VERIZON PENNSYLVANIA INC.

APPENDIX A

April 1, 2003

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Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	15
1-01	**Customer Service Record-CORBA**	5
1-01	**Customer Service Record-WEB GUI**	5
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS Interface Availability – Prime-EDI**	20
2-02	**OSS Interface Availability - Prime-CORBA**	10
2-02	**OSS Interface Availability - Prime-WEB GUI**	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC – Flow Through - POTS**	20
1-04	**% OT LSRC /ASRC – No Facility Check (Elec.- No Flow Through) – POTS**	5
1-04	% OT LSRC /ASRC – No Facility Check (Elec.- No Flow Through) – Specials	5
1-06	**% On Time LSRC /ASRC – Facility Check (Electronic) – POTS**	5
1-06	% On Time LSRC /ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject - Flow Through – POTS**	15
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	5
2-04	% OT LSR/ASR Reject - No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic) – POTS**	5
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Notice Sent Within 3 Business Days**	15
5-03	% Flow Through Achieved – POTS and Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	**% Missed Appointment - VZ- Total – Specials**	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	**% Missed Appointment - VZ - Dispatch – POTS**	10
4-05	**% Missed Appointment- VZ- No Dispatch - POTS**	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS	15
6-01	% Installation Troubles within 30 days – Specials	15

MR	**Maintenance & Repair**	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate – Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments – Central Office	5
4-01	**Mean Time to Repair – Specials**	20
4-02	**Mean Time to Repair - Loop Trouble**	15
4-03	**Mean Time to Repair - CO Trouble**	5
4-08	**% Out of Service > 24 Hours – POTS**	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days – POTS**	15
5-01	**% Repeat Reports w/in 30 days - Specials**	15
BI	**Billing**	
1-02	% DUF in 4 Business Days	10
		541

Table A-1-2: Unbundled Network Elements - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	15
1-01	**Customer Service Record-CORBA**	5
1-01	**Customer Service Record-WEB GUI**	5
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS Interface Availability – Prime-EDI**	20
2-02	**OSS Interface Availability -Prime-CORBA**	10
2-02	**OSS Interface Availability-Prime-WEB GUI**	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC - Flow Through - POTS**	20
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS**	5
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-Specials	5
1-06	**% On Time LSRC/ASRC – Facility Check (Electronic) – POTS**	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject - Flow Through – POTS**	15
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS**	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Sent Within 3 Business Days**	15
5-03	% Flow Through – Achieved - POTS & Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	10
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	5
4-01	**% Missed Appointment - VZ – Total – Specials**	10
4-01	% Missed Appointment - VZ – Total – EEL	10
4-01	% Missed Appointment - BA - Total – IOF	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	% Missed Appointment - VZ– Dispatch – Platform	10
4-04	**% Missed Appointment - VZ – Dispatch - New Loop**	10
4-05	**% Missed Appointment- VZ - No Dispatch – Platform**	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS Other	15
6-01	% Installation Troubles within 30 days – Specials	15
6-02	**% Installation Troubles within 7 days – Hot Cut Loops**	15
9-01	**% On Time Performance - Hot Cut**	20

MR	**Maintenance & Repair**	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	**Mean Time to Repair – Specials**	20
4-02	**Mean Time to Repair - Loop Trouble**	15
4-03	**Mean Time to Repair - CO Trouble**	5
4-08	**% Out of Service > 24 Hours – POTS**	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days - POTS**	15
5-01	**% Repeat Reports w/in 30 days - Specials**	15
BI	**Billing**	
1-02	% DUF in 4 Business Days	10
		606

Table A-1-3: Interconnection - Mode of Entry Weights

		Weight
OR-	**Ordering**	
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
PR-	**Provisioning**	
4-01	**% Missed Appointment - VZ – Total**	20
4-02	Average Delay Days – Total	10
4-07	**% On Time Performance – LNP only**	20
5-01	% Missed Appointment – Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	% Installation Troubles w/in 30 Days	15
MR-	**Maintenance & Repair**	
4-01	**Mean Time to Repair – Total**	20
5-01	% Repeat Reports w/in 30 Days	10
NP-	**Network Performance**	
1-03	**# of Final Trunk Groups Blocked 2 Months**	20
1-04	**# of Final Trunk Groups Blocked 3 Months**	
		170

Table A-1-4: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-06	**Facility Available/Loop Qualification-EDI**	5
1-06	**Facility Available/Loop Qualification-WEB GUI**	5
8-01	Average Response Time – Manual Loop Qualification	5
8-02	Average Response Time – Engineering Record Response	5
OR	**Ordering**	
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire Digital	2
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL**	10
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) – Line Share**	10
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire Digital	2
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire xDSL	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Line Share	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire Digital	2
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire xDSL**	10
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- Line Share**	10
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire Digital	2
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire xDSL	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Line Share	5
PR	**Provisioning**	
3-03	**% Completed w/in 3 Days (1-5 lines-Total)-Line Share**	10
3-10	**% Completed w/in 6 Days (1-5 lines-Total)-2Wire xDSL**	10
4-02	Average Delay Days - Total – 2 Wire Digital	2
4-02	**Average Delay Days - Total – 2 Wire xDSL**	10
4-02	**Average Delay Days - Total – Line Share**	10
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire Digital	2
4-04	**% Missed Appointment - VZ – Dispatch – 2 Wire xDSL**	20
4-04	% Missed Appointment - VZ – Dispatch - Line Share	5
4-05	**% Missed Appointment - VZ – No Dispatch - Line Share**	20
6-01	% Installation Troubles within 30 days - 2 Wire Digital	2
6-01	% Installation Troubles within 30 days – 2 Wire xDSL	10
6-01	% Installation Troubles within 30 days – Line Share	10
MR	**Maintenance & Repair**	
2-02	Network Trouble Report Rate –Loop - 2 Wire Digital	2
2-02	Network Trouble Report Rate - Loop – 2 Wire xDSL	5
2-02	Network Trouble Report Rate - Loop – Line Share	5
2-03	Network Trouble Report Rate - CO - 2 Wire Digital	2
2-03	Network Trouble Report Rate - CO – 2 Wire xDSL	5
2-03	Network Trouble Report Rate - CO – Line Share	5
3-01	% Missed Repair Appointments - 2 Wire Digital	2
3-01	**% Missed Repair Appointments – 2 Wire xDSL**	20
3-01	**% Missed Repair Appointments – Line Share**	20
3-02	% Missed Repair Appointments – Central Office - 2 Wire Digital	2
3-02	% Missed Repair Appointments – Central Office – 2 Wire xDSL	10
3-02	% Missed Repair Appointments – Central Office – Line Share	10
4-02	Mean Time to Repair - Loop Trouble - 2 Wire Digital	2
4-02	**Mean Time to Repair - Loop Trouble – 2 Wire xDSL**	20
4-02	**Mean Time to Repair - Loop Trouble – Line Share**	20
4-03	Mean Time to Repair - CO Trouble - 2 Wire Digital	2
4-03	Mean Time to Repair - CO Trouble – 2 Wire xDSL	10
4-03	Mean Time to Repair - CO Trouble – Line Share	10
5-01	% Repeat Reports w/in 30 days - 2 Wire Digital	2
5-01	**% Repeat Reports w/in 30 days – 2 Wire xDSL**	10
5-01	**% Repeat Reports w/in 30 days – Line Share**	10
		373

2.   **Mode of Entry: Dollars At Risk – $50,490,000**

	Resale	**UNE**	**DSL**	**Trunks**
Monthly	$561,000	$2,524,500	$561,000	$561,000
Annual	$6,732,000	$30,294,000	$6,732,000	$6,732,000

3.   **Minimum and Maximum Bill Credit Tables:**

   Table A-3-1: Resale

   Table A-3-2: Unbundled Network Elements

   Table A-3-3: Interconnection Trunks

   Table A-3-4: DSL

Table A-3-1: Resale

- Maximum of $6,732,000 per year
- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.16922
- Mid-point between minimum and maximum = -0.41961

Score Range		Monthly Dollars:	
<	And ≥		
	-0.16922	$0	
-0.16922	-0.19558	$112,200	
-0.19558	-0.22193	$135,821	
-0.22193	-0.24829	$159,442	
-0.24829	-0.27465	$183,063	
-0.27465	-0.30100	$206,684	
-0.30100	-0.32736	$230,305	
-0.32736	-0.35372	$253,926	
-0.35372	-0.38007	$277,547	
-0.38007	-0.40643	$301,168	
-0.40643	-0.43279	$324,789	
-0.43279	-0.45915	$348,411	
-0.45915	-0.48550	$372,032	
-0.48550	-0.51186	$395,653	
-0.51186	-0.53822	$419,274	
-0.53822	-0.56457	$442,895	
-0.56457	-0.59093	$466,516	
-0.59093	-0.61729	$490,137	
-0.61729	-0.64364	$513,758	
-0.64364	-0.67000	$537,379	
-0.67000		$561,000	

Table A-3-2: Unbundled Network Elements

- Maximum of <u>$30,294,000</u> per year
- Maximum Credit Performance Score "X" = <u>-0.6700</u>
- Minimum threshold = <u>-0.17129</u>
- Mid-point between minimum and maximum = <u>-0.42065</u>

Score Range		Monthly Dollars:	
<	And ≥		
	-0.17129	$0	
-0.17129	-0.19754	$504,900	
-0.19754	-0.22379	$611,195	
-0.22379	-0.25003	$717,489	
-0.25003	-0.27628	$823,784	
-0.27628	-0.30253	$930,079	
-0.30253	-0.32878	$1,036,374	
-0.32878	-0.35503	$1,142,668	
-0.35503	-0.38127	$1,248,963	
-0.38127	-0.40752	$1,355,258	
-0.40752	-0.43377	$1,461,553	
-0.43377	-0.46002	$1,567,847	
-0.46002	-0.48626	$1,674,142	
-0.48626	-0.51251	$1,780,437	
-0.51251	-0.53876	$1,886,732	
-0.53876	-0.56501	$1,993,026	
-0.56501	-0.59126	$2,099,321	
-0.59126	-0.61750	$2,205,616	
-0.61750	-0.64375	$2,311,911	
-0.64375	-0.67000	$2,418,205	
-0.67000		$2,524,500	

Table A-3-3: Interconnection Trunks

- Maximum of $6,732,000 per year
- Maximum Credit Performance Score "X" = -1.00000
- Minimum threshold = -0.31909
- Mid-point between minimum and maximum = -0.65955

Score Range		Monthly Dollars:	
<	And ≥		
	-0.31909	$0	
-0.31909	-0.37147	$112,200	
-0.37147	-0.42385	$146,723	
-0.42385	-0.47622	$181,246	
-0.47622	-0.52860	$215,769	
-0.52860	-0.58098	$250,292	
-0.58098	-0.63336	$284,815	
-0.63336	-0.68573	$319,338	
-0.68573	-0.73811	$353,862	
-0.73811	-0.79049	$388,385	
-0.79049	-0.84287	$422,908	
-0.84287	-0.89524	$457,431	
-0.89524	-0.94762	$491,954	
-0.94762	-1.00000	$526,477	
-1.00000		$561,000	

Table A-3-4: DSL

- Maximum of <u>$6,732,000</u> per year
- Maximum Credit Performance Score "X" = <u>-0.67000</u>
- Minimum threshold = <u>-0.19075</u>
- Mid-point between minimum and maximum = <u>-0.43353</u>

Score Range		Monthly Dollars:	
<	**And ≥**		
	-0.19705	$0	
-0.19705	-0.22194	$112,200	
-0.22194	-0.24683	$135,821	
-0.24683	-0.27173	$159,442	
-0.27173	-0.29662	$183,063	
-0.29662	-0.32151	$206,684	
-0.32151	-0.34640	$230,305	
-0.34640	-0.37129	$253,926	
-0.37129	-0.39619	$277,547	
-0.39619	-0.42108	$301,168	
-0.42108	-0.44597	$324,789	
-0.44597	-0.47086	$348,411	
-0.47086	-0.49576	$372,032	
-0.49576	-0.52065	$395,653	
-0.52065	-0.54554	$419,274	
-0.54554	-0.57043	$442,895	
-0.57043	-0.59532	$466,516	
-0.59532	-0.62022	$490,137	
-0.62022	-0.64511	$513,758	
-0.64511	-0.67000	$537,379	
-0.67000		$561,000	

APPENDIX B

April 1, 2003

Table B 1: Critical Measures:

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
		PRE-ORDERING						
1		**OSS Interface**	**112,202**	**249,337**			**80,144**	**441,683**
	PO-1-01	Customer Service Record – EDI	25,893	57,539				
	PO-1-01	Customer Service Record – CORBA	8,631	19,180				
	PO-1-01	Customer Service Record - WEB GUI	8,631	19,180				
	PO-1-06	Facility Availability (Loop Qualification) - EDI					40,072	
	PO-1-06	Facility Availability (Loop Qualification) - WEB GUI					40,072	
	PO-2-02	OSS Interface Availability - Prime - EDI	34,524	76,719				
	PO-2-02	OSS Interface Availability - Prime - CORBA	17,262	38,360				
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	17,262	38,360				
		ORDERING						
2		**% On Time Ordering Notification**	**112,202**	**249,337**			**80,144**	**441,683**
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	32,058	71,239				
	OR-1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS	8,014	17,810				
	OR-1-04	% On Time LSRC/ASRC – No Facility Check (Elec.-No Flow Through) -2Wire xDSL					20,036	
	OR-1-04	% On Time LSRC/ASRC – No Facility Check (Elec.-No Flow Through) -DSL Line Share					20,036	
	OR-1-06	% OT LSRC/ASRC – Facility Check (Electronic) – POTS	8,014	17,810				
	OR-2-02	% On Time LSR Reject - Flow Through – POTS	24,043	53,429				
	OR-2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS	8,014	17,810				
	OR-2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through) -2Wire xDSL					20,036	
	OR-2-04	% OT LSR/ASR Reject-No Facility Check (Elec.-No Flow Through) -DSL Line Share					20,036	
	OR-2-06	% On Time LSR/ASR Reject – Facility Check (Elec.) - POTS	8,014	17,810				
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	24,043	53,429				

CR		Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
		PROVISIONING						
3		**% Completed**					80,144	80,144
	PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share					40,072	
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL					40,072	
4a	**PR-4-01**	**% Missed Appointment - VZ - Total - EEL**		249,337				249,337
4b		**% Missed Appointment**	112,202	249,337	245,441		80,144	687,124
	PR-4-01	% Missed Appointment - VZ - Total - Specials	28,050	124,668				
	PR-4-01	% Missed Appointment - VZ - Total - Trunks			245,441			
	PR-4-02	Average Delay Days – Total - 2Wire xDSL					13,357	
	PR-4-02	Average Delay Days – Total - DSL Line Share					13,357	
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch – POTS	28,050					
	PR-4-04	% Missed Appt. - VZ – Total - Dispatch - New Loops		124,668				
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL					26,715	
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	56,101					
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share					26,715	
5	**PR-4-05**	**% Missed Appt. - VZ - No Disp.- Platform**		249,337				249,337
6		**Hot Cut Performance**		498,674				498,674
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)						
	PR-6-02	% Troubles within 7 Days - Hot Cut						
7	**PR-4-07**	**% On Time Performance - UNE LNP**			245,441			245,441
		MAINTENANCE						
8		**Missed Repair Appts.**					80,144	80,144
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL					40,072	
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share					40,072	

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
9		**Mean Time To Repair**	**112,202**	**249,337**	**245,441**		**80,144**	**687,124**
	MR-4-01	Mean Time To Repair – Specials	37,401	83,112				
	MR-4-01	Mean Time To Repair – Trunks			245,441			
	MR-4-02	Mean Time To Repair - Loop – 2Wire xDSL					40,072	
	MR-4-02	Mean Time To Repair - Loop – Line Share					40,072	
	MR-4-02	Mean Time To Repair - Loop Trouble	28,050	62,334				
	MR-4-03	Mean Time To Repair - Central Office	9,350	20,778				
	MR-4-08	% Out Of Service > 24 Hours - POTS	37,401	83,112				
10		**% Repeat Reports within 30 Days**	**112,202**	**249,337**			**80,144**	**441,683**
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	56,101	124,668				
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	56,101	185,185				
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL					40,072	
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share					40,072	
		NETWORK PERFORMANCE						
11		**Final Trunk Groups Blocked**			**245,441**			**245,441**
	NP-1-03	Blocked 2 months			81,814			
	NP-1-04	Blocked 3 months			163,627			
12		**Collocation**				**196,353**		**196,353**
	NP-2-01/2	% On Time Response to Request for Collocation				29,978		
	NP-2-05/6	% On Time - Collocation				149,888		
	NP-2-07/8	Average Delay Days				16,488		
		Total Dollars at Risk - Monthly	**561,008**	**2,244,033**	**981,764**	**196,353**	**561,008**	**4,544,167**
		Total Dollars at Risk - Annually	**6,732,099**	**26,928,395**	**11,781,173**	**2,356,235**	**6,732,099**	**54,530,000**

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

Table B-2: Collocation – Critical Measure #12 Allocation Weights

NP-	Network Performance	Weight
2-01	**% OT Response to Request for Physical Collocation-New**	**10**
2-01	**% OT Response to Request for Physical Collocation-Augment**	**10**
2-02	**% OT Response to Request for Virtual Collocation-New**	**10**
2-02	**% OT Response to Request for Virtual Collocation-Augment**	**10**
2-05	**% On Time – Physical Location-New**	**20**
2-05	**% On Time – Physical Location-Augment**	**20**
2-06	**% On Time – Virtual Location-New**	**20**
2-06	**% On Time – Virtual Location-Augment**	**20**
2-07	**Average Delay Days – Physical –New**	**20**
2-07	**Average Delay Days – Physical –Augment**	**20**
2-08	**Average Delay Days – Virtual-New**	**20**
2-08	**Average Delay Days – Virtual-Augment**	**20**
		200

APPENDIX C

April 1, 2003

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 [1]	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1 [2]	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table [3]	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
PR-4-04	% Missed Appointment - VZ – Dispatch - 2 Wire xDSL	≥ 5%	> 5% and ≤10%	> 10%
PR-6-02	Installation Troubles within 7 Days – Hot Cuts	≥ 2%	> 2% and ≤3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days - New	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-2-07 NP-2-08	Collocation - Average Delay Days - Augment	≤ 3.5 Days	> 3.5 and ≤ 12.5 Days	> 12.5 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row
PR-6-02	% Installation Troubles reported within 7 Days – Hot Cut loop	≤ 2%	> 2 and ≤ 3%	> 3%

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[1]   Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

[2]   Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

[3]   The list of Metrics with a 95% Standard appears on the following page.

Example: If Verizon-PA were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

Table C-1-1: Performance Metrics with 95% Performance Standard:

PO   **Pre-Ordering**

8-01   Average Response Time – Manual Loop Qualification

8-02   Average Response Time – Engineering Record Response

OR   **Ordering**

1-02   % On Time LSRC - Flow Through - POTS – 2hrs

1-04   % OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) – POTS

1-04   % OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) – Specials

1-04   % OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - 2 Wire Digital

1-04   % OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL

1-04   % OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - Line Share

1-06   % On Time LSRC/ASRC-Facility Check (Electronic) – POTS

1-06   % On Time LSRC/ASRC-Facility Check (Electronic) – Specials

1-06   % On Time LSRC/ASRC-Facility Check (Electronic) – 2 Wire Digital

1-06   % On Time LSRC/ASRC-Facility Check (Electronic) – 2 Wire xDSL

1-06   % On Time LSRC/ASRC-Facility Check (Electronic) – Line Share

1-12   % On Time Firm Order Confirmations

1-13   % On Time Design Layout Record

2-02   % On Time LSR Reject - Flow Through – POTS

2-04   % OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) – POTS

2-04   % OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) – Specials

2-04   % OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) - 2 Wire Digital

2-04   % OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL

2-04   % OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) - Line Share

2-06   % On Time LSR/ASR Reject-Facility Check (Electronic) – POTS

2-06   % On Time LSR/ASR Reject-Facility Check (Electronic) – Specials

2-06   % On Time LSR/ASR Reject-Facility Check (Electronic) - 2 Wire Digital

2-06   % On Time LSR/ASR Reject-Facility Check (Electronic) - 2 Wire xDSL

2-06   % On Time LSR/ASR Reject-Facility Check (Electronic) - Line Share

2-12   % On Time Trunk ASR Reject

4-09   % SOP to Bill Completion Notice Sent Within 3 Business Days

5-03   % Flow Through Achieved

PR   **Provisioning**

<u>3-03</u>   % Completed within 3 Days (1-5 lines) – Total - Line Share

<u>3-10</u>   % Completed within 6 Days (1-5 lines) – Total - 2 Wire xDSL

4-07   % On Time Performance - LNP only

6-02   % Installation Troubles Within 7 Days - Hot Cut

9-01   % On Time Performance - Hot Cut

BI   **Billing**

1-02   % DUF in 4 Business Days

NP   **Network Performance**

2-01   % OT Response to Request for Physical Collocation – New

2-01 % OT Response to Request for Physical Collocation – Augment

2-02 % OT Response to Request for Virtual Collocation – New

2-02 % OT Response to Request for Virtual Collocation – Augment

2-05 % On Time - Physical Location – New

2-05 % On Time - Physical Location – Augment

2-06 % On Time - Virtual Location – New

2-06 % On Time - Virtual Location – Augment

**Table C-1-2: Allowable Misses for Small Sample Sizes for
Counted Variable Performance Measures with Absolute Standards on a CLEC Aggregate
Basis Only**

A.   Allowable Misses:

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the "0" column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the "-1" column, the performance score for the metric I −1.
- If the number of misses falls into the –2 column, the performance score is –2.
- "NA" is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

B.   CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or

exclusions that Verizon-PA may exercise pursuant to the small sample size table for performance

measures with absolute standards. If a CLEC exercises this right, it must file a petition with the

Commission demonstrating that the exclusion will have a significant impact on the operations of

the CLEC's business and that Verizon-PA should not be allowed to exclude the event pursuant to

the above table. Verizon-PA will have a right to respond to any such challenge by the CLEC.

The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon-PA Exceptions

under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted,

the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

April 1, 2003

STATISTICAL ANALYSIS

A.   Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon-PA. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon-PA will use the "modified Z statistic" proposed by a number of CLECs who are members of the Local Competitors User Group ("LCUG"). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Counted Variables:	Measured Variables: [1]
$$Z = \dfrac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}(1 - P_{INC})\left(\dfrac{1}{n_{INC}} + \dfrac{1}{n_{CLEC}}\right)}}$$	$$t = \dfrac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2{}_{INC}\left(\dfrac{1}{n_{INC}} + \dfrac{1}{n_{CLEC}}\right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed.

Definitions:
> Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.
> Counted Variables are metrics of proportions, such as percent measures.

> $\overline{X}$ is defined as the average performance or mean of the sample.

> S is defined as the standard deviation.

> n is defined as the sample size.

> p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

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[1]   For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

B.   Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both the Verizon and the CLEC is 30.   For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5. When the sample size requirement is not met, Verizon-PA will do the following:

1.   If the performance for the CLEC is better than Verizon-PA's performance, no statistical analysis is required.

2.   If the performance is worse for the CLEC than Verizon-PA, Verizon-PA will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test.   The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.

3.   If the t or binomial distribution show an "out of parity" result, Verizon will run the permutation test.

4.   If the permutation test shows an "out of parity" condition, Verizon-PA will perform a root cause analysis to determine cause. If the cause is the result of "clustering"   within   the   data,   Verizon-PA   will   provide   documentation

demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon-PA troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon-PA will identify such behavior and work with the respective CLEC on corrective action.

C.   Verizon Exceptions Process:

1.   A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc*.) are clustered together as one single event. This being the case, Verizon-PA will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following events occur:

a. **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon-PA may provide data demonstrating that all troubles within that failure, including Verizon-PA troubles were resolved in an equivalent manner. Verizon-PA also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon-PA. The remaining troubles will be compared according to normal statistical methodologies.

b. **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon-PA will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon-PA will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon-PA will provide the data demonstrating that the activity is on that day. Verizon-PA will compare that single day's

performance for the CLEC to Verizon-PA's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

    d.   **CLEC Actions:** If performance for any measure is impacted by unusual CLEC behavior, the incumbent Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

    2.   **Documentation:**

Verizon-PA will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon-PA and CLEC performance. For cable failures, Verizon-PA will provide appropriate documentation detailing all other troubles associated with that cable failure.

3.   **Timeline for Exceptions Process:**

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 29th
Verizon Files Exceptions on January Performance	March 15th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 1st
Commission Issues Ruling on Exceptions	April 15th
February Performance Reports	March 29th
March Performance Reports	April 29th
Credits Processed for January Performance	By May 1st