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 customer ….avg (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 (cktid 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 (cktid 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 customer ….avg(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 customer ….avg(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 customer …avg(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)
F	The "From" portion when a customer moves From one address To another address
D	Total Disconnect of service
R	Record change

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
M	The customer requested a due date that was earlier than Verizon's offered due date because of a Medical emergency.
R	A due date could not be applied due to company or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Used on VZ initiated orders that are customer affecting, but not requested by the customer.
Z	Used on VZ initiated orders that are not customer affecting.

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 (Note: SP are not measured as customer missed appointments)
__	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)
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)
NO & O	VZ Internal services

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

ENVIEW PROCESS – NOTES:

The EnView process' resulting response times are reported for each of the Verizon South Regions (NJ, PA, DE, MD, DC, VA, and WV). 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

In order to make a like for like comparison between Request Manager and the OSS an adjustment is made to the response times prior to calculating the 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. Transaction count weighting factors are not included in the averaging process.

Appendix D - Reserved For Future Use

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. 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.

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 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) 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:

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

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.
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 the appropriate HOT CUT window via WPTS or by a call. Upon notification of the completion, the CLEC will send a notice to NPAC to activate LNP in real time. 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 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 create the subscription version to the NPAC. Since no 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 has 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 Hot Cut by verbal communication.

VZ places the 10-digit trigger on all 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 de-activated 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.

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 SOUTH

Disposition Code	Trouble was found in:
03xx	**Station Wiring**
030x	Complex Inside Wiring
031x	Reserved
0300	Other/Came Clear
0301	Less Than 25 Pairs
0302	25-50 Pairs
0303	Over 50 Pairs
0304	25 Pair Ribbon Connector
0305	Jack/Connecting Block
032x	Modular Connector (OCS, Public and 911 only)
0320	Other/Came Clear
0321	Surface Mount
0322	Flush Mount
0323	Wall Phone Mount
0324	1A Type converter
0325	Customer convenience Termination
0326	“R” Interface (TA)
0327	“S” Interface (NT2-TA / TE1)
0328	“T” Interface (NT1-NT2)
0329	“U” Interface (NT1-Loop)
033x	Simple Inside Wiring (OCS, Public and 911 only)
0331	Simple Inside Wire
0339	Came Clear
034x	Network Interface Device
0341	Indoor-Single/Multiple
0342	Outdoor-Single/Multiple
0343	Network Terminating Wire
0344	(PCA) Protective Connecting Arrangement
0349	Came Clear
035x	Nonmodular Termination (OCS, Public and 911 only)
0350	Other/Came Clear
0351	Connecting Block
0352	Jack
036x	Reserved for Protective Live Wire
037x	Protection
0371	Protection
0372	Grounding/Bonding
0379	Came Clear
038x	Aerial/Buried Service Wire

Disposition Code	Trouble was found in:
0381	Aerial
0382	Buried
0389	Came clear
039x	Other Network Devices
0390	Reserved for Future Regional Use
0391	Suppressor
0392	(MTU) Maintenance Test Unit
0399	Came Clear
04xx	**Outside Plant**
040x	Trouble Not Repaired
0400	Came clear
0401	Pair Transferred
0402	Pair Cut Dead / Bridge Tap Removed
0403	Pair Transposed
0404	Reversing Clips / Shoes
041x	Cable – Distribution & Feeder
0411	Cable
0412	Load Coil Capacitor/Buildout
0413	Temporary Closure
0414	Cut and Damaged Cable
042x	Closure/Splice Case
0421	Hard Closure/Case
0422	Poly /Ready Access Closure
0423	Encapsulated
0424	Closure Pedestal
043x	Terminal
0431	Ready Access-Aerial
0432	Ready Access-Buried
0433	Fixed Count Distribution Aerial/Buried
0434	Cross Connecting Terminal
044x	Distribution Wire/Terminal
0441	Distribution Wire
0442	Wire Terminal
045x	Reserved
046x	IOF Carrier Supporting Hardware
0461	IOF Copper Fed
0462	IOF Fiber Fed
047x	Loop Carrier Supporting Hardware
0471	Multiplexer
0472	Power Source
0473	Common Circuit Pack
0474	Channel Unit
0475	Repeater Shelf
0476	Wiring
0477	Monitoring Unit
0478	Fiber Termination Panel
048x	Miscellaneous
0481	Miscellaneous
0482	Loop Treatment Device
0483	Fiber Optics
05xx	**Verizon Central Office**
050x	Other Switched Services
0501	Billing
0502	Signal Transfer Point
0503	Access Tandem

Disposition Code	Trouble was found in:
0504	Originating Equipment Change
0505	Frame –Cross connect Changes
0506	Protector Change
0507	Precautionary Changes (All)
051x	Switching Equipment
0510	Other/Came Clear
0511	Common Equipment
0512	Line Equipment
0513	Subscriber Line Carrier – Integrated
0514	Trunk Equipment
0515	Carrier System Integrated Other
0516	Common Channel Signaling C.O. Equipment
0517	Power
052x	Line Translations
0520	Other/Came Clear
0525	Line Translations Error
0526	Line Translations Document Error
0529	PIC Provisioning Error
053x	Frame
0530	Other/Came Clear
0531	Cross Connection
0532	Protector
0533	Reversing Device/Test Cord
055x	Software
0550	Other/Came Clear
0551	Switch Software
0552	Translations – Other
056x	Network Terminal Equipment
0560	Other/Came Clear
0561	Digital Loop Carrier
0562	IOF Carrier
0563	Transmission/Signaling/Equipment
0564	Miscellaneous Customer Service Equipment
0565	Test System/Circuit
057x	Non Message Network Switched Services
0571	Central Office-Local Area Network
0572	PPSN-Access Concentrator (ANP)
0573	PPSN-Packet Switch (EXD-P)
0574	Group Access Bridging Equipment (GAB)
0575	Regulated Adjunct Processors
0576	Multi Services Platform (MSP)
058x	Radio System
0580	Other /Came Clear
0581	Maritime
0582	Improved Mobile Telephone Service (IMTS)
0583	Manual Mobile Radio Service
059x	Database for Data Driven Service
0590	Other/Came clear
0591	Calling Card Service
0592	Automatic Intercept System (AIS)
0593	Expanded 911 Service (E911)
0594	BOC 800 Service
0595	Class
0596	900 NXX Service
0597	Advanced Intelligent Network (AIN)

Disposition Code	Trouble was found in:
06xx	**Customer Action**
060x	No Access-Customer Can't be Reached during 3 day Follow-up period
0601	No Access-Unable to Renegotiate
061x	Error or Misuse of Equipment (OCS, Public and 911 only)
0611	Use of Equipment (i.e., ROH, Dialing, Power)
062x	Error or Misuse of customer Administered Systems
0621	Use of Features (i.e., MACSTAR, CCFR)
063x	Error or Misuse of Features/Company Administered
0630	VMS
0631	Custom Calling Features
0632	Multi Services Platform (MSP)
0637	Class
0639	Miscellaneous
09xx	**Not Found Troubles**
090x	Miscellaneous
0901	Dispatched out, No Access and During Follow-up Procedures in the Center, the Customer States that the Trouble has Disappeared
0902	Found OK by Technician
0903	Found OK by Customer
091x	Reserved
093x	Public Technician Dispatched & Found OK
0931	Found OK by Technician
0932	Found OK per Customer
094x	OCS Technician Dispatched & Found OK
0941	Found OK by Technician
0942	Found OK per Customer
097x	Test OK and Trouble is NOT Referred or Dispatched
0971	Verified OK with Customer
0972	Customer Does Not Answer
0973	Traffic Overload
0974	Test OK via Front-end – Closed Out
0975	Customer Canceled Original Report
0979	Predictor
098x	Found OK in Database Driven Services
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System (AIS)
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
099x	Other Switched Services
0991	(CO-LAN)
0992	Public Packet Switched Network (PPSN)-Access Concentrator
0993	Public Packet Switched Network (PPSN)-Packet Switched
0994	Group Access Bridging (GAB) Equipment
0995	Found OK – IN
0996	Found OK – IN (VMS)
10xx	**Referred Out**
101x	Referred to Another Unit Number
1010	(PAB) Applies when a Trouble Report is Referred via SAB Resulting in a PAB Status – Detail Code 1010 is automatically applied to originating MC upon closeout from the receiving MC
12xx	**Customer Equipment and Wiring**

Disposition Code	Trouble was found in:
120x	Other (i.e., Wire Tap Investigations-No charge applied)
1204	Wire Tap (Bell Atlantic PA, DE only)
1205	Wire Tap Found
1206	Wire Tap Not Found
122x	Customer Equipment/Wire Cable-Dispatched Out-Charge Applied
1221	Equipment
1222	Customer Wire/Cable
1223	Installation T&M as a Result of a No Visit Order, Repair Work is Performed and T&M Charges apply
1225	No Access-Trouble Proven to Customer's Side of Network Interface Device (NID)
1231	Wholesale No Trouble Found – OK to NID – Dispatch Out – Proved to CPE
1232	Wholesale No Trouble Found – Dispatch In
1233	No Access to NID – Dispatch Out
1239	Wholesale No Trouble Found - OK to NID – Dispatch Out
124x	Company/Customer Initiated Test No Charge Applied
1241	Company Initiated Test Dispatched/Non Dispatched
1242	Customer/ Vendor Initiated Test Dispatched/Non-Dispatched
125x	Non Standard Wire/Cable- Non Registered Equipment-Dispatched Out-Charge Applied
1251	Equipment/Wire/Cable
126x	Reserved
127x	Customer Equipment/Diagnostics and Vendor Referral-No Charge Applied
1270	Unregulated-MSP Services
1271	CRSAB/CSB
1272	MC/CSB/CSC/NTC/NRC/Technician, etc.
1273**	Guardian/Sentry/Set Customer Received Loaner Set
1274	Customer who has taken a Bell Atlantic telephone number with them to a co-carrier and the trouble is not in the facilities provided by Bell Atlantic
1275	Referred to Long Distance Vendor
1276	Sentry II
1277	Sentry III
1278	BASI CPE Contract
1279	VMS CO Equipment
128x	Maintenance Agreements
1282	Total Premise Solution One year warranty
1283	Guardian/Sentry I Mounting Cord (Cust did not receive loaner set)
1284	90 day Warranty
1285	Residence/Business OWMP Wire & Jacks
1286	Guardian/Sentry I Wire & Jacks
1287	Contractual Agreements
129x	Customer Equipment/Wire/Cable-No Charge Applied
1290	No NID, No T&M "If Company Policy"
1299	Special Billing Arrangements

8. 8. 2 CAUSE CODE TABLE –SOUTH

The Cause Code describes the trouble's cause.

Cause Code	Trouble was caused by:
1XX	Employee & Operational Support System
161	LNP-LSMS/SOA (Local Service Management System/Service Order Activation)
162	LNP-Database Signal Control Point (SCP)
163	LNP-Switch/Translations
2XX	Non-employee
216	Competitive Local Exchange Carrier (CLEC) or Long Distance/Inter-Exchange Carrier (IC)
3XX	Plant Equipment
4XX	Weather/Environment