



Ann D. Berkowitz
Associate Director – Federal Affairs

1300 I Street, NW
Suite 400 West
Washington, DC 20005
(202) 515-2539
(202) 336-7922 (fax)

December 18, 2003

Ms. Carol Matthey
Deputy Chief, Wireline Competition Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Ms. Matthey:

Re: Bell Atlantic/GTE Merger Order, CC Docket No. 98-184

On August 11, 2003, Verizon recommended implementing all but four of the recently adopted changes by the California Public Utilities Commission to the California Performance Plan in the federal Carrier to Carrier Performance Plan. In the letter released November 14, 2003,¹ three of these recommended exceptions were denied and Verizon was directed to implement them in the federal Carrier-to Carrier Performance Plan². Attachment 1 to this letter is an updated redline of Attachments A-2b and A-5b of the federal Carrier-to-Carrier Guidelines contained in the Merger Conditions, reflecting the denied exceptions only. Verizon plans to implement the three changes effective with the January 2004 data month, unless within 10 business days of the date of this notice Verizon is notified not to implement them under the terms of the Consent Decree (FCC-02-119) released on April 23, 2002.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink that reads "Ann D. Berkowitz".

Attachment

cc: W. Dever
D. Johnson
P. Young

¹ Letter to Dee May, Executive Director, Federal Regulatory, Verizon

² Application of GTE Corp. and Bell Atlantic Corp. for Consent to Transfer Controls, CC Docket No. 98-184, Condition 5, Attachment A, Paragraph 4, as modified by the Consent Decree (FCC 02-119) released on April 23, 2002.

Attachment A-5b

**VERIZON PERFORMANCE MEASUREMENT LIST
GTE STATES**

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

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

**Reporting requirements terminated pursuant to 17(iii) of the merger conditions because these states have adopted a comprehensive performance plan.

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap		
OSS	Interface	PO-1-02	OSS Resp. Time – Svc Appt Scheduling	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-03	OSS Resp. Time – Address Verification	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-04	OSS Resp. Time – Svc Availability.	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-05	OSS Resp. Time – TN Request	Electronic	retail + 5 seconds	Measure	\$60,000	Low		
		PO-1-06	OSS Resp. Time – Mechanized Loop Qualification	Electronic	95% within 60 seconds	Measure	\$60,000	Low		
		PO-1-07	% CSI On Time – Manual	Manual	95% in 8 business hours	Measure	\$60,000	Low		
		PO-1-08	% CSI On Time – WISE	WISE	95% in 4 hours	Measure	\$60,000	Low		
		PO-2-02	OSS Availability – Scheduled	WISE PreO	99.50%	Measure	\$90,000	Medium		
		PO-2-02	OSS Availability – Scheduled	WISE Ord	99.50%	Measure	\$90,000	Medium		
		PO-2-02	OSS Availability – Scheduled	WISE Rpr	99.50%	Measure	\$90,000	Medium		
		PO-2-02	OSS Availability – Scheduled	WISE CSI	99.50%	Measure	\$90,000	Medium		
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	Measure	\$60,000	Low		
Resale	Ordering	OR-1-02	% On Time LSC - Flow Through	POTS	95% ≤ 2 System Hours	Occurrence	\$600	Low		
		OR-1-02	% On Time LSC - Flow Through	Specials	95% ≤ 2 System Hours	Occurrence	\$600	Low		
		OR-1-04	% On Time LSC – < 10 Lines	POTS	95% ≤ 24 Hours	Occurrence	\$600	Low		
		OR-1-05	% On Time LSC – < 10 Lines	Specials	95% ≤ <u>2448</u> Hours	Occurrence	\$600	Low		
		OR-1-06	% On Time LSC - >= 10 Lines	POTS	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low		
		OR-1-07	% On Time LSC - >= 10 Lines	Specials	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low		
		OR-2-02	% On Time LSR Reject-Flow Through	POTS	95% ≤ 2 Hours	Occurrence	\$600	Low		
		OR-2-02	% On Time LSR Reject-Flow Through	Specials	95% ≤ 2 Hours	Occurrence	\$600	Low		
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% ≤ 24 Hours	Occurrence	\$600	Low		
		OR-2-05	% On Time LSR Reject - < 10 Lines	Specials	95% ≤ <u>2448</u> Hours	Occurrence	\$600	Low		
		OR-2-06	% On Time LSR Reject - >= 10 Lines	POTS	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low		
		OR-2-07	% On Time LSR Reject - >= 10 Lines	Specials	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low		
				<u>OR-5-03</u>	<u>% Flow Through – Achieved</u>	<u>All Resale</u>	<u>95%</u>	<u>Occurrence</u>	<u>\$600</u>	<u>Low</u>
				OR-5-01	% Flow Through – Total	All Resale	TBD	Measure	Medium	Medium

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Resale continued	Provisioning	PR-3-08	% Completed w/in 5 Days - No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-3-09	% Completed w/in 5 Days – Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-01	% Missed Due Dates – Designed Services	Specials	Parity with retail	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	POTS	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	Specials	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	POTS	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	Parity with retail	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	Parity with retail	Occurrence	\$600	
	Maintenance	MR-2-01	Network Trouble Report Rate	POTS	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	Specials	Parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	POTS	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	Specials	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	POTS	Parity with retail	Occurrence	\$600	
		MR-4-01	Mean Time to Repair	Specials	Parity with retail	Occurrence	\$600	
		MR-4-08	% OOS > 24 Hours	POTS	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	Parity with retail	Occurrence	\$900	
MR-5-01	% Repeat Reports w/in 30 Days	Specials	Parity with retail	Occurrence	\$900			

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSC - Flow Through	UNE Loop Nondes	95% ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop Designed	95% ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE 2 wire xDSL Loop	95% ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC – Flow Through	UNE Platform	95% ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Port Non-designed	95% ≤ 2 System Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Nondes	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE 2 wire xDSL Loop	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Platform	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Port Non-designed	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-1-05	% On Time LSC - < 10 Lines	UNE Loop Designed	95% ≤ <u>2448</u> Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Nondes	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Platform	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Port Non-designed	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE 2 wire xDSL Loop	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low
		OR-1-07	% On Time LSC - >= 10 Lines	UNE Loop Designed	95% ≤ <u>4872</u> Hours	Occurrence	\$600	Low
OR-1-12	% On Time FOC	UNE Transport	95% ≤ 10 Days	Occurrence	\$600	Low		

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop Nondes	95% ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Loop Designed	95% ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE 2 wire xDSL Loop	95% ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Platform	95% ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow –Thru	UNE Port Non-designed	95% ≤ 2 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Nondes	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE 2 wire xDSL Loop	95% ≤ 24Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Platform	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port Non-designed	95% ≤ 24 Hours	Occurrence	\$600	Low
		OR-2-05	% On Time LSR Reject - < 10 Lines	UNE Loop Designed	95% ≤ 2448 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Nondes	95% ≤ 4872 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE 2 wire xDSL Loop	95% ≤ 4872 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Platform	95% ≤ 4872 Hours	Occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Port Non-designed	95% ≤ 4872 Hours	Occurrence	\$600	Low
		OR-2-07	% On Time LSR Reject - >= 10 Lines	UNE Loop Designed	95% ≤ 4872 Hours	Occurrence	\$600	Low
		OR-5-03	% Flow-Through – Achieved	UNE	95%	Occurrence	\$600	Low
		OR-5-04	Percent Flow Through	UNE	TBD	Measure	Medium	Medium

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Provisioning	PR-3-08	% Completed w/in 5 Days – No Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$600	
		PR-3-09	% Completed w/in 5 Days – Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$600	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Loop Designed	Parity with retail	Occurrence	\$1,500	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Transport	Parity with retail	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE Transport	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	Line Sharing	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE LNP	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Provisioning	PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Nondes	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Designed	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Platform	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Port Non-designed	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Transport	Parity with retail	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Transport	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE LNP	Parity with retail	Occurrence	\$900	
		PR-9-01	% On Time Performance	Coord. Hot Cuts and Coord. Conv. incl. LNP	950% on time	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Maintenance	MR-2-01	Network Trouble Report Rate	UNE Loop Nondes	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Loop Designed	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Platform	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Port Non-designed	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Transport	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE LNP	Parity with retail	Occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	UNE Loop Nondes	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop Designed	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Port Non-designed	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Transport	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE LNP	Parity with retail	Occurrence	\$900	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap	
UNE	Maintenance	MR-4-01	Mean Time to Repair	UNE Loop Nondes	Parity with retail	Occurrence	\$900		
		MR-4-01	Mean Time to Repair	UNE Loop Designed	Parity with retail	Occurrence	\$900		
		MR-4-01	Mean Time to Repair	UNE Platform	Parity with retail	Occurrence	\$900		
		MR-4-01	Mean Time to Repair	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900		
		MR-4-01	Mean Time to Repair	UNE Port Non-designed	Parity with retail	Occurrence	\$900		
		MR-4-01	Mean Time to Repair	UNE Transport	Parity with retail	Occurrence	\$900		
		MR-4-01	Mean Time to Repair	UNE LNP	Parity with retail	Occurrence	\$900		
		MR-4-08	% OOS > 24 Hours	UNE Loop Nondes	Parity with retail	Occurrence	\$900		
		MR-4-08	% OOS > 24 Hours	UNE Platform	Parity with retail	Occurrence	\$900		
		MR-4-08	% OOS > 24 Hours	UNE Port Non-designed	Parity with retail	Occurrence	\$900		
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Nondes	Parity with retail	Occurrence	\$900		
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Designed	Parity with retail	Occurrence	\$900		
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Platform	Parity with retail	Occurrence	\$900		
		MR-5-01	% Repeat Reports w/in 30 Days	UNE 2 wire xDSL Loop	Parity with retail	Occurrence	\$900		
MR-5-01	% Repeat Reports w/in 30 Days	UNE Transport	Parity with retail	Occurrence	\$900				
MR-5-01	% Repeat Reports w/in 30 Days	UNE LNP	Parity with retail	Occurrence	\$900				

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter- Connection	Ordering	OR-1-12	% On Time FOC	Interconnecti on Trunks	95% ≤ 10 Days	Occurrence	\$900	
	Provisioning	PR-4-01	% Missed Due Dates – Designed Svc	Interconnecti on Trunks	≤ 5%	Occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	Interconnecti on Trunks	Parity with retail	Occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Interconnecti on Trunks	≤ 1%	Occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Interconnecti on Trunks	≤ 2% Parity with retail	Occurrence	\$1,500	
		Maintenance	MR-2-01	Network Trouble Report Rate	Interconnecti on Trunks	≤ 2%	Occurrence	\$900
	MR-3-01		Missed Repair Commitment	Interconnecti on Trunks	≤ 10%	Occurrence	\$1,500	
	MR-4-01		Mean Time to Repair	Interconnecti on Trunks	≤ 24 hour average	Occurrence	\$1,500	
	MR-5-01		% Repeat Reports within 30 Days	Interconnecti on Trunks	≤ 4%	Occurrence	\$900	Low
		Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Final Trunks	0	Occurrence	\$1,500
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95% within tariff period	Occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	Occurrence	\$1,500	

**ATTACHMENT A-5b –
VERIZON MEASUREMENT LIST**

GTE States (AZ, CA, FL, HI, ID, IL, IN, MI, NV**, NC, OH**, OR, PA*, SC, TX, VA*, WA, WI)**

December 18, 2003

Attachment A-2b

**VERIZON PERFORMANCE MEASUREMENT BUSINESS RULES
GTE STATES**

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

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

**Reporting requirements terminated pursuant to 17(iii) of the merger conditions because these states have adopted a comprehensive performance plan.

Retail Analog Compare Table
Updated July 2003

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics:

	Wholesale Service	Retail Analog
Provisioning metrics- All where parity is standard	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • UNE Line Sharing • LNP Only • Interconnection Trunks 	<ul style="list-style-type: none"> • Retail POTS • Retail Specials • Retail B1 - Dispatched • Retail Designed Services (excluding HI-CAPS) - Dispatched • Retail POTS Business and Specials - Non-Dispatched • Retail POTS and Specials • Retail ISDN BRI • Retail HI-CAP Designed Services • Retail Line Sharing • Retail POTS – Non-Dispatched • IXC FG D Trunks
Maintenance metrics- All where parity is standard	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • UNE Line Sharing • LNP Only 	<ul style="list-style-type: none"> • Retail POTS • Retail Specials • Retail POTS - Dispatched • Retail POTS - Dispatched • Retail POTS Business and Specials - Non-Dispatched • Retail POTS and Specials • Retail ISDN BRI • Retail HI-CAP Designed Services • Retail Line Sharing • Retail POTS – Non-Dispatched

Notes:

Retail POTS is aggregate of Retail Residence and Retail Business.

For PR-3-08 and PR-3-09, the retail compares of POTS are further defined and reported as non-dispatched or dispatched, respectively.

Function:
PO-1 Response Time OSS Ordering Interface
Methodology:
<p>Verizon measures average response time for mechanized Pre-Order queries by capturing information on CLEC queries and Verizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is received is captured and assigned a unique transaction ID. When the Verizon response is available for the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response availability date/time. Dispatch information is included in address verification queries.</p> <p>Queries requesting customer service inquiries (CSIs) can also be processed via fax (Manual CSIs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. CSI metrics are expressed as a percent successful within the performance standard.</p>
Definition:
<p>The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Inquiry(CSI) • Service Availability • Service Appointment Scheduling (due date) • Mechanized Loop Qualification <p><u>Notes:</u> Verizon does not report Legacy System Transaction Time for rejected/failed inquiries; Pre-Order Query Transaction Time is reported and tracked diagnostically. Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours. Pre-order query transaction time intervals are measured as total transaction time. Verizon does not support manual engineering queries for loop qualification.</p>
Exclusions:
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Rejected manual requests (query, CSI and Loop Qualification). • CSI requests (both manual and mechanized) for greater than 30 working telephone numbers. • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a simultaneous, not serial transmission of all orders in a group to the gateway. • Rejected Customer Service Inquiry (CSI) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations. • Transactions where the received date is greater than the sent date are excluded from Manual response time calculations. • Transactions not associated with address verification / dispatch required, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations. • Queries outside of published system hours for fully electronic sub-metrics are not tracked. • Manual CSIs exclude non-business days. • Excludes queries not completed within the reporting period. • Verizon affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:

Electronic (excluding CSI):		
<ul style="list-style-type: none"> For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds. The additional 5 seconds for mechanized preorder queries allow for variations in functionality and additional security requirements of the interface. PO-1-06 (Loop Qualification) :95% within 60 seconds CSIs: PO-1-08: WISE: 95% in 4 hours PO-1-07: Fully Manual: 95% in 8 business hours PO-1-09; diagnostic only, no standard. 		
Formula:		
CLEC: Σ Response Times for each transaction/Number of Transactions Returned to CLEC		
Retail: Σ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System		
Report Dimensions – PO-1 OSS Response Time		
Company:	Geography:	
<ul style="list-style-type: none"> Verizon Retail (PO-1-02 thru PO-1-05) Individual CLEC CLECs in the aggregate 	<ul style="list-style-type: none"> Statewide 	
Sub-Metrics		
Products PO-1-02 thru PO-1-06 and PO-1-09	Electronic Interface (Combined performance for all existing electronic interfaces)	
PO-1-02	Average Response Time – Service Appointment Scheduling	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Number of Service Appointment Scheduling Queries Returned in Reporting Period
PO-1-03	Average Response Time – Address Verification / Dispatch Required	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for address verification / Dispatch Required	Number of Address Validation / Dispatch Required Queries Returned in Reporting Period
PO-1-04	Average Response Time – Service Availability	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service availability	Number of Service Availability Queries Returned in Reporting Period
PO-1-05	Average Response Time – Request for Telephone Number	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for TN request	Number of TN Queries Returned in Reporting Period
PO-1-06	Average Response Time – Mechanized Loop Qualification	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for loop qualification	Number of Loop Qualification Queries Returned in Reporting Period
PO-1-07	% CSI Queries On Time – Manual	
Products	<ul style="list-style-type: none"> Manual CSI Interface (fax) 	
Calculation	Numerator	Denominator
	Count of manual CSI queries where elapsed time from query receipt to response sent is within the standard	Count of Manual CSI Queries returned in reporting period
PO-1-08	% CSI Queries On Time – WISE	
Products	<ul style="list-style-type: none"> WISE CSI Interface 	
Calculation	Numerator	Denominator

December 18, 2003

	Count of electronic CSI queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSI Queries returned in reporting period
PO-1-09	Average Response Time – Rejected/Failed	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to reject response (all query types, CSI and loop qual requests)	Number of Rejects Returned in Reporting Period

Function:		
PO-2 OSS Interface Availability		
Methodology:		
Verizon measures "Percent of Time Interface is Available" within scheduled hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSI and WISE Repair interfaces. If a system becomes unavailable to a CLEC during scheduled hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's production outage tracking system. The start date/time a system becomes unavailable is recorded in the production outage tracking system as well as the date/time the system is back fully functional to the CLECs. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours to scheduled hours of availability is called "Percent Interfaces Available".		
Definition:		
Measures percent of time an OSS interface is actually available compared to scheduled availability.		
Business Rules:		
<ul style="list-style-type: none"> • Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours. • Scheduled hours for WISE Pre-Ordering, Ordering, CSI and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site. • Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states) 		
Exclusions:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Interface for WISE Performance Measures. • Scheduled system downtime. • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Standard – 99.50%		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide (Same performance is reported for each state) 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • WISE Pre-Ordering Interface • WISE Ordering Interface • WISE Repair Interface • WISE CSI Interface 	
PO-2-02	OSS Interface Availability – Scheduled Hours	
Calculation	Numerator	Denominator
	Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours

Function:	
OR-1 Order Confirmation Timeliness	
Definition:	
Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.	
Business Rules:	
<ul style="list-style-type: none"> • The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. • Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. • Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday. • Elapsed time for fully electronic sub-metrics is tracked during system hours. 	
Exclusions:	
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. • Test CLECs • Excludes non-business days. • Excludes delays caused for customer reasons. • Excludes orders where type of service cannot be determined • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 	
Local Service Requests:	
<ul style="list-style-type: none"> • Exclude invalid records. • Exclude non stand-alone records for Directory Assistance/Listing • Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors). • Excludes LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling. 	
Access Service Requests:	
<ul style="list-style-type: none"> • Exclude invalid records. • Exclude records with invalid dates. • Excludes projects for Interconnection Trunks (defined as more than 192 trunks). 	
Performance Standard:	
95% On Time	
Fully Electronic/Flow Through: <=2 system hours	
Resale POTS/UNE(non-designed) <10 lines: <=24 clock hours	
Resale POTS/UNE(non-designed) >= 10 lines: <= 7248 clock hours	
Resale Special/UNE designed Services < 10 lines: <= 4824 clock hours	
Resale Special/UNE designed Services >= 10 lines: <= 7248 clock hours	
Interconnection Trunks/UNE Transport: <=10 business days	
Report Dimensions:	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics – Order Confirmation Timeliness	

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

³⁵ Reported where flow-through capability exists

December 18, 2003

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

Function:		
OR-2 Reject Timeliness		
Definition:		
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.		
Business Rules:		
<ul style="list-style-type: none"> • The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day. • Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. • Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday. • Elapsed time for fully electronic sub-metrics tracked during system hours. 		
Exclusions:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. • Test CLECs • Excludes non-business days. • Excludes delays caused for customer reasons. • Excludes rejects where type of service cannot be determined. • Excludes non stand-alone Directory Assistance/Listing • Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors). • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • Excludes LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling 		
Performance Standard:		
95% On Time		
Fully Electronic/Flow Through: <=2 system hours Resale POTS/UNE (non-designed) <10 lines: <=24 clock hours Resale POTS/UNE >= (non-designed) 10 lines: <= 7248 clock hours Resale Special/UNE designed Services < 10 lines: <= 4824 clock hours Resale Special Services/UNE designed >= 10 lines: <= 7248 clock hours		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
OR-2-02	% On Time LSR Reject – Flow Through	
Products ³⁶	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator

³⁶ Reported where flow-through capability exists

	Number of electronic rejects sent where sent date/time minus received date/time within the standard	Number of Flow Through Orders Rejected
OR-2-04	% On Time LSR Reject < 10 Lines (Non-Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
OR-2-05	% On Time LSR Reject < 10 Lines (Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders for specified products less than 10 lines	Number of Orders for specified products Rejected with less than 10 lines
Sub-Metrics OR-2 Reject Timeliness		
OR-2-06	% On Time LSR Reject >= 10 Lines (Non-Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products
OR-2-07	% On Time LSR Reject >= 10 Lines (Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard Orders with 10 or more lines for specified products	Number of Orders Rejected with 10 or more lines for specified products

Function:		
OR-5 Percent Flow-Through³⁷		
Definition:		
<p>Total Flow-Through: The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as “ordering” flow-through.</p> <p>% Flow Through Achieved: The percent of valid orders received through the electronic ordering interfaces that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</p>		
Business Rule:		
All features on the order must flow through for the order to be flow-through eligible.		
Exclusions:		
<p>Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.</p> <ul style="list-style-type: none"> • Any service request not generated on an LSR. • Orders that do not flow through, including rejected orders, due to CLEC caused errors • Orders that do not flow through due to previously received pending orders. • Rejected LSRs • Orders received manually • Exclude records for Directory Assistance/Listing • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
<p>No Standard Developed for Total Flow Through. To be developed within 6 months of merger close. OR-5-01: No Performance Standard</p> <p>OR-5-03: January 2004 and beyond – 95% flow through</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> • Individual CLEC • CLEC Aggregate 		Geography: <ul style="list-style-type: none"> • State
Products	<ul style="list-style-type: none"> • Resale • UNE 	
Sub-Metrics		
OR-5-01	% Flow Through – Total	
Calculation	Numerator	Denominator
	Number of valid electronically received LSRs that qualify for flow-through and actually flow through without manual intervention for all products.	Total number of electronically received LSRs for all products.
OR-5-03	% Flow -Through – Achieved	
Calculation	Numerator	Denominator

³⁷

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

December 18, 2003

|

	Number of valid electronic received LSRs that qualify for flow-through and actually flow through without manual intervention) for all products.	Total number of electronically received LSRs that qualify for flow-through for all products.
--	---	--

Function:		
PR-3 Completed within 5 Days		
Definition:		
Measures the percent of valid, accepted new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
Exclusions:		
<ul style="list-style-type: none"> Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Excludes customer requested due dates beyond interval offered. Excludes orders delayed for customer reasons. Excludes 'Out'/Disconnect orders. Excludes 'records only' orders. Excludes Verizon company official orders Excludes LNP orders Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) 		
Performance Standard:		
Parity with Verizon Retail		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> Individual CLEC CLECs in the aggregate Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> Statewide 	
Products	<ul style="list-style-type: none"> Resale POTS UNE Loop Non-Designed 	
PR-3-08	% Completed in 5 Days – No Dispatch	
Calculation	Numerator	Denominator
	Number of valid new, move, and change non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total valid new, move and change non-dispatched orders for specified products
PR-3-09	% Completed in 5 Days – Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total new, move and change dispatched orders for specified products

Function:	
PR-4 Missed Due Dates	
Definition:	
Measures the percent of new, move and change orders, and, additionally LNP disconnect orders where installation was not completed by the due date for Verizon reasons.	
Business Rules:	
<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Completed date is defined as the Billing Effective Date. 	
Exclusions:	
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • For UNE loop services, feature only orders are excluded from the retail analog • Excludes 'Out'/Disconnect orders, except when associated with LNP only. • Excludes 'records only' orders. • Excludes Verizon company official orders. • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) • For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL. 	
Performance Standard:	
Parity with Verizon Retail PR-4-01 Interconnection Trunks: <=5% Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.	
Report Dimensions :	
Company:	Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) • Verizon affiliate where it exists (for DSL and line sharing) 	<ul style="list-style-type: none"> • Statewide
Sub-Metrics	
PR-4-01	% Missed Due Dates – Designed Services
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed • UNE Transport • Interconnection Trunks
Calculation	Numerator
	Total number of due dates missed for company reasons for New, Move and Change orders for specified products
	Denominator
	Total number of New, Move and Change orders for specified products
PR-4-02	Average Delay Days – Total

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

Function:		
PR-5 Facility Missed Orders		
Definition:		
Measures the percent of new, move and change orders missed due to lack of facilities.		
Business Rules:		
<ul style="list-style-type: none"> • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • Completed date is defined as the Billing Effective Date. • Lack of facilities is defined to be those orders with DR suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity. 		
Notes:		
1. Results also included in Measure "Percent Missed Due Dates"		
Exclusions:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • For UNE loop services, feature only orders are excluded from the retail analog • Excludes 'records only' orders. • Excludes 'Out' orders. • Excludes Verizon company official orders. • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL. 		
Performance Standard:		
Parity with Verizon Retail For PR-5-03 Interconnection Trunks: <=1%		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) • Verizon affiliate (for xDSL) 	<ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Platform • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks 	
PR-5-03	% Orders Held for Facilities > 60 Days	
Calculation	Numerator	Denominator
	Total number of New, Move and Change orders where the billing effective date minus the due date is more than 60 days for Company Facility Reasons for specified products	Total number of New, Move and Change completed orders for specified products

Function:					
PR-6 Installation Quality					
Definition:					
Measures the percent of New, Change, Move completed service orders which received a customer network trouble report received within 30 calendar days for designed services (and within 7 calendar days for POTS/Non-Designed services) of service order completion.					
Customer network trouble reports include the following dispositions: LNP (01), Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)					
Exclusions:					
Excludes the following types of trouble:					
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets cancelled • CPE and CLEC caused troubles • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL 					
Performance Standard:					
Parity with Verizon Retail For PR-6-01 Interconnection Trunks: <=2%					
Report Dimensions:					
Company:	Geography:				
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 				
Sub-Metrics					
PR-6-01	% Installation Troubles reported within 30 Days				
Products	<ul style="list-style-type: none"> • Resale Specials • UNE Loop Designed • UNE 2 wire xDSL Loop • UNE Transport • Interconnection Trunks 				
Calculation	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Numerator</th> <th style="width: 50%; text-align: center;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Total number of orders which received customer network trouble reports within 30 calendar days of completion.</td> <td>Total number of new, move and change orders completed within the current calendar month.</td> </tr> </tbody> </table>	Numerator	Denominator	Total number of orders which received customer network trouble reports within 30 calendar days of completion.	Total number of new, move and change orders completed within the current calendar month.
Numerator	Denominator				
Total number of orders which received customer network trouble reports within 30 calendar days of completion.	Total number of new, move and change orders completed within the current calendar month.				
Sub-Metrics PR-6 Installation Quality					
PR-6-02	% Installation Troubles reported within 7 Days				

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

Function:																		
PR-9 Coordinated Conversions																		
Methodology:																		
<p>Verizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV.</p> <p>A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.</p> <p>A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.</p> <p>Three types of formatted remarks are placed on the NOCV order:</p> <ol style="list-style-type: none"> 1. Coordinated customer conversion/coordinated hot cut identifier 2. The committed due date/due time 3. The actual conversion completion date <p>If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.</p>																		
Definition																		
<p>Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP).</p> <p>*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.</p>																		
Business Rules:																		
<ul style="list-style-type: none"> • Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC). 																		
Exclusions:																		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Excludes CLEC caused misses • Excludes 'records only' orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 																		
9095% on time																		
Coordinated Conversions:																		
<table border="1"> <thead> <tr> <th><u>Line Size</u></th> <th><u>Committed Completion Interval</u></th> </tr> </thead> <tbody> <tr> <td>1 to 49 lines:</td> <td>1 work hour</td> </tr> <tr> <td>50 to 99 lines:</td> <td>2 work hours</td> </tr> <tr> <td>100 to 199 lines:</td> <td>3 work hours</td> </tr> <tr> <td>200 plus lines:</td> <td>4 work hours</td> </tr> </tbody> </table>	<u>Line Size</u>	<u>Committed Completion Interval</u>	1 to 49 lines:	1 work hour	50 to 99 lines:	2 work hours	100 to 199 lines:	3 work hours	200 plus lines:	4 work hours								
<u>Line Size</u>	<u>Committed Completion Interval</u>																	
1 to 49 lines:	1 work hour																	
50 to 99 lines:	2 work hours																	
100 to 199 lines:	3 work hours																	
200 plus lines:	4 work hours																	
Coordinated Hot Cuts:																		
<table border="1"> <tbody> <tr> <td>1 to 20 lines:</td> <td>1 work hours</td> </tr> <tr> <td>21 to 30 lines:</td> <td>1.5 work hours</td> </tr> <tr> <td>31 to 40 lines:</td> <td>2 work hours</td> </tr> <tr> <td>41 to 50 lines:</td> <td>2.5 work hours</td> </tr> <tr> <td>51 to 60 lines:</td> <td>3 work hours</td> </tr> <tr> <td>61 to 70 lines:</td> <td>3.5 work hours</td> </tr> <tr> <td>71 to 80 lines:</td> <td>4 work hours</td> </tr> <tr> <td>81 to 90 lines:</td> <td>4.5 work hours</td> </tr> <tr> <td>91 to 100 lines:</td> <td>5 work hours*</td> </tr> </tbody> </table>	1 to 20 lines:	1 work hours	21 to 30 lines:	1.5 work hours	31 to 40 lines:	2 work hours	41 to 50 lines:	2.5 work hours	51 to 60 lines:	3 work hours	61 to 70 lines:	3.5 work hours	71 to 80 lines:	4 work hours	81 to 90 lines:	4.5 work hours	91 to 100 lines:	5 work hours*
1 to 20 lines:	1 work hours																	
21 to 30 lines:	1.5 work hours																	
31 to 40 lines:	2 work hours																	
41 to 50 lines:	2.5 work hours																	
51 to 60 lines:	3 work hours																	
61 to 70 lines:	3.5 work hours																	
71 to 80 lines:	4 work hours																	
81 to 90 lines:	4.5 work hours																	
91 to 100 lines:	5 work hours*																	
*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.																		

December 18, 2003

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

Function:		
MR-2 Trouble Report Rate		
Definition:		
Measures the total number of customer network trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.		
Business Rules:		
<ul style="list-style-type: none"> • Access line/circuit/UNE/trunk count taken from previous month. • Network Trouble includes the following dispositions: LNP (01), Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15) 		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message Reports • Inside Wire • Tickets cancelled • CPE • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Provisioning trouble reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Parity with Verizon Retail For MR-2-01 Interconnection Trunk: <=2%		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only 	
MR-2-01	Network Trouble Report Rate	
Calculation	Numerator	Denominator
	Total number of customer initial and repeat network trouble reports for specified products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

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

Function:		
MR-4 Trouble Duration Intervals		
Definition:		
Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.		
Network Trouble includes the following dispositions: LNP (01), Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets Cancelled • CPE, Coin • Customer error • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Provisioning trouble reports • Verizon employee generated, Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Parity with Verizon Retail For MR-4-01 Interconnection Trunk: <=24 hour average		
Report Dimensions :		
Company:		Geography:
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 		<ul style="list-style-type: none"> • Statewide
Sub-Metrics		
MR-4-01	Mean Time to Repair	
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Port Non-Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only 	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for specified products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for specified products
Sub-Metrics MR-4 Trouble Duration Intervals		

MR-4-08	% POTS Out of Service > 24 Hours	
Products	<ul style="list-style-type: none"> • Resale POTS • UNE Loop Non-Designed • UNE Port Non-Designed • UNE Platform 	
Calculation	Numerator	Denominator
	Number of customer network troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours for specified products	Total out of service customer network trouble reports for specified products

Function:		
MR-5 Repeat Trouble Reports		
Definition:		
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.		
Any customer network trouble, regardless of the original customer network trouble report's network disposition code, that repeats as one the following dispositions, will be classified as a repeat report: LNP (01), Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
Exclusions:		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Message reports • Inside Wire • Tickets cancelled • CPE • Customer error • Coin • Invalid, non-service affecting • Enhanced products and services • Referred to other vendors • Received on the Due Date • Subsequent reports • Verizon employee generated • Verizon company official orders • Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
Parity with Verizon Retail For MR-5-01 Interconnection Trunk: <=4%		
Report Dimensions :		
Company:	Geography:	
<ul style="list-style-type: none"> • Individual CLEC • CLECs in the aggregate • Verizon Retail (if analog applies) 	<ul style="list-style-type: none"> • Statewide 	
Sub-Metrics		
Products	<ul style="list-style-type: none"> • Resale POTS • Resale Specials • UNE Loop Non-Designed • UNE Loop Designed • UNE Transport • UNE Platform • UNE 2 wire xDSL Loop • Interconnection Trunks • LNP Only 	
MR-5-01	% Repeat Reports within 30 Days	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for specified products	Total customer network trouble reports for specified products

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

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

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
Business Rules:		
<ul style="list-style-type: none"> Includes only mechanized bills. 		
Exclusions:		
<ul style="list-style-type: none"> Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill. Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures). 		
Performance Standard:		
98% within 10 business days		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> Individual CLECs CLECs in the aggregate 		<ul style="list-style-type: none"> Statewide
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted in reporting period.