

~~Updates to 11/08/01 Compliance~~
~~Filing~~ May 2002 Compliance
Filing

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

Verizon Reports

~~November 2001~~ May 2002

Category		Function	# of Metrics
Pre-Ordering	PO-1	Response Time OSS Pre-Ordering Interface	9
	PO-2	OSS Interface Availability	2
	PO-3	Contact Center Availability	2
	PO-4	Change Management Notice	3
	PO-5	Average Notification of Interface Outage	1
	PO-6	Software Validation	1
	PO-7	Software Problem Resolution and Timeliness	4
	PO-8	Manual Loop Qualification	2
Ordering	OR-1	Order Confirmation Timeliness	8
	OR-2	Reject Timeliness	6
	OR-3	Percent Rejects	2
	OR-4	Timeliness of Completion Notification	3
	OR-5	Percent Flow-Through	2
	OR-6	Order Accuracy	2
	OR-7	Percent Order Confirmation Rejects sent within 3 days	1
	OR-8	Acknowledgement Timeliness	1
	OR-9	Order Acknowledgement Completeness	1
	OR-10	PON Notifier Exception Resolution Timeliness	2
Provisioning	PR-1	Average Interval Offered	10
	PR-2	Metrics not in use in Verizon North	0
	PR-3	Completed within Specified Number of Days (1-5 Lines)	7
	PR-4	Missed Appointments	89
	PR-5	Facility Missed Orders	34
	PR-6	Installation Quality	3
	PR-7	Metrics not in use in Verizon North	0
	PR-8	Open Orders in a Hold Status	2
	PR-9	Hot Cut Performance	2
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6
	MR-2	Trouble Report Rate	5
	MR-3	Missed Repair Appointments	3
	MR-4	Trouble Duration Intervals	8
	MR-5	Repeat Trouble Reports	1
Network Performance	NP-1	Percent Final Trunk Group Blockage	4
	NP-2	Collocation Performance	8
Billing	BI-1	Timeliness of Daily Usage Feed	1
	BI-2	Timeliness of Carrier Bill	1
	BI-3	Billing Accuracy and Claims Processing	2
Operator Services	OD-1	Operator Services – Speed of Answer/Directory Assistance	2
	OD-2	LIDB, Routing and OS/DA Platforms	0
General Standards	GE-1	Directory Proofs	0
	GE-2	Poles, Ducts, Conduit and Rights of Way	0
Glossary		Glossary of Terms	

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	URL in effect information
M	Order Accuracy Details
N	Table of Measures, Sub-Metrics and Product Disaggregation
O	Test Deck – Weighted transaction Matrix
P	Collocation 45 Day Augment Milestone Chart
Q	Reserved for Future Use
R	NY Carrier Working Group Statement of Purpose and Guidelines for Participation

INTRODUCTION

This section of the New York State Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to New York Telephone Company, d/b/a Verizon New York (VZ NY). Comprehensive explanations of the standard's definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals are included within this document. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon New York retail services and its wholesale products and services.

Verizon New York will provide Performance Reports on a monthly basis to the Competitive Local Exchange Carriers (CLECs) that were members of the C2C working group in Case 97-C-0139 and to any CLEC that previously requested to receive Performance Reports issued pursuant to the Interim Guidelines, adopted in Case 97-C-0139. Any other CLEC that wants to obtain reports produced pursuant to the Guidelines must contact the Account Manager that Verizon New York designated for that CLEC to make the appropriate arrangements to receive the reports.

Effective November 2001, Verizon will report at the New York state level for metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, PR-9, MR-2, MR-3, MR-4, and MR-5. Disaggregated geographical reports will no longer be provided in the monthly C2C reports. Verizon will continue to provide disaggregated geographical reports to CLECs that have existing interconnection agreements which require these reports. Additionally, CLECs may initiate a request for disaggregated geographical reports through the CLEC's Verizon Account Manager. Once the request is received, Verizon provides that CLEC with disaggregated

reports, and will continue to do so until the CLEC issues a discontinue notice through the Account Manager.

URL References

Verizon references [URLs](#), as sources of information, throughout the Carrier to Carrier Guidelines. Whenever a [URL](#) is referenced, Verizon utilizes the information published on the [URL](#) at the time of the compliance filing. A copy of [URL](#) information in effect at the time of the filing is contained in Appendix L.

Test Ids

Test Ids are excluded from all Carrier to Carrier metric calculations.

Verizon Affiliate Reporting

Verizon affiliate reporting (including VADI) is always excluded from CLEC aggregate data for all metrics.

Retail Analog Compare Table

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 Exceptions Noted below:	Resale POTS – Residence Resale POTS – Business Resale POTS – Total Resale 2 Wire Digital Services UNE Platform UNE POTS-Other UNE Loop UNE 2 Wire Digital Loop UNE 2 wire xDSL Loop UNE DSL Line Share UNE DSL Line Splitting Resale DS0 Resale DS1 Resale DS3 UNE DS0 UNE DS1 UNE DS3 UNE IOF UNE EEL – Back bone UNE EEL – Loop UNE EEL Interconnection Trunks Specials – Total	Retail POTS - Residence Retail POTS - Business Retail POTS - Total Retail ISDN (2 wire digital) Retail POTS -- Total Retail POTS -- Total Retail POTS -- Total Retail ISDN (2 wire digital) VADI Line Sharing VADI Line Sharing VADI Line Sharing Retail DS0 Retail DS1 Retail DS3 Retail DS0 Retail DS1 ¹ Retail DS3 Retail DS3 Retail DS3 Retail DS1 ¹ Retail DS1 ¹ Retail DS1 ¹ IXC Feature Group D Trunks Retail Specials - Total
Exceptions for provisioning: PR-1-09	UNE EEL and IOF	No retail compare. Refer to the EEL and IOF legends on the C2C report template for the performance standards.
PR-4-02 PR-6 PR-6	UNE 2 wire xDSL Loop UNE 2 wire xDSL Loop UNE 2 wire Digital	Retail Specials DS0 Retail POTS - Dispatched Retail POTS - Dispatched
PR-8	UNE 2 wire xDSL Loop	Retail Specials DS0
Maintenance Measures: ALL where parity is standard	Resale POTS – Residence Resale POTS – Business Resale POTS – Total Resale 2 Wire Digital Services UNE Platform – Total UNE Platform – Residence UNE Platform – Business UNE Loop UNE 2 Wire Digital Loop UNE 2 wire xDSL Loop UNE DSL Line Share UNE DSL Line Splitting Resale Specials DS0 & below Resale Specials DS1 & above Resale Specials (Total)	Retail POTS - Residence Retail POTS - Business Retail POTS – Total (Business and Residence) Retail ISDN (2 wire digital) Retail POTS – Total (Business and Residence) Retail POTS – Residence Retail POTS – Business Retail POTS – Total (Business and Residence) Retail POTS – Total (ALL)* Retail POTS – Total (ALL)* VADI Line Sharing VADI Line Sharing Retail Specials DS0 & below Retail Specials DS1 & above Retail Specials (Total)

0¹ Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

1* [Retail POTS – Total \(ALL\) includes Business \(simple\) plus Residence \(simple\) plus ISDN BRI \(complex\).](#)

2* [Retail POTS – Total \(ALL\) includes Business \(simple\) plus Residence \(simple\) plus ISDN BRI \(complex\).](#)

	UNE Specials DS0 & below	Retail Specials DS0 & below
	UNE Specials DS1 & above	Retail Specials DS1 & above
	<u>UNE Specials (Total)</u>	<u>Retail Specials (Total)</u>
	Interconnection Trunks	IXC Feature Group D Trunks

Section 1
Pre-Ordering Performance
(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2

Function:
PO-1 Response Time OSS Pre-Ordering Interface
Definition:
<p>This metric measures the response time of the OSS <u>Pre-Ordering Interface</u>.</p> <p>Response Time: For metrics PO-1-01 through 1-06, and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a <u>successful</u> Pre-Order transaction. Note: <u>Successful transactions are those where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information.</u></p> <p>For CLEC transactions, <u>this is response time is</u> measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.</p> <p>For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.</p> <p>Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07, and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.</p> <p>Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.</p> <p>Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.</p>
Exclusions:
<p>Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.</p> <p>Refer to web-site http://www.bell-atl.com/wholesale/html/pdfs/VZ_E_2001_Holiday_Sched.pdf http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf for a list of holidays Verizon recognizes. Note: The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.</p> <p>Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.</p>
Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces): Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.
- WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail, plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:					
<p>The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.</p> <p>For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the <i>Enter</i> key is hit until a response from the Pre-Ordering OSS is received back on the display screen.</p> <p>At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.</p> <p>The total number of simulated queries depends on the average response times.</p> <p>Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ada. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.</p> <p>EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.</p> <p>Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.</p>					
Formula:					
$\sum \text{Response Times for each transaction} \div \text{Number of Transactions for each transaction type.}$ <p>Note: For all PO-1 Retail sub-metrics, and for sub-metric PO-1-07, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type.</p>					
Report Dimensions:					
Company: <ul style="list-style-type: none"> • VZ Retail² • CLEC Aggregate • CLEC Specific (PO-1-09 only) 	Geography: <ul style="list-style-type: none"> • New York 				
Products	CLEC Aggregate: <ul style="list-style-type: none"> • EDI • CORBA • WEB GUI <p>Note: Metric PO-1-09 Parsed CSR does not go through the WEB GUI interface, therefore, sub-metric PO-1-09 does not report WEB GUI results.</p>				
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface					
PO-1-01	Average Response Time – Customer Service Record (CSR)				
Calculation	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; background-color: #cccccc;">Numerator</th> <th style="width: 50%; background-color: #cccccc;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Sum of all response times for CSR transactions.</td> <td>Number of CSR transactions.</td> </tr> </tbody> </table>	Numerator	Denominator	Sum of all response times for CSR transactions.	Number of CSR transactions.
Numerator	Denominator				
Sum of all response times for CSR transactions.	Number of CSR transactions.				

² For sub-metric PO-1-09, there is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-02	Average Response Time – Due Date Availability	
Calculation	Numerator	Denominator
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.
PO-1-03	Average Response Time – Address Validation	
Calculation	Numerator	Denominator
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	Average Response Time – Product & Service Availability	
Calculation	Numerator	Denominator
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	Average Response Time – Telephone Number Availability & Reservation³	
Calculation	Numerator	Denominator
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	Average Response Time – Mechanized Loop Qualification – DSL	
Calculation	Numerator	Denominator
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	Average Response Time – Rejected Query	
Calculation	Numerator	Denominator
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	% Timeouts	
Calculation	Numerator	Denominator
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	Parsed CSR	
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

³ While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Function:
PO-2 OSS Interface Availability
Definition:
<p>This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.</p> <p>Scheduled Availability is as follows:</p> <ul style="list-style-type: none"> • Prime Time: 6:00AM to 12:00AM EST Monday through Saturday, excluding major Holidays • Non-Prime Time: 12:01AM to 5:59AM EST Monday through Saturday, and all day Sundays and Holidays. <p>Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the Observations column heading.</p> <p>Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.</p> <p>Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance Electronic Bonding (EB). Each server within the interfaces availability interface is measured separately. The EnView process will be expanded/updated to monitor and report on future OSS processes.</p>
Exclusions:
<p>The following exclusions apply:</p> <ul style="list-style-type: none"> • Troubles reported but not found in VZ's systems. • Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center. • Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.
Performance Standard:
<p>Metric PO-2-02: ≥ 99.5%</p> <p>Metric 2-03: no standard</p>

Methodology – PO-2 OSS Availability

Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (~~WCCC~~Help-Desk) with EnView reported outages. Verizon measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center (~~WCCC~~Help-Desk) receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, CORBA and WEB GUI interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.

Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals $(1 - (2/180)) \times 100 = 98.89\%$ Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

PO-2 Formula:		
(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> CLEC Aggregate 	<ul style="list-style-type: none"> Verizon North <p>Note: Verizon North includes CT, MA, ME, NH, NY, RI, VT</p>	
Products	<ul style="list-style-type: none"> Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI EDI CORBA Maintenance – Electronic Bonding 	
Sub-Metrics – OSS Interface Availability		
PO-2-01	Metric Not in Use in Verizon North	
PO-2-02	OSS Interface Availability – Prime-Time	
Calculation	Numerator	Denominator
	Number of prime-time hours in month <u>(multiplied by the number of available interfaces)</u> minus the Number of prime-time hours in month interface is not available. <u>plus scheduled downtime.</u>	Number of Prime-Time Hours in Month multiplied by the number of <u>serversavailable interfaces.</u>
PO-2-03	OSS Interface Availability – Non-Prime-Time	
Calculation	Numerator	Denominator
	Number of non-prime-time hours in month <u>(multiplied by the number of available interfaces)</u> minus the Number of non-prime-time hours in month interface is not available. <u>plus scheduled downtime.</u>	Number of Non-Prime-Time Hours in Month multiplied by the number of <u>serversavailable interfaces.</u>

Function:
PO-3 Contact Center Availability
Definition:
<p>This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.</p> <p>This metric also includes Speed of Answer – CLEC centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).</p> <p>Note: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator.</p> <p>Speed of Answer is measured in seconds from the time a call enters the VZ ACD until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. VZ measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative.</p> <p>The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD. For calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when a representative answers the call.</p>
Exclusions:
Calls directed to and answered by dedicated representatives.
Performance Standard:
<p>PO-3-02 and PO-3-04: 80% within 30 seconds</p> <p>Center Hours of Operation:</p> <ul style="list-style-type: none"> Repair Help Desk: 24 hours per day – seven (7) days a week Order Processing Assistance: 8:00AM to 6:00PM Monday through Friday. <p>Note: The Repair Help Desk is measured in metrics PO-3-03 and PO-3-04. The Order Processing Assistance Center is measured in metrics PO-3-01 and PO-3-02.</p> <p>Refer to Verizon web-site http://www22.verizon.com/wholesale/lsp/bridge/0.2631-4support.FF.html for various center hours of operation schedules. After accessing the web-site, select a center to receive center-specific information.</p>
Report Dimensions

Company: CLEC Aggregate		Geography:	
		Repair: Verizon East Ordering: Verizon North Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC. <u>Resale</u> <u>PO-3-02: NY Resale, NY/NE UNE and NY/NE Platform</u> <u>PO-3-04: All East States UNE & Resale combined</u> <u>UNE</u> <u>PO-3-02: NY Resale, NY/NE UNE and NY/NE Platform</u> <u>PO-3-04: All East States UNE & Resale combined</u> Verizon North includes: CT, MA, ME, NH, NY, RI, and VT	
Products	• Resale	•	UNE
Sub-Metrics			
PO-3-01	Metric Not in Use in Verizon North		

Sub-Metrics (continued) Contact Center Availability		
PO-3-02	% Answered within 30 Seconds – Ordering	
Calculation	Numerator	Denominator
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	Metric Not in Use in Verizon North	
PO-3-04	% Answered within 30 Seconds – Repair	
Calculation	Numerator	Denominator
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
<p>These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes.</p> <p>Documentation is not considered available until all material changes are made.</p>		
Exclusions:		
None.		
Performance Standard:		
<p>PO-4-01: 95% PO-4-02: No standard PO-4-03: no delayed notices and documentation over eight (8) calendar days.</p> <p>The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures. * Regulatory changes will vary based on application law/regulatory rules.</p>		
Timeliness Standards:		
Change type	Change Notification: Interval between notification and implementation	Change Confirmation: Final Documentation Availability before implementation ⁴
Type 5 – CLEC originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 4 – Verizon originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 3 – Industry Standard	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period change notification and change confirmation is negotiated on an individual case basis through the Change Management Process.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Report Dimensions		
Company:	Geography:	
CLEC Aggregate	Verizon North	
	Verizon North includes: CT, MA, ME, NH, NY, RI, and VT.	
Products	Change Notification: <ul style="list-style-type: none"> Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) – Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined) 	Change Confirmation <ul style="list-style-type: none"> Type 2 – Regulatory Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)
Sub-Metrics		
PO-4-01	% Change Management Notices sent on Time	
Calculation	Numerator	Denominator

⁴ Type one (1) change confirmation is not applicable.

	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.
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Sub-Metrics, continued	
PO-4-02	Change Management Notice – Delay one (1) to seven (7) days
Calculation	Data Value
	Cumulative delay days for all notices sent one (1) to seven (7) days late.
PO-4-03	Change Management Notice – Delay eight (8) plus days
Calculation	Data Value
	Cumulative delay days for all notices sent eight (8) or more days late.

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
<p>This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC.</p> <p>Note: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.</p>		
Exclusions:		
None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate 	Geography: <ul style="list-style-type: none"> Verizon <u>NorthEast</u> Verizon <u>North East</u> includes: CT, MA, ME, NH, NY, RI, <u>and VT, NJ, PA, VA, MD, DC, WV, and DE.</u>	
Sub-Metrics		
PO-5-01	Average Notice of Interface Outage	
Calculation	Numerator	Denominator
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:	
PO-6 Software Validation	
Definition:	
<p>This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics in any Performance Assurance Plan (PAP) that the Commission may adopt in relationship to Verizon New York’s application to provide interLATA services in New York. Within the software validation metric, weight factors will be allocated among transaction types (e.g., <i>Pre-Order, Resale-Order, UNE-Order, Platform-Order</i>) and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.</p> <p>Verizon New York will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon New York will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon New York will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction’s weight factor.</p> <p>A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.</p> <p>For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights.</p> <p>For those months that Verizon does not execute the test deck, the C2C report is populated with the notation R3 to indicate the test deck is executed three (3) times per year.</p>	
Exclusions:	
None.	
Performance Standard:	
PO-6-01: < = 5%	
Report Dimensions:	
<p>Company:</p> <p>CLEC Aggregate</p>	<p>Geography:</p> <p>The Verizon New York test deck results are reported for this sub-metric on the New York C2C reports.</p> <p>The Verizon New England test deck results are reported for this sub-metric on the New England C2C reports.</p> <p>Note: New England includes MA, ME, NH, RI and VT.</p>
Sub-Metrics	
PO-6-01	Software Validation

Calculation	Numerator	Denominator
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:	
PO-7 Software Problem Resolution Timeliness	
Definition:	
<p>This metric measures Software Problem Resolution Timeliness. Verizon installs software CLEC-affecting releases three (3) times per year (usually during the months of February, June, and October). After each major CLEC-affecting software release, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Help Desk Wholesale Customer Care Center (WCCC), those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.</p> <p>PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a major CLEC-affecting software release.</p> <p>For those months that Verizon installs software releases, the C2C report is populated with data in accordance with the PO-7 calculations.</p> <p>For those months that Verizon does not install software releases, the C2C report is populated with the notation R3 to indicate software releases are installed three (3) times per year.</p>	
Exclusions:	
Failed Pre-order and Order transactions reported to the Help Desk WCCC after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.	
Performance Standard:	
<p>PO-7-01: >= 95%</p> <p>PO-7-02 and PO-7-04: 48 Hours</p> <p>PO-7-03: 10 days</p> <p>Note: The data value populated on the C2C report for PO-7-02, 7-03 and 7-04 represents the number of hours (or days) beyond the standard. <i>For example</i>, a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard.</p>	
Problem Resolution Timeliness Standard measured from time the trouble was reported to the Help Desk WCCC (see Appendix O).	
Report Dimensions:	
Company:	Geography:
CLEC Aggregate	<p>PO-7-01, PO-7-02, and PO-7-03: Verizon East</p> <p>PO-7-04: New York</p> <p>Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and D.C.</p> <p>Note: For the New England states, sub-metric PO-7-04 uses a Verizon New England test deck.</p>
Sub-Metrics	
PO-7-01	% Software Problem Resolution Timeliness
Calculation	Numerator
	Number of production referrals resolved within timeliness standard.
PO-7-02	Denominator
	Total number production referrals.
PO-7-02	Delay Hours – Software Resolution – Change – Transactions failed, no workaround
Calculation	Data Value
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with order transaction rejects with no workaround.

PO-7 Sub-Metrics, continued	
PO-7-03	Delay Days – Software Resolution – Change – Transactions failed with workaround
Calculation	Data Value
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with order-transaction rejects with a workaround.
PO-7-04	Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround ⁵
Calculation	Data Value
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with order-transaction rejects with no workaround for Test Deck Transactions.

⁵ This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:		
PO-8 Manual Loop Qualification		
Definition:		
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services (e.g. 2W-xDSL), when such information is not available through an electronic database.		
Exclusions:		
<ul style="list-style-type: none"> Weekend and major Holidays are excluded from the interval count. <p>Note: 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.</p> <ul style="list-style-type: none"> Digital Design Loops that require loop conditioning (HXMU code) Test CLEC Ids 		
Performance Standard:		
PO-8-01: 95% within 48 Hours PO-8-02: 95% within 72 Hours		
Sub-Metrics		
PO-8-01	% On Time – Manual Loop Qualification	
Calculation	Numerator	Denominator
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of manual loop qualification transactions.
PO-8-02	% On Time– Engineering Record Request	
Calculation	Numerator	Denominator
	Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2
Ordering Performance
(OR)

Function	<u>Number of Sub-metrics</u>
OR-1 Order Confirmation Timeliness	8
OR-2 Reject Timeliness	6
OR-3 Percent Rejects	2
OR-4 Timeliness of Completion Notification	3
OR-5 Percent Flow-Through	2
OR-6 Order Accuracy	2
OR-7 Order Confirmation/Rejects sent within three (3) business days	1
OR-8 Acknowledgement Timeliness	1
OR-9 Order Acknowledgement Completeness	1
OR-10 PON Notifier Exception Resolution Timeliness	2

Function:
OR-1 Order Confirmation Timeliness
Definition:
<p>This metric measures Order Confirmation Timeliness.</p> <p>Resale and UNE:</p> <p>Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. Note: Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. <u>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.</u></p> <p>Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.</p> <p>Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.</p> <p>Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.</p> <p>Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines. Note: Effective October 2001, orders for UNE Specials DS0 <u>EELs (Loop and Backbone)</u> will change from the LSR format to the ASR format. The <u>UNE DS0 EEL orders</u> submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. <u>All other UNE Specials DS0 orders are still submitted using the LSR format.</u></p> <p>Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.</p> <p>Note: Effective October 2001, orders for UNE Specials DS0 <u>EELs (Loop and Backbone)</u> will be submitted via ASRs. <u>All other UNE Specials DS0 orders are still submitted using the LSR format.</u> UNE Specials DS0 <u>EELs</u> do not automatically require facility checks through REQNET. UNE Specials DS0 <u>EELs</u> will require facility checks if the order is for more than five (5) lines.</p> <p>Trunks:</p> <p>The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. Note: The received date is restarted for each SUPP.</p> <p>Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.</p>

OR-1 Definition, continued:

Notes:

- (1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
- (2) Verizon New York includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon New York's error in initial confirmation⁶ in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.
- (3) If no order confirmation time exists due to a missing order confirmation, Verizon New York will use the completion notification time.
- (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
- (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

Resale and UNE:

- VZ Test Orders ⁷
- 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.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through).

–Verizon SOP scheduled hours are as follows:

Monday through Friday 12:30AM to 11:30PM
 Saturday 12:30AM to 7:30PM
 Sunday 7:30 AM to 11:30PM.

Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (*e.g. NPA splits*). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

⁶ Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon New York reasons are not counted as resent confirmations.

⁷ VZ-Test Orders – see Glossary.

Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> CLEC Aggregate ⁸ CLEC Specific 	<ul style="list-style-type: none"> New York 	
Performance Standard: OR-1 Order Confirmation Timeliness		
OR-1-02, 1-04, 1-06, 1-08, 1-10, and 1-12, <u>and OR-1-19</u> : 95% On Time according to the schedule below: OR-1-13: 95%		
Resale:	UNE:	Interconnection Trunks:
<p>Electronically Submitted Orders:</p> <p>POTS/Pre-Qualified Complex:</p> <ul style="list-style-type: none"> Flow-through orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours <p>Complex Services (requiring Manual Loop Qualification)</p> <ul style="list-style-type: none"> 2-wire Digital Services: 72 hours <p>Special Services:</p> <ul style="list-style-type: none"> Orders with no facility check : 48 hours <p>Order with facility check: 72 hours¹⁰</p> <p>Faxed/Mailed Orders: Not available for Resale</p>	<p>Electronically Submitted Orders:</p> <p>POTS/Pre-Qualified Complex:</p> <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours <p>Complex Services(requiring Manual Loop Qualification)</p> <ul style="list-style-type: none"> 2-Wire Digital Services: 72 hours 2-Wire xDSL Loops: 72 hours 2-Wire xDSL Line Sharing/Line splitting: 72 hours <p>Special Services:</p> <ul style="list-style-type: none"> Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE specials (<u>UNE DS0 EELs > 6 lines, UNE DS1 and above</u>) received via ASR. Orders with facility check: 72 hours (<u>includes UNE Specials DS0 EELs > 6 lines, and UNE Specials DS1 and above</u>) <p>Faxed/Mailed Orders: Add 24 hours to intervals above. <u>Fax/Mail is n</u>Not available for <u>LSR orders: (UNE POTS and Complex (2Wire Digital, 2W xDSL Loop, and 2W xDSL Line Sharing/Line Splitting))</u>.</p>	<p>Electronically Submitted Orders:</p> <p>Firm Order Confirmation:</p> <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process <p>Design Layout Record</p> <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process <p>Inbound Augment Trunks:</p> <ul style="list-style-type: none"> ≤ 192 Trunks <u>accepted TGSRs</u>: 10 Business Days <u><= 192 Trunks: denied responses for TGSRs received via e-mail: less than or equal to seven (7) business days.</u> > 192 Trunks: Negotiated Process <p>Faxed/Mailed Orders: Add 24 hours to intervals above</p>

⁸ Excludes Verizon Advanced Data Incorporated

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>.

Sub-Metrics		
OR-1-01	Metric Not in Use in Verizon North	
OR-1-02	% On Time LSRC – Flow-through	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than <u>or equal to</u> two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	Metric Not in Use in Verizon North	
OR-1-04	% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-Qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials DS0
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than <u>or equal to the</u> standard for specified product.	Total number of electronic LSRs/ASRCs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	Metric Not in Use in Verizon North	
OR-1-06	% On Time LSRC/ASRC – Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0⁹ • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than <u>or equal to the</u> standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	Metric Not in Use in Verizon North	

⁹ UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	% On Time ASRC - No Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials DS0 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than <u>or equal to</u> the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	Metric Not in Use in Verizon North	
OR-1-10	% On Time ASRC - Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, Non DS1 & Non DS3) • <u>Specials DS0¹⁰</u> • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than <u>or equal to</u> the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	Metric Not in Use in Verizon North	
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks (\leq 192 Forecasted Trunks) • CLEC Trunks ($>$ 192 and Unforecasted Trunks and Projects) 	
Calculation	Numerator	Denominator
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	% On Time Design Layout Record (DLR)	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	Metrics not in use in Verizon North.	
OR-1-19	% On Time Response - Request for Inbound Augment Trunks	
	<u>Note: This metric is a combined measure including both; denied TGSRs that have a seven (7)-day performance standard, and accepted TGSRs that have a 10-day performance standard.</u>	

¹⁰ Orders for UNE DS0 EELs (Loop and Backbone) for \geq 6 lines require a facility check.

Products	<ul style="list-style-type: none"> • VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks) 	
Calculation	Numerator	Denominator
	Number of requests for Inbound Augment Trunks with responses sent within the specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:
OR-2 Reject Timeliness
Definition:
<p>This metric measures Reject Timeliness.</p> <p>Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (DCAS or Request Manager) or Fax date and time stamp. Note: Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. <u>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.</u></p> <p>Average Reject Response Time: The mean of all reject response times associated with a product group.</p> <p>Percent of Orders Rejected On Time: The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.</p> <p>Notes:</p> <ol style="list-style-type: none"> (1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. (2) Measurements are based on rejected orders. (3) VZ NY does not include cancelled orders in the measurements. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month. (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders • Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject. • Weekend and Holiday Hours (other than flow-through): <ul style="list-style-type: none"> • 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. • For OR-2-02: SOP scheduled downtime hours (Flow-through). Verizon SOP Scheduled hours are as follows: <p style="margin-left: 40px;">Monday through Friday 12:30AM to 11:30PM Saturday 12:30AM to 7:30PM Sunday 7:30 AM to 11:30PM</p> <p>Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (e.g. <i>NPA splits</i>). All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.</p>

Report Dimensions :		
Company: <ul style="list-style-type: none"> CLEC Aggregate ¹¹ CLEC Specific 		Geography: <ul style="list-style-type: none"> New York
Performance Standard – Reject Timeliness		
OR-2-02, 2-04, 2-06, 2-08, 2-10, and 2-12: 95% On Time According to schedule below:		
Resale: Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): <ul style="list-style-type: none"> Orders: 72 hours Special Services: ¹² <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with facility check: 72 hours Faxed/Mailed Orders: Not available for Resale	UNE: Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) : <ul style="list-style-type: none"> 2Wire Digital Services 72 hours 2Wire xDSL Loop: 72 hours 2Wire xDSL Line Sharing/Linesplitting: 72 hours Special Services: ¹³ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE Specials (<u>DS0 EELs > 6 lines</u>, DS1 and above) received via ASR. Orders with ≥ facility check: 72 hours (<u>includes UNE DS0 EELs > 6 lines and UNE DS1s and above</u>) Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for <u>LSRs: UNE POTS and Complex (2Wire Digital, 2W xDSL Loop, and 2W xDSL Line Sharing/Line Splitting).</u>	Interconnection Trunks: Electronically Submitted Orders: <ul style="list-style-type: none"> ≤ 192 Trunks: <u>40 less than or equal to seven (7)</u> Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above
Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	Metric Not in Use in Verizon North	
OR-2-02	% On Time LSR Reject (Flow-through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than <u>or equal to</u> two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

¹¹ Excludes Verizon Advanced Data Incorporated

¹² Also includes orders requiring facility verification as listed on the Verizon web-site <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>.

¹³ Also includes orders requiring facility verification as listed on the Verizon web-site . <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	Metric Not in Use in Verizon North	
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	Metric Not in Use in Verizon North	
OR-2-06	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	Metric Not in Use in Verizon North	
OR-2-08	% On Time Reject - No Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than <u>or equal to the</u> standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	Metric Not in Use in Verizon North	
OR-2-10	% On Time Reject <u>–</u> Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than <u>or equal to the</u> standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-11	Metric Not in Use in Verizon North	
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: <ul style="list-style-type: none"> CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of rejected trunk orders that meet reject trunk standard (40 less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
<p>This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected.</p> <p>The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering Interface System (DCAS or Request Manager <u>(for LSRs), CAFÉ and EXACT (for ASRs)</u>, not just those with associated CRIS completions.</p> <p>Note: Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.</p>		
Exclusions:		
<ul style="list-style-type: none"> VZ Test Orders 		
Performance Standard:		
<p>OR-3-01: No standard. OR-3-02: 95%</p>		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> CLEC Aggregate ¹⁴ CLEC Specific 	<ul style="list-style-type: none"> New York 	
Sub-Metrics		
OR-3-01	% Rejects	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	% <u>LSR</u> Resubmission Not Rejected	
Calculation	Numerator	Denominator
	Total <u>EDI</u> PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of <u>EDI</u> PONs already in Verizon's systems.	Total <u>number of EDI</u> PONs resubmitted at Verizon's request.

¹⁴ Excludes Verizon Advanced Data Incorporated

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
Refer to the <i>Definition</i> listed next to each OR-4 sub-metric (OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.		
Exclusions:		
<ul style="list-style-type: none"> • Verizon Test Orders • Orders not received through the Verizon Netlink/NetLink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI. • VADI orders • For sub-metric OR-4-11 only includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN. 		
Performance Standard:		
<p>For sub-metric OR-4-11: 0.25% of PONs that received neither a PCN nor a BCN within two (2) business days from the SOP posting of the provisioning of the last service order associated with a specific PON.</p> <p>For sub-metric OR-4-16: 95% of PCNs sent within one (1) business day.</p> <p>For sub-metric OR-4-17: 95% of BCNs sent within two (2) business days.</p>		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate ¹⁵ • CLEC Specific 	<ul style="list-style-type: none"> • New York <p>Note: Geography is state specific</p>	
Sub-Metrics Timeliness of Completion Notification		
OR-4-01 through OR-4-10	Metrics Not in Use in Verizon North	
OR-4-11	% Completed orders with neither a PCN nor BCN sent	
Description	The percent of EDI PONs for which the last service order has been <i>provisioning completed</i> in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) business days after <i>provisioning completion</i> , the order will be captured here in this measure.	
Products	CLEC Aggregate: <ul style="list-style-type: none"> • EDI 	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as <i>provisioning completed</i> in SOP.	Total number of EDI PONs for which the last service order has been updated as <i>provisioning completed</i> in SOP in a month.

¹⁵ Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification, continued		
OR-4-12 through OR-4-15	Metrics Not in Use in Verizon North	
OR-4-16	% Provisioning Completion Notifiers sent within one (1) Business Day	
Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in the Verizon SOP system of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one business day of the Work Order Completion (WFA completion date) in SOP.	
Products	CLEC Aggregate:	
	<ul style="list-style-type: none"> • EDI 	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a PCN within one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as <i>provisioning completed</i> in the Service Order Processor (SOP) in a month.
OR-4-17	% Billing Completion Notifiers sent within two (2) Business Days	
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.	
Products	CLEC Aggregate:	
	<ul style="list-style-type: none"> • EDI 	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update..	Total number of EDI PONs for which the last service order has been updated as <i>provisioning completed</i> in the Service Order Processor (SOP) in a month.

Function:	
OR-5 Percent Flow-Through	
Definition:	
<p>This metric measures the percent of valid orders (LSRs) received through the electronic ordering interface (example includes: Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.</p> <p>Simple Flow-through: Percent of Basic POTS Services (excluding Centrex) that actually flow-through from DCAS to SOP.</p> <p>% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.</p> <p>Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.</p> <p>Note: Rejected Orders (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.</p>	
Exclusions:	
<ul style="list-style-type: none"> VZ Test Orders Verizon Advanced Data Incorporated (VADI) <p>From Achieved Flow-through:</p> <ul style="list-style-type: none"> Orders not eligible to flow-through <ul style="list-style-type: none"> Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H. Orders with CLEC input errors in violation of published business rules 	
Performance Standard:	
<p>OR-5-01 No standard developed for total flow-through. OR-5-03: 95% for % flow-through achieved</p>	
Report Dimensions	
Company:	Geography:
<ul style="list-style-type: none"> CLEC Aggregate 	<ul style="list-style-type: none"> New York
Sub-Metrics	
OR-5-01	% Flow-through – Total
Products	Resale UNE
Calculation	Numerator
	Sum of all orders that flow-through for specified product.
Calculation	Denominator
	Total number of LSR records (orders) for specified product.
OR-5-02	Metric Not in Use in Verizon North
OR-5-03	% Flow-through Achieved
Products	Resale UNE
Calculation	Numerator
	Number of orders that flow-through for specified product.
Calculation	Denominator
	Number of flow-through eligible orders.

Function:		
OR-6 Order Accuracy		
Definition:		
<p>This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of order confirmations sent from Verizon to the CLEC with error. The second measure is focused on the percent of fields populated correctly on the Verizon order.</p> <p>Note: The OR-6-03 Interim measure is in effect until LSOG4 is fully implemented.</p>		
Methodology:		
<p>For sub-metric OR-6-01, VZ uses a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale, and 400 orders for UNE <u>Loop/Complex/LNP, and 400 orders for UNE Platform</u> each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from DCAS Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s). <u>Refer to Appendix M for a list of fields reviewed by Verizon.</u></p> <p>Verizon samples by centers that process CLEC orders and pulls 20 LSRs per center. Samples are identified using random number generation from DCAS. Verizon then prints a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluates the FOC to determine if the information included is accurate.</p> <p><u>For sub-metric OR-6-03, the measure is a percentage of all confirmations sent due to Verizon error against the total number of confirmations sent in the reporting month.</u></p>		
Exclusions:		
<ul style="list-style-type: none"> Orders entered by the CLEC that flow-through. Verizon Advanced Data Incorporated (VADI) Orders. 		
Performance Standard:		
<p>OR-6-01, and OR-6-03 (interim measure) 95% orders without errors. OR-6-03 (long term measure): not more than 5% of LSRCs resent due to Verizon error.</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate 	Geography: <p>Resale: OR-6-01 and OR-6-02: Verizon North OR-6-03: Verizon New York</p> <p>Note: OR-6-03 includes CT data.</p> <p>UNE: OR-6-01, <u>and</u> OR-6-02 and <u>OR-6-03:-</u> Verizon North <u>OR-6-03: Verizon New York</u></p> <p>Note 1: Verizon North includes CT, MA, ME, NH, NY, RI, VT <u>Note 2: OR-6-03 is reported at a state specific level for both Resale and UNE</u></p>	
Sub-Metrics		
Products	Resale	UNE: <ul style="list-style-type: none"> Loop/Complex/LNP Platform
OR-6-01	% Service Order Accuracy Orders	
Calculation	Numerator	Denominator
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.

OR-6-02	Metric Not in Use in Verizon North	
OR-6-03	% Accuracy – LSRC (Interim Measure)	
Calculation	Numerator	Denominator
	Number of LSRs sampled minus LSRs with errors for specified product.	Number of LSRs sampled.
OR-6-03	% Accuracy – LSRC (Long Term Measure)	
Calculation	Numerator	Denominator
	Number of LSRs resent due to error.	Number of LSRs.

Function:		
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days		
Definition:		
The percent of Resale, UNE Loop, and UNE Platform LSRs confirmed or rejected by Verizon within three (3) business days of receipt as a percent of total LSRs received. <u>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.</u>		
Note: This is a measure of completeness not timeliness. Source: Master PON File.		
Exclusions:		
<ul style="list-style-type: none"> • Cancelled orders. • LSRs that were supplemented prior to confirmation or rejection. • Edit Rejects (negative 99s) that are not eligible for confirmation or rejection. • <u>Test Ids</u> 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate ¹⁶ • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01	% Order Confirmation/Rejects Sent Within Three (3) Business Days	
Products	Resale	UNE Platform UNE Loop
Calculation	Numerator	Denominator
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

¹⁶ Excludes Verizon Advanced Data Incorporated

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
<p>Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI. <u>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.</u></p>		
Exclusions		
<ul style="list-style-type: none"> • Orders submitted by Web GUI Interface. • Orders not submitted electronically. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate ¹⁷ • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

¹⁷ Excludes Verizon Advanced Data Incorporated

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
<p>This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator.</p> <p>This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day. <u>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.</u></p>		
Exclusions:		
<ul style="list-style-type: none"> • Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files. 		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate ¹⁸ • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

¹⁸ Excludes Verizon Advanced Data Incorporated

Function:
OR-10 PON Notifier Exception Resolution Timeliness
Definition:
<p>The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days and ten (10) business days from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.</p> <p>The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).</p> <p>PON Notifier Exceptions received after 5:00PM will be considered received the next business day.</p> <p>The PON Notifier Exception is considered resolved when Verizon has either:</p> <ol style="list-style-type: none"> 1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request). 2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated. 3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number. 4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC. 5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date. <p>CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM. For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.</p>
Exclusions:
<ul style="list-style-type: none"> • Non NetLink EDI PON Exception Notifier Trouble Tickets. • VADI PON Exception Notifier Trouble Tickets excluded from the CLEC aggregate. • Any request for Notifier for orders due/complete more than 30 business days old. • Orders for Products/Services that are not designed to produce the requested notifier (e.g. LIDB).
Performance Standard:
<p>OR-10-01: 95% resolved within three (3) business days. OR-10-02: 99% resolved within ten (10) business days.</p>

Report Dimensions		
Company:	<ul style="list-style-type: none"> CLEC Aggregate (excluding VADI) CLEC Specific VADI (For commission viewing only) 	
Geography:	<ul style="list-style-type: none"> New York 	
These sub-metrics are reported at a state specific level.		
Sub-Metrics		
OR-10-01	% of PON Exceptions Resolved Within Three (3) Business Days	
Products for OR-10-01 and OR-10-02	All	
Calculation	Numerator	Denominator
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.
OR-10-02	% of PON Exceptions Resolved Within ten (10) Business Days	
Calculation	Numerator	Denominator
	Number of PON Notifier Exceptions resolved within ten (10) business days.	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Section 3
Provisioning Performance
(PR)

Function	Number of Sub-metrics
PR-1 Average Interval Offered	10
PR-2 Metrics not in use in Verizon North	0
PR-3 Completed within Specified Number of Days (1-5 Lines)	7
PR-4 Missed Appointments	89
PR-5 Facility Missed Orders	34
PR-6 Installation Quality	3
PR-7 Metrics not in use in Verizon North	0
PR-8 Open Orders in a Hold Status	2
PR-9 Hot Cut Performance	2

Function:
PR-1 Average Interval Offered
Definition:
<p>This metric measures the average interval offered for completed and cancelled orders. For POTS and Specials, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p> <p>Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line splitting.</p> <p>Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.</p> <p>Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.</p> <p>Notes: (1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs. (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.</p>
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders. • Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code¹⁹). • Verizon Administrative orders. • Orders with invalid intervals (<i>e.g. Negative intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Retail Suspend for non-payment and associated restore orders. • Orders that have neither completed nor been cancelled. • Orders requiring manual loop qualification. <ul style="list-style-type: none"> Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LR (indicating that a manual loop qualification is required). • Disconnects are excluded from all sub-metrics except sub-metric PR-1-12 which measures disconnects.

¹⁹ Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Performance Standard:		
<p>PR-1-01 through PR-1-09 and PR-1-12 (except for <u>both UNE PR-1-01 and PR-1-02 UNE/2Wire xDSL Loops, UNE DSL Line Sharing, and UNE DSL Line Splitting</u> <u>and PR-1-09 UNE IOF, EEL – Backbone, and EEL – Loop</u>): Parity with VZ Retail.</p> <p>-PR-1-01 and 1-02, UNE/2Wire xDSL Loops: No Standard. PR-1-01 and 1-02, UNE DSL Line sharing, and UNE DSL Line Splitting: Parity with VADI <u>PR-1-09 UNE IOF, UNE EEL – Backbone and EEL – Loop: No standard, Refer to the EEL and IOF legends on the C2C report templates.</u></p> <p>The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation , for the specific intervals offered for products and services. After accessing this web-site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> • VZ Retail • VADI ²⁰ • CLEC Aggregate ²¹ • CLEC Specific 	Geography: New York	
Sub-Metrics – PR-1 Average Interval Offered		
PR-1-01	Average Interval Offered – Total No Dispatch	
Products	Resale: <ul style="list-style-type: none"> • POTS: Residence • POTS: Business • 2-Wire Digital Services 	UNE: <ul style="list-style-type: none"> • POTS - Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02	Average Interval Offered – Total Dispatch	
Products	Resale: <ul style="list-style-type: none"> • 2-Wire Digital Services 	UNE: <ul style="list-style-type: none"> • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.

²⁰ Reported for DSL metrics only

²¹ Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-03	Average Interval Offered – Dispatch one (1) to five (5) Lines	
Products	Resale: <ul style="list-style-type: none"> • POTS: Residence • POTS: Business 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	Average Interval Offered – Dispatch six (6) to nine (9) Lines	
Products	Resale: <ul style="list-style-type: none"> • POTS – Total 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
PR-1-05	Average Interval Offered – Dispatch (³ 10 Lines)	
Products	Resale: <ul style="list-style-type: none"> • POTS – Total 	UNE: <ul style="list-style-type: none"> • POTS – Platform • POTS – Loop
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	Average Interval Offered – DS0	
Products	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
PR-1-07	Average Interval Offered – DS1	
Products	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
PR-1-08	Average Interval Offered – DS3	
Products	Resale: <ul style="list-style-type: none"> • Specials 	UNE: <ul style="list-style-type: none"> • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-09	Average Interval Offered – Total	
Products	UNE: <ul style="list-style-type: none"> • IOF • EEL – Backbone • EEL – Loop 	CLEC Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for product group orders.	Number of orders for product group.
PR-1-10 and PR-1-11	Metrics not in use in Verizon North	
PR-1-12	Average Interval Offered – Disconnects	
Products	Resale: <ul style="list-style-type: none"> • POTS (including Complex) • Specials 	UNE: <ul style="list-style-type: none"> • POTS (including Complex) • Specials
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for product group disconnect (D & F) orders.	Number of orders for product group.

Function:	
	PR-2 Metrics Not In Use in Verizon North
Definition:	

Function:	
PR-3 Completed within Specified Number of Days (1-5 Lines)	
Definition:	
<p>This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code). • Verizon Administrative orders. • Orders with invalid intervals (<i>e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). • Additional Segments on orders (parts of a whole order are included in the whole). • Orders that are not complete. (Orders are included in the month that they are complete). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end-user or CLEC caused delay. • Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. <p>• For sub-metrics PR-3-03, and PR-3-10 2 wire xDSL Loop, and PR-3-03 2 wire xDSL Line Sharing and 2 wire xDSL Line Splitting orders that require a manual loop qualification.</p> <p>⚡ Note: 2-wire xDSL Loop, Line Sharing, and Line Splitting orders that require manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required).</p>	
For 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and 2Wire xDSL Line Splitting only:	
<ul style="list-style-type: none"> • Orders missed due to facility reasons. 	
Performance Standard:	
<p>PR-3-01, PR-3-06, and PR-3-09: Parity with VZ Retail.</p> <p>PR-3-03: 2Wire xDSL Line Sharing, and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI</p> <p>PR-3-08: Hot Cut Loop: 95%</p> <p><u>PR-3-10 2Wire Digital Loops: Parity with VADI</u></p> <p>PR-3-10 and PR-3-11: 2Wire xDSL Loops: 95%</p> <p>Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • New York

Sub-Metrics		
PR-3-01	% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch	
Products	Resale: • POTS – Total	UNE: • POTS – Platform
Calculation	Numerator	Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	Metric Not in Use in Verizon North	
PR-3-03	% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch	
Products	UNE: • 2 Wire XDSL Line sharing • 2Wire xDSL Line Splitting	
Calculation	Numerator	Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	Metric Not in Use in Verizon North	
PR-3-05	Metric Not in Use in Verizon North	
PR-3-06	% Completed in three (3) Days one (1) to five (5) Lines – Dispatch	
Products	Resale: • POTS – Total	UNE: • POTS – Platform • Loop - New
Calculation	Numerator	Denominator
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	Metric Not in Use in Verizon North	
PR-3-08	% Completed in five (5) days one (1) to five (5) Lines – No Dispatch	
Products	UNE: Hot Cut Loops	
Calculation	Numerator	Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-09	% Completed in five (5) Days one (1) to five (5) Lines – Dispatch	
Products	Resale: • POTS – Total	UNE: • POTS – Platform • Loop – New
Calculation	Numerator	Denominator
Calculation	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-10	% Completed in six (6) Days one (1) to five (5) Lines – Total	
Products	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops • <u>2Wire Digital Loops</u> 	
Calculation	Numerator	Denominator
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	% Completed in nine (9) Days one (1) to five (5) Lines – Total ²²	
Products	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops 	
Calculation	Numerator	Denominator
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.

²² Interim performance measure. This metric will be removed upon completion of PO-8 metric.

Function:	
PR-4 Missed Appointments	
Definition:	
<p>This metric measures the Percent of Orders completed after the commitment date.</p> <p>For LNP: The percent of orders completed on time (not early) DSL Loops are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop.</p> <p>Trunks: Includes reciprocal trunks from VZ to CLEC. <u>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.</u></p> <p><u>Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.</u></p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are completed) • Suspend for non-payment and associated restore orders. • LNP orders without office equipment which do not have a trigger order. • For PR-4-04, and PR-4-14 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and UNE DSL Line Splitting only exclude orders missed for facility reasons. 	
Performance Standard:	
<p>PR-4-01, 4-02, 4-04 and 4-05 (except Line Sharing, Line Splitting, and <u>PR-4-02 CLEC Trunks, PR-4-04 and PR-4-14, UNE 2Wire xDSL Loops</u>): Parity with VZ Retail ²³</p> <p><u>PR-4-02 CLEC Trunks: None – Analysis only.</u></p> <p>PR-4-03 and 4-08: No standard</p> <p>PR-4-07 LNP: 95% on Time</p> <p>PR-4-04 UNE 2Wire xDSL Loop: Not more than 5%</p> <p>PR-4-14 UNE 2Wire xDSL Loop: 95% on Time.</p> <p><u>PR-4-15: CLEC Trunks: 95% on Time</u></p> <p>UNE 2Wire xDSL Line Sharing and Line Splitting: Parity with VADI</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • New York

²³ % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics			
PR-4-01	% Missed Appointment – Verizon – Total		
Description	The percent of orders/trunks completed after the commitment date, due to Verizon reasons.		
Products	Resale: <ul style="list-style-type: none"> • DS0 • DS1 • DS3 • Specials Other 	UNE: <ul style="list-style-type: none"> • EEL • IOF • DS0 • DS1 • DS3 • Specials Other 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of orders/trunks where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders/trunks completed for product group.
PR-4-02	Average Delay Days – Total		
Description	For orders/trunks missed due to Verizon reasons, the average number of days between committed-DD-the order DD and actual work completion date.		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services- • Specials Total 	UNE: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials Total • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Sum of the completion date minus DD for orders/trunks missed due to company reasons by product group.		Number of orders/trunks missed for company reasons, by product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-03	% Missed Appointment – Customer	
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • EEL • IOF • Specials
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of orders/trunks where the order completion date is greater than the order DD due to customer reasons for product group.	Number of orders/trunks completed for product group.
PR-4-04	% Missed Appointment – Verizon – Dispatch	
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Platform • Loop – New • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.	Number of Dispatched Orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-05	% Missed Appointment – Verizon – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Platform • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-06	Metric Not in Use in Verizon North. Measure moved to PR-9 metrics.	
PR-4-07	% On Time Performance – LNP Only	
Description	Percent of all LNP orders (including the associated retail disconnect orders both the Trigger and associated disconnect order) where trigger is in place <u>one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. before the frame DD and disconnect is completed after, but on the DD.</u> For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after <u>due date and time on the order.</u> Reported in Aggregate: Orders-Telephone Numbers disconnected early are considered not met.	
Products	UNE: <ul style="list-style-type: none"> • LNP 	
Calculation	Numerator	Denominator
	Number of LNP orders <u>(1 order = Trigger order and disconnect order)</u> , where port trigger is completed one (1) <u>business day before frame due the due date time (as scheduled on order) and the retail disconnect is completed on or after committed time frame 11:59PM of the due date.</u>	Number of LNP orders completed <u>(1 order = Trigger order and disconnect order).</u>
PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: <ul style="list-style-type: none"> • 2-Wire Digital Services. • Specials 	UNE: <ul style="list-style-type: none"> • 2-Wire Digital Services. • 2-Wire xDSL Loops • Specials
Calculation	Numerator	Denominator
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-09 through PR-4-13	Metric numbers not available in New York.	
PR-4-14	% Completed On Time – 2-wire xDSL	
Description	<p>% of 2-wire x DSL Loop completed on time. Complete per VZ and CLEC.</p> <p>A 2Wire xDSL order is considered completed on time if:</p> <p>For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or :</p> <p>For CLECs that do <i>not</i> provide serial numbers; Verizon completed the service on the due date.</p>	
Products	UNE <ul style="list-style-type: none"> • 2Wire xDSL Loop 	
Calculation	Numerator	Denominator
	Number of all orders completed on or before the DD.	Number of completed orders minus any orders delayed for customer reasons
PR-4-15	% On Time Provisioning – Trunks	
Description	<u>The percent of trunks completed on or before the order due date.</u>	
Products	<u>Trunks</u> <ul style="list-style-type: none"> • <u>CLEC Trunks</u> 	
Calculation	Numerator	Denominator
	<u>The number of trunks where the order completion date is less than or equal to the order due date.</u>	<u>The number of trunks completed within the month.</u>

Function:		
PR-5 Facility Missed Orders		
Definition:		
<p>These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. Note: The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.</p> <p>Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.</p> <p>Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.</p> <p>Facility Missed Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. Note: trunks are not dispatched.</p>		
Exclusions:		
<ul style="list-style-type: none"> • VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • From PR-5-01 through PR-5-03: Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • From PR-5-04: Orders missed or delayed due to customer reasons. 		
Performance Standard:		
<p>PR-5-01 through PR-5-03 (except Line Sharing and Line Splitting): Parity with VZ Retail. UNE DSL Line Sharing and Line Splitting: Parity with VADI PR-5-04: No Standard. This is a diagnostic measure.</p>		
Report Dimensions		
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 		Geography: <ul style="list-style-type: none"> • New York
Sub-Metrics		
PR-5-01	% Missed Appointment – Verizon – Facilities	
Description	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.	
Products	Resale: <ul style="list-style-type: none"> • POTS • Specials • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.

Sub-Metrics (continued) Facility Missed Orders		
PR-5-02	% Orders Held for Facilities > 15 Days	
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.	
Products	Resale: <ul style="list-style-type: none"> • POTS • Specials • 2-Wire Digital Services. 	UNE: <ul style="list-style-type: none"> • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting.
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.
PR-5-03	% Orders Held for Facilities > 60 Days	
Description	The Percent of trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. Note: trunks are not dispatched.	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.	Number of trunks completed for product group.
PR-5-04	% Orders Cancelled (> five (5) days) after Due Date – Due to Facilities	
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.	
Products	UNE: <ul style="list-style-type: none"> • Loop • 2Wire Digital Services • 2Wire xDSL Loops • Specials 	
Calculation	Numerator	Denominator
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons).	Number of orders completed or cancelled for the product group within the report month.

Function:		
PR-6 Installation Quality		
Definition:		
This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.		
Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD		
Exclusions:		
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble. 		
Formula:		
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.		
Performance Standard:		
PR-6-01: Parity with VZ Retail For Found Troubles		
PR-6-02 UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days: 2%		
PR-6-03: No standard		
PR-6-01: UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Sub-Metrics		
PR-6-01	% Installation Troubles reported within 30 Days	
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon’s network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 wire digital services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

Sub-Metrics (continued) Installation Quality		
PR-6-02	% Installation Troubles reported within seven (7) Days	
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
Products	UNE: <ul style="list-style-type: none"> • POTS – Loop Hot Cut 	
Calculation	Numerator	Denominator
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • POTS – Loop • POTS – Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials
	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

Function:
PR-7 Metrics Not in Use in Verizon North

Function:	
PR-8 Open Orders in a Hold Status	
Definition:	
<p>This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.</p> <p>An open order is a valid order that has not been completed or cancelled. Open orders in a hold status include:</p> <ol style="list-style-type: none"> 1. open orders that have passed the originally committed completion date due to VZ reasons; and, 2. open orders that have not been assigned a completion date due to VZ reasons. <p>Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).</p>	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Verizon Administrative orders. • Additional segments on orders (parts of a whole order are included in the whole). • Orders that are complete or cancelled. • Suspend for non-payment and associated restore orders. • Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation) • Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date. 	
Performance Standard:	
<p>Parity with Verizon Retail.</p> <p>UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting performance standard is Parity with VAD1..</p>	
Report Dimensions	
<p>Company</p> <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • New York

Sub-Metrics			
PR-8-01	Open Orders in a Hold Status > 30 Days		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.
PR-8-02	Open Orders in a Hold Status > 90 Days		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.

Function:	
PR-9 Hot Cut Loops	
Methodology:	
<p>This metric measures the percent on-time performance for UNE Hot Cut Loops. A Hot Cut is considered complete when the following situation occurs:</p> <p>Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (e.g. <i>project completes by a certain date</i>).</p> <p>Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.</p> <p>A Hot Cut is considered missed when one of the following occurs:</p> <ol style="list-style-type: none"> 1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble). 2. Work was not done (e.g. <i>work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)</i>) by close of intervals noted under <i>Met Hot Cuts</i> definition due to a Verizon reason (e.g. <i>HFC, late turn-up, due date pushed out due to Verizon action</i>). 	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Verizon Administrative orders • Additional segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere. <p>From PR-9-09 % Supplemented or Cancelled Orders at Verizon New York request:</p> <ul style="list-style-type: none"> • Hot Cuts where no CLEC dial tone was found on DD-2 test and the CLEC was notified of problem • Hot Cuts where CLEC dial tone was found on DD-2 test and not present on the DD. 	
Performance Standard:	
<p>Hot Cuts: PR-9-01: 95% completed within window PR-9-08: No standard</p> <p>Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines: one (1) to nine (9) lines: one (1) Hour 10 to 49 lines: two (2) Hours 50 to 99 lines: three (3) Hours 100 to 199 lines: four (4) Hours 200 plus lines: eight (8) Hours</p> <p>If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)²⁴. Four (4) hour window applies to start time.</p>	
Report Dimensions	
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • New York

²⁴ Only applicable if Verizon New York notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

Sub-Metrics – Hot Cut Loops		
PR-9-01	% On Time Performance – Hot Cut	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: <ul style="list-style-type: none"> Loop – Hot Cut (Coordinated Cut-over) 	
Calculation	Numerator	Denominator
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02 through PR-9-07	Metrics not in use in Verizon North	

Sub-Metrics – Hot Cut Loops (Continued)		
PR-9-08	Average Duration of Service Interruption	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	Numerator	Denominator
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	Metric Not in Use in Verizon North	

Section 4
Maintenance & Repair Performance
(MR)

Function	Number of Sub-metrics
MR-1 Response Time OSS Maintenance Interface	6
MR-2 Trouble Report Rate	5
MR-3 Missed Repair Appointments	3
MR-4 Trouble Duration Intervals	8
MR-5 Repeat Trouble Reports	1

Function:	
MR-1 Response Time OSS Maintenance Interface	
Definition:	
<p>This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform.</p> <p>Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.</p>	
Exclusions:	
<ul style="list-style-type: none"> • CLEC Create Transactions – complex create trouble transactions not available to retail. • EnView transactions 	
Methodology:	
<p>8:00AM to 5:00PM seven (7) days per week, no holiday exclusions.</p> <p>For VZ retail representatives: Retail performance is reported directly from Caseworker. For Caseworker, the create and modify transaction measurements are calculated using two measurements: The first measurement captures the response time from the time the user hits the ok button (after the user received a blank TE screen, and entered a TN) until the data is received for display on the next screen. The second measurement captures the response time from the time the user hits the ok button (after they have populated all the appropriate fields) to the time the LMOS information is received. The two measurements are combined and reported as the metrics transaction time. If the user hits cancel on the second screen, the time from the first measurement is included in the total.</p> <p>The Retail number reported for metrics MR-1-01 and MR-1-03 are a combination of both the create and modify transactions, because the create and modify cannot be differentiated on the Retail side. Consequently, the retail number will be the same for both metrics.</p> <p>For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.</p> <p>For VZ 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 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 Trouble Entry (TE) screen), and the requested create, modify, or cancel (initiated from the Trouble Report (TR) screen. The first measurement captures the response time from the time the 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.</p> <p>For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.</p>	
Performance Standard:	
<p>Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate 	<p>Geography:</p> <ul style="list-style-type: none"> • New York <p>Note: New York CLEC numbers reflect NY and CT.</p>

		<p>Verizon New England CLEC numbers are reported at a state specific level.</p> <p>For Retail; All MR-1 sub-metrics are reported at a state specific level, except for MR-1-06, which is reported as a combined NE number for the New England states, and as a combined NY and CT number for the NY and CT states.</p>
Products	<ul style="list-style-type: none"> Retail 	<ul style="list-style-type: none"> CLEC
Sub-Metrics		
MR-1-01	Average Response Time – Create Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	Average Response Time – Status Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	Average Response Time – Modify Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	Average Response Time – Request Cancellation of Trouble	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	Average Response Time –Trouble Report History (by TN/Circuit)	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	Average Response Time – Test Trouble (POTS Only)	
Calculation	Numerator	Denominator
	Sum of all response times from <i>Enter</i> key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:			
MR-2 Trouble Report Rate			
Definition:			
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).</p> <p>UNE Loop is defined as 2-wire analog loop.</p> <p>Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p> <p>The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.</p>			
Exclusions:			
<ul style="list-style-type: none"> • Report rate excludes subsequent reports (additional customer calls while the trouble is pending) • Troubles reported on VZ official (administrative lines) • Troubles closed due to customer action. • Troubles reported by Verizon employees 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 • Troubles reported but not found (Found OK and Test OK). <p>Excluded from MR-2-02 and MR-2-03 for 2 wire xDSL Loops and Line sharing: Installation troubles</p>			
Performance Standard:			
<p>MR-2-01, MR-2-02, MR-2-03 Report Rate: Parity with Verizon Retail UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR MR-2-04, % Subsequent Reports: No standard Parity to be assessed in conjunction with missed appointments. MR-2-05, % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK) No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.</p>			
Report Dimensions			
Company:		Geography:	
<ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • New York 	
Sub-Metrics			
MR-2-01	Network Trouble Report Rate		
Products	Resale:	UNE:	Trunks:
	<ul style="list-style-type: none"> • Specials 	<ul style="list-style-type: none"> • Specials 	<ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
POTS:	Number of all trouble reports with found network troubles.		Number of Lines or specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	Network Trouble Report Rate – Loop	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	Network Trouble Report Rate – Central Office	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 wire Digital services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.
MR-2-04	% Subsequent Reports	
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).	Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials
Calculation	Numerator	Denominator
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), and Not Trouble Found (NTF) Found troubles for Specials. (NTF) .	Number of lines in service.

Function:		
MR-3 Missed Repair Appointments		
Definition:		
<p>These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched.</p> <p><u>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.</u></p>		
Exclusions:		
<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 • Excludes subsequent reports (additional customer calls while the trouble is pending) • *Customer Premises Equipment (CPE) troubles • *Troubles reported but not found (Found OK (FOK) and Test OK (TOK)). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. • <u>Sub-metric MR-3-02 POTS Loop Only: exclude <i>redirected</i> troubles. A trouble ticket is considered a <i>redirect</i> 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).</u> <p>Note: The following <i>No Access Rule</i> applies to MR-3 <i>Missed Repair Appointments</i> sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a <i>No Access</i> situation.</p> <p>* The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.</p>		
Performance Standard:		
MR-3-01 and MR-3-02 (except 2Wire xDSL Line Sharing and UNE DSL Line Splitting) – Parity with VZ Retail.		
MR-3-01 and MR-3-02 UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI		
MR-3-03 No standard		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • New York 	
Sub-Metrics		
MR-3-01	% Missed Repair Appointment – Loop	
Products	Resale: <ul style="list-style-type: none"> • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator

	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).
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Sub-Metrics – Missed Repair Appointment (Continued)		
MR-3-02	% Missed Repair Appointment – Central Office	
Products	Resale: <ul style="list-style-type: none"> • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).	Number of Central Office Troubles (Disposition Code 05).
MR-3-03	% CPE/TOK/FOK – Missed Appointment	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).	Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	Metric Not in Use in Verizon North	
MR-3-05	Metric Not in Use in Verizon North	

Function:
MR-4 Trouble Duration Intervals
Definition:
<p>This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).</p> <p>For POTS, Resale and UNE Platform, type services trouble duration intervals are measured on a <i>running clock</i> basis. Run clock includes weekends and holidays.</p> <p>For UNE Loop, UNE 2Wire Digital Loop, and UNE 2Wire xDSL Loop products, trouble duration intervals are measured on a limited <i>stop clock</i> basis. A <i>stop clock</i> is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. For example, if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 08:00AM Monday. This applies to dispatched out tickets only.</p> <p>For Special Services type services and Interconnection trunks, this is measured on a <i>stop clock</i> basis (e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).</p> <p>Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than “y” hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ’s designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for that product listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Note: “y” equals hours OOS (2, 4, 12 or 24 hours).</p> <p>For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network.</p> <p><u>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.</u></p>
Exclusions:
<ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. • <u>For, Sub-metric MR-4-03 POTS Loop Only: exclude <i>redirected</i> troubles. A trouble ticket is considered a <i>redirect</i> 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).</u> <p>For troubles where the <i>stop clock</i> is used:</p> <ul style="list-style-type: none"> • the time period from when the <i>stop clock</i> is initiated until the time when the clock resumes.
Performance Standard:
<p>Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting).</p> <p>UNE Loop measurements will be compared to Retail Business and Residence combined. UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI</p>

Report Dimensions	
Company: <ul style="list-style-type: none">• VZ Retail• CLEC Aggregate• CLEC Specific	Geography: <ul style="list-style-type: none">• New York

Sub-Metrics – Trouble Duration Intervals		
MR-4-01	Mean Time To Repair – Total	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • Specials non DS0 and DS0 • Specials DS1 and DS3
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time)).	Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-02	Mean Time To Repair – Loop Trouble	
Products	Resale: <ul style="list-style-type: none"> • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).	Number of Loop troubles (Disposition Codes 03 and 04).
MR-4-03	Mean Time To Repair – Central Office Trouble	
Products	Resale: <ul style="list-style-type: none"> • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).	Number of Total Central Office troubles (Disposition Codes 05).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-04	% Cleared (all troubles) within 24 Hours		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-05	% Out of Service > 2 Hours		
Products			Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).
MR-4-06	% Out of Service > 4 Hours		
Products	Resale: <ul style="list-style-type: none"> • POTS • Specials non DS0 and DS0 • Specials DS1 and DS3 	UNE: <ul style="list-style-type: none"> • Platform • Specials non DS0 and DS0 • Specials DS1 and DS3 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).
MR-4-07	% Out of Service > 12 Hours		
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2- Wire xDSL Linesplitting 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator		Denominator
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)		
MR-4-08	% Out of Service > 24 Hours	
Products	Resale: <ul style="list-style-type: none"> • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3 	UNE: <ul style="list-style-type: none"> • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.	Number of OOS troubles (Loop and Central Office).
MR-4-09	Metric Not in Use in Verizon North	
MR-4-10	Metric Not in Use in Verizon North	

Function:	
MR-5 Repeat Trouble Reports	
Definition:	
<p>This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report <u>with the exception of those exclusions listed in Section A below.</u></p> <p>The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.</p>	
Exclusions:	
<u>Section A:</u>	
<p>A report is not scored as a repeat when the original reports are:</p> <p>? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</p> <ul style="list-style-type: none"> • For Loop troubles (e.g. analog loop, 2Wire Digital Loops, and 2Wire xDSL Loops) a repeat is not scored when the original report is no access or misdirected. <ol style="list-style-type: none"> 1. The An initial trouble <u>may only is be</u> closed to a No Access disposition code <u>if access is not available within the appointment window. (a no access is only scored when access is not available within the appointment window).</u> 2. <u>An original report that was closed to</u> report is misdirected if it is an original report closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) <u>is deemed to have been misdirected if the trouble is found in a second report that and</u> was dispatched in the opposite direction. <u>of the found trouble.</u> 	
<u>Section B:</u>	
<p>Excluded from the repeat reports are:</p> <ul style="list-style-type: none"> • subsequent reports (additional customer calls while the trouble is pending) • CPE troubles • Troubles reported but not found upon dispatch (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. • <u>Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric.</u> 	
Performance Standard:	
<p>Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting)</p> <p>UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI.</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • New York

MR-5 Sub-Metrics		
MR-5-01	% Repeat Reports within 30 Days	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital Services (ISDN) • Specials 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials
		Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)	Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.

Section 5

Network Performance

(NP)

	Function	<u>Number of Sub-metrics</u>
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
<p>The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]</p> <p>For this measure, VZ 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 VZ tandem to the CLEC.</p>
Exclusions:
<p>Trunks not included:</p> <ul style="list-style-type: none"> • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic <p>VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"> • 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 VZ request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements.
Performance Standard:
<p>Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.</p> <p>For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.</p> <p>End User Standard:</p> <p>602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.</p> <p>603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.</p> <p>603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.</p>

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: <ul style="list-style-type: none"> • VZ Retail • CLEC Aggregate • CLEC Specific 		Geography: <ul style="list-style-type: none"> • New York
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Sub-Metrics		
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:
NP-2 Collocation Performance
Definition:
<p>This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff.</p> <p>Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. <u>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.</u></p> <p>Refer to the state tariff in effect for interval information. The state tariffs are contained on web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing this web-site, select the desired state to access the state-specific tariffs.</p> <p>Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.</p> <p><u>Requirements for Deployment of 45 Business Day Augment Interval for Physical Collocation²⁵:</u></p> <ul style="list-style-type: none"> • Infrastructure to support the requested augment must be in place (i.e.: cable racking from common area to distributing frames, relay racks for splitter shelves (Option C), frame capacity for termination blocks, cable holes, fuse positions at existing BDFBs, etc.) • Verizon reserves the right to negotiate longer intervals if the CLEC has not reasonably forecasted augment requirements consistent with the appropriate tariff forecasting terms & conditions, where applicable • Limited to single augments requests as follows: <ul style="list-style-type: none"> 800 2W Voice Grade Terminations or 400 4W Voice Grade Terminations or 600 Line Share/Split Facilities or 28 DS1 Terminations or 24 DS3 Terminations or 12 Fiber Terminations or 2 Feeds (1A & 1B) DC power fused at 60 amps or less or Conversion of 2W VG to 4W VG (min 100 - max 800) <p>Note: All pairs must be spare and in consecutive 100 pair counts.</p> <p><u>Guidelines for Deployment of 45 Business Day Augment Interval for Physical Collocation:</u></p> <ul style="list-style-type: none"> • Verizon reserves the right to negotiate longer intervals if the CLEC is not efficiently using existing terminations or facilities, and cannot demonstrate an immediate need for a 45 business day augment interval. • CLEC must install sufficient equipment to support requested terminations/facilities • CFA will be delivered at completion of augment • In large central offices with complex cable runs (i.e.: multiple floors) VZ may request to negotiate extensions to the 45 business day interval <p>CLEC may elect to pay expedite charges for material delivery (i.e.: cable) to ensure the 45 business day interval is met.</p>
Exclusions:
<ul style="list-style-type: none"> • None

²⁵ Effective November 1, 2001, and applicable in NY and CT only.

NP-2 Collocation Formula:		
Interval: \sum (Committed DD) minus the Application Date) divided by the Number of Arrangements.		
% On Time: Number of Arrangements completed on DD (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100.		
Delay Days: \sum (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Arrangements where DD is missed.		
Milestone misses Milestone timeline attached in the appendix.		
Performance Standard:		
The collocation performance standards are based on the state tariff in effect for collocation. Refer to the web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals.		
NP-2-01, NP-2-02, NP-2-05 and NP-2-06 Physical and virtual: 95% On Time		
NP-2-032-04, 2-07 and 2-08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff.		
Note: For 45 business day augments, the performance standard for NP-2-05 will start at 80% and increase as follows:		
80% in December 2001		
85% in February 2002		
90% in April 2002, and		
95% in June 2002.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> New York
Products	<ul style="list-style-type: none"> New Applications Augment Applications 	
NP-2-01 and NP-2-02		
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Number of requests for Physical Collocation arrangements where <u>a</u> response to <u>the</u> request <u>was due in report period and is was</u> answered on time.	Number of requests for Physical Collocation <u>received in period where the</u> <u>initial response was due in report period.</u>
NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	Numerator	Denominator
	Number of requests for Virtual Collocation arrangements where <u>a</u> response to <u>the</u> request <u>was due in report period and is was</u> answered on time.	Number of requests for Virtual Collocation <u>received in period where the</u> <u>initial response was due in report period.</u>
NP-2-03	Average Interval – Physical Collocation	
Products	<ul style="list-style-type: none"> New Applications Augment Applications not subject to the 45 business day interval Augment Applications subject to the 45 business day interval 	
Calculation	Numerator	Denominator
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-04	Average Interval – Virtual Collocation	
Products	<ul style="list-style-type: none"> • New Applications • Augment Applications 	
Calculation	Numerator	Denominator
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	% On Time – Physical Collocation	
Products	<ul style="list-style-type: none"> • New Applications • Augment Applications <p>Note: Augment Applications subject to the 45-business day interval are reported separately from December 2001.</p>	
Calculation	Numerator	Denominator
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-06	% On Time – Virtual Collocation	
Calculation	Numerator	Denominator
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	Average Delay Days – Physical Collocation	
Calculation	Numerator	Denominator
	Sum of duration between actual Physical Collocation arrangement due completion date and DD for missed Physical Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	Average Delay Days – Virtual Collocation	
Calculation	Numerator	Denominator
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6
Billing Performance
(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy <u>and Claims Processing</u>	2

Billing Performance (BI)

Function:					
BI-1 Timeliness of Daily Usage Feed					
Definition:					
<p>The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as VZ's.</p> <p>Note:</p> <ul style="list-style-type: none"> Verizon New York monitors the level of service order errors with the potential of delaying usage feeds; Verizon New York monitors the timeliness of the usage feed to the process on a daily basis; and Verizon New York offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery. 					
Exclusions:					
Verizon Test Orders					
Formula:					
(Total usage records in "y" business days divided by the total records on file) multiplied by 100					
Note: y = 4					
Performance Standard:					
Process is Designed at parity with Retail					
BI-1-02: 95% in Four (4) Business Days					
Report Dimensions					
Company:	Geography:				
<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 	<ul style="list-style-type: none"> New York 				
Sub-Metrics					
BI-1-01	Metric Not in Use in Verizon North				
BI-1-02	% DUF in four (4) Business Days				
Calculation	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%; text-align: center;">Numerator</th> <th style="width: 50%; text-align: center;">Denominator</th> </tr> </thead> <tbody> <tr> <td>Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.</td> <td>Number of Usage Records on DUF tapes processed during month.</td> </tr> </tbody> </table>	Numerator	Denominator	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.
Numerator	Denominator				
Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.				
BI-1-03	Metric Not in Use in Verizon North				
BI-1-04	Metric Not in Use in Verizon North				

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
Verizon Test Orders		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> New York
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Number of carrier bills sent to CLEC ²⁶ within 10 business days of bill date.	Number of Carrier Bills distributed.

²⁶ Sent to Carrier, unless other arrangements are made with CLEC

Function:		
BI – 3 Billing Accuracy & Claims Processing		
Definition:		
<ul style="list-style-type: none"> • These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims. (Note specific content of acknowledgement and resolution statement to be discussed at an operational meeting date TBD). Business hours for receipt of billing claims are Monday through Friday, 8:00AM until 5:00PM, excluding Verizon legal holidays; • CLEC billing adjustment claims received outside these business hours shall be considered received at 8:00AM on the first business day thereafter. • Day of receipt shall be considered Day zero (0) for computing acknowledgement performance. • Day of acknowledgement of a billing claim is considered Day zero (0) for computing resolution performance. 		
Exclusions:		
<ul style="list-style-type: none"> • CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits. 		
Performance Standard:		
BI-3-04: 95% within two (2) business days BI-3-05: 95% within 28 calendar days (after acknowledgement).		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate 	<ul style="list-style-type: none"> • New York 	
These sub-metrics are reported at a state specific level.		
Sub-Metrics		
BI-3-01 through BI-3-03	Metrics not in use in Verizon North	
BI-3-04	% CLEC Billing Claims Acknowledged within two (2) Business Days	
Calculation	Numerator	Denominator
	Number of billing claims acknowledged during the month within two business days.	Total number of valid/complete billing adjustment claims acknowledged during the month.
BI-3-05	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement	
Calculation	Numerator	Denominator
	Number of billing adjustment claims during the month resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims resolved during the month.

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
<ul style="list-style-type: none"> None 		
Report Dimensions		
<p>For metric OD-1-01 Operator Services – Speed of Answer Company:</p> <ul style="list-style-type: none"> New York Retail (and Resale) New York CLEC (facility based and UNE-P) <p>For metric OD-1-02 Directory Assistance – Speed of Answer</p> <ul style="list-style-type: none"> New York Retail (and Resale) New England Operator Service Centers ²⁷ 	<p>Geography:</p> <ul style="list-style-type: none"> New York 	
Sub-Metrics		
OD-1-01	Average Speed of Answer – Operator Services	
Calculation	Numerator	Denominator
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	Average Speed of Answer – Directory Assistance	
Calculation	Numerator	Denominator
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

²⁷ If no NY CLEC traffic is handled by these centers, the data will not be reported.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: <ul style="list-style-type: none">• LIDB reply rate to all query attempts: Bellcore produced standard• LIDB query time out: Bellcore produced standard• Unexpected data values in replies for all LIDB queries: 2%• Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
Verizon New York does not have the capability to report this performance area.

Section 8
General and Miscellaneous Standards
(GE)

Function		Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon New York does not have the capability to report this performance area.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon New York has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon New York will respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon New York does not have the capability to report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV].
Basic Edits	Front-end edits performed by DCAS-Request Manager prior to order submission. Basic Edits performed against DCAS-Request Manager provided source data include the following validations: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
BFR	Bona Fide Request Process (BFR): Refer to Appendix D for a summary of the BFR process.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee. In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
CLEC Trunk requests	<p>< = 192 Forecasted Trunks are requests for 192 trunks or less that are forecasted by the CLEC and are not projects.</p> <p>> 192 and Unforecasted Trunks are requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.</p>
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	<p>High Usage Trunks carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon New York geographies.</p> <p>Final Trunks: (All Verizon except New York LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>Final Trunks – Local (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>Final Trunks – IXC (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: One (1) to nine (9) lines: one (1) hour 10 to 49 lines: two (2) hours 50 to 99 lines: three (3) hours 100 to 199 lines: four (4) hours 200 plus lines: eight (8) hours
DCAS	Direct Customer Access System (DCAS): The system developed initially for the North States (CT, MA, ME, NH, NY, RI and VT) for a CLEC to transact with Verizon. DCAS supports GUI and EDI transactions. Request Manager will eventually replace DCAS.

Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	<p>High Usage Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end office to a Verizon Tandem Office or carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC.</p> <p>Final Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office or carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.</p> <p>High Usage Trunks – VZ to CLEC Interconnection: carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>Final Trunks – VZ to CLEC Interconnection: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>High Usage Trunks – IXC Feature Group D: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p> <p>Final Trunks – IXC Feature Group D₁: carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p>
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).

LIDT	Left in Dial tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the Central Office.. Once another customer moves into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer-requested orders.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby Verizon New York and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon New York requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon New York should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with \geq 10 <u>six (6)</u> lines:	In some all geographic areas, a facility check is completed on orders greater than five (5) lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = Y on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Services Total (Business/Residence)	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, basic ISDN and PBX trunks.
POTS – Total (All)	POTS Services All includes Business (simple), Residence (simple) plus ISDN BRI (complex).
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.

Projects	<p>Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.</p> <p>For Special Services ordered via ASRs the following is considered a project:</p> <p>UNE IOF Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits.</p> <p>UNE Loop Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are : for DS1 = 10 or more circuits, for DS3 10 or more circuits.</p> <p>Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers or mergers):</p> <p>For additional information on Special Services projects, refer to the CLEC Handbook.</p>
Reject	<p>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.</p>
Run Clock	<p>A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.</p>
Segment	<p>Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.</p>
SOP	<p>Service Order Processor</p>
Special Services	<p>Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non access service (<u>access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer</u>). <u>Any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff.</u> Excludes trunks. IOF and EEL are separately reported for provisioning.</p>
Stop Clock	<p>A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.</p>
Suspend/Restore Orders	<p>Orders completed by VZ to suspend for non-payment or restore for payment subject to New York PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]</p>
Test Orders	<p>Orders processed for “fictional” CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN’s: ‘DPC’, ‘DPCL’, ‘NYNX’, ‘ZKPM’, ‘ZPSC’, ‘ZTKP’, ‘ZTPS’, ‘ZJIM’.</p>
TGSR	<p>Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.</p>

<p>Two wire digital ISDN Loop</p>	<p>2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.</p>
<p><u>VADI</u></p>	<p><u>Verizon Affiliate Data Incorporated (VADI) is either the separate data affiliate or the office or division within Verizon that provides retail xDSL services.</u></p>

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: <ul style="list-style-type: none"> • Service order classification of ordering master rec = 0 Provisioning: <ul style="list-style-type: none"> • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: <ul style="list-style-type: none"> • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: <ul style="list-style-type: none"> • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • ISDN Primary: Service Code Modifier (SCM) begins with "IB" • 2-Wire Digital Services • 2-Wire xDSL Services

<p>Special Services</p>	<p>Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).</p> <p>Ordering:</p> <ul style="list-style-type: none"> • Service order classification of ordering master rec = 1 <p>Provisioning:</p> <ul style="list-style-type: none"> • CL_FID is not NULL <p>Maintenance:</p> <ul style="list-style-type: none"> • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access tariff filing.
<p>For Trunks:</p>	<p>For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.</p>

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Measure Trunks:	criteria
total lines	Count of all Message Trunks that are currently working...i.e. provisioning work is complete.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customeravg(actual_dur)the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.
out of service	This is used as the divisor for all of the out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100

repeats	Total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles...then multiply by 100.

Trunks:

trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. For designed circuits the flag is always set to y

Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for special access circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff filing. table will be provided.

Measure Special Services:	Criteria
total lines	count circuits where center (MCTR) is not blank, not an official service (ctkid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100.
total troubles loop	trouble close out code indicates the trouble was found in the facility portion of the Verizon Network - (trbl_cd is "FAC")

network trouble report rate- loop	total troubles loop divided by total lines multiply by 100
total troubles "CO"	trouble close out code indicates the trouble was found in the central office portion of the Verizon Network - (trbl_cd is "CO").
network trouble report rate - co	total troubles central office divided by total lines then multiply by 100.
mean time to repair	Average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customeravg(actual_dur)the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.

Special Services:

mean time to repair loop	average (mean) of all duration times for receipt of the loop trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customeravg(actual_dur) and trbl_cd is "FAC"....the actual_dur field does not contain any time where the Verizon technician could not gain access to customer location
mean time to repair co	average (mean) of all duration times from receipt of the CO trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customeravg(actual_dur) and trbl_cd is "CO"...the actual_dur field does not contain any time where the Verizon Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
out of service	This is used as the divisor for all of the out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").
out of service loop	This is used as the divisor for all of the loop out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Verizon network (trbl_cd is "FAC").
out of service co	This is used as the divisor for all of the CO out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the CO piece of the Verizon network (trbl_cd is "CO").

out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100.
out of service over 24- loop	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility network (trbl_cd is "FAC").
% out of service over 24 loop	total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100.
out of service over 24- CO	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Central Office network (trbl_cd is "CO").
% out of service over 24 CO	total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100.
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles...then multiply by 100.
trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. For designed circuits the flag is always set to y

Example of Actual coding for Out of Service Specials:

stop oos le 3 (5)	actual_dur is le 003:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le3(5)	stop oos le 3(5) / total oos 5 * 100
stop oos le 4(5)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le 4(5)	stop oos le 4(5) / total oos 5 * 100
stop oos le 4 (3,4)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le4(3,4)	stop oos le 4(3,4) / total oos 3/4 * 100
stop oos le 16(3,4)	actual_dur is le 016:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le 16(3,4)	stop oos le 16(3,4) / total oos 3/4 * 100

SORD Code Tables: (Service Order Database Codes)

ORDER TYPE:

Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)

Appointment Type Code (ATC):

This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than the company's offered Due date
S	The customer requested a due date that was earlier than the companies offered due date
C	The customer requested a special due date to coordinate a hot cut.
R	A due date could not be applied due to company or customer reasons.

Missed Appointment Code (MAC):

When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customers premises(customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date
—	Under Development: CLEC Not Ready
—	Under Development: CLEC Not Ready – due to late FOC

Company (VZ) Missed Appointment:

CA	The cable pair from the VZ central office to the customer premises could not be Assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The VZ business office taking the request caused the delay (misplaced the order)
CC	A Common Cause that affected a large area caused the delay (Hurricanes/work stoppages)
CF	The assigned cable facility was bad
CL	Not enough VZ technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technicians truck broke down)
CS	The VZ Central office work was not complete (line not programmed)

SWO:

A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal VZ service
NS	Special services
NP	VZ Coin services
NI	Private Public Pay Phone (not VZ)

SELLER TYPE

A code used to identify orders for Wholesale/Resale/UNE

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

CL_FID:

Circuit Layout identifies the type of circuit

* any code in this field identifies the service as a special service

Service Code Modifier (SCM):

Identifies the service grouping of a special service circuit .

ITEM	SERVICE ORDER	SORD FILED	VALUE
Dispatch	OCB in STAT section	OCB_COC	= 'O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<> 'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	= '55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<> 'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
AA	ANALOG	DS0	N	LE	ANALOG	DS0	A	WF	DIGITAL	DS0	A
AB	DIGITAL	DS0	N	LF	ANALOG	DS0	A	WG	ANALOG	DS0	N
AD	ANALOG	DS0	N	LG	ANALOG	DS0	A	WI	ANALOG	DS0	N
AF	ANALOG	DS0	N	LH	ANALOG	DS0	A	WJ	ANALOG	DS0	A
AI	ANALOG	DS0	N	LJ	ANALOG	DS0	A	WL	ANALOG	DS0	A
AL	ANALOG	DS0	N	LK	ANALOG	DS0	A	WN	ANALOG	DS0	A
AN	ANALOG	DS0	N	LL	ANALOG	DS0	N	WO	ANALOG	DS0	N
AP	ANALOG	DS0	N	LN	ANALOG	DS0	A	WP	ANALOG	DS0	A
AQ	DIGITAL	DS0	N	LP	ANALOG	DS0	A	WQ	ANALOG	DS0	A
AR	DIGITAL	DS0	N	LQ	ANALOG	DS0	A	WR	ANALOG	DS0	A
AT	ANALOG	DS0	N	LR	ANALOG	DS0	A	WS	ANALOG	DS0	N
AU	ANALOG	DS0	N	LS	ANALOG	DS0	N	WU	ANALOG	DS0	N
BA	LCL SPL	DS0	N	LT	ANALOG	DS0	N	WV	ANALOG	DS0	N
BL	ANALOG	DS0	N	LV	ANALOG	DS0	A	WX	ANALOG	DS0	N
BS	ANALOG	DS0	N	LY	ANALOG	DS0	A	WY	ANALOG	DS0	N
CA	ANALOG	DS0	N	LZ	ANALOG	DS0	A	WZ	ANALOG	DS0	N
CC	DIGITAL	DS0	N	MA	ANALOG	DS0	N	XA	DIGITAL	DS0	A
CE	ANALOG	DS0	N	MC	ANALOG	DS0	N	XB	DIGITAL	DS0	A
CF	ANALOG	DS0	N	ML	ANALOG	DS0	N	XC	DIGITAL	DS0	A
CG	ANALOG	DS0	N	MQ	ANALOG	DS0	A	XD	DIGITAL	DS0	A
CI	ANALOG	DS0	N	MR	ANALOG	DS0	A	XE	DIGITAL	DS0	A
CK	ANALOG	DS0	N	MS	ANALOG	DS0	N	XF	DIGITAL	DS0	A
CL	LCL SPL	DS0	N	MT	ANALOG	DS0	N	XG	DIGITAL	DS0	A
CN	ANALOG	DS0	N	NA	ANALOG	DS0	N	XH	DIGITAL	DS0	A
CP	ANALOG	DS0	N	NC	ANALOG	DS0	N	XI	DIGITAL	DS0	A
CR	ANALOG	DS0	N	ND	LCL SPL	DS0	N	XJ	DIGITAL	DS0	A
CS	ANALOG	DS0	N	NQ	ANALOG	DS0	A	XL	ANALOG	DS0	A
CT	ANALOG	DS0	N	NT	ANALOG	DS0	A	XR	DIGITAL	DS0	A
CV	ANALOG	DS0	N	NU	ANALOG	DS0	A	XX	ANALOG	DS0	N
CW	ANALOG	DS0	N	NV	ANALOG	DS0	A	YG	DIGITAL	DS0	A
CX	ANALOG	DS0	N	NW	ANALOG	DS0	A	YN	DIGITAL	DS0	A
CZ	ANALOG	DS0	N	NY	ANALOG	DS0	A	ZA	COMPANY CKTS	DS0	N
DA	DIGITAL	DS0	N	OC	ANALOG	DS0	N	ZC	COMPANY CKTS	DS0	N
DC	DIGITAL	DS0	N	OI	ANALOG	DS0	N	ZD	COMPANY CKTS	DS0	N
DD	ANALOG	DS0	N	ON	ANALOG	DS0	N	ZE	COMPANY CKTS	DS0	N
DI	LCL SPL	DS0	N	OP	ANALOG	DS0	N	ZF	COMPANY CKTS	DS0	N
DJ	ANALOG	DS0	N	OS	ANALOG	DS0	N	ZM	COMPANY CKTS	DS0	N
DK	ANALOG	DS0	N	PA	ANALOG	DS0	N	ZP	COMPANY CKTS	DS0	N
DL	ANALOG	DS0	N	PB	ANALOG	DS0	A	ZQ	COMPANY CKTS	DS0	N
DM	DIGITAL	DS0	N	PC	DIGITAL	DS0	N	ZS	COMPANY CKTS	DS0	N
DO	LCL SPL	DS0	N	PD	ANALOG	DS0	N	ZT	COMPANY CKTS	DS0	N
DP	DIGITAL	DS0	N	PE	ANALOG	DS0	A	ZV	COMPANY CKTS	DS0	N
DQ	DIGITAL	DS0	N	PF	ANALOG	DS0	A	ZZ	COMPANY CKTS	DS0	N
DR	DIGITAL	DS0	N	PG	ANALOG	DS0	N				
DS	DIGITAL	DS0	N	PI	ANALOG	DS0	N				
DT	ANALOG	DS0	N	PJ	ANALOG	DS0	A	AC	HIGHCAP	DS1	A
DU	ANALOG	DS0	N	PK	ANALOG	DS0	A	AH	HIGHCAP	DS1	A
DW	DIGITAL	DS0	N	PL	ANALOG	DS0	N	AS	HIGHCAP	DS1	N
DX	DIGITAL	DS0	N	PM	ANALOG	DS0	N	CH	HIGHCAP	DS1	N
DY	DIGITAL	DS0	N	PN	ANALOG	DS0	A	DB	HIGHCAP	DS1	N
DZ	DIGITAL	DS0	N	PQ	ANALOG	DS0	A	DF	HIGHCAP	DS1	N
EA	ANALOG	DS0	N	PR	ANALOG	DS0	N	DG	HIGHCAP	DS1	N
EB	ANALOG	DS0	N	PS	ANALOG	DS0	N	DH	HIGHCAP	DS1	N
EC	ANALOG	DS0	N	PT	ANALOG	DS0	N	FL	HIGHCAP	DS1	N
EE	ANALOG	DS0	N	PV	ANALOG	DS0	N	HC	HIGHCAP	DS1	A
EF	ANALOG	DS0	N	PW	ANALOG	DS0	N	HJ	HIGHCAP	DS1	A
EG	ANALOG	DS0	N	PX	LCL SPL	DS0	N	HK	HIGHCAP	DS1	N
EL	ANALOG	DS0	N	PZ	ANALOG	DS0	N	HL	HIGHCAP	DS1	N
EM	ANALOG	DS0	N	QB	DIGITAL	DS0	N	HN	HIGHCAP	DS1	N
EN	ANALOG	DS0	N	QD	DIGITAL	DS0	N	HU	HIGHCAP	DS1	N
EO	ANALOG	DS0	N	QE	DIGITAL	DS0	N	HX	HIGHCAP	DS1	A
EP	ANALOG	DS0	N	QJ	DIGITAL	DS0	N	IP	HIGHCAP	DS1	N

EQ	ANALOG	DS0	N	QK	DIGITAL	DS0	N	JE	HIGHCAP	DS1	A
ES	ANALOG	DS0	N	QL	DIGITAL	DS0	N	QA	HIGHCAP	DS1	N
EV	ANALOG	DS0	N	QR	DIGITAL	DS0	N	QG	HIGHCAP	DS1	N
EW	ANALOG	DS0	N	QS	DIGITAL	DS0	N	SY	HIGHCAP	DS1	A
EX	ANALOG	DS0	N	QU	ANALOG	DS0	N	TD	HIGHCAP	DS1	A
FA	ANALOG	DS0	N	QY	DIGITAL	DS0	N	TE	HIGHCAP	DS1	A
FD	ANALOG	DS0	N	RA	ANALOG	DS0	N	UF	HIGHCAP	DS1	N
FE	DIGITAL	DS0	N	RC	DIGITAL	DS0	N	UH	HIGHCAP	DS1	N
FF	DIGITAL	DS0	N	RD	ANALOG	DS0	N	UM	HIGHCAP	DS1	N
FP	ANALOG	DS0	N	RE	ANALOG	DS0	N	VS	HIGHCAP	DS1	N
FQ	ANALOG	DS0	N	RG	ANALOG	DS0	N	VW	HIGHCAP	DS1	N
FR	ANALOG	DS0	N	RL	ANALOG	DS0	N	VX	HIGHCAP	DS1	N
FT	ANALOG	DS0	N	RO	ANALOG	DS0	N	VY	HIGHCAP	DS1	N
FV	ANALOG	DS0	N	RS	ANALOG	DS0	N	YB	HIGHCAP	DS1	A
FW	ANALOG	DS0	N	RT	ANALOG	DS0	N	ED	HIGHCAP	DS3	A
FX	ANALOG	DS0	N	SA	ANALOG	DS0	N	EH	HIGHCAP	DS3	A
FZ	ANALOG	DS0	N	SB	ANALOG	DS0	A	EJ	HIGHCAP	DS3	A
GA	DIGITAL	DS0	N	SC	ANALOG	DS0	N	EK	HIGHCAP	DS3	A
GB	DIGITAL	DS0	N	SD	ANALOG	DS0	A	FI	HIGHCAP	DS3	N
GC	DIGITAL	DS0	N	SE	ANALOG	DS0	A	GW	HIGHCAP	DS3	N
GD	DIGITAL	DS0	N	SF	ANALOG	DS0	A	HD	HIGHCAP	DS3	A
GE	DIGITAL	DS0	N	SG	ANALOG	DS0	N	HE	HIGHCAP	DS3	A
GF	DIGITAL	DS0	N	SJ	ANALOG	DS0	A	HF	HIGHCAP	DS3	A
GG	DIGITAL	DS0	N	SK	ANALOG	DS0	N	HG	HIGHCAP	DS3	A
GH	DIGITAL	DS0	N	SL	LCL SPL	DS0	N	HH	HIGHCAP	DS3	A
GI	DIGITAL	DS0	N	SM	ANALOG	DS0	N	HI	HIGHCAP	DS3	N
GJ	DIGITAL	DS0	N	SN	ANALOG	DS0	N	HT	HIGHCAP	DS3	A
GK	DIGITAL	DS0	N	SQ	ANALOG	DS0	N	HZ	HIGHCAP	DS3	N
GL	DIGITAL	DS0	N	SS	ANALOG	DS0	N	JI	HIGHCAP	DS3	A
GM	DIGITAL	DS0	N	ST	DIGITAL	DS0	N	LI	HIGHCAP	DS3	N
GN	DIGITAL	DS0	N	SV	ANALOG	DS0	A	LM	HIGHCAP	DS3	N
GO	DIGITAL	DS0	N	SZ	ANALOG	DS0	A	LO	HIGHCAP	DS3	N
GP	DIGITAL	DS0	N	TA	ANALOG	DS0	N	LU	HIGHCAP	DS3	N
GQ	DIGITAL	DS0	N	TB	ANALOG	DS0	N	LW	HIGHCAP	DS3	N
GR	DIGITAL	DS0	N	TC	ANALOG	DS0	N	LX	HIGHCAP	DS3	A
GS	DIGITAL	DS0	N	TF	ANALOG	DS0	N	MB	HIGHCAP	DS3	N
GT	DIGITAL	DS0	N	TG	ANALOG	DS0	N	MD	HIGHCAP	DS3	N
GU	DIGITAL	DS0	N	TK	LCL SPL	DS0	N	MF	HIGHCAP	DS3	N
GV	DIGITAL	DS0	N	TL	ANALOG	DS0	N	MI	HIGHCAP	DS3	N
GX	ANALOG	DS0	N	TM	ANALOG	DS0	N	MM	HIGHCAP	DS3	N
GZ	DIGITAL	DS0	N	TN	ANALOG	DS0	N	OA	HIGHCAP	DS3	A
H	ANALOG	DS0	N	TO	ANALOG	DS0	N	OE	HIGHCAP	DS3	A
HA	DIGITAL	DS0	N	TQ	ANALOG	DS0	A	QC	HIGHCAP	DS3	N
HB	DIGITAL	DS0	N	TR	ANALOG	DS0	N	QH	HIGHCAP	DS3	N
HM	DIGITAL	DS0	N	TT	ANALOG	DS0	N	QI	HIGHCAP	DS3	N
HP	DIGITAL	DS0	N	TU	ANALOG	DS0	N	TV	HIGHCAP	DS3	A
HQ	DIGITAL	DS0	N	TW	ANALOG	DS0	A	TZ	HIGHCAP	DS3	A
HR	DIGITAL	DS0	N	TX	ANALOG	DS0	N	VR	HIGHCAP	DS3	N
HS	DIGITAL	DS0	A	TY	ANALOG	DS0	N	YH	HIGHCAP	DS3	A
HV	ANALOG	DS0	N	UN	ANALOG	DS0	N	YI	HIGHCAP	DS3	A
HW	DIGITAL	DS0	N	US	DIGITAL	DS0	N	JJ	HIGHCAP	Other	A
HY	DIGITAL	DS0	N	VF	ANALOG	DS0	N	JK	HIGHCAP	Other	A
IA	DIGITAL	DS0	A	VH	ANALOG	DS0	N	ME	HIGHCAP	Other	N
IB	DIGITAL	DS0	N	VI	ANALOG	DS0	N	MG	HIGHCAP	Other	N
ID	DIGITAL	DS0	N	VM	ANALOG	DS0	N	MH	HIGHCAP	Other	N
IO	ANALOG	DS0	N	VN	ANALOG	DS0	N	MJ	HIGHCAP	Other	N
IT	ANALOG	DS0	N	VT	ANALOG	DS0	N	MK	HIGHCAP	Other	N
KC	ANALOG	DS0	A	WA	ANALOG	DS0	A	MP	HIGHCAP	Other	N
LA	ANALOG	DS0	N	WB	DIGITAL	DS0	A	OB	HIGHCAP	Other	A
LB	ANALOG	DS0	A	WC	DIGITAL	DS0	A	OD	HIGHCAP	Other	A
LC	ANALOG	DS0	A	WD	DIGITAL	DS0	A	OF	HIGHCAP	Other	A
LD	ANALOG	DS0	A	WE	DIGITAL	DS0	A	OG	HIGHCAP	Other	A

SCM--FIRST 2-Characters	Report-Level	SCM--FIRST 2-Characters	Report-Level	SCM--FIRST 2-Characters	Report-Level
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AB	DS0	QY	DS0	ED	DS3
AC	DS0	RA	DS0	EE	DS3
AD	DS0	SB	DS0	EF	DS3
AE	DS0	TC	DS0	EG	DS3
AF	DS0	UD	DS0	EH	DS3
AG	DS0	VE	DS0	EI	DS3
AH	DS0	WF	DS0	EJ	DS3
AI	DS0	XG	DS0	EK	DS3
AJ	DS0	YH	DS0	EL	DS3
AK	DS0	ZI	DS0	EM	DS3
AL	DS0	AA	DS0	EN	DS3
AM	DS0	BB	DS0	EO	DS3
AN	DS0	CC	DS0	EP	DS3
AO	DS0	DD	DS0	EQ	DS3
AP	DS0	EE	DS0	ER	DS3
AQ	DS0	FF	DS0	ES	DS3
AR	DS0	GG	DS0	ET	DS3
AS	DS0	HH	DS0	EU	DS3
AT	DS0	II	DS0	EV	DS3
AU	DS0	JJ	DS0	EW	DS3
AV	DS0	KK	DS0	EX	DS3
AW	DS0	LL	DS0	EY	DS3
AX	DS0	MM	DS0	EZ	DS3
AY	DS0	NN	DS0		
AZ	DS0	OO	DS0		
BA	DS0	PP	DS0		
BB	DS0	QQ	DS0		
BC	DS0	RR	DS0		
BD	DS0	SS	DS0		
BE	DS0	TT	DS0		
BF	DS0	UU	DS0		
BG	DS0	VV	DS0		
BH	DS0	WW	DS0		
BI	DS0	XX	DS0		
BJ	DS0	YY	DS0		
BK	DS0	ZZ	DS0		
BL	DS0				
BM	DS0				
BN	DS0				
BO	DS0				
BP	DS0				
BQ	DS0				
BR	DS0				
BS	DS0				
BT	DS0				
BU	DS0				
BV	DS0				
BW	DS0				
BX	DS0				
BY	DS0				
BZ	DS0				
CA	DS0				
CB	DS0				
CC	DS0				
CD	DS0				
CE	DS0				
CF	DS0				
CG	DS0				
CH	DS0				
CI	DS0				
CJ	DS0				
CK	DS0				
CL	DS0				
CM	DS0				
CN	DS0				
CO	DS0				
CP	DS0				
CQ	DS0				
CR	DS0				
CS	DS0				
CT	DS0				
CU	DS0				
CV	DS0				
CW	DS0				
CX	DS0				
CY	DS0				
CZ	DS0				
DA	DS0				
DB	DS0				
DC	DS0				
DD	DS0				
DE	DS0				
DF	DS0				
DG	DS0				
DH	DS0				
DI	DS0				
DJ	DS0				
DK	DS0				
DL	DS0				
DM	DS0				
DN	DS0				
DO	DS0				
DP	DS0				
DQ	DS0				
DR	DS0				
DS	DS0				
DT	DS0				
DU	DS0				
DV	DS0				
DW	DS0				
DX	DS0				
DY	DS0				
DZ	DS0				
EA	DS0				
EB	DS0				
EC	DS0				
ED	DS0				
EE	DS0				
EF	DS0				
EG	DS0				
EH	DS0				
EI	DS0				
EJ	DS0				
EK	DS0				
EL	DS0				
EM	DS0				
EN	DS0				
EO	DS0				
EP	DS0				
EQ	DS0				
ER	DS0				
ES	DS0				
ET	DS0				
EU	DS0				
EV	DS0				
EW	DS0				
EX	DS0				
EY	DS0				
EZ	DS0				
FA	DS0				
FB	DS0				
FC	DS0				
FD	DS0				
FE	DS0				
FF	DS0				
FG	DS0				
FH	DS0				
FI	DS0				
FJ	DS0				
FK	DS0				
FL	DS0				
FM	DS0				
FN	DS0				
FO	DS0				
FP	DS0				
FQ	DS0				
FR	DS0				
FS	DS0				
FT	DS0				
FU	DS0				
FV	DS0				
FW	DS0				
FX	DS0				
FY	DS0				
FZ	DS0				
GA	DS0				
GB	DS0				
GC	DS0				
GD	DS0				
GE	DS0				
GF	DS0				
GG	DS0				
GH	DS0				
GI	DS0				
GJ	DS0				
GK	DS0				
GL	DS0				
GM	DS0				
GN	DS0				
GO	DS0				
GP	DS0				
GQ	DS0				
GR	DS0				
GS	DS0				
GT	DS0				
GU	DS0				
GV	DS0				
GW	DS0				
GX	DS0				
GY	DS0				
GZ	DS0				
HA	DS0				
HB	DS0				
HC	DS0				
HD	DS0				
HE	DS0				
HF	DS0				
HG	DS0				
HH	DS0				
HI	DS0				
HJ	DS0				
HK	DS0				
HL	DS0				
HM	DS0				
HN	DS0				
HO	DS0				
HP	DS0				
HQ	DS0				
HR	DS0				
HS	DS0				
HT	DS0				
HU	DS0				
HV	DS0				
HW	DS0				
HX	DS0				
HY	DS0				
HZ	DS0				
IA	DS0				
IB	DS0				
IC	DS0				
ID	DS0				
IE	DS0				
IF	DS0				
IG	DS0				
IH	DS0				
II	DS0				
IJ	DS0				
IK	DS0				
IL	DS0				
IM	DS0				
IN	DS0				
IO	DS0				
IP	DS0				
IQ	DS0				
IR	DS0				
IS	DS0				
IT	DS0				
IU	DS0				
IV	DS0				
IW	DS0				
IX	DS0				
IY	DS0				
IZ	DS0				
JA	DS0				
JB	DS0				
JC	DS0				
JD	DS0				
JE	DS0				
JF	DS0				
JG	DS0				
JH	DS0				
JI	DS0				
JK	DS0				
JL	DS0				
JM	DS0				
JN	DS0				
JO	DS0				
JP	DS0				
JQ	DS0				
JR	DS0				
JS	DS0				
JT	DS0				
JU	DS0				
JV	DS0				
JW	DS0				
JX	DS0				
JY	DS0				
JZ	DS0				
KA	DS0				
KB	DS0				
KC	DS0				
KD	DS0				
KE	DS0				
KF	DS0				
KG	DS0				
KH	DS0				
KI	DS0				
KJ	DS0				
KK	DS0				
KL	DS0				
KL	DS0				
KM	DS0				
KN	DS0				
KO	DS0				
KP	DS0				
KQ	DS0				
KR	DS0				
KS	DS0				
KT	DS0				
KU	DS0				
KV	DS0				
KW	DS0				
KX	DS0				
KY	DS0				
KZ	DS0				
LA	DS0				
LB	DS0				
LC	DS0				
LD	DS0				
LE	DS0				
LF	DS0				
LG	DS0				
LH	DS0				
LI	DS0				
LJ	DS0				
LK	DS0				
LL	DS0				
LM	DS0				
LN	DS0				
LO	DS0				
LP	DS0				
LQ	DS0				
LR	DS0				
LS	DS0				
LT	DS0				
LU	DS0				
LV	DS0				
LW	DS0				
LX	DS0				
LY	DS0				
LZ	DS0				
MA	DS0				
MB	DS0				
MC	DS0				
MD	DS0				
ME	DS0				
MF	DS0				
MG	DS0				
MH	DS0				
MI	DS0				
MJ	DS0				
MK	DS0				
ML	DS0				
MM	DS0				
MN	DS0				
MO	DS0				
MP	DS0				
MQ	DS0				
MR	DS0				
MS	DS0				
MT	DS0				
MU	DS0				
MV	DS0				
MW	DS0				
MX	DS0				
MY	DS0				
MZ	DS0				
NA	DS0				
NB	DS0				
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NE	DS0				
NF	DS0				
NG	DS0				
NH	DS0				
NI	DS0				
NJ	DS0				
NK	DS0				
NL	DS0				
NM	DS0				
NN	DS0				
NO	DS0				
NP	DS0				
NQ	DS0				
NR	DS0				

Log files— the daily files produced by the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

There are three types of log files that are used to create the text files:

rr_XXX.log*
rrr_XXX.dlg
rrr_XXX.dtm

*rr and rrr = the robot designation and xxx = the cycle date

The EnView application creates the log files for the OSS. A REXX program creates the log files on the DCAS side. Currently the log files are stored on the robots for five days; however, they are FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for the North where they remain until written to compact disk. Once written to compact disk, copies are maintained by EnView and Wholesale Metrics personnel. The log files are automatically FTP'd to the EnView server each morning.

Text files— Text files are produced from the log files that are FTP'd daily from the EnView server to the Metrics PC for analysis and reporting. Daily average response times are calculated by the EnView program and are included in the text files. The following text files are FTP'd daily:

N_XXX.rec* — All of the requests issued during the report period.
N_XXX.rep — Average response times by hour and day for the report period.
N_XXX.sum — Hourly counts by transaction type for the 24-hour period
N_XXX.all — All of the requests issued during the 24-hour period including response times.

_____ *xxx = the cycle date

Excel workbook— the format for VZ internal daily distribution and reporting of the official response time results. Monthly average response times are calculated in the Excel workbook.

The following Excel workbook is updated and distributed internally each business day:

Sentl-no.xls

Transactions included in the EnView text files:

BOSS1_T_BCO — OSS — BOSS Product and Services Availability Simple Business
BOSS1_T_CCO — OSS — BOSS Product and Services Availability Complex Business
BOSS1_T_CSR — OSS — BOSS Customer Service Record
BOSS1_T_RCO — OSS — BOSS Product and Services Availability Residence
BOSS2_T_CSR — OSS — BOSS Customer Service Record
DCAS68_ADR — DCAS — Address Validation
DCAS68_ADRTNR — DCAS — Telephone Number Restore
DCAS68_ADRTNS — DCAS — Telephone Number Select
DCAS68_CSR — DCAS — Customer Service Record
DCAS68_DDA — DCAS — Due Date Availability
DCAS68_PSA — DCAS — Product and Services Availability
PREMIS_NE_T_REQPREM — OSS — PREMIS Address Validation
PREMIS_NE_REQTNR — OSS — PREMIS Telephone Number Restore
PREMIS_NE_REQTNS — OSS — PREMIS Telephone Number Select
SOP_T_WLU — OSS — SOP Due Date Availability
NAK — No Acknowledgement — the request file contains an error (bad transmission) as received by the DCAS host (DCAS only)
SEM — System Error Message — the request file contains a syntax mistake or OSS is unavailable (DCAS only)
ACK — Acknowledgement — the request file is accepted by the DCAS host (DCAS only)
TIMEOUT — neither a SEM (DCAS) nor an indication of a successful response is received by the robot within a predetermined amount of time. (DCAS and OSS)

Timeouts for the DCAS transactions are set at 60 seconds.

The following transactions and response time differences are measured and reported for PreOrder response times:

Customer Service Record

DCAS68_CSR
BOSS1_T_CSR
Difference

Address Validation

DCAS68_ADR
PREMIS_NE_T_REQPREM
Difference

Due Date Availability

DCAS68_DDA
SOP_T_WLU
Difference

Telephone Number Select

DCAS68_ADRTNS
PREMIS_NE_REQTNS
Difference

Product and Services Availability

DCAS68_PSA
BOSS1_T_BCO
Difference

ENVIEW PROCESS – NOTES:

The EnView process' resulting response times are reported for each of the Verizon North Regions (NY and New England). EnView executes transactions through customized scripts. The customized scripts were created for each application based on the replications of actual transactions that were executed by a Verizon service representative using the OSS, and of a CLEC representative accessing the OSS through a Verizon interface. The EnView robot creates log records that indicate whether the transaction was successful or failed. The robot also records transaction response times.

The EnView robot sends transactions to the same interface that CLECs utilize to gain access to Verizon's OSS. There is no difference between the processing of the EnView transactions, and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability (ADSL Loop Qualification), and Reject Query.

Timeouts are set at 60 seconds, and are an indication that a response was not received by the EnView robot prior to the 60 second time-out threshold. Timeouts are removed from the queue, and therefore are not included in the response time calculations, instead they are captured in the PO-1-08 % Timeout metric.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the BigFile server located in the Verizon data center in Burlington, Massachusetts.

NMP Application – The Network Metrics Platform (NMP) application uses an Oracle database to produce average response time results. All preorder data used for average response time calculations is read into the Oracle database.

The following transactions and response time differences are measured and reported for Pre-Order response times:

EDI/CORBA/Web GUI Due Date Availability (DDA)
Live Wire Due Date Availability
Difference

EDI/CORBA/Web GUI Customer Address Validation (ADV)
Live Wire Customer Address Validation
Difference

EDI/CORBA/Web GUI Reserve TN (TNS)
Live Wire Reserve TN
Difference

EDI/CORBA/Web GUI Product & Service Availability (PSA)
Live Wire Product & Service Availability
Difference

EDI/CORBA/Web GUI Customer Service Record (CSR)
BOSS Customer Service Record (CSR)
Difference

EDI/CORBA/Web GUI Facility Availability (ADSL Loop Qualification)
OSS Facility Availability (ADSL Loop Qualification)
Difference

EDI/CORBA/Web GUI Rejected Query
OSS Rejected Query
Difference

EDI/CORBA Parsed CSR
Difference

~~There are currently two robots that log into applications and execute transactions for the PreOrder response time measurement process. The EnView process and the resulting response times are common to the VZ North footprint due to the commonality of the interface. Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Verizon service representative using the OSS and of a CLEC representative accessing the OSS through the DCAS interface. The ROBOT creates log records that show whether the transaction was successful or failed, and records transaction response times.~~

~~The robot sends the DCAS transactions to the same web server that the customers use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface and back-end applications. Corresponding transactions are sent directly by EnView to the OSS as well.~~

~~The process is active on a 7 day by 24-hour basis. However, only those transactions included in the report period as defined above are recorded and documented as PreOrder response times. Data from the EnView robot log files is processed daily and average response times by hour and by day for each of the above transactions is calculated and included in the text files that are used for input to the~~

Excel workbooks. These daily response times are subsequently averaged by month in the Excel workbook.

|

~~The resulting averages and the differences between the corresponding retail and wholesale average response times are reported and distributed daily.~~

~~NAKs, SEMs, and Timeouts are not included in these calculations. They are removed from the queue and reported separately in the text files. ACKs, by themselves, are also not included in the calculations but the acknowledgement process is part of the overall process for a successful transaction.~~

~~Daily average response times as received in the EnView text files are reported "as is" in the Excel workbook with the exception of Telephone Number Select for OSS. It is not possible to do a Telephone Number Select transaction in DCAS without including an Address Validation. However, in the OSS these transactions are separate and manual effort is required to update the service rep's screen in between actions.~~

In order to make a like for like comparison between [DCAS Request Manager](#) and the OSS an adjustment is made to the response times prior to calculating the [DCAS Request Manager](#) and OSS response time differences. The daily average response time for the PREMIS Address Validation transaction is combined with the response time for the PREMIS Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types ~~and a Non-CSR Combined average response time for the non-CSR transactions. This is calculated by averaging each of the monthly averages for the non-CSR transactions.~~ Transaction count weighting factors are not included in the averaging process.

Appendix D - Reserved For Future Use

Appendix D

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to VZ for a loop hot-cut with LNP. VZ returns a FOC to the CLEC with the date and time for the cutover. VZ also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. VZ sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. ~~If the CLEC uses DCAS or other mechanized interface for LSR, the FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, VZ NY will send the LSC back to the CLEC after VZ NY issues the order.~~

~~The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since VZ's internal service order generates the FOC and NPAC create message at the same time, VZ's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANG LNP Process Flows. The CLEC/new service provider has 18 hours to enter their subscription from the time the VZ NY subscription version is sent to the NPAC. NPAC hours are from 7 am to 7 pm Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then their subscription will be canceled. This timing issue and NPAC subscription version cancellation was a problem for many CLECS when they first started porting with the LNP process.~~

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. VZ has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Verizon number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Verizon number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the VZ Regional CLEC Co-ordination Center (RCCC) will arrange with internal VZ personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date VZ will install a 10 digit unconditional trigger on the VZ line (during the porting process, it is VZ's policy to place the 10 digit trigger on all ~~non-Centrex/DID~~ telephone numbers, with the exception of virtual numbers like DID and distinctive ringing, to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP ~~or INP~~) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone two days prior to the HOT CUT in the afternoon and notify the CLEC of any problems found. On the due date, the CLEC will notify the RCC of the "Go Ahead" via the Wholesale Provisioning Tracking System (WPTS) which is an interactive web-based system; or the RCCC will contact the CLEC before the scheduled HOT CUT time to ensure that both parties are ready. Verizon has an obligation to meet FDT and DD within a specific window of time. The window of time as as follows:

<u>1-9 lines</u>	<u>1 hour</u>
<u>10-49 lines</u>	<u>2 hours</u>
<u>50-99 lines</u>	<u>3 hours</u>
<u>100-199 lines</u>	<u>4 hours</u>
<u>200 + lines</u>	<u>8 hours</u>

Exception: Hot Cut conversions involving IDLS have a requirement to be completed within a four (4) hour window. For example, AM = 8:00AM to 12:00PM. PM = 1:00PM to 5:00PM.

~~The RCCC will verify dialtone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC 1 hour before the scheduled cutover time to ensure that both parties are ready. If the CLEC indicates that the port should proceed, VZ will cut the loop at the scheduled time (FDT), or AM/PM window if IDLC and report the completion to the CLEC within 60 minutes the appropriate HOT CUT window via WPTS or by a call. Upon notification of the completion, the CLEC would will send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Verizon line, this PORT OUT is under the total control of the CLEC. However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions, upon notification of the successful HOT CUT to prevent any possible service interruptions.~~

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT: VZ will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the VZ switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the VZ service order. At the same time the service orders are issued, VZ will send the FOC to the CLEC and ~~the~~ create the subscription version to the NPAC. ~~The NPAC 18-hour timers will start at this point.~~ Since no ~~hotcut~~ Hot Cut is involved, once the 10 digit trigger is added to the VZ telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10 digit trigger is not applied because the VZ account ~~is has~~ Centrex or DID virtual telephone numbers, e.g. DID, then the FDT would govern the porting out activity and VZ will handle in the same manner as a ~~hotcut~~ Hot Cut by verbal communication.

~~Note that triggers can be placed on all lines with OE (Office equipment). Centrex and DID service require coordination between the CLEC and the RCCC at the FDT.~~ VZ places the 10-digit trigger on all ~~non-Centrex/DID~~ porting orders with the exception of virtual telephone numbers. Virtual telephone numbers are those numbers without OE (office equipment), e.g. DID, remote call forwarding. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. VZ activates the 10 digit trigger at least 1 day prior to the porting due date; it is deactivated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose. Since DID numbers do not have OE, porting requests for DID service requires coordination between the CLEC and the RCCC at the FDT.

On all ports without a loop and with a trigger, the VZ service order will carry

a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the VZ line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

Background:

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by VZ in those counties where VZ is the incumbent telephone company or has been contracted by the municipality or state to be the lead telephone company or database administrator. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. VZ is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of VZ's local service or by VZ's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. VZ updates the E911 database once each evening from the VZ service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. VZ developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When VZ or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The Telephone Company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database to make the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to the E911 database to identify the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in VZ's *CLEC Handbook* and *E911 PS/ALI Guide*. Both documents are available to the public at VZ's website.

Appendix G
 Repair Disposition Codes
 From CLEC Handbook, Section 8.0

8.8 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8.8.1 DISPOSITION CODES NORTH

Disposition Code Table	
Disposition Code	Trouble was found in:
03xx	Verizon Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0391-97	Network Interface Device
04xx	Verizon Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Verizon Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Appendix G
Repair Disposition Codes

Disposition Code Table	
Disposition Code	Trouble was found in:
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Verizon's Central Office/IDC applies.

8.9.1 CAUSE CODE TABLE - NORTH

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	Trouble was caused by.....
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred