSL	
Metrics:		
Calculation	Numerator	Denominator
Place Holder		
For future consideration/development.		

FTR/Carrier to Carrier Standards & Metrics

Pre Order

Function:		
FTR PO-5: xDSL Engineering Response		
Definition:		
<p><u>Engineering Response</u> Measures the response time for the provision of Loop Qualification information required to provision more complex services (xDSL), when such information is not available through an electronic database.</p> <ul style="list-style-type: none"> • A partial engineering look up provides notification as to whether or not the loop is served by DLC or if bridge taps, or load coils exist. • A Full Engineering look up provides the total loop length, wire gauge by loop lengths, how many load coils exist, if any, and where they are, and how many bridge taps exist, if any, and the length of the bridge taps. 		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> • Orders where customers request a due date, or FTR and customer negotiate a due date, that is beyond the standard available appointment interval (X Appointment Code). • Orders completed late due to any end user or CLEC caused delay. • The clock restarts if CLEC changes order. 		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate 	<ul style="list-style-type: none"> • Total Company 	
Performance Standard:		
95% within 7 business days		
Products	xDSL	
Sub-Metrics:		
PO-5-01	Partial Engineering Look Up	
Calculation	Numerator	Denominator
	Sum of all response times from receipt of request for Partial Engineering Look Up to distribution of Partial Engineering Look Up.	Number of Partial Engineering Look Up transactions.
PO-5-02	Full Engineering Look Up	
Calculation	Numerator	Denominator
	Sum of all response times from receipt of request for Full Engineering Look Up to distribution of Full Engineering Look Up.	Number of Full Engineering Look Up transactions.

FTR/Carrier to Carrier Standards & Metrics

Ordering

Function:
FTR OR-1: Order Confirmation Timeliness (FOC) (VZ OR-1)
Definition:
<p><u>Resale & UNE:</u></p> <p><u>Order Confirmation Response Time:</u> The amount of elapsed time between receipt of a valid order request (LSR/ASR) or a wholesale order form (WOF) (or fax date and time stamp) and distribution of a firm order confirmation (FOC). Orders that are rejected will have the clock restarted upon receipt of a valid order.</p> <p>Receipt of an LSR/WOF is provided for those orders received between the hours of 8AM to 3:30PM M-F. After 3:30PM the orders will count as the next business day.</p> <p>The Carrier Service Group is responsible for the processing of wholesale orders, which include both UNE and Resale. The current process for UNE and Resale order entry is the same which means there is no competitive advantage for either UNE or Resale. If the process for UNE and Resale were to change and therefore impact the way orders were provisioned then it would be necessary to take a look at the reporting dimensions.</p> <p>For purposes of this measurement an order is a CLEC order referred to as a PON in the FTR system.</p>
Exclusions:
<ul style="list-style-type: none"> • Test Orders. • Orders that are not completed or canceled including low capacity orders with no facilities that are canceled by the CLEC • Weekend Hours (from 5:00PM Friday to 8:00AM (Eastern Time) Monday) and Holiday Hours (from 5:00PM of the business day preceding the holiday to 8:00AM (Eastern Time) of the first business day following the holiday). • These hours are excluded from the elapsed time when calculating the response times for requests. • Orders from FTR affiliates. • Orders completed late due to any end user or CLEC caused delay.
Performance Standard:
<p>95% according to the schedule below</p> <ul style="list-style-type: none"> • OR1-01: 48 Hours • OR1-02: 48 hours or 2 Business Days. 2 business days shall apply to orders that are placed out of the PSC #3 tariff (Access tariff). PSC #3 Access tariff orders are tracked manually.

FTR/Carrier to Carrier Standards & Metrics

Ordering

FTR OR-1: Order Confirmation Timeliness (FOC) (Cont.)		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate 	Geography: <ul style="list-style-type: none"> • Total Company 	
Methodology:		
<ul style="list-style-type: none"> • Wholesale orders are received by the Frontier Carrier Service Center via fax, EDI or e-mail. FTR will use the actual date and time from the fax stamp, e-mail header or EDI received date and time. PSC #1 (Wholesale tariff) Orders are tracked via WMS by hours and minutes. PSC #3 (Access tariff) Orders are tracked manually by days and the two business day standard applies. When a PON is completed a comparison is made between the receipt date of last version of order and the distribution of the associated FOC. 		
Products	All FTR Wholesale orders in PSC 1 and PSC 3 <ul style="list-style-type: none"> • UNE (OR-1) • Resale (OR-1) • Specials (OR-2) 	
Sub-Metrics:		
OR-1-01	Confirmation within 48 hours- UNE & Resale	
Calculation	Numerator	Denominator
	Count of all orders with a confirmation interval less than standard. For UNE & Resale LSR's/WOF's confirmed.	Total number of UNE & Resale LSR's/WOF's confirmed.
Sub-Metrics:		
OR-1-02	Confirmation within 48 Hours or 2 Business Days - Specials (DS0, DS1 & DS3)	
Calculation	Numerator	Denominator
	Count of all orders with a confirmation interval less than standard for Specials (DS0, DS1 & DS3) ASR's/WOF's.	Total number of Specials (DS0, DS1 & DS3) ASR's/ /WOF's confirmed.

FTR/Carrier to Carrier Standards & Metrics

Order

Function:		
FTR OR-2: Rejects Timeliness (VZ OR-2)		
Definition:		
<u>Reject Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of an order request entered into WMS and distribution of a service order reject, based on date and time stamp, on fax, EDI or e-mail.		
For purposes of this measurement an order is a CLEC order referred to in FTR systems as a PON.		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> • FTR Test Orders • Orders that are not completed or canceled including low capacity orders with no facilities that are canceled by CLEC. • Duplicate Rejects – Rejects issued against a unique PON, 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. • Orders from FTR affiliates. 		
Performance Standard:		
<ul style="list-style-type: none"> • All Orders: 95% in 48 Hours 		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • Total Company 	
Products	All FTR Wholesale orders in PSC 1	
Metrics:Rejects Within 48 Hours		
Calculation	Numerator	Denominator
	Number of rejects sent where reject date and time less submission date and time is less than 48 hours.	Total number of LSRs/WOFs rejected.

FTR/Carrier to Carrier Standards & Metrics

Order

Function:		
FTR OR-3: % Rejects (VZ OR-3)		
Definition:		
<p><u>Percent Rejects</u>: The percent of orders received (including re-submissions) by FTR that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission or error of required order information. (Provided upon Request)</p> <p>For purposes of this measurement an order is a CLEC order referred to in FTR systems as a PON.</p>		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> • Test orders. • Orders that are not completed or canceled. • Orders from FTR affiliates. 		
Performance Standard:		
<ul style="list-style-type: none"> • Diagnostic Only - Standard is driven by CLEC order accuracy. Timeliness of rejected orders is measured in OR-2 		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Aggregate (Upon Request) • CLEC Specific (Upon request) 		Geography: <ul style="list-style-type: none"> • Total Company
Products	All FTR Wholesale orders in PSC 1	
Metrics: % Rejects		
Calculation	Numerator	Denominator
	Sum of all rejected LSR/WOF transactions.	Total number of LSR/WOF records with unique PONs.

FTR/Carrier to Carrier Standards & Metrics

Order

Function:		
FTR OR-4: Timeliness of completion notice (VZ OR-4)		
Definition:		
<i>Completion Notification Response Time: (Billing Process)</i>		
<p>The elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.</p>		
<p><i>Description of close out process:</i> Upon completion of the work order, the field technician calls in to the completion desk where a clerk will enter the specifics of the job into the Universal Dispatch System (UDS) while the technician is on the phone. UDS provides real time updates into CARS. CARS updates occur nightly during batch processing (M-F between 11PM and 7AM). Upon completion of the batch processing, CARS provides updates to WMS. Hourly notifications are then faxed or electronically provided from WMS to the CLEC.</p>		
<p>Work orders completed on Saturday, Sunday or a holiday will be counted as completed on the next business day since batch processing does not occur on weekends or holidays.</p>		
<p>Non dispatched orders are updated automatically in CARS on the due date through the batch processing. Upon completion of the batch processing, CARS provides updates to WMS. Hourly notifications are faxed or electronically provided from WMS.</p>		
<p>For purposes of this measurement an order is a CLEC order referred to in FTR systems as a PON.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Test Orders. • Orders that are not completed or cancelled. • Weekend (from 5:00PM Friday to 8:00AM Monday) and Holiday Hours (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 requests. 		
Performance Standard:		
95% by noon the next business day (after order completes in CARS)		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • Total Company 	
Products	All FTR Wholesale/UNE/Resale orders in PSC 1	
Metrics:		
Calculation	Numerator	Denominator
	Count of order completion notices sent on or before noon of the business day following CARS system completion date.	Count of total orders completed

FTR/Carrier to Carrier Standards & Metrics

Order

Function:
FTR OR-5: No metric

FTR/Carrier to Carrier Standards & Metrics

Order

Function:		
FTR OR-6: Order Accuracy (VZ OR-6)		
Definition:		
Accuracy is defined as the percent of orders completed as ordered by the CLEC. Accuracy measures the orders without error.		
Methodology:		
<p>FTR will use a manual audit process of sampled orders using the following methodology: A statistically valid random sample of at least 400 completed service orders per month for New Connects, Disconnects, UNE (including digital loops used for DSL) and Resale in a given month (approx. 20 orders will be randomly sampled each business day.). The orders are randomly pulled from the completed files located in the Customer Service Center. Orders using the mass order generator feature in CARs will only qualify for one random sample order. FTR will compare the following fields on the latest version of the LSR to the completed FTR service order(s):</p> <ul style="list-style-type: none"> • PLC Code • Billed Telephone Number • PON Number • Customer Telephone Number or Circuit ID (whichever is applicable) • Directory Listing • Service Address • Receipt Date • Due Date <p>FTR may make known corrections on the original order from the CLEC rather than reject the order. These corrections will not be considered an error.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Test Orders. • Orders that are not completed or cancelled • Orders from FTR affiliates 		
Performance Standard:		
95% Orders sampled without errors.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate 		<ul style="list-style-type: none"> • Total Company
Metrics		
Products	FTR Wholesale	
Calculation	Numerator	Denominator
	Count of Orders Sampled less Orders with Errors	Count of Orders Sampled

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:	
FTR PR-1:% Installed within the Interval (Special) (VZ PR-3)	
Definition:	
<p>This metric measures the average interval offered for completed orders and are based on the Actual Order Completion Date (see appendix I).</p> <p><u>Interconnection Trunks:</u> <i>The number of completed installations within the stated FTR interval.</i> The mnemonic for new trunk groups is TGNXXXXX and the mnemonic for additions to trunk groups is TGNAXXXX.</p> <p><u>UNE Links:</u> <i>The number of completed installations within the stated FTR interval.</i> UNE Links are identified as follows:</p> <ul style="list-style-type: none"> • Basic 2 wire analog – Circuit ID starting with L2FXNT and mnemonic of ANLG • Basic 2 wire digital – Circuit ID starting with L2CWDS and mnemonic of DIGT • Link – High Capacity – ABC code W <u>or</u> USOC beginning with 9 and Circuit ID beginning with T excluding T3 <p><u>Coordinated Cut-over (Hot Cut) Loop</u> orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, FTR will complete the order. The mnemonic for hot cuts is HCUT and the circuit ID starting with L2FXNT</p>	
Exclusions:(same as retail)	
<ul style="list-style-type: none"> • Orders where customers request a due date that are beyond the standard available appointment intervals (X appointment code). • FTR Official/Administrative orders (billing mnemonic of ABC = 8) • Orders with invalid intervals (indicative of typographical error, ex. Receive date is after completion date). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Completion interval excludes Saturdays, Sundays and holidays. 	
Performance Standard:	
<p>Interconnection Trunks - 95%</p> <p style="padding-left: 20px;">New Trunk Groups – 95% installed within 60 business days (with facilities)</p> <p style="padding-left: 20px;">Additions to Trunk Groups – 95 % installed within 7 business days (with facilities)</p> <p>UNE Links - 95%</p> <p style="padding-left: 20px;">Basic 2 wire analog – 95% installed within 10 business days (with facilities)</p> <p style="padding-left: 20px;">Basic 2 wire digital – 95% installed within 15 business days (with facilities)</p> <p style="padding-left: 20px;">Link-Hot Cuts – 95% installed within 10 business days (with facilities)</p> <p style="padding-left: 20px;">Link-High Capacity – 95% installed within 7 business days (with facilities)</p>	
Report Dimensions:	
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Total Company
Products	<p>Specials:</p> <ul style="list-style-type: none"> • Interconnection Trunks <ul style="list-style-type: none"> • New Trunk Groups (DS1 Systems with facilities available) • Additions to Trunk Groups (DS1 Systems with facilities available) • Basic 2 wire analog (1-9 lines per request with facilities available) • Basic 2 wire digital (1-9 lines per request with facilities available) • Link-Hot Cuts (1-24 lines per request with facilities available) • Link-High Capacity (DS1 with facilities available)

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Installed within the Interval (Special) (Cont.)		
Formula		
All calculations are based on completed orders. If an order is placed in January and system completes in February, the order is included in the February results. The actual completion date is the date used for the calculations (see appendix I).		
Sub-Metrics:		
PR-1-01	% Installed within 60 business days – New Trunk Groups	
Calculation	Numerator	Denominator
	Total New Trunk Group orders completed within FTR stated intervals.	Total New Trunk Group orders.
Sub-Metrics:		
PR-1-02	% Installed within 7 business days – Additions to Trunk Groups	
Calculation	Numerator	Denominator
	Total Additions to Trunk Group orders completed within FTR stated intervals.	Total Additions to Trunk Group orders.
Sub-Metrics:		
PR-1-03	% Installed within 10 business days – Basic 2 Wire Analog	
Calculation	Numerator	Denominator
	Total Basic 2 Wire Analog orders completed within FTR stated intervals.	Total Basic 2 Wire Analog orders.
Sub-Metrics:		
PR-1-04	% Installed within 15 business days – Basic 2 Wire Digital	
Calculation	Numerator	Denominator
	Total Basic 2 Wire Digital orders completed within FTR stated intervals.	Total Basic 2 Wire Digital orders.
Sub-Metrics:		
PR-1-05	% Installed within 10 business days – Link-Hot Cuts	
Calculation	Numerator	Denominator
	Total Link-Hot Cut orders completed within FTR stated intervals.	Total Link Hot Cut orders.
Sub-Metrics:		
PR-1-06	% Installed within 7 business days – Link – High Capacity	
Calculation	Numerator	Denominator
	Total Link-High Capacity orders completed within FTR stated intervals.	Total Link-High Capacity orders.

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:		
FTR PR-2:% Completed within 5 days (VZ PR-3)		
Definition:		
For basic POTS orders, the percent of orders completed in specified number of business days, between application and work completion dates. The application date (day 0) is the date that a valid service request is received. Orders are included in the month they are system completed (see appendix I).		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> • Orders where customers request a due date, or FTR and customer negotiate a due date that is beyond the standard available appointment interval. (X Appointment Code). • Completion interval excludes Saturdays, Sundays and holidays. • FTR Official/Administrative orders. • Orders with invalid intervals (indicative of typographical error). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Coordinated cutover Unbundled Network Elements such as loops or CLEC number portability orders. • Disconnect Orders 		
Performance Standard:		
Parity with FTR retail.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate 	<ul style="list-style-type: none"> • Total Company 	
Products	Retail and Resale:	
	<ul style="list-style-type: none"> • POTS 	
Metrics: (Same as Retail)		
Calculation	Numerator	Denominator
	Count of basic POTS orders where completion date less application date is 5 or fewer days.	Count of basic POTS orders.

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:	
FTR PR-3: Missed Appointments (VZ PR-4)	
Definition:	
<p>This metric measures the percent of orders completed after the commitment date. Orders are included in the month that they are system completed (see appendix I).</p> <p><u>POTS:</u> <i>The percent of orders completed after the commitment date.</i></p> <p><u>Interconnection Trunks:</u> <i>The percent of Carrier orders completed after the commitment date.</i></p> <p>The mnemonic for new trunk groups is TGNXXXX and the mnemonic for additions to trunk groups is TGNXXXX.</p> <p><u>UNE Links:</u> <i>The percent of Carrier orders completed after the commitment.</i> UNE Links are identified as follows:</p> <ul style="list-style-type: none"> • Basic 2 wire analog – Circuit ID starting with L2FXNT and mnemonic of ANLG • Basic 2 wire digital – Circuit ID starting with L2CWDS and mnemonic of DIGT • Link – High Capacity – ABC code W or USOC beginning with 9 and Circuit ID beginning with T excluding T3 <p><u>Coordinated Cut-over (Hot Cut) Loop:</u> The percent of carrier orders completed after the commitment. Orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on and has not called to change the due date to test and accept, FTR will complete the order. The mnemonic for hot cuts is HCUT and the circuit ID starting with L2FXNT</p>	
Exclusions: (same as retail)	
<ul style="list-style-type: none"> • FTR Official/Administrative orders. • Orders with invalid intervals (indicative of typographical error). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Customer rescheduled appointments. • First FTR rescheduled appointments (an order may be rescheduled once no later than the day before the order is due. If FTR reschedules the same order a second time this appointment date is not excluded from this metric). 	
Performance Standard:	
<p>PR-3-01 POTS = Parity with FTR retail.</p> <p>PR-3-02-PR-3-06: Specials = No greater than 10%</p>	
Report Dimensions:	
<p>Company:</p> <ul style="list-style-type: none"> • FTR Retail (POTS) • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • Total Company

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:		
FTR PR-3: Missed Appointments (Cont'd)		
Sub-Metrics		
PR-3-01	% Missed Appointments (POTS) Same as Retail	
Products	Retail and Resale: POTS	•
Calculation	Numerator	Denominator
	Count of POTS basic orders where the order completion date is greater than the order due date.	Count of completed POTS basic orders.
Sub-Metrics		
PR-3-02-PR-3-06	% Missed Appointments (Specials)	
Products	<ul style="list-style-type: none"> • Basic 2 wire analog (1-9 lines) • Basic 2 wire digital (1-9 lines) • Interconnection Trunks (DS1) • Link-Hot Cuts (1-24 lines) • Link-High Capacity (DS1) 	
Sub-Metrics:		
PR-3-02	% Missed Appointments Basic 2 wire analog	
Calculation	Numerator	Denominator
	Number of basic 2 wire analog Carrier orders where the order completion date is greater than the agreed upon order due date.	Total basic 2 wire analog Carrier orders where agreed upon due dates were given.
Sub-Metrics:		
PR-3-03	% Missed Appointments Basic 2 wire digital	
Calculation	Numerator	Denominator
	Number of basic 2 wire digital Carrier orders where the order completion date is greater than the agreed upon order due date.	Total basic 2 wire digital Carrier orders where agreed upon due dates were given.
Sub-Metrics:		
PR-3-04	% Missed Appointments Interconnection Trunks	
Calculation	Numerator	Denominator
	Number of interconnection trunk Carrier orders where the order completion date is greater than the agreed upon order due date.	Total interconnection trunk Carrier orders where agreed upon due dates were given.

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:		
FTR PR-3: Missed Appointments (Cont'd)		
Sub-Metrics:		
PR-3-05	% Missed Appointments Link-Hot Cuts	
Calculation	Numerator	Denominator
	Number of Link-Hot Cut Carrier orders where the order completion date is greater than the agreed upon order due date.	Total Link-Hot Cut Carrier orders where agreed upon due dates were given.
Sub-Metrics:		
PR-3-06	% Missed Appointments Link-High Capacity	
Calculation	Numerator	Denominator
	Number of Link-High Capacity Carrier orders where the order completion date is greater than the agreed upon order due date.	Total Link-High Capacity Carrier orders where agreed upon due dates were given.
Sub-Metrics		
PR-3-07	Average Delay Days (POTS)	
Description	No Agreement.	
Products	POTS:	
Calculation	Numerator	Denominator
Sub-Metrics		
PR-3-08	Average Delay Days (Specials)	
Description	No Agreement.	
Products	Specials:	
Calculation	Numerator	Denominator
<p>Place Holder for sub-metrics PR-3-07 and PR-3-08. For consideration at a future time.</p>		

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:		
FTR PR-4: Facility Missed Orders (VZ PR-5)		
Definition:		
Exclusions:		
Performance Standard		
Diagnostic only		
Report Dimensions		
Company:	Geography: • Total Company	
Products		
Metrics:		
Calculation	Numerator	Denominator
Place Holder For consideration at a future time.		

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:		
FTR PR-5: Installation Quality (VZ PR-6)		
Definition:		
The percent of Hot Cuts/Digital Loops orders completed that have a trouble report within 30 calendar days for which a network trouble is found (see appendix I).		
Exclusions:		
<ul style="list-style-type: none"> • Report rate excludes Subsequent reports • Troubles reported on FTR official/administrative lines. • Troubles closed due to customer action. • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. • Customer Premises Equipment (CPE) troubles and inside wire troubles including CLEC network. • COAM 		
Performance Standard:		
PR-5-01 Digital Loops and Hot Cuts - Diagnostic Only		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • Total Company
Products	UNE:	
Methodology:		
Trouble reports within 30 days of install (Digital Loop and Hot Cuts) measures the total number of trouble reports where a trouble is found divided by the number of installs from the previous month (see appendix I).		
Sub-Metrics:		
PR-5-01	% Trouble Reports within 30 Days of Install (Digital Loops and Hot Cuts)	
Calculation	Numerator	Denominator
	Count of central office and loop troubles within 30 days of installation on Digital Loops and Hot Cuts.	Total count of all Digital Loops and Hot Cuts installed in previous reported month.

FTR/Carrier to Carrier Standards & Metrics

Provisioning

Function:		
FTR PR-6:Jeopardy Reports (VZ PR-7)		
Definition:		
<p>No Metrics</p> <p>CLECs are provided with jeopardy notices via WMS as soon as FTR knows the due date will not be met. If there is a change to a date in CARS the WMS system is automatically updated. WMS does a search every hour and when it finds a date change a jeopardy report is generated. WMS then faxes this jeopardy report to the CLEC.</p>		
Exclusions:		
<ul style="list-style-type: none"> • 		
Performance Standard:		
<p><u>Jeopardy Status Notification:</u></p> <p>Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time).</p> <p>Parity with FTR retail.</p>		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> • Total Company
Products	All wholesale CLEC services	
	<ul style="list-style-type: none"> • 	
Metrics: None		
Calculation	Numerator	Denominator
<p>Place Holder Not Reported Needs further discussion in Carrier Working Group</p>		

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:		
FTR MR-1: Response Time (VZ MR-1)		
Definition:		
Process Parity		
Currently both retail and wholesale repair calls all flow through the same call center, in which case the call is directed to the next available representative. These calls are measured under POTS answer performance.		
Center Hours of Operation: Repair Help Desk: Parity with Retail 7:00AM to 11:00PM (Eastern Time) 7 Days a week and 11:01PM to 6:59AM (Eastern Time) calls handled by the 24 Hour answer bureau		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> Does not include calls reaching a busy or calls abandoned 		
Performance Standard:		
Process Parity with Retail ≥ 90% total calls answered within 20 seconds		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> FTR Aggregate 	<ul style="list-style-type: none"> Total Company 	
Methodology:		
Frontier answer performance is based on answered calls.		
<ul style="list-style-type: none"> 		
Metrics:		
Calculation	Numerator	Denominator
	Total number of repair calls answered within 20 seconds	Total number of repair calls answered

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:		
FTR MR-2: Trouble Report Rate (VZ MR-2)		
Sub-Metrics Definition:		
<p>Report Rate: <i>Total Initial Customer direct troubles (category code 1) or referred Customer troubles (category code 2), where the trouble disposition was found to be in the network, per 100 lines/circuits in service</i> (see appendix I). The disposition codes associated with the above definitions are available upon request.</p>		
Exclusions: (same as retail)		
<ul style="list-style-type: none"> • Report rate excludes Subsequent reports (category code 6) • Troubles reported on FTR official/administrative lines. • Troubles closed due to customer action. • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. <p>Excluded from Total and Loop/CO report rates:</p> <ul style="list-style-type: none"> • Customer Premises Equipment (CPE) troubles and inside wire troubles including CLEC network. 		
Performance Standard:		
Parity with FTR retail.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • Total Company
Products	Retail and Resale: <ul style="list-style-type: none"> • POTS 	
Sub-Metrics:		
MR-2-01	Customer Trouble Report Rate	
Calculation	Numerator	Denominator
	Count of all trouble reports with found network troubles.	Number of access lines.

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:		
FTR MR-2: Trouble Report Rate (Cont'd)		
Sub-Metrics Definition:		
<p>The number of "subsequent" report tickets opened compared to total trouble reports. <u>Subsequent Reports:</u> Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>		
Exclusions: (same as retail)		
<p>Excluded from the "subsequent" reports are:</p> <ul style="list-style-type: none"> If the primary ticket is excluded then the subsequent ticket is also excluded. 		
Performance Standard:		
Parity with FTR Retail		
Report Dimensions:		
<p>Company:</p> <ul style="list-style-type: none"> FTR Retail CLEC Specific CLEC Aggregate 		<p>Geography:</p> <ul style="list-style-type: none"> Total Company
Products	<p>Resale and Retail:</p> <ul style="list-style-type: none"> POTS 	
Sub-Metrics:		
MR2-02	% of Subsequent Reports	
Calculation	Numerator	Denominator
	Count of subsequent repair trouble tickets opened where an existing trouble ticket for the same facility remains open.	Total troubles (disposition codes: same as retail).

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:	
FTR MR-3:% Missed Repair Appointments (VZ MR-3)	
Definition:	
<p>The Percent of reported Troubles not repaired and cleared by the date and time committed. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes: same as retail (see appendix I). POTS trouble reports have category code of 1 or 2. <u>Loop is defined as:</u> disposition Codes 03 except 03034, 03037 and 03039 plus 04. <u>Central Office is defined as:</u> disposition Codes 05.</p> <p><u>UNE Links:</u> The percent of reported Carrier troubles not repaired and cleared by the date and time committed. UNE trouble reports have category code of 6.</p>	
Exclusions: (same as retail)	
<ul style="list-style-type: none"> • Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval • Subsequent reports • Customer Premises Equipment (CPE) troubles including CLEC Network • Troubles closed due to customer action.(disposition codes 06XXX, 03034, 03037 and 03039) • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. 	
Performance Standard:	
<p>MR-3-01, 02, 03 Parity with FTR Retail MR-3-04 absolute standard 10% or less</p>	
Report Dimensions:	
<p>Company:</p> <ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Total Company
Products	<p>Retail and Resale:</p> <ul style="list-style-type: none"> • POTS UNE

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:		
FTR MR-3:% Missed Repair Appointments(Cont'd)		
Sub-Metrics:		
MR-3-01	% Missed Repair Appointment - Loop	
Calculation	Numerator	Denominator
	Count of loop troubles where clear time is greater than commitment time.	Total loop troubles (disposition codes: same as retail).
Sub-Metrics:		
MR-3-02	% Missed Repair Appointment - Central Office	
Calculation	Numerator	Denominator
	Count of central office troubles where clear time is greater than commitment time.	Total central office troubles (disposition codes: same as retail).
Sub-Metrics:		
MR-3-03	% Missed Repair Appointment - Total *	
	<ul style="list-style-type: none"> • *Note: The Total will be greater than the sum of Loop plus Central Office 	
Calculation	Numerator	Denominator
	Total troubles where clear time is greater than commitment time.	Total troubles (disposition codes: same as retail).
Sub-Metrics:		
MR-3-04	% Missed Repair Appointment – UNE (L2FXNT)	
Products	Specials: <ul style="list-style-type: none"> • UNE Links 2 Wire Analog 2 Wire Digital 	
Calculation	Numerator	Denominator
	Total of "Special" Carrier troubles by product where the completion time is greater than the commitment time.	Total "Special" Carrier troubles by product.

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:	
FTR MR-4: Trouble Duration Intervals (VZ MR-4)	
Definition:	
<p><i>Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. (Includes disposition codes: same as retail)</i></p> <p>For POTS type services MTTR is measured on a “running clock” basis. Run clock includes normal work week excluding Sundays and holidays.</p> <p>For Interconnection Trunks (Repaired by Special Services) the MTTR is measured on a “stop clock” basis (i.e., the clock is stopped when CLEC testing is occurring, FTR is awaiting carrier acceptance, or FTR is denied access).</p> <p><i>Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared in greater than “24” hours after receipt of trouble report.</i> Out of Service (OOS) means that there is no dial tone, the customer cannot call out, the customer cannot be called, or the transmission quality is too poor for an intelligible voice conversation. The Out of Service period commences when the trouble is entered into FTR’s designated trouble reporting interface by an FTR representative upon notification. Excludes Sundays and holidays. (Includes disposition codes: same as retail).</p>	
Exclusions: (same as retail)	
<ul style="list-style-type: none"> • Subsequent reports • Customer Premises Equipment (CPE) troubles including CLEC Network. • Troubles closed due to customer action. • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. • Repair tickets completed late due to any Carrier/CLEC caused delay. 	
Performance Standard:	
<p>MR-4-01 and MR-4-04 POTS: Parity with FTR retail</p> <p>MR-4-02 Interconnection Trunks - DS1 / DS3 - No Cable Cut: 95% ≤ 2 Hours</p> <p>MR-4-03 Interconnection Trunks - DS1 / DS3 - Cable Cut: 95% ≤ 24 Hours</p> <p>MR-4-05 UNE Links - Parity with FTR POTS (Retail MR4-01) plus 12 hours.</p>	
Report Dimensions:	
<p>Company:</p> <ul style="list-style-type: none"> • FTR Retail (POTS only) • CLEC Specific (UNE) • CLEC Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Total Company

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:		
FTR MR-4: Trouble Duration Intervals(Cont'd)		
Sub-Metrics:		
MR-4-01	Mean Time To Repair - Total	
Products	Retail and Resale: <ul style="list-style-type: none"> • POTS 	
Calculation	Numerator	Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for category 1 & 2 troubles (disposition codes: same as retail).	Total category 1 & 2 troubles (disposition codes: same as retail).
Sub-Metrics:		
MR-4-02	Percent Repaired within the interval - Interconnection Trunks DS1/DS3 - No Cable Cut	
Products	Specials: <ul style="list-style-type: none"> • DS1 / DS3 Trunks 	
Calculation	Numerator	Denominator
	Total number of carrier interconnection trunk repairs without a cable cut completed within 2 hours.	Count of total out of service carrier interconnection trunk troubles without a cable cut.
Sub-Metrics:		
MR-4-03	Percent Repaired within the interval - Interconnection Trunks DS1/DS3 - Cable Cut	
Products	Specials: <ul style="list-style-type: none"> • DS1 / DS3 Trunks 	
Calculation	Numerator	Denominator
	Total number of carrier interconnection trunk repairs with a cable cut completed within 24 hours.	Count of total out of service carrier interconnection trunk troubles which have been determined to be cable cuts.

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function		
FTR MR-4: Trouble Duration Intervals(Cont'd)		
Sub-Metrics:		
MR-4-04	% OOS >24 Hours	
Products	Retail and Resale: <ul style="list-style-type: none"> • POTS 	
Calculation	Numerator	Denominator
	Sum of out of service Troubles cleared in greater than "24" hours after receipt of trouble report	Total count of all troubles where an out of service condition exists.
Sub-Metrics:		
MR-4-05	Mean Time to Repair UNE Links	
Products	Resale: UNE Links	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time less trouble receipt date and time for UNE links.	Total UNE link troubles.
.		

FTR/Carrier to Carrier Standards & Metrics

Maintenance

Function:	
FTR MR-5:% Repeat Trouble Reports (VZ MR-5)	
Definition:	
<i>The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble is found.</i> A repeat trouble report is defined as a trouble on the same line/circuit as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats, as a network trouble will be classified as a repeat report.	
Exclusions: (same as retail)	
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles including CLEC Network • Troubles closed due to customer action. • Troubles reported by FTR employees in the course of performing preventative maintenance, where no customer has reported a trouble. 	
Performance Standard:	
MR-5-01 POTS: Parity with FTR Retail MR-5-02 UNE: Parity with Retail MR5-01	
Report Dimensions:	
Company:	Geography:
<ul style="list-style-type: none"> • FTR Retail (POTS) • CLEC Specific • CLEC Aggregate 	<ul style="list-style-type: none"> • Total Company
Products	Resale:
	<ul style="list-style-type: none"> • POTS • UNE
Sub-Metrics:	
MR-5-01	% Residential Repeat Reports within 30 Days (POTS)
Calculation	Numerator
	Count of residential troubles that had previous troubles within the last 30 days. (Disposition codes: same as retail) for specific product.
	Denominator
	Total residential found troubles (Disposition codes: same as retail) for specific product.
Sub-Metrics:	
MR-5-02	% Repeat Reports within 30 Days (UNE)
Calculation	Numerator
	Count of UNE troubles that had previous troubles within the last 30 days. (circuit ID's L2FXNT and L2CWD.)
	Denominator
	Total UNE found troubles (circuit ID's L2FXNT and L2CWD).

FTR/Carrier to Carrier Standards & Metrics

Network Performance

Function:	
FTR NP-1:% Final Trunk Group Blockage Exceeding Blocking Standard-3 Months (VZ NP-1)	
Definition:	
<p>The percent of Final Trunk Groups that exceed blocking design threshold (0.5%). Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of FTR 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</p> <p>For this measure, FTR Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems. CLEC Trunks are dedicated final trunks carrying traffic from the FTR access tandem to the CLEC.</p>	
Exclusions: (same as retail)	
<p>Trunks not included:</p> <ul style="list-style-type: none"> • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic <p>FTR will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that FTR has identified a blocked trunk group and that the trunk group should be excluded from FTR performance in subsequent months. 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"> • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied FTR request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements 	
Performance Standard:	
<p>5% or less exceeding threshold for 3 consecutive months. 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 FTR and CLECs, FTR 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>	
Report Dimensions:	
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • Total Company

FTR/Carrier to Carrier Standards & Metrics

Network Performance

Function:		
FTR NP-1:% Final Trunk Group Blockage Exceeding Blocking Standard-3 Months (Cont.)		
Methodology:		
Examine entire month of traffic data to determine the busy hour on each final trunk group. Within that hour we take the ratio of overflow calls divided by attempts where overflow is a call that is routed to a reorder tone or an all circuits busy message. The blocking standard that is used is the Bellcore P.005 standard that allows a probability of ½ percent that a call will be blocked in the busy hour.		
Products	Retail: • FTR Common Final (Local)Trunks	Trunks: • CLEC Final Trunks
Metrics: % Final Trunk Groups Exceeding Blocking Standards		
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold for three consecutive months.	Total number of final trunk groups

FTR/Carrier to Carrier Standards & Metrics

Network Performance

Function:
NP-2 Collocation Performance (VZ NP-2)
Definition:
<p>Interval: The average number of business days between order application date and completion. The application date is the date that a valid service request is received.</p> <p>Orders are included in the month they are system completed.</p> <p>Completions: FTR will not be deemed to have completed work (physical collocation) 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 (Physical and Cageless).</p> <p>Note: A process for Virtual Collocation is yet to be defined.</p>
Methodology:
<p>The collocation interval is measured on a limited stop clock basis. A stop clock is used in the event of the following:</p> <ul style="list-style-type: none"> • CLEC Request Delay • CLEC Equipment Delay • CLEC Vendor Delay • CLEC Monies Not Received • Waiting for CLEC Approval • CLEC Controls installation • CLEC No Forecast • CLEC Changed/Revised Requirements • Missing Information • Waiting for CLEC to Visit Site • Coordinated Cutover Unbundled Network Elements such as loops or number portability orders • CLEC Bankruptcy • Third party consent (e.g. landlord) is required but is not granted <p>If a CLEC's request requires a major construction job or requires extensive expansion of existing power plant, Frontier may request a negotiated interval.</p>
Exclusions:
<ul style="list-style-type: none"> • Where Space is not available • Orders where customers request a due date, or FTR and customer negotiate a due date that is beyond the standard available appointment interval. (X Appointment Code). These orders will be excluded from the Appointment Interval metric (NP-2-01). • Orders with invalid intervals (indicative of typographical error). • Where a CLEC's applications exceed 3 per month, all such applications will have negotiated due dates. These orders will be excluded from the Appointment Interval metric (NP-2-01).

FTR/Carrier to Carrier Standards & Metrics

NP-2 Collocation Performance (Cont.)		
Formula:		
Percent Installed within the interval for Physical Collocation: Percent of physical collocations installed within the 76 business day interval excluding stop clock time.		
Percent Missed Installations: Count of orders where the order completion date is greater than the order due date due to FTR reasons.		
Performance Standard:		
NP-2-01 Physical: (Caged) Collocation Interval: 76 business Days 95% On Time		
NP-2-02 All Collocation (Caged, Cageless, Virtual) % Missed Installation Appointment \leq 10%		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		Geography: <ul style="list-style-type: none"> • Total Company
Sub-Metrics		
NP-2-01	% Installed within the interval for Physical Collocation	
Calculation	Numerator	Denominator
	Count of requests for Physical collocation cages where installation is made within the interval	Count of physical collocations completed in report month.
NP-2-02	% Missed Installations (All Collocations)	
Calculation	Numerator	Denominator
	Count of requests for Caged, Cageless or Virtual collocation arrangements where installation appointment is missed.	Count of requests for Caged, Cageless, or virtual collocations completed in report month.

FTR/Carrier to Carrier Standards & Metrics

Glossary

TERM/ACRONYM	Definition
Additions to Trunk Groups	MNEMONIC (TGNA) additions to T1 from FTR switch or tandem to CLEC switch.
ASR	Access Service Request
Basic 2 wire analog	Identified with MNEMONIC (ANLG) and the first 6 digits of the circuit ID contain L2FXNT..
Basic 2 wire digital	Identified with MNEMONIC (DIGT) and the first 6 digits of circuit ID contain L2CWDS
Basic POTS	Identified with RR or BB suffix code on order number.
Busy Hour	The hour of (day, week, or month) during which the telephone system carries the most traffic.
CARS/OF	Customer Account Records System and Order Flow. Frontier Telephone of Rochester's ordering and billing system.
Circuit ID	An ID assigned to further define the type of service and the specific number of the circuit.
Class of Service	A code used to further define the type of service the order represents.
Collocation	When a CLEC locates its switches within an incumbent local exchange company's (ILEC) central office.
Common Final Trunk Blockage	The percentage of Frontier Telephone common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (b.005) during the busy hour (common final trunks carry traffic between Frontier Telephone and the Frontier Telephone access tandem, including local traffic to Frontier Telephone customers as well as CLEC customers).
Company Services	Official Frontier Telephone Lines
Completion Date	The date noted on the service order or Repair ticket that all physical work is completed as assigned.
Conditioned Loop	A loop that has conditioning equipment to obtain the desired line characteristics for voice or data transmission. Basic two wire digital with a circuit ID starting with L2CWDS.
<i>Coordinated Cut-Over</i>	A coordinated cut-over is the live manual transfer of a Frontier Telephone end user to a CLEC in order to minimize disruptions for the end user customer. Also known as a Hot Cut with a circuit ID starting with L2FXNT.

FTR/Carrier to Carrier Standards & Metrics

CPE	Customer Premises Equipment
CSR	Customer Service Record
CTRR	Customer Trouble Report Rate. One of the service measurements reported. It is calculated by dividing the number of customer trouble reports by the number of access lines.
Daily processing	Typically refers to Monday through Friday, excluding company holidays.
DDS	Digital Data Service. Provides point-to-point and multi-point digital data transmission service at low, DS-1 and DS-3 speeds.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies nature of the problem found in the network.
DSL	Digital Subscriber Line
EDI	Electronic Data Interchange. A series of standards which provide computer to computer exchange of business documents between different companies' computers.
FOC	Firm Order Confirmation
FTR	Frontier Telephone of Rochester
Hot cut (HCUT)	See Coordinated Cut Over
Installation missed appointment codes	Frontier Missed appointment codes: CM=Commercial missed, FC= Plant facilities, FD=Lack of Facilities, FE=Outside plant facility engineering, FO=Facilities Central office, PB=No drop wire or buried cable, CE= Central office Equip, EM Engineering Delay, PL=Plant Load, PE=Plant Equipment, PO=Plant Other Customer Missed Appointments: SA=Subscriber Access, SL=Subscriber later, SO=Subscriber other, SR and SW=Subscriber not ready
Interconnection Trunks	Trunks that carry traffic from FTR switch or tandem to CLEC switch.
Internal Network Transit Time	The measurement of time a transaction takes once it clears our firewall (the point at which the outside network is allowed to enter ours) and routes through our internal network infrastructure to the network interface point of the intended host system.
LATA	Local Access and Transport Area. The regional calling area within which Frontier provides local and long distance services.
Link	The physical facility from the network interface on an end user's or carrier customer's premises to a point of interconnection on the main distribution Frame (MDF)
Link-high Capacity (DS1)	Special access circuits that fall into certain specific classes of service.
LSR	Local service Request form
LSP	Local Service Provider
<i>MNEMONIC</i>	A shorthand label or term that further defines characteristics of services in FTR's billing system.

FTR/Carrier to Carrier Standards & Metrics

MOP	Method of Procedure
New Trunk Group	High Cap with MNEMONIC TGNN new service links. T1 from FTR switch or tandem to CLEC switch.
NIU	Network Interface Unit or also known as the smart jack
OF	Order Flow. Refers to the processing of orders through the Order Flow Online and batch processing systems.
Order	A completed installation request also referred to in WMS as a PON
Parity with Retail	Same standards and exclusions as POTS Service Standards.
PDD	Previous Due Date. The Due Date of the order prior to being changed due to a missed appointment.
PDMAN	Computer system that processes the WMS transactions. CICS region that WMS runs in.
Ping	Packet InterNet Groper-A signal of a specified address to see how long that signal takes to complete the round trip.
PLC (PLOC)	Primary Local Carrier Table. A table listing all the valid (PLC) values and descriptions used for reporting Wholesale totals by company.
PON (WMS see order)	Purchase Order Number: Unique purchase order provided by CLEC to Frontier Tel of Rochester placed on LSR or ASR as an identifier of a unique order. Ordering Measurements refer to an order as a PON.
Port	Connects a link to the public switched telephone network and consists of the cross connection from the main distribution frame (MDF) to the switch, switch port, dial tone, and access to optional calling features.
POTS services	Plain old telephone service (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (Switch Office Equipment).
Process Transaction Time	The measurement of time that a transaction takes inside of the host system (independent from any and all network interface and infrastructure) from start to completion.
PSC	Public Service Commission. Refers to a commission, which regulates the telecommunication industry.
PSC 1	Frontier Telephone of Rochester Wholesale Tariff.
PSC 3	Frontier Telephone of Rochester Access Tariff.
Receive Date	The Date that a valid order is received.
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.

FTR/Carrier to Carrier Standards & Metrics

Resale	LSP's who purchase links, ports, features, and miscellaneous services usually as a bundled service offering from the incumbent LEC (FTR) at a discounted, or wholesale rate. They can bundle these wholesale services with any other products and services they may deem appropriate (i.e. cellular, long distance). Resellers provide customer service and billing to the End User, however, they utilize the incumbent LEC's repair and installation force.
Response Time	The sum of the internal network transit time and process transaction time within FTR's Network for WMS queries and responses.
Re-submissions	Order that was previously rejected.
SMF	Systems Management Facility. Measures the activity within the system such as when jobs start and end.
System Completion Date	The date the install or repair is batched through FTR's CARS billing system.
TGSR	Trunk Group Service Request. A request that CLECs submit to Frontier Telephone of Rochester to request augmentation to the Frontier Network to accommodate an increase in CLEC volume.
Two Wire digital ISDN Loop	2 wire unbundled digital loop that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two B channels and one D channel. This service provides a digital 2-wire enhanced channel.
UDS	Universal Dispatch System. Frontier Telephone of Rochester's application system used to facilitate the dispatching of repair technicians for trouble reports and installation orders.
UNE	Unbundled Network Element: The first six (6) characters of the Circuit ID Number entered on the provisioning order contain the values "L2FXNT" or "L2CWDS".
USOC	Uniform service Order Code. A three to five alphanumeric code that identifies a specific item of service or equipment.
WMS	Wholesale Management System
WOF	Wholesale order form

FTR/Carrier to Carrier Standards & Metrics

Appendix A

PROVISIONING LOOP SERVICE WITH LOCAL NUMBER PORTABILITY

A CLEC may request FTR to retain cable pair facilities for its End User customer coincident with porting their telephone number to the CLEC switch. The following process has been developed to ensure that there is no interruption of service for the End User customer.

1. The CLEC submits an LSR to FTR's Carrier Service Center (CSC) requesting a Loop with Number Portability for a telephone number(s).

Note: The CSC is the CLEC's single point-of-contact prior to cut date with the exception of communications detailed below.

2. FTR CSC validates the LSR. If clarification or correction is required, the CSC will reject the order with comments. In this case, the corrected LSR must be re-submitted with the next version indicated.
3. Upon receipt of a valid LSR, FTR CSC will issue appropriate internal orders to initiate provisioning and confirm the order to the CLEC via WMS.
4. Upon receipt of the confirmation, the CLEC will initiate internal orders and porting procedures, including subscription version (SV) creation in the Service Order Administrator (SOA) for all numbers to be ported.

NOTE: The CLEC is responsible to create subscription versions in the SOA prior to the 18-hour window. FTR CSC does not monitor the SOA to ensure this work has been performed. In the event that the CLEC does not create the subscription version(s) within the prescribed time frame, it is the responsibility of the CLEC to notify the CSC during regular business hours of the need to concur. Failure to do so may result in a delayed porting.

5. Prior to the due date, FTR Special Services LAC will reassign the cable pair.

NOTE: Effective 1/3/2000, a DSL pre-qualification tool will be available to the CLEC to identify the presence of SLCs. In the event a SLC is discovered, a longer interval may apply. The CLEC should call the Carrier Service Center Supervisor prior to submitting the order for advisement. When submitting the order, the CLEC should include a note in REMARKS indicating the presence of the SLC.

6. On the plant test date, Special Services Installation will contact the CLEC Installation Coordinator to confirm cutover date and time. FTR will provide the CLEC with the contact name and number to be used by the CLEC at cutover time.

NOTE: The Plant Test Date will be provided on the confirmation. It is the responsibility of the CLEC to ensure proper personnel are available on the Plant Test Date in order that the following may be completed with FTR personnel:

Review paperwork and verify TN and cable/pair combination

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Continuity testing: FTR demarc to ONP frame

7. On the Due date the CLEC contacts FTR Special Services to begin cutting the lines over. FTR strongly recommends that CLEC personnel remain on-line with FTR to test lines as they are cut over. Concurrent testing will enable both FTR and CLEC personnel to identify problems promptly and work together for resolution.

NOTE1: FTR can cut and test approximately 10 lines per hour.

NOTE2: Testing consists of two calls; one from the donor switch, one from a non-donor switch.

NOTE3: In the event the CLEC coordinator is unable to reach their designated contact, they should call 716-777-5117. This number is answered 24x7 and is also used as the first point-of-contact for escalations.

8. Upon completion of the cut, the CLEC calls FTR CSC to advise of a successful cut. (This is a temporary procedure and will be discontinued at a later date.)

Delayed/Modified Orders

Prior to the Due Date:

The CLEC submits an LSR to FTR CSC with a new version detailing the change/new due date. All previous PONs will be superseded by the most recent version.

On the Due Date:

Changes to delay/cancel may be called in to FTR CSC but MUST be followed by an LSR with a new version no later than 12:00 Noon the next business day.

NOTE: FTR will NOT issue orders without written documentation from the CLEC. If FTR CSC does not receive an LSR detailing the change, the order will flow through FTR's system and the End User customer will be disconnected.

FTR/Carrier to Carrier Standards & Metrics

Appendix B

FRONTIER TELEPHONE OF ROCHESTER CONDITIONED LOOP PROVISIONING PROCESS FOR CLECS

STEP 1. The Account Manager will provide each CLEC who will be requesting conditioned loops from FTR with the URL (TBD) of the Frontier Internet site and an individual ID and password. A Line Qualification Tool (Wholesale product) will be provided on this site. This tool searches the FTR E-MAC data base and Map Info calculates crow miles multiplied by the industry standard of 4/3. This process will provide the following information for a specific end user telephone number and address: serving wire center name & CLLI code, SLC/DLC yes or no, load coils/pair savers yes or no, and distance in feet from the serving wire center. A charge per query will apply.

STEP 2. The CLEC submits a Local Service Request (LSR PON) to FTR Carrier Service Center and requests a conditioned loop. Authorization for the following should be added in Remarks:

- a. Remove the Load Coils / Pair Savers (if present) – a charge for the removal will apply
- b. Identify the existence of bridge taps and remove them if present – a charge for the inspection and an additional per tap charge for the removal will apply.

STEP 3. FTR Carrier Services Center verifies information on the Line Qualification Tool.

STEP 4. FTR CSC issues a Special Services order with a circuit ID. The Special Services next Installation Date will determine the next available Due Date (aprox. 10 business days).

STEP 5. FTR CSC issues a FRED (facility request) to Orders & Assignment (O&A).

STEP 6. FTR CSC confirms the PON in WMS.

STEP 7. FTR O&A forwards the FRED to Outside Plant Engineering for evaluation of the facilities.

If facilities are available, the FRED will be forwarded to Cable Repair to dispatch. Cable Repair will remove the load coils. If the CLEC has authorized an inspection for bridge taps, Cable Repair will check for them. If bridge taps are present, the FRED will be forwarded to OP Engineering to design a project. From there the FRED is forwarded to Construction. Once Construction has completed their work, O&A will return the FRED to the CSC for confirmation. If the CLEC has opted to not have a bridge tap inspection made, no additional work for bridge taps will be performed. O&A will then return the FRED to the CSC for confirmation.

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If facilities are not available, OP Engineering will design a project that will make the copper pair meet the conditioned loop requirements. This may or may not require a field visit by the Engineer. Once the project has been designed, the FRED is forwarded to the Right of Way Group to obtain the necessary right of way permits. From there the FRED is forwarded to Construction. Once Construction has completed their work, O&A will return the FRED to the CSC for confirmation.

STEP 8. FTR will send a Completion Notification when service has been installed and the order has been completed.

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Appendix C

**FRONTIER TELEPHONE OF ROCHESTER
ADSL PROVISIONING PROCESS
FOR RESELLERS**

STEP 1. The LSP Reseller checks the Line Qualification Tool (Retail product) located on the Frontier Internet site to determine if ADSL service can be provided at the specified address.

STEP 2. The LSP Reseller submits the Wholesale Residence/Business Service Order Form (PON) to FTR Carrier Service Center and requests ADSL Service.

STEP 3. FTR Carrier Services Center checks the Line Qualification Tool to verify if DSL service may be provided.

STEP 4. FTR CSC issues a Special Services order with a circuit ID. The Special Services next Installation Date and the Comp USA Installation Date will determine the next available Due Date (approx. 10 business days).

STEP 5. FTR CSC issues a FRED (facility request) to Orders & Assignment (O&A).

STEP 6. FTR CSC issues a DSL/Internet Form (available on the Intranet) and the CompUSA Scheduling Form (available on the Internet).

STEP 7. FTR CSC confirms the PON in WMS.

STEP 8. FTR O&A will check for available facilities and forward the FRED to Cable Repair to dispatch if necessary. Cable Repair will notify O&A if & when facilities are okay. O&A will return the FRED to the CSC.

STEP 9. FTR CSC will follow-up in 3 days to check the FRED. If the service can be provided, the CSC will confirm the FRED. If the service cannot be provided, the CSC will withdraw the order. WMS will send a withdrawal notification to the LSP Reseller.

STEP 10. FTR will send a Completion Notification once service has been installed and the order has been completed.

FTR/Carrier to Carrier Standards & Metrics

Appendix D

MAJOR SERVICE INTERRUPTIONS

Frontier Telephone of Rochester's Regulatory Results Group – PSC Liaison will provide Local Service Providers with information on major service interruptions via e-mail.

Examples of major service interruptions are as follows:

1. A service problem caused by a major storm, flood, fire, job action sabotage, civil unrest, or other newsworthy event.
2. A central office or toll center failure or isolation lasting more than 5 minutes.
3. A cable failure affecting a major toll route, more than 1,000 subscribers, or more than half of the subscribers served by a central office.
4. Extensive network congestion.
5. A service problem affecting public access to operator services, Telephone Relay Service, 911, police, fire departments, or emergency medical services.
6. A service problem affecting a public transportation terminal, national defense installation, or large residential or commercial building or complex.
7. Trunking cable failure – 25% or more of the total trunking cable serving a central office out of service.
8. Carrier Failure – 25% or more of the total trunks serving a central office out of service.
9. Trunk Group Failure – any single trunk group completely isolated without alternate routing.
10. Toll Connecting Isolation – a particular end office or exchange isolated to the extent that no incoming and/or outgoing toll calling is possible.
11. Toll Route Failure – cable, carrier, microwave, or fiber optic failure involving major toll routes.
12. Toll Center Isolation – toll center or inter-toll isolations or restriction, major service impairments within the toll center and/or final inter-toll links serving toll centers. It includes complete isolation or severe blockage or incoming and/or outgoing calls.

The initial report will include the following information:

1. Name of company
2. Name, title, and telephone number of person making the report
3. Date and time of report
4. Date and time of service interruption
5. Location of service interruption (exchange and county, etc.)
6. Numbers and types of customers and access lines affected
7. Nature and cause of the problem
8. Steps taken or being taken to notify the public
9. Steps taken or being taken to mitigate the impact on the public pending the restoration of service to normal conditions
10. Steps taken or being taken to correct the problem
11. Date and time service is expected to be restored to normal
12. Date and time of actual restoration

If some of the information is not known at the time of the initial report, FTR will give the best estimates. Regular status reports of any continuing service interruptions will be provided. When service is restored to normal conditions, a closing report will be provided.

FTR/Carrier to Carrier Standards & Metrics

Appendix E

911 & E911 Services**I. DEFINITION**

As stated in the Stipulation Agreement all Local Service Providers are granted non-discriminatory access to the 911 and E911 database.

911 (Universal Emergency Telephone Number Service)

Universal Emergency Telephone Number Service (911 Service) is an arrangement of FTR central office and trunking facilities. Any 911 dialed calls routed to FTR central offices will reach the emergency report center for the telephone from which the number is dialed or will be routed to an FTR operator if all lines to an emergency report center are busy. If no emergency report center exists for a central office entity, an end user who dials the number 911 will be routed to an FTR operator. End users are not charged for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

E-911 (Enhanced Universal Emergency Telephone Number Service)

Enhanced Universal Emergency Telephone Number Service (E-911 Service) is a Call Delivery Network. All 911 dialed calls, including calls originating from Text Telephones, routed to FTR's central offices will reach a designated Public Safety Answering Point (PSAP). E-911 Service is offered in FTR's serving area within the County and elsewhere in the serving area subject to the availability of stored program control central office facilities. End Users are not charged for calls to the 911 number.

Please see P.S.C. #1 - Section 4 for further details regarding general terms and conditions.

II. DATABASE MAINTENANCE

All Local Service Providers are required to submit to FTR via the normal order provisioning process the necessary information to update an End User's address and location. See Chapter 3 for the standard intervals that would apply.

III. NETWORK FACILITIES

CLECs should be prepared to provision a minimum of two diversely routed trunks from all switching presence's to FTR's 911 tandem at Field Street. These trunks should be designated as 911 trunks.

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Appendix F

Operator Services

All of the services described below are services provided by Frontier Telephone of Rochester's Operator Services Bureau and require the intervention of either an Operator or an audio response system.

If the Local Service Provider is purchasing services on a bundled basis (links and ports) or just ports from FTR, Operator Services functionality is incorporated into the service offering.

If the Local Service Provider is a CLEC, they have the option of contracting with Frontier Telephone of Rochester for Operator Services. The specific terms and conditions under which services will be provided should be negotiated with your FTR Account Manager.

Directory Assistance Service (DA)

Directory Assistance is a service provided by a Directory Assistance operator who provides assistance to an End User to obtain a telephone number within the Rochester LATA.

FTR/Carrier to Carrier Standards & Metrics

Appendix G

FTR Process for gathering and reporting C2C metrics:

- FTR has set up programming to gather the data needed to report the C2C metrics.
- New edits were put in place to ensure correct data input by the various operations groups.
- Each month, reports are generated from the mainframe with the monthly C2C data.
- C2C data reports are forwarded to the operations areas for accuracy verification.
- Data reports are then sent to Regulatory for input into the Excel file format requested by the PSC. All percents are reported in whole numbers.
- After the data is input, the regulatory analyst checks it for accuracy.
- The reports then go to a second regulatory analyst who checks the data again.
- After this check is complete, the reports are forwarded to the CLECs and to the PSC.

FTR/Carrier to Carrier Standards & Metrics

Appendix H

FTR Holidays

New Year's Day
Martin Luther King, Jr.
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

FTR/Carrier to Carrier Standards & Metrics

Appendix I

Summary of Month End Reporting Dates

Maintenance:

Actual Clear Date: Date that a trouble ticket is cleared at the customer premise

System Completion Date: Date that a trouble ticket is cleared in the maintenance system

Frontier maintenance metrics are based on the actual clear date of a trouble ticket.

July report month is used for purpose of these examples:

Frontier – Any ticket that has a system completion date from the first business day in July up to and including the first business day in August, that has an actual clear date of July or earlier will be included in the July report.

Installation:

Actual Order Completion Date: Date that service is turned over to the customer

System Completion Date: Date that an order is completed in the ordering system

Frontier Installation metrics are based on the Actual Order Completion Date.

July report month is used for purpose of these examples:

Frontier– Any order that has a system completion date from the first business day in July up to and including the last business day in July, that has an Actual Order Completion Date in July or earlier will be included in the July report.

Repeaters on Installs (30 Days): I codes

Frontier – Measures trouble tickets received on an install in relation to the install month.

July report month is used for purpose of this example:

The program looks at all installs in June. It then checks the system to see if a trouble ticket was issued within 30 days on any June install. This means that program looks at tickets cleared from June 1st through August 10th.

New York Carrier Working Group Statement of Purpose & Guidelines for Participation

Reviewing and revising Case 97-C-0139 Carrier-to-Carrier guidelines for performance metrics in the state of New York is primary purpose of this group. Carrier Working Group will address only those issues that pertain to the state of New York or are common to New York and other states.

Party participation in the Carrier Working Group is limited to ILECs, CLECs, Commission staffs and Consultants sponsored by any of the preceding entities. Active participants are requested to acknowledge their understanding of the Guidelines for Participation by providing their signature at the bottom of this document.

While parties understand that consensus does not mean unanimous approval, the group recognizes that it has historically operated most effectively by modifying resolutions of issues to the maximum extent possible to achieve unanimity and minimizing the number of issues left to the Commission for decision.

General Guidelines:

- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.

- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

Participant Signature

New York Carrier to Carrier Statistical Methodologies:

The incumbent local exchange carrier (ILEC) may be required to use statistical methodologies as a means to determine if “parity” exists, or if the performance for competitive local exchange carriers (CLECs) is equivalent to the performance for the incumbent LEC. For performance measures where “parity” is the standard and sufficient sample size exists, the incumbent LEC will use the “modified t statistic” proposed by a number of CLECs in LCUG (Local Competitors User Group) for measured variables. For the evaluation of parity metrics involving counted variables, the permutation test, also known as Fisher’s exact test, will be used. The specific definitions and formulas are detailed below:

Definitions and Formulas:

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.

X denotes the average performance or mean of the sample

S denotes the standard deviation

n denotes the sample size

p denotes the proportion of failed performance, for percentages 10% translates to a 0.10 proportion

A statistical score below -1.645 is associated with a 5% percent or less chance that the performance for the CLEC is not incorrectly judged as being inferior to the ILEC performance, when, in fact, the performance for the CLEC is superior (Type I error). Note: For the purposes of the statistical evaluation of measured variable sample sizes of 30 or more, the standard normal Z distribution is used as reasonably approximating Student’s t distribution.

Counted Variables: The statistical score equivalent for counted variables is the standard normal

Z score that has the same probability as the significance probability of the permutation test

(a.k.a., Fisher’s exact test). Specifically, statistical score equivalent refers to the inverse of the

standard normal cumulative distribution associated with the following hypergeometric distribution

probability of seeing the number of failures, or greater in the CLEC sample.

$$1 - \left\{ \sum_{i=\max(0, \{[n_{inc} p_{inc} + n_{clec} p_{clec}] + [n_{clec}] - [n_{inc} + n_{clec}]\})}^{n_{clec} p_{clec} - 1} \frac{([n_{clec} p_{clec} + n_{inc} p_{inc}]) \binom{[n_{clec} + n_{inc}] - [n_{clec} p_{clec} + n_{inc} p_{inc}]}{n_{clec} - i}}{\binom{[n_{clec} + n_{inc}]}{n_{clec}}} \right\}$$

Measured Variables: The statistical score is the LCUG-t score

$$t = \frac{\bar{X}_{inc} - \bar{X}_{clec}}{\sqrt{S^2_{inc} \left(\frac{1}{n_{inc}} + \frac{1}{n_{clec}} \right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the means (measured variables) in the numerator of the LCUG t formula should be reversed

Sample Size Requirements:

SMALL SAMPLE SIZE

The assumptions that underlie the statistical models used here include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, there may be an issue regarding whether or not the characteristics of the sample reasonably represent the population. In order to permit meaningful statistical analysis to be performed and confident conclusions to be drawn, the sample size must be sufficiently large to minimize the violations of the assumptions underlying the statistical model. This involves not only statistical considerations, but also requires some practical judgement. The following will indicate the minimum sample sizes below which parity metrics results (for both counted and measured variables) may not permit reasonable statistical conclusions.

Statistical tests of parity should be performed under the following conditions:

If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.

If there are only 7 of one, the other must be at least 18.

If there are only 8 of one, the other must be at least 14.

If there are only 9 of one, the other must be at least 12.

Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.

A parity metric comparison that does not meet the above sample size criteria may be taken to the Carrier Working Group for further evaluation. However, the means (or proportions) and number of observations will be reported.

MEASURED VARIABLES WITH SAMPLE SIZE LESS THAN 30

If either the CLEC or ILEC sample size is less than 30 for a measured variable and if the sample sizes exceed the minimum sample sizes described above, then the following statistical evaluation procedure will be used:

If the absolute performance for the CLEC is better than the incumbent LEC's performance, no statistical analysis is required.

- a.) If the performance is worse for the CLEC than for the incumbent LEC, the incumbent LEC may use the LCUG t score until such time as a permutation test can be run in an automated fashion. Once the permutation test can be run in an automated fashion, it should be performed for all measured variable statistical tests having a sample size of less than 30.
- b.) If the LCUG t score indicates an "out of parity" result, the incumbent LEC will run the permutation test.
- c.) If the permutation test shows an "out of parity" condition, the incumbent LEC may perform a root cause analysis to determine cause, or may be required by the Carrier Working Group to perform a root cause analysis. If the cause is the result of "clustering" within the data, the incumbent LEC 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 the incumbent LEC's 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, the incumbent LEC will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

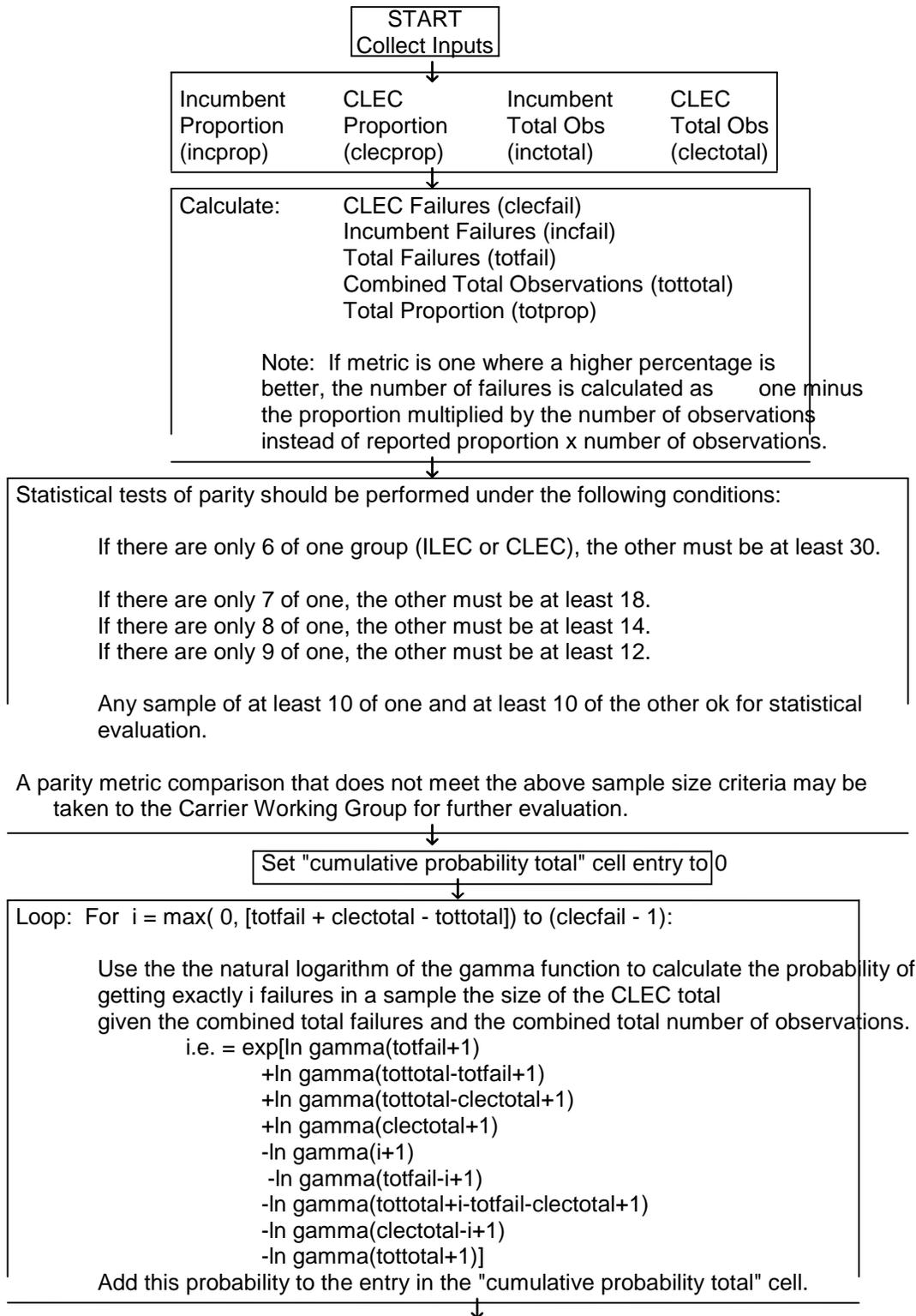
Another assumption underlying the statistical models used here is the assumption that the data is independent. In some instances, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence may be referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, the incumbent LEC will file an exception to the performance scores if the following events occur:

- a.) **Event Driven Clustering- - Cable Failure**: If a significant proportion (more than 30%) of a CLECs troubles are in a single cable failure, the incumbent LEC will provide the data demonstrating that all troubles within that failure, including the incumbent LEC’s troubles were resolved in an equivalent manner. Then, the incumbent LEC will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the incumbent LEC and the remaining troubles compared according to normal statistical methodologies.
- b.) **Location Driven Clustering - - Facility Problems**: If a significant proportion (more than 30%) of a CLECs missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the incumbent LEC will provide the data demonstrating that the orders were “clustered” in a single facility shortfall. Then, the incumbent LEC will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- c.) **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, the incumbent LEC will provide the data demonstrating that the activity is on that day. The incumbent LEC will compare that single day’s performance for the CLEC to incumbent LEC’s own performance. Then, the incumbent LEC will provide data with that day excluded from overall performance to demonstrate “parity”.
- d.) **CLEC Actions**: If performance for any measure is impacted by unusual CLEC behavior, the incumbent LEC will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when the incumbent LEC has missed an appointment. If such action negatively impacts performance, the incumbent LEC will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

The incumbent LEC 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 the incumbent LEC’s and CLEC performance. For cable failures, the incumbent LEC will provide appropriate documentation detailing all other troubles associated with that cable failure.

**Flow Chart of Log Gamma Based Hypergeometric
Routine for C2C Report
Counted Variable Metric Comparisons**



The probability for the metric comparison is based upon the cumulative probability that exists in the "cumulative probability total" cell at the end of looping.



Determine the C2C Report "Statistical Score Equivalent" as the standard normal Z score that has the same probability as one minus the probability in the "cumulative probability total" cell.

ATTACHMENT 5

Carrier to Carrier
Performance Standards and Reports
Verizon <StateName> <Period1>

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
POTS - Provisioning								
2-Wire xDSL Loops								
<i>PR-5 - Facility Missed Orders</i>								
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VADI						
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI						
2-Wire xDSL Line Sharing								
<i>PR-1 - Average Interval Offered</i>								
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI						
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI						
<i>PR-3 - Completed within X Days</i>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI						
<i>PR-4 - Missed Appointments</i>								
PR-4-02-3343	Average Delay Days - Total	Parity with VADI						
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI						
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI						
<i>PR-5 - Facility Missed Orders</i>								
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI						
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI						
<i>PR-6 - Installation Quality</i>								
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI						
<i>PR-8 - Open Orders in a Hold Status</i>								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI						
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI						
2-Wire xDSL Line Splitting								
<i>PR-1 - Average Interval Offered</i>								
PR-1-01-3345	Av. Interval Offered - Total No Dispatch	Parity with VADI						
PR-1-02-3345	Av. Interval Offered - Total Dispatch	Parity with VADI						
<i>PR-3 - Completed within X Days</i>								
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI						
<i>PR-4 - Missed Appointments</i>								
PR-4-02-3345	Average Delay Days - Total	Parity with VADI						
PR-4-04-3345	% Missed Appointment - Verizon - Dispatch	Parity with VADI						
PR-4-05-3345	% Missed Appointment - Verizon - No Dispatch	Parity with VADI						
<i>PR-5 - Facility Missed Orders</i>								
PR-5-01-3345	% Missed Appointment - Verizon Facilities	Parity with VADI						
PR-5-02-3345	% Orders Held for Facilities > 15 Days	Parity with VADI						
<i>PR-6 - Installation Quality</i>								
PR-6-01-3345	% Install. Troubles Reported within 30 Days	Parity with VADI						
<i>PR-8 - Open Orders in a Hold Status</i>								
PR-8-01-3345	Open Orders in a Hold Status > 30 Days	Parity with VADI						
PR-8-02-3345	Open Orders in a Hold Status > 90 Days	Parity with VADI						

Carrier to Carrier
Performance Standards and Reports
Verizon <StateName> <Period1>

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

2-Wire xDSL Line Sharing - Maintenance

MR-2 - Trouble Report Rate							
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity with VADI					
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VADI					
MR-3 - Missed Repair Appointments							
MR-3-01-3343	% Missed Repair Appointment – Loop	Parity with VADI					
MR-3-02-3343	% Missed Repair Appointment – Central Office	Parity with VADI					
MR-4 - Trouble Duration Intervals							
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity with VADI					
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity with VADI					
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Parity with VADI					
MR-4-07-3343	% Out of Service > 12 Hours	Parity with VADI					
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VADI					
MR-5 - Repeat Trouble Reports							
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VADI					

2-Wire xDSL Line Splitting - Maintenance

MR-2 - Trouble Report Rate							
MR-2-02-3345	Network Trouble Report Rate - Loop	Parity with VADI					
MR-2-03-3345	Network Trouble Report Rate - Central Office	Parity with VADI					
MR-3 - Missed Repair Appointments							
MR-3-01-3345	% Missed Repair Appointment – Loop	Parity with VADI					
MR-3-02-3345	% Missed Repair Appointment – Central Office	Parity with VADI					
MR-4 - Trouble Duration Intervals							
MR-4-02-3345	Mean Time To Repair - Loop Trouble	Parity with VADI					
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	Parity with VADI					
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	Parity with VADI					
MR-4-07-3345	% Out of Service > 12 Hours	Parity with VADI					
MR-4-08-3345	% Out of Service > 24 Hours	Parity with VADI					
MR-5 - Repeat Trouble Reports							
MR-5-01-3345	% Repeat Reports within 30 Days	Parity with VADI					