

Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

**Connecticut
Delaware
District of Columbia
Maryland
Massachusetts
New Jersey
New York
Pennsylvania¹
Rhode Island
Virginia**

¹ Not Applicable to former GTE Territory

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INTRODUCTION

This section of the Verizon Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to Verizon's state level operating entities in Connecticut, Delaware, the District of Columbia, Maryland, Massachusetts, New Jersey, New York, Pennsylvania², Rhode Island, and Virginia. 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 retail services and its wholesale products and services.

Verizon will provide Performance Reports on a monthly basis. Any CLEC that wants to obtain reports produced pursuant to the Guidelines must update their CLEC profiles with Verizon to make the appropriate arrangements to receive the reports.

Verizon will report at 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. Verizon will provide disaggregated geographical reports in New York, to CLECs that have existing interconnection agreements which require these reports. Additionally, for New York only, 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.

² Not Applicable to former GTE Territory.

URL REFERENCES

Verizon references URLs, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. The table below lists the URL referenced, the metrics impacted and a General Description of the information found on the URL.

URL	Impacted Metrics	General description of URL Information
http://www22.verizon.com/wholesale/systemsm easures/local/systems/systems-systems-support-for-local-services.html	PO-1, PO-2, PO-3-02, PO-8, OR-1, OR-2, BI-1, BI-3	The list of the current year Holidays that Verizon recognizes.
http://www22.verizon.com/wholesale/contactus/Contact-Us.html	PO-3	Lists the center hours
http://www22.verizon.com/wholesale/systemsm easures/local/systems/avail/east/verizon-east-system-availability-and-forecast.html	OR-1-02 & OR-2-02	Lists the hour of Operations.
http://www22.verizon.com/wholesale/attachments/ResaleIntervalGuide.xls http://www22.verizon.com/wholesale/attachments/une_intervals.xls http://www22.verizon.com/wholesale/local/collocation/portal/collocation-information.html	OR-1, OR-2, PR-1, PR-3	Lists the product intervals.
North: http://www22.verizon.com/wholesale/troublead min/codelist/dispositionn.html South: http://www22.verizon.com/wholesale/troublead min/codelist/dispositions.html	MR-2	Lists disposition codes.
http://www22.verizon.com/wholesale/local/collocation/portal/collocation-applications-and-instructions.html	NP-2	Lists the collocation application instructions.
http://www22.verizon.com/wholesale/library/tariffs/tariffs.html	NP-2	Lists the state tariffs.

http://www22.verizon.com/wholesale/local/billing/billing-for-local-services.html	BI-3	Provides information on billing Inquiries, Claims and Adjustments
http://www22.verizon.com/wholesale/local/order/generic_flowthrough/Generic-Flow-through-Ordering-Scenarios.html	OR	List of Generic Order Flow-Through scenarios
<p>North:</p> <p>http://www22.verizon.com/wholesale/troubleadmin/codelist/dispositionn.html</p> <p>South:</p> <p>http://www22.verizon.com/wholesale/troubleadmin/codelist/dispositions.html</p>	MR	Description of Front End Close Outs

GENERAL EXCLUSIONS

Test IDs

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

Verizon Affiliate Reporting

Verizon affiliate reporting is always excluded from CLEC aggregate data for all metrics.

Internally generated LSRs and Service Orders

Internally Generated LSRs are excluded from the Ordering metrics.
Internally Generated Service Orders are excluded from the Provisioning metrics.

Verizon Official Services

Verizon official (administrative) lines are lines used by Verizon employees or contractors to conduct official company business.

PARTS Orders

Orders for Packet at the Remote Terminal Service are excluded from the OR-1 through OR-6 metrics, and all Provisioning metrics.

Unbundled Network Elements (UNE)

Ordering, Provisioning, and Maintenance:

UNE products do not include Wholesale Advantage (formerly UNE-P), Line Sharing or Line Splitting transactions.

Billing:

UNE products do not include Wholesale Advantage (formerly UNE-P), or Line Splitting transactions.

UNE Port

Orders for UNE Port service (not to be confused with Local Number Portability (LNP)), are excluded from the Provisioning metrics.

GENERAL NOTES

Verizon North includes: CT, MA, NY, and RI
Verizon Mid-Atlantic includes: DC, DE, MD, NJ, PA³ and VA

Verizon East includes: CT, DC, DE, MA, MD, NJ, NY, PA⁴, RI and VA

For OR-1-12, OR-2-12, and NP-2

Refer to industry letters on the Verizon Partner Solutions Website for further details related to Trunk and Collocation forecasting.

UNE Platform

Effective with the April, 2006 data month, UNE Platform arrangements that have not been migrated to other services will be counted as Resale.

CLEC Performance Reports and Raw Data

CLECs interested in receiving monthly performance reports and raw data should contact the Verizon Metric Help Desk (e-mail WQAT@verizon.com). CLECs must update the Local Services Profile data via the Customer Profile Self-Service Tool (CPSST) <http://www22.verizon.com/wholesale/elearning/cpsst/customprofile2.html>, and have established connectivity to the Wholesale Internet Search Engine (WISE). Please provide the following information with the request:

- The state(s) you would like to receive reports or data
- The CLEC IDs (e.g. ACNA/AECN/RSIDs) in those states
- The specific reports you would like to receive (e.g. Carrier to Carrier)

URL for the above help desk information:

[http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance measures/CLEC-Performance-Measures.html](http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance%20measures/CLEC-Performance-Measures.html)

³ Not applicable to the territory in former GTE.

⁴ Not applicable to the territory in former GTE.

RETAIL ANALOG COMPARE TABLE

The table below illustrates the retail⁵ 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 POTS Loop New UNE POTS Total UNE POTS Loop -- Total UNE 2-Wire Digital Loop UNE 2-Wire xDSL Loop 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 (CLEC) Specials – Total Resale Specials Other UNE Specials Other POTS Loop Hot Cut 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) Retail Line Sharing Retail DS0 Retail DS1 Retail DS3 Retail DS0 Retail DS1 ⁶ Retail DS3 Retail DS3 Retail DS1 ⁵ Retail DS1 ⁵ Retail DS1 ⁵ IXC Feature Group D Trunks Retail Specials – Total Retail Specials Other Retail Specials Other Retail POTS (N&T Orders excluding feature troubles)
Exceptions for provisioning: PR-4-02 PR-6 PR-6 PR-6-01 PR-8	UNE 2-Wire xDSL Loop UNE 2-Wire xDSL Loop UNE 2-Wire Digital UNE POTS Loop-New UNE 2-Wire xDSL Loop	Retail Specials DS0 Retail POTS – Dispatched Retail POTS – Dispatched Retail POTS – Dispatched Retail Specials DS0

⁵ Transactions provided to the former MCI entities are included in Retail.

⁶ Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

RETAIL ANALOG COMPARE TABLE, continued

Maintenance Measures: ALL where parity is standard	Resale POTS – Residence Resale POTS – Business Resale POTS – Total Resale 2-Wire Digital Services UNE Loop UNE 2-Wire Digital Loop UNE 2-Wire xDSL Loop Resale Specials DS0 & below Resale Specials DS1 & above Resale Specials (Total) UNE Specials DS0 & below UNE Specials DS1 & above UNE Specials (Total) Interconnection Trunks (CLEC)	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 – Total plus ISDN BRI Retail POTS – Total plus ISDN BRI Retail Specials DS0 & below Retail Specials DS1 & above Retail Specials (Total) Retail Specials DS0 & below Retail Specials DS1 & above Retail Specials (Total) IXC Feature Group D Trunks
Exceptions for Maintenance MR-2, MR-3, MR-4	UNE POTS Loop UNE 2-Wire Digital Loop UNE 2-Wire xDSL Loop	Retail POTS- Total & Retail POTS – Total plus ISDN BRI Note: excludes translation and switch troubles

PRODUCT CODE INFORMATION

The table below defines the product codes listed on the monthly C2C and associated reports.

Sub-Code	Product
1000	Resale & UNE combined
1020	Stand-Alone Directory Listings
1021	Operator Service Center
1030	Other Directory Listings
1040	All Directory Listings (combined Standalone and Other)
1200	Resale & UNE Combined Specials
1210	Resale & UNE Combined Specials DS0
1211	Resale & UNE Combined Specials DS1
1213	Resale & UNE Combined Specials DS3
1214	Resale & UNE Combined Specials (Non DS0, DS1 & DS3)
1216	Resale & UNE Combined Specials (Non DS0 & DS0)
1217	Resale & UNE Combined Specials (DS1 & DS3)
1341	Resale & UNE Combined 2-Wire Digital Services
2000	Resale
2100	Resale POTS
2103	Resale POTS/Complex
2110	Resale POTS Business
2120	Resale POTS Residence

Sub-Code	Product
2200	Resale Specials
2210	Resale Specials DS0
2211	Resale Specials DS1
2213	Resale Specials DS3
2214	Resale Specials (Non DS0, DS1 & DS3)
2216	Resale Specials (Non DS0 & DS0)
2217	Resale Specials (DS1 & DS3)
2300	Resale Complex
2320	Resale POTS + Complex / Pre-qualified
2341	Resale 2-Wire Digital Services
3000	UNE
3112	UNE POTS – Loop
3113	UNE POTS – Loop New
3121	UNE POTS – Other
3133	UNE POTS & Complex
3200	UNE Specials
3210	UNE Specials DS0
3211	UNE Specials DS1
3213	UNE Specials DS3
3214	UNE Specials (Non DS0, DS1 & DS3)
3216	UNE Specials (Non DS0 & DS0)
3217	UNE Specials (DS1 & DS3)

Sub-Code	Product
3300	UNE Complex
3331	UNE Loop/Pre-qualified Complex/LNP
3341	UNE 2-Wire Digital Services
3342	UNE 2-Wire xDSL Loops
3500	Additional UNE Services
3510	UNE EEL
3511	UNE EEL – Backbone
3512	UNE EEL – Loop
3520	Loop Basic Hot Cut (all line size)
3523	Loop Large Job Hot Cut (all line size)
3528	Loop – Basic Hot Cut (11-20 Lines)
3529	Loop – Basic Hot Cut (21 lines and greater)
3530	UNE IOF
3531	Loop – Large Job Hot Cut (1-5 lines)
3532	Loop – Large Job Hot Cut (6 or more lines)
3533	Loop – Hot Cut Total (includes Basic, and Large)
3534	Loop Basic Hot Cut (1-10 lines)
3540	UNE LNP
5000	CLEC Trunks
5020	CLEC Trunks (<= 192 Forecasted Trunks)
5030	CLEC Trunks (> 192 and Unforecasted Trunks)

Sub-Code	Product
6000	Systems Metrics
6010	Wholesale Provisioning and Tracking System (WPTS)
6020	EDI
6030	CORBA
6050	Pre-order/Order Web GUI aka LSI/W
6060	Maintenance - Electronic Bonding Interface
6080	Retail Maintenance Web GUI(RETAS) & Retail Pre-order/Order Web GUI (LSI/W) combined
6095	TAXI
6600	Change Notification & Confirmation
6700	Collocation
6702	Collocation - Augment Applications

SECTION 1 - PRE-ORDERING PERFORMANCE

(PO)

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

Function:

PO-1 RESPONSE TIME OSS PRE-ORDERING INTERFACE

Definition:

This metric measures the response time of the OSS Pre-Ordering Interface.

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 successful Pre-Order transaction. **Note:** 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.

For CLEC transactions, response time is 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.

For rejected queries, 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.

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-1-06, and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.

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.

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.

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

Exclusions:

Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

The major holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Refer to the URL matrix at the beginning of the C2C guidelines to obtain the URL for the current year's holiday schedule in effect at the time of the compliance filing. The information contained on the URL identifies the actual date the holiday is observed. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

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.

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-1-06:

- 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 / Local Service Interface / Wholesale (LSI/W): 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:

The measurements for all PO-1 metrics 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.

For retail 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 *Enter* key is hit until a response from the Pre-Ordering OSS is received back on the display screen.

At least ten VZ retail simulated queries are generated per hour for each type of query.

The total number of simulated queries depends on the average response times.

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.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable response times for rejected queries.

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.

Formula:		
Σ Response Times for each transaction divided by the Number of Transactions for each transaction type.		
Note: For all PO-1 Retail sub-metrics, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific (PO-1-09 only) 		Geography: <ul style="list-style-type: none"> State Specific
Products	CLEC Aggregate: <ul style="list-style-type: none"> EDI CORBA (Except PO-1-04) WEB GUI / LSI/W Note: Metric PO-1-09 <i>Parsed CSR</i> does not go through the WEB GUI/LSI/W interface, therefore, sub-metric PO-1-09 does not report WEB GUI /LSI/W results.	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01 Average Response Time – Customer Service Record (CSR)		
Calculation	Numerator	Denominator
	Sum of all response times for CSR transactions.	Number of CSR transactions.
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 & Reservation⁷		
Calculation	Numerator	Denominator
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.

⁷ 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.

Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface, continued		
PO-1-06	Average Response Time – Mechanized Loop Qualification – xDSL	
Calculation	Numerator	Denominator
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-08	% Timeouts	
Calculation	Numerator	Denominator
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	Average Response Time- Parsed CSR	
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR 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/Ordering/Provisioning/Maintenance & Repair 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: EDI, WEBGUI/LSI, CORBA, EB and WPTS:</p> <ul style="list-style-type: none"> • Prime Time: 06:00:00 to 23:59:59 EST Monday through Saturday, excluding major Holidays • Non-Prime Time: 00:00:00 to 05:59:59 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>Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI (Local Services Interface/Wholesale (LSI/W)), CORBA, Maintenance Electronic Bonding Interface (EB) and Wholesale Provisioning and Tracking System (WPTS). Each availability interface is measured separately with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI (also known as LSI/W)) varies as needed, however, the metric calculations performed for each interface includes the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored into the calculation. 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 interfaces. • Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center. • Scheduled interface downtime for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines. • Major Holidays. The major holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. <p>Refer to the URL matrix at the beginning of the C2C guidelines to obtain the URL for the current year's holiday schedule in effect at the time of the compliance filing. The information contained on the URL identifies the actual date the holiday is observed.</p>
Performance Standard:
<p>PO-2-02: ≥ 99.5%</p> <p>PO-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 Partner Solutions Customer Care (PSCC)) 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 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 or other Verizon similar affirmative monitoring (for WPTS) 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 for EDI, LSI/W and CORBA only. 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 aka LSI/W 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 PSCC) 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 an 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:		
<p>(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.</p> <p>For example (assuming all processing complexes are scheduled to be operational for the entire month):</p> <p>Step One: Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.</p> <p>Step Two: Determine number of outage minutes in a month.</p> <p>Step Three: [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %</p>		
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate 	Geography: All interfaces except WPTS: <ul style="list-style-type: none"> NY, CT (Combined) MA, RI (Combined) PA, DE (Combined) NJ MD, DC, VA (Combined) WPTS: <ul style="list-style-type: none"> Verizon National 	
Sub-Metrics – OSS Interface Availability		
PO-2-02 OSS Interface Availability – Prime-Time		
Calculation	Numerator	Denominator
	Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.	Total number of scheduled prime-time hours in the month for all available processing complexes.
Products	<ul style="list-style-type: none"> Maintenance (RETAS) / Pre-Ordering/Ordering Web GUI (LSI/W) EDI CORBA WPTS 	
PO-2-03 OSS Interface Availability – Non-Prime-Time		
Calculation	Numerator	Denominator
	Total number of scheduled non-prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during non-prime-time hours in the month for all available processing complexes.	Total number of scheduled non-prime-time hours in the month for all available processing complexes.
Products	<ul style="list-style-type: none"> EDI CORBA WPTS 	

Function:
PO-3 CONTACT CENTER AVAILABILITY
Definition:
<p>The PO-3 sub-metrics measure Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering and Maintenance. 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 National Marketing Center (Ordering): 8:00AM to 6:00PM Monday through Friday, excluding major holidays. <p>Note: The Repair Help Desk is measured in metric PO-3-04. The Order Processing Assistance Center is measured in metric PO-3-02.</p> <p>Refer to the URL matrix at the beginning of the C2C guidelines to obtain the URL that provides the various center hours of operation schedules. After accessing the web-site, select a center to receive center-specific information. Also refer to the URL matrix at the beginning of the C2C guidelines for the current year's holiday schedule in effect at the time of the compliance filing. The information contained on the URL identifies the actual date the holiday is observed.</p>

Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate 		Geography: <p>PO-3-02: Verizon East: UNE & Resale combined</p> <p>PO-3-04: Verizon East: UNE & Resale combined</p>
Products	<ul style="list-style-type: none"> Resale 	<ul style="list-style-type: none"> UNE
Sub-Metrics		
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-3-04 % 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:		
Sub-metric PO-4-01 measures the percent of Change Management Notices and associated documentation availability, sent before implementation according to prescribed timeliness standards within prescribed timeframes. Change Management notices are notices sent to the CLECs to notify CLECs of scheduled interface software-affecting changes with a "Type" designation (Type 1, 2, 3, 4, 5).		
Documentation is not considered available until all material changes are made.		
Exclusions:		
None.		
Performance Standard:		
PO-4-01: 95%		
The Timeliness standards for the PO-4 metric 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.		
Timeliness Standards:		
Change type	Change Notification: Interval between notification and implementation	Change Confirmation: Final Documentation Availability before implementation ⁸
Type 5 – CLEC originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications or Verizon/CLEC agreed upon timeframes	>= 45 calendar days or Verizon/CLEC agreed upon timeframes
Type 4 – Verizon originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications or Verizon/CLEC agreed upon timeframes	>= 45 calendar days or Verizon/CLEC agreed upon timeframes
Type 3 – Industry Standard	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications or Verizon/CLEC agreed upon timeframes	>= 45 calendar days or Verizon/CLEC agreed upon timeframes
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, 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: <ul style="list-style-type: none"> CLEC Aggregate 		Geography: <ul style="list-style-type: none"> Verizon East
Products	Change Notification and Confirmation: <ul style="list-style-type: none"> Type 1 – Emergency Maintenance, Type 2 Regulatory (combined), 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
	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.

⁸ Type one (1) change confirmation is not applicable.

Function:		
PO-5 PERCENT ON TIME NOTICE OF INTERFACE OUTAGE		
Definition:		
<p>This metric measures the 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 on the Verizon Partner Solutions website. For the purpose of this measure, scheduled interface downtime where CLECs were provided with advanced notification (> 24 hours) of the downtime in compliance with Verizon Change Management Guidelines is not considered an outage.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Troubles reported by a CLEC that were not reported to Verizon's designated trouble reporting center, which is the PSCC. • Outages exclusively identified at month-end EnView reconciliation process. 		
Performance Standard:		
95%		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate 	<ul style="list-style-type: none"> • Verizon East 	
Sub-Metrics		
PO-5-01	% On Time Notice of Interface Outage	
Calculation	Numerator	Denominator
	Number of outage notifications sent where the date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ is less than or equal to 20 minutes.	Total number of interface outages.

Function:		
PO-6 SOFTWARE VALIDATION		
Definition:		
<p>This metric measures software validation for CLEC-affecting major releases where Verizon offers a test deck in the CLEC Test Environment (CTE). Verizon installs CLEC impacting major 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). Within the software validation metric, weight factors will be allocated among transaction types (e.g., <i>Pre-Order, Resale-Order, UNE-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 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 will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon 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 most current LSOG version. 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:		
Company:	Geography:	
<ul style="list-style-type: none"> CLEC Aggregate 	<ul style="list-style-type: none"> Verizon North: NY, CT, MA and RI [Combined] PA, DE & NJ: Verizon PA, DE, NJ [Combined] MD, DC & VA: Verizon MD, DC, VA [Combined] 	
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 Partner Solutions Customer Care (PSCC) (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 sub-metrics PO-7-01 the C2C report is populated with data in the month <i>following</i> the software release (usually March, July and November). R3 is reported in all other months for PO-7-01 to indicate CLEC affecting software releases are installed three (3) times per year.</p> <p>Note: In the event any of the three major CLEC-affecting software releases are installed outside the usual schedule, the data will be populated in accordance with the rules documented above. For example, if the February release was installed in March PO-7-01 data would be populated in April.</p>		
Exclusions:		
Failed Pre-order and Order transactions reported to the PSCC 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:		
PO-7-01: >= 95%		
Problem Resolution Timeliness Standard measured from time the trouble was reported to the PSCC (see Appendix O).		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> CLEC Aggregate 	PO-7-01: <ul style="list-style-type: none"> Verizon East 	
Sub-Metrics		
PO-7-01	% Software Problem Resolution Timeliness	
Calculation	Numerator	Denominator
	Number of production referrals resolved within timeliness standard.	Total number production referrals.

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 (<i>e.g. 2-Wire-xDSL</i>), when such information is requested through an available interface.		
Exclusions:		
<ul style="list-style-type: none"> Weekend and Holidays are excluded from the interval count. Refer to the URL matrix at the beginning of the C2C guidelines for the URL which contains the holiday schedule. Digital Design Loops that require loop conditioning (HXMU code) Test CLEC IDs <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>		
Performance Standard:		
PO-8-01: 95% within 48 Hours		
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate 		Geography: <ul style="list-style-type: none"> State Specific
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.

SECTION 2 - ORDERING PERFORMANCE

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	6
OR-2	Reject Timeliness	4
OR-4	Timeliness of Completion Notification	3
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	3
OR-10	PON Notifier Exception Resolution Timeliness	2
OR-11	Timeliness of Provider Notification Report	1
OR-12*	% Accuracy White Pages Directory Listings	1

*OR-12 is applicable to Rhode Island only.

Function:

OR-1 ORDER CONFIRMATION TIMELINESS

Definition:

This metric measures Order Confirmation Timeliness.

Resale and UNE:

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. 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.

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.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

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 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format.

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. Verizon does not require a facility check on ASR orders for specials if the order is for a disconnect.

Related PONs: When a CLEC designates RPONs, the FOC/LSC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Note: Effective October 2001, orders for UNE Specials DS0 EELs (Loop and Backbone) will be submitted via ASRs. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is for more than five (5) lines.

Trunks:

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.

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.

OR-1 Definition, continued:

Notes:

- (1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the NEWREC; therefore, they are not included in the calculation.
- (2) Verizon includes resent confirmations when the confirmation is sent due to Verizon error. 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 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 2-Wire Digital, and 2-Wire xDSL Loop, orders that were pre-qualified.
- (6) In the North states: ASR requests that have the **RTR** field populated with a code that indicates the CLEC requested that no confirmation/response be sent are not counted in the OR-1 confirmation timeliness metrics.
- (7) If the Specials product is not a DS0, DS1, or DS3, it is classified as Specials - Other and is reported under the product Specials (Non DS0, Non DS1 & Non DS3).
- (8) For OR-1-19, TGSRs received after 5 PM Eastern Time are counted as received the next business day
- (9) Flow Through Orders are received electronically through the ordering interface and are entered into SOP and confirmed with no manual intervention
- (10) Negative intervals for trunk service orders caused by clerical timestamp errors are excluded from OR-1.

Exclusions:

Resale and UNE:VZ Test Orders⁹

- 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.
- The following RTR exclusion applies to the Mid-Atlantic states:
 - ASR requests that have the **RTR** field populated with a code that indicates the CLEC requested that no confirmation/response be sent
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- Special Project PONs (if applicable) per the process documented in Appendix S.
- If a reject and a confirmation are sent on the exact same PON/Version, Verizon will not count the incorrect notifier.
- For OR-1-02: SOP scheduled hours (flow-through).
Verizon SOP scheduled hours are found at the following URL::

<http://www22.verizon.com/wholesale/systemsmeasures/local/systems/avail/east/verizon-east-system-availability-and-forecast.html>

Exception: 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. For NY/NE, the 3rd Saturday of each month is a scheduled release. SOP start time following a release can be found at the above link.

⁹ VZ-Test Orders – see Glossary.

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

¹⁰ Also includes orders requiring facility verification as listed in the interval guides. Refer to the URL matrix at the beginning of the guidelines for the URL on specific products and intervals.

Sub-Metrics		
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
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
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 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • 2-Wire xDSL Loops
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 or equal to the standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
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 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • 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 or equal to the standard for specified product.	Total number of electronic LSRCs/ASRCs requiring a facility check, confirmed for specified product.
OR-1-12 % On Time FOC ¹⁰		
Products	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC) (\leq 192 Forecasted Trunks) • Interconnection Trunks (CLEC) ($>$ 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"> • Interconnection Trunks (CLEC) 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-19 % On Time Response - Request for Inbound Augment Trunks		
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.		
Products	<ul style="list-style-type: none"> • Verizon Inbound Augment Trunks (\leq 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.

¹⁰ For OR-1-12, Verizon measures the confirmation on the last ASR PON version received

Function:**OR-2 REJECT TIMELINESS****Definition:**

This metric measures Reject Timeliness.

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 (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. 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.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Related PONs: When a CLEC designates RPONs, the FOC/LSRC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The reject/query returned date/time would be the actual returned date/time of each RPON.

Notes:

- (1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the NEWREC; therefore, they are not included in the calculation.
- (2) Measurements are based on rejected orders.
- (3) For LSRs and non-trunk ASRs, all rejects are counted. For trunk ASRs, rejects are not counted for cancelled ASRs.
- (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 2-Wire Digital, and 2-Wire xDSL Loop orders that were pre-qualified.
- (6) If the Specials product is not a DS0, DS1, or DS3, it is classified as Specials - Other and is reported under the product Specials (Non DS0, Non DS1 & Non DS3).
- (7) For OR-2, Flow Through Orders are received electronically through the ordering interface and are rejected or queried back with no manual intervention.

Exclusions:

- VZ Test Orders
 - Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC ID), identical and subsequent to the first reject.
 - Any reject/query that occurs on an ASR that has the **RTR** field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).
 - Special Project PONs (if applicable) per the process documented in Appendix S.
 - 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.
 - If a reject and a confirmation are sent on the exact same PON/Version, Verizon will not count the incorrect notifier.

OR-2 Exclusions, continued:

- For OR-2-02: SOP scheduled downtime hours (Flow-through).
Verizon SOP Scheduled hours are found at the following URL:

<http://www22.verizon.com/wholesale/systemsmeasures/local/systems/avail/east/verizon-east-system-availability-and-forecast.html>

Exception: SOP downtime may be extended for significant SOP releases, (e.g. *NPA splits*). All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines. For NY/NE, the 3rd Saturday of each month is a scheduled release. SOP start time following a release can be found at the above link.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State Specific

Performance Standard – Reject Timeliness		
OR-2-02, 2-04, 2-06, and 2-12: 95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks (CLEC):
Electronically Submitted Orders: POTS/Pre-Qualified Complex: <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: ¹¹ <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	Electronically Submitted Orders: POTS/Pre-Qualified Complex/LNP: <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"> • 2-Wire Digital Services 72 hours • 2-Wire xDSL Loop: 72 hours Special Services: ¹² <ul style="list-style-type: none"> • Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs > 6 lines, DS1 and above) received via ASR. • Orders with facility check: 72 hours (includes UNE DS0 EELs > 6 lines and UNE DS1s and above) Faxed/Mailed Orders: Add 24 hours to intervals above. Fax/Mail is not available for LSRs: UNE POTS and Complex (2-Wire Digital, 2-Wire xDSL Loop).	Electronically Submitted Orders: <ul style="list-style-type: none"> • ≤ 192 Trunks: less than or equal to seven (7) Business Days • > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above

¹¹ Also includes orders requiring facility verification as listed in the interval guides. Refer to the URL matrix at the beginning of the guidelines for the URL on specific products and intervals.

¹² Also includes orders requiring facility verification as listed in the interval guides. Refer to the URL matrix at the beginning of the guidelines for the URL on specific products and intervals.

Sub-Metrics – OR-2 Reject Timeliness		
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
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.
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 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • 2-Wire Digital Services • 2-Wire xDSL Loops • 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-2-06 % On Time LSR/ASR Reject - Facility Check (Electronic – No 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 • 2-Wire Digital Services • 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-2-12 % On Time Trunk ASR Reject		
Products	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC) (\leq 192 Forecasted Trunks) • Interconnection Trunks (CLEC) ($>$ 192 and Unforecasted Trunks and Projects) 	
Calculation	Numerator	Denominator
	Number of rejected trunk orders that meet reject trunk standard (less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

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. If the Provisioning Completion Notifier / Billing Completion Notifier (PCN/BCN) is 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 PCN/BCN was sent.		
Exclusions:		
<ul style="list-style-type: none"> • Verizon Test Orders • Orders not received through the Verizon NetLink EDI system. This includes orders transmitted manually, and orders submitted through the WEB GUI (LSI/W) • Special Project PONs (if applicable) per the process documented in Appendix S. • Sub-metric OR-4-11 <i>only</i> includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN. 		
Performance Standard:		
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. Metric OR-4-16: 95% of PCNs sent within one (1) business day. Metric OR-4-17: 95.5% of BCNs sent within: Two (2) business days for EDI BCNs on order(s) not in bill cycle hold Four (4) business days for EDI BCNs on order(s) in bill cycle hold		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State Specific 	
Sub-Metrics Timeliness of Completion Notification		
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.

Sub-Metrics Timeliness of Completion Notification, continued		
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 work completion (in WFA as noted 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 on time		
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within the following intervals: <ul style="list-style-type: none"> • For EDI BCNs on order(s) not in bill cycle hold: Two (2) business days from the provisioning order completion in the Verizon SOP system. • For EDI BCNs on order(s) in bill cycle hold: Four (4) business days from the provisioning order completion in the Verizon SOP system. <p>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 the intervals specified above.</p>	
Products	CLEC Aggregate: <ul style="list-style-type: none"> • EDI 	
Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a BCN within the specified intervals 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.

Funtion:		
OR-5 PERCENT FLOW-THROUGH		
Definition:		
<p>This metric measures the percent of valid orders (submitted via LSR in the report month) received through the electronic ordering interface (example includes: Request Manager) that processed directly through to the legacy Service Order Processor system (SOP) and were confirmed without manual intervention. These confirmations require no action by a Verizon service representative to input an order into SOP. This is also known as Ordering flow-through.</p> <p>% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (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 considered to be a valid confirmed order, and therefore 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 • Special Project PONs (if applicable) per the process documented in Appendix S. <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:		
OR-5-01: No standard		
OR-5-03: 95%		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate 		<ul style="list-style-type: none"> • State Specific
Sub-Metrics		
OR-5-01 % Flow-through – Total		
Products	<ul style="list-style-type: none"> • Resale 	<ul style="list-style-type: none"> • UNE POTS Loop • UNE POTS Other
Calculation	Numerator	Denominator
	Sum of all orders that flow-through for specified product.	Total number of LSR records (confirmed orders) for specified product.
OR-5-03 % Flow-through Achieved		
Products	<ul style="list-style-type: none"> • Resale 	<ul style="list-style-type: none"> • UNE POTS Loop • UNE POTS Other
Calculation	Numerator	Denominator
	Number of orders that flow-through for specified product.	Number of confirmed flow-through eligible orders.

Function:
OR-6 ORDER ACCURACY
Definition:
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.
Methodology:
For sub-metric OR-6-01, VZ uses a manual audit process of sampled orders. A random sample of approximately 300 orders for Resale and UNE Loop/Complex/LNP each month, (15 orders randomly sampled each business day) are pulled from Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s) ¹³ . Refer to Appendix M for a list of fields reviewed by Verizon.
Samples are identified using random number generation from Verizon's Wholesale Ordering systems.
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.
The OR-6-04 sub-metric is reported in the following states only: DC, MD, RI and VA.
Exclusions:
<ul style="list-style-type: none"> • Orders entered by the CLEC that flow-through.
Performance Standard:
<p>OR-6-01: 95% orders without Verizon errors.</p> <p>OR-6-03: not more than 5% of LSRCs resent due to Verizon error.</p> <p>OR-6-04: The state specific standards for sub-metric OR-6-04 are as follows:</p> <p>VA: 98%</p> <p>DC & RI: 95%</p> <p>MD: September 2004 through August 2005: 97%</p> <p>MD: September 2005: 98%</p>

¹³ For the due date field, Verizon compares the Local Service Request Confirmation (LSRC) to the completed Verizon service order(s).

Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate 	Geography: OR-6-01: <ul style="list-style-type: none"> Verizon North: NY, CT, MA and RI PA, DE: PA/DE [Combined] NJ: State Specific MD, DC, VA: MD, DC, VA [Combined] OR-6-03: State Specific OR-6-04: <ul style="list-style-type: none"> MD, DC, VA, RI: State Specific Note 1: OR-6-03 is reported at a state specific level for both Resale and UNE	
Sub-Metrics		
OR-6-01	% Service Order Accuracy	
Products	<ul style="list-style-type: none"> Resale and UNE Loop/Complex/LNP (combined) 	
Calculation	Numerator	Denominator
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-03	% Accuracy – LSRC	
Products	<ul style="list-style-type: none"> Resale 	UNE: <ul style="list-style-type: none"> Loop/Complex/LNP
Calculation	Numerator	Denominator
	Number of LSRCs resent due to error.	Number of LSRCs.

OR-6-04 % Accuracy – Directory Listing¹⁴	
Definition	A statistically valid random sample of approximately 400 Directory Listing Orders (20 orders randomly sampled each business day) per product are pulled from Request Manager.
Products	MD & VA: <ul style="list-style-type: none"> • Standalone Directory Listings¹⁵ • Other Directory Listing Orders (orders other than stand-alone directory listing orders) DC & RI: <ul style="list-style-type: none"> • All orders with Directory Listing Modifications
Calculation	Numerator
	Number of orders sampled for Directory Listings minus orders with errors.
	Denominator
	Number of Directory Listing orders sampled.

¹⁴ Refer to a list of the fields that are reviewed for the Directory Listing measurement is set out in Appendix M.

¹⁵ Stand-alone Directory Listing Orders are orders that are issued by a CLEC for directory listings only and that do not include a request with regard to other services. Verizon will begin to report the separate measurement for Stand-alone Directory Listing Orders when Verizon has deployed the ability to perform this measurement on a mechanized basis. Prior to the time that Verizon begins to report the separate measurement for Stand-alone Directory Listing Orders, Verizon will include Stand-alone Directory Listing Orders in its measurement of Other Directory Listing Orders.

Function:

OR-10 PON NOTIFIER EXCEPTION RESOLUTION TIMELINESS

Definition:

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.

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).

PON Notifier Exceptions received after 5:00PM will be considered received the next business day.

The PON Notifier Exception is considered resolved when Verizon has either:

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.

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.

Exclusions:		
<ul style="list-style-type: none"> • Non NetLink EDI PON Exception Notifier Trouble Tickets. • 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:		
OR-10-01: 95% resolved within three (3) business days.		
OR-10-02: 99% resolved within ten (10) business days.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific <p>These sub-metrics are reported at a state specific level.</p>	
Sub-Metrics		
OR-10-01 % of PON Exceptions Resolved Within Three (3) Business Days		
Products for OR-10-01 and OR-10-02	All combined	
Calculation	Numerator	Denominator
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in Partner Solutions Customer Care (PSCC) 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 Partner Solutions Customer Care (PSCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Function:	
OR-11 TIMELINESS OF PROVIDER NOTIFICATION REPORT	
Definition:	
<p>The number of transmission days from the effective date of the line loss to the date that the notification information is made available to the CLEC on the Provider Notification (PN) Report. Measured in percentage of notification records transmitted within the time standard, this measurement indicates whether the CLEC was promptly notified that a customer migrated to another provider. The interval measured starts with the SOP update that the physical/provisioning migration to the gaining carrier has been completed and ends when a loss notification is transmitted to the losing CLEC. PN Reports will be provided to CLECs each transmission day by one of the three alternatives specified below. The PN process starts with collection of the previous calendar day's completed service orders with disconnect activity from the SOP. Information is then held from two (2) to five (5) days for a matching order with new connect activity prior to being included in a PN Report. Non-transmission day and holiday PN is reported on the next transmission day. PN for CLECs is reported at the same time as Verizon's. Orders with disconnect activity held greater than five (5) days are moved to the Provider Notification report.</p>	
Note:	
<p>Verizon offers its CLEC customers the option of receiving PN Reports through the Network Data Mover (NDM) /Connect Direct, EDI, and Customer Wholesale Portal (CWP) processes. The time of report delivery will be defined as:</p> <ul style="list-style-type: none"> • For the NDM and EDI processes, the delivery time will be considered to be the date/time stamp in the message header. This date/time stamp represents Verizon's first attempt to send the report to the CLEC. • For CWP, the delivery time will be considered to be the create time shown in the file directory. 	
Exclusions:	
<ul style="list-style-type: none"> • Verizon Test Orders 	
Formula:	
(Total loss records in "y" transmission days divided by the total records on file) multiplied by 100	
Performance Standard	
OR-11-01: 95% in two (2) Calendar Days	
Report Dimensions	
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific
Sub-Metrics	
OR-11-01	% Resale Provider Notifications in Days
Products	<ul style="list-style-type: none"> • Resale
Calculation	Numerator
	<p>Number of loss notices sent on daily PN reports processed during month, where the difference between the Effective Date and the report date is equal to or less than two (2) calendar days.</p>
	Denominator
	<p>Number of Loss Records on PN Reports transmitted during the month.</p>

Function:		
OR-12 % ACCURACY WHITE PAGES DIRECTORY LISTINGS (APPLICABLE TO RI ONLY)		
Definition:		
<p>This metric measures the accurate provisioning of LSR and DL orders (LSR/DL) that result in the update of Directory Listings in the Verizon White Pages. Changes to the White Pages Directory Listings that were not authorized by a LSR/DL are also measured and counted as errors. The measurement is based on CLEC Directory Listings without CLEC reported errors as a percent of CLEC Directory Listings.</p> <p>“Directory Listing” means a CLEC customer’s name, address and telephone number.</p> <p>“Error” means: the omission from the directory of a Directory Listing that the CLEC requested be included in the directory; the inclusion in the directory of a Directory Listing that the CLEC requested be excluded from the directory; incorrect telephone number; incorrect address; or, incorrect name. “Errors” include only errors that are attributable to Verizon and that are reported by a CLEC to Verizon’s applicable Directory Listing error reporting interface, along with a copy of the applicable LSR/DL.¹⁶ “Errors” do not include any Directory Listing that was provisioned in accordance with the applicable LSR or DL.</p> <p>The data included each month are for directories published in the third calendar month prior to the current data month. CLECs have at least three months after book publishing to report errors for inclusion in this metric.¹⁷</p>		
Exclusions:		
<ul style="list-style-type: none"> • VZ Test Orders • Directory Listing errors that were in the previous published directory and for which the CLEC did not submit a correcting LSR/DL after the publication of the previous published directory. • Directory Listing errors that were incorrect on the LVR and not reported by the CLEC to Verizon for correction by the close out date for the Directory. 		
Performance Standard		
OR-12-01: 97% Accuracy		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate on a per directory basis 		<ul style="list-style-type: none"> • State Specific
Sub-Metrics		
OR-12-01 % Accuracy White Pages Directory Listings		
Products	ALL	
Calculation	Numerator	Denominator
	Number of Published Directory Listings in White Pages plus CLEC reported Directory Listings omitted in error plus Non-Published Directory Listings, minus number of Directory Listings with CLEC reported Verizon errors.	Number of Published Directory Listings in White Pages plus CLEC reported Directory Listings omitted in error plus Non-Published Directory Listings.

Note: OR-12-01 is a tracking metric for a trial period after which it will be evaluated to determine if it captures both the appropriate performance and measures it meaningfully.

¹⁶ If a listing changed from the prior directory and should not have changed (for example, there was no LSR/DL activity), then the prior directory would be referenced.

¹⁷ For example, all directories published in June could have errors reported in June, July, August and September and the % accuracy for the directories published in June would be reported in the report for the September data month.

SECTION 3 - PROVISIONING PERFORMANCE

(PR)

	Function	Number of Sub-metrics
PR-1	Average Interval Offered	4
PR-3	Completed within Specified Number of Days (1-5 Lines)	5
PR-4	Missed Appointments	8
PR-5	Facility Missed Orders	2
PR-6	Installation Quality	3
PR-8	Percent Open Orders in a Hold Status	1
PR-9	Hot Cut Performance	3

Function:**PR-1 AVERAGE INTERVAL OFFERED****Definition:**

This metric measures the average interval offered for completed and cancelled orders. The PR-1 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in PR-1 calculations). 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.

Complex Orders include:

- 2-Wire Digital Services (ISDN)
- 2-Wire xDSL Loops for UNE.

Specials Orders include: All Designed circuits which include (but are not limited to) 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).

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.

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.

Exclusions:

- VZ Test Orders.
- Orders with the X appointment code. The X appointment code is used for customer requested or negotiated intervals beyond the standard appointment interval.
- Verizon Administrative orders.
- Orders with invalid intervals (*e.g. Negative intervals or intervals over 200 business days – indicative of typographical error*).
- For Verizon North only: Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Special Project PONs (if applicable) per the process documented in Appendix S.
- Orders requiring manual loop qualification (does not apply to disconnect orders).
 - Note:** 2-Wire Digital and 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.

Performance Standard:		
PR-1-01, PR-1-03, PR-1-09 (except for PR-1-01 UNE 2-Wire xDSL Loops): Parity with VZ Retail. PR-1-01 and 1-02, UNE 2-Wire xDSL Loops: No Standard. The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to the URL matrix at the beginning of the guidelines to obtain the specific URLs for Resale, UNE, and Collocation product interval guides.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific 	
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 	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops
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	UNE: <ul style="list-style-type: none"> • 2-Wire xDSL Loops 	
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.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-03 Average Interval Offered – Dispatch one (1) to five (5) Lines		
Products	Resale: • POTS: Business	UNE: • POTS – Loop – Total
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-1-09 Average Interval Offered – Total		
Products	UNE: • DS1	CLEC Trunks: • Interconnection Trunks ((CLEC) ≤ 192 Trunks) • Interconnection =Trunks ((CLEC) > 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator
	Sum of committed DD minus application date for product group orders.	Number of orders for product group.

Function:
PR-3 COMPLETED WITHIN SPECIFIED NUMBER OF DAYS
Definition:
<p>This metric measures the percent of POTS orders 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> <p>The PR-3 sub-metric calculations for the report month include orders that are complete in the billing system. (Orders that are not billing completed are not included in PR-3 calculations). Note: For PR-3-08 UNE Basic Hot Cut Loops, orders in the calculation are based on physical work completion.</p>
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders. • Disconnect Orders. • Orders with the X appointment code. The X appointment code is used for customer requested or negotiated intervals beyond the standard appointment interval.. • Verizon Administrative orders. • Orders with invalid intervals (<i>e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error</i>). • For Verizon North only: Additional Segments on orders (parts of a whole order are included in the whole). • 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.(This exclusion applies to all PR-3 sub-metrics except PR-3-08). • Special Project PONs (if applicable) per the process documented in Appendix S. • For sub-metrics PR-3-10 2-Wire Digital, and 2-Wire xDSL Loop, orders that require a manual loop qualification (does not apply to disconnect orders). <p>Note: 2-Wire Digital and 2-Wire xDSL Loop 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> <p>For 2-Wire Digital and 2-Wire xDSL Loop only:</p> <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-3-08: Basic Hot Cut Loops (1-10 lines): 95%</p> <p>PR-3-10: 2-Wire xDSL Loops: 95%</p>
<p>Refer to the URL matrix at the beginning of the C2C guidelines for the specific URLs for products and intervals in effect at the time of the compliance filing.</p>

Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • State Specific
Sub-Metrics		
PR-3-01 % Completed in one (1) Day one (1) to five (5) Lines – No Dispatch		
Products	Resale:	
	<ul style="list-style-type: none"> • POTS – Total 	
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-3-06 % Completed in three (3) Days one (1) to five (5) Lines – Dispatch		
Products	UNE:	
	<ul style="list-style-type: none"> • _POTS 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-3-08 % Completed in five (5) days No Dispatch		
Products	UNE:	
	<ul style="list-style-type: none"> • Basic Hot Cut Loops (1-10 lines) 	
Calculation	Numerator	Denominator
	Number of No Dispatch POTS Basic Hot Cut Loop orders with one (1) to ten (10) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS Basic Hot Cut Loop orders with one (1) to ten (10) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-09 % Completed in five (5) Days one (1) to five (5) Lines – Dispatch		
Products	UNE: <ul style="list-style-type: none"> • POTS Loop – New 	
Calculation	Numerator	Denominator
	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.
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 	
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.

Function:
PR-4 MISSED APPOINTMENTS
Definition:
<p>This metric measures the Percent of Orders completed after the due date. The PR-4 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-4 calculations). Note: This does not apply to the following metrics, which are calculated based on physical work completion: Interconnection Trunks (CLEC) PR-4-02, PR-4-03, and PR-4-15.</p> <p>For LNP: The percent of orders completed on time (not early)</p> <p>xDSL Loops are considered complete if completed on time on the due date. After completing the installation of a UNE 2-Wire xDSL Loop, Verizon will perform a cooperative continuity test for those CLECs that participate, as described in Appendix T of the C2C guidelines. The use of a DD-2 test or a CLECs 800 #, or a CLEC's serial number has no impact in the determination of a completed xDSL Loop.</p> <p>Trunks: Includes reciprocal trunks from VZ to CLEC. For PR-4-03, the percentage of trunks completed for which there was a missed appointment due to CLEC reasons. For PR-4-15, the percentage of trunks completed on or before the order due date.</p> <p>Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.</p>
Exclusions:
<ul style="list-style-type: none"> • VZ Test Orders • Disconnect Orders (does not apply to PR-4-07) • Verizon Administrative orders • For Verizon North only: Additional Segments on orders (parts of a whole order are included in the whole) • For PR-4-07, LNP orders without office equipment which do not have a trigger placed on the line. • For PR-4-14 UNE 2-Wire xDSL Loop only exclude orders missed for facility reasons.
Performance Standard:
<p>Metrics PR-4-01, 4-02, 4-04 and 4-05 (except PR-4-02 Interconnection Trunks (CLEC)): Parity with VZ Retail¹⁸</p> <p>PR-4-02 Interconnection Trunks (CLEC): None – Analysis only.</p> <p>PR-4-03: No standard</p> <p>PR-4-07 LNP: 95% on Time</p> <p>PR-4-14 UNE 2-Wire xDSL Loop: 95% on Time.</p> <p>PR-4-15 Interconnection Trunks (CLEC) : 95% on Time</p>

¹⁸ % Missed Appointment Customer – No Standard – Not in Control of Verizon

Report Dimensions:			
Company:		Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • State Specific 	
Sub-Metrics			
PR-4-01 % Missed Appointment – Verizon – Total			
Description	The percent of orders completed after the due date, due to Verizon reasons.		
Products	UNE: <ul style="list-style-type: none"> • EEL • IOF • DS1 		
Calculation	Numerator		Denominator
	Number of orders where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders completed for product group.
PR-4-02 Average Delay Days – Total			
Description	For orders/trunks missed due to Verizon reasons, the average number of business days between the order DD and actual work completion date.		
Products	Resale: <ul style="list-style-type: none"> • POTS - Total 	UNE: <ul style="list-style-type: none"> • POTS - Loop • 2-Wire Digital Services. • 2-Wire xDSL Loops • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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.
PR-4-03 % Missed Appointment – Customer			
Description	The percent of orders/trunks completed after the due 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 - Total 	UNE: <ul style="list-style-type: none"> • POTS - Loop • 2-Wire xDSL Loops • EEL • Specials - Total 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-04 % Missed Appointment – Verizon – Dispatch		
Description	The Percent of Dispatched Orders completed after the due date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • POTS - Total 	UNE: <ul style="list-style-type: none"> • Loop – New
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.
PR-4-05 % Missed Appointment – Verizon – No Dispatch		
Description	The Percent of No-Dispatch Orders completed after the due date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • POTS - Total 	UNE: <ul style="list-style-type: none"> • 2-Wire Digital Services. • Loop - New
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-4-07 % On Time Performance – LNP Only		
Description	Percent of all LNP orders (including both the Trigger message and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Telephone Numbers disconnected early at the customer's request are considered met. Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.	
Products	UNE: <ul style="list-style-type: none"> • LNP 	
Calculation	Numerator	Denominator
	Number of LNP orders (1 order = Trigger message and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.	Number of LNP orders completed (1 order = Trigger message and disconnect order).

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-14	% Completed On Time – 2-Wire xDSL	
Description	% of 2-Wire xDSL Loop completed on time.	
Products	UNE <ul style="list-style-type: none"> • 2-Wire 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	The percent of trunks completed on or before the order due date.	
Products	Trunks <ul style="list-style-type: none"> • Interconnection Trunks (CLEC) 	
Calculation	Numerator	Denominator
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:	
PR-5 FACILITY MISSED ORDERS	
Definition:	
<p>These sub-metrics measure facility missed orders.</p> <p>The PR-5 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-5 calculations). Orders completed on the Due Date are considered to be completed on-time regardless of the time of day the order was actually completed.</p> <p>Facility Missed Orders: The Percent of Dispatched Orders completed after the due date, where the cause of the delay is lack of facilities.</p> <p>Facility Missed Orders > 15 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 calendar days.</p> <p>Facility Missed Trunks: The percentage of trunks completed after the due 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 • For Verizon North only: Additional Segments on orders (parts of a whole order are included in the whole) 	
Performance Standard:	
PR-5-01 through PR-5-02: Parity with VZ Retail.	
Report Dimensions:	
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific

Sub-Metrics			
PR-5-01		% Missed Appointment – Verizon – Facilities	
Description	The percent of Dispatched Orders or trunks completed after the due date, due to lack of Verizon facilities.		
Products	Resale: <ul style="list-style-type: none"> • POTS - Total 	UNE: <ul style="list-style-type: none"> • POTS Loop - Total • Specials - Total • 2-Wire xDSL Loops 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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.
PR-5-02		% Orders Held for Facilities > 15 Days	
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the due date, due to lack of Verizon facilities.		
Products	Resale: <ul style="list-style-type: none"> • POTS - Total 	UNE: <ul style="list-style-type: none"> • POTS Loop - Total • Specials - Total • 2-Wire xDSL Loops 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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.

Function:	
PR-6 INSTALLATION QUALITY	
Definition:	
<p>This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the Verizon network within 30 days of order completion. Any additional trouble received after the initial I-code is closed out, and is within the specified time period (7 or 30 days) is counted as a repeater.</p> <p>For sub-metric PR-6-03 only, the UNE POTS Loop Total product includes UNE Loop Hot Cuts. The PR-6 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-6 calculations). Note: This does not apply to Hot Cuts and Interconnection Trunks (CLEC) which are calculated based on physical work completion.</p> <p>Trunks: Includes reciprocal trunks from VZ to CLEC.</p> <p>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 automatically cleared via Switch to Order Compare (STORC) for Verizon North and SERVICE for Verizon Mid-Atlantic (or other similar record verification system utilized by Verizon) by CLEC. The source system: NMP-Mai.</p>	
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. • Special Project PONs (if applicable) per the process documented in Appendix S. 	
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: % Installation Troubles Reported within seven (7) Days: 2%	
PR-6-03: No standard	
Report Dimensions	
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific

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 - Total 	UNE: <ul style="list-style-type: none"> • POTS – Loop - New • 2-Wire Digital Loops. • 2-Wire xDSL Loops • Specials - Total
		Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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.
PR-6-02 % Installation Troubles reported within seven (7) Days		
Description	The percent of lines 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"> • Loop Basic Hot Cut (all line size) • Loop – Large Job Hot Cut (all line size) 	
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	UNE: <ul style="list-style-type: none"> • POTS – Loop - Total • 2-Wire xDSL Loops • Specials - Total 	
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-8 PERCENT OPEN ORDERS IN A HOLD STATUS

Definition:

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 calendar days, as a percentage of orders completed in the reporting period.

The PR-8 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-8 calculations). **Note:** This does **not** apply to the following metrics, which are calculated based on physical work completion: PR-8-01 Interconnection Trunks (CLEC).

An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include:

1. Open orders that have passed the originally committed completion date due to VZ reasons

Measurement of the 30 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).

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Verizon Administrative orders.
- For Verizon North only: Additional segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or cancelled.
- 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:

Parity with Verizon Retail.

Report Dimensions

Company <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific
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Sub-Metrics

PR-8-01	Percent Open Orders in a Hold Status > 30 Days	
Products	UNE: <ul style="list-style-type: none"> • 2-Wire Digital Services • 2-Wire xDSL Loops • Specials - Total • EEL • IOF 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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.

Function:

PR-9 HOT CUT LOOPS

Definition:

The PR-9-01 sub-metric measures the percent on-time performance for UNE Hot Cut Loops. The PR-9-02 sub-metric measures the total number of lines cut before the frame due time.

For sub-metric PR-9-08, troubles are counted in the month the trouble report is closed. This metric measures Average Duration of Hot Cut Installation Troubles where a reported trouble was found in the Verizon network within 7 days of order completion. Any additional trouble received after the initial I-code that is closed and is within the specified time period (7 days) is counted as a repeater.

There are three types of Hot Cut Loops: Basic Hot Cuts and Large Job Hot Cuts.

A Basic or Large Job Hot Cut is considered **complete** when the following situation occurs:

1. 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. For Basic, the time within a prescribed interval as noted in the C2C guidelines. For Large Jobs, it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*). Work is complete when the order is completed in WPTS.
2. Orders missed for customer reasons, where there is no Verizon miss, will be counted as completed on-time once completed.

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Basic or Large Job Hot Cut is considered **missed** when one of the following occurs:

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. work was not turned up to CLEC by some means (WPTS, e-mail, VMS, direct phone call)*) by close of intervals noted under *Met Hot Cuts* definition due to a Verizon reason (*e.g. HFC, late turn-up, due date pushed out due to Verizon action*).

Definition, continued

Note: For all types of Hot Cuts:

- Verizon will not complete a Hot Cut if there is no dial tone at either the Old Switch Provider or the New Switch Provider. If Verizon cannot verify the Telephone number (ANI), the cut will not be done and the New Switch provider will be required to resolve the problem. The Hot Cut will be scored as a customer miss. However, if Verizon is the Old Switch Provider and there is no dial tone at the Old Switch, this will not be a customer miss.
- Any errors on the LSR that result in a problem with the Hot Cut will not be attributable to Verizon.
- Verizon will not be responsible for a premature disconnect that is caused by another Switch Provider.
- Verizon can not guarantee a throwback if there is no dial tone on the Old Switch Provider (other than Verizon).

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- For Verizon North only: 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/ /Resale/UNE-L trouble report and need not be reflected elsewhere.

For PR-9-02 applicable to MD & VA only:

- Early cuts not reported by CLEC

Performance Standard:

PR-9-01: 95% completed within window

PR-9-02: (Applicable to MD & VA only)

- MD: Not more than 2% of lines cut early
- VA: Not more than 1% of lines cut early

PR-9-08: Parity with Verizon Retail

Standard for Basic 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

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM). Four (4) hour window applies to start time. This is only applicable if Verizon notified the CLEC by 2:30PM EST on DD-2 that the service was on IDLC.

Note: Large Job Hot Cuts may be completed over multiple days per agreement with the CLEC. Large Jobs are completed in the order specified by the CLEC, starting at a specified time.

Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> State Specific
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. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early are considered not met.	
Products	UNE: <ul style="list-style-type: none"> Loop – Basic Hot Cut (all line size) Loop – Large Job Hot Cut (all line size) 	
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 % Early Cuts – Lines (Applicable to MD and VA only)		
Description	The total number of lines cut before the frame due time (i.e. the beginning of the cut-over window) or cut before mutually agreed upon time between Verizon and the CLEC divided by the total number of hot cut lines completed in the month.	
Products	UNE: <ul style="list-style-type: none"> Loop- Hot Cut (Coordinated Cut-over) 	
Calculation	Numerator	Denominator
	Count of hot cut (coordinated loop) lines (With or without number portability) cut before frame due time or cut before mutually agreed upon time between Verizon and the CLEC.	Count of hot cut lines completed.
PR-9-08 Average Duration of Hot Cut Installation Troubles		
Description	The average repair time (Mean Time to Repair – (MTTR)) for Hot Cut Installation troubles.	
Products	UNE: <ul style="list-style-type: none"> POTS – Loop – Hot Cut Total 	
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) calendar days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) calendar days.

SECTION 4 - MAINTENANCE & REPAIR PERFORMANCE

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	10
MR-2	Trouble Report Rate	4
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:
Local Service Interface – Trouble Administration (LSI-TA): These sub-metrics measure the response time defined as the time, in seconds, that elapses from receipt of a request at Verizon’s access platform to issuance of a response from Verizon’s access platform. Only POTS Total transactions are included in this measure.
<u>Electronic Bonded Interface (TAXI)</u> : These sub-metrics measure the response time, defined as the time in seconds, that elapses from receipt of a request submitted by CLEC to issuance of a response from Verizon.
Exclusions:
LSI-TA
<ul style="list-style-type: none"> • CLEC Create Transactions – complex create trouble transactions not available to retail including: <ul style="list-style-type: none"> • Feature fix create • Transactions on circuits with recent change activity requiring Service Order lookup • Other CLEC Transactions – functions not available to Verizon Retail including: <ul style="list-style-type: none"> • Transactions on circuits with recent change activity requiring Service Order look-up • Create transaction for multiple circuits on one trouble ticket.
LSI-TA and Electronic Bonded Interface (TAXI):
<ul style="list-style-type: none"> • Excluded from MR-1-06 and MR-1-12: transactions that are incomplete due to Line In Use (LIU); specifically, all MR-1-06 and MR-1-12 transactions with a VER code response of “6” or “61”.
Methodology
LSI-TA:
8:00AM to 5:00PM seven (7) days per week, no holiday exclusions.
For VZ retail transactions, retail performance is reported directly from Verizon’s access platform. Measurements begin when Verizon’s access platform receives a request from the GUI, and end when Verizon’s access platform sends a response to the GUI. The retail trouble transaction measurements, are the sum of the averages of the response times of the initial inquiry transaction and trouble report transaction. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement.
For VZ wholesale transactions, actual response times are reported by Verizon’s access platform. CLEC modify transactions also include close/cancel transactions with an error code of 0302 (ticket cannot be closed due to pending work in progress).
Electronic Bonded Interface (TAXI):
System Availability is 24 x 7
Measurement includes all successful transactions. Successful transactions are those transactions where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information.
For VZ wholesale transactions, the performance is measured from the point of entry, after the firewall, to the point of exit, prior to the firewall, of the Verizon interface application.
For MR-1-06 and MR-1-12, the transaction response contains the line test information.
MR-1-07 measures the electronic closure rate for opened E-Bonded trouble tickets. It measures the % of E-Bonded trouble tickets that actually received an electronic closeout notification on the day that the ticket was closed.

Performance Standard:		
Metrics MR-1-01 through MR-1-03, MR-1-05, MR-1-06:		
<p><u>LSI-TA</u>: Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.</p>		
Metric MR-1-07:		
<u>TAXI</u> : 98%		
Metrics MR-1-08, MR-1-10 through MR-1-12:		
<u>TAXI</u> : 95% within 2 minutes		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate 	Geography: LSI-TA and Electronic Bonded Interface (TAXI) <ul style="list-style-type: none"> New York/Connecticut New England (Massachusetts, Rhode Island) New Jersey Pennsylvania/Delaware Maryland, Washington, D.C., Virginia 	
Products	LSI-TA: <ul style="list-style-type: none"> MR-1-01 through MR-1-03, MR-1-05, MR-1-06 	TAXI: <ul style="list-style-type: none"> MR 1-07, MR 1-08, MR-1-10 through MR 1-12

Sub-Metrics		
MR-1-01 Average Response Time – Create Trouble		
Calculation	Numerator	Denominator
	Sum of all response times from the time transaction is received to the time a response is sent as specified in the methodology.	Number of Create Trouble transactions.
MR-1-02 Average Response Time – Status Trouble		
Calculation	Numerator	Denominator
	Sum of all response times from the time transaction is received to the time a response is sent as specified in the methodology.	Number of Status Trouble transactions.
MR-1-03 Average Response Time – Modify Trouble		
Calculation	Numerator	Denominator
	Sum of all response times from the time transaction is received to the time a response is sent as specified in the methodology.	Number of Modify Trouble transactions.
MR-1-05 Average Response Time –Trouble Report History (by TN/Circuit)		
Calculation	Numerator	Denominator
	Sum of all response times from the time transaction is received to the time a response is sent as specified in the methodology.	Number of Trouble History transactions.
MR-1-06 Average Response Time – Test Trouble (POTS Only)		
Calculation	Numerator	Denominator
	Sum of all response times from the time transaction is received to the time a response is sent as specified in the methodology.	Number of Trouble Test transactions.
MR-1-07 % On-Time Ticket Closure on Bonded Open Tickets		
Calculation	Numerator	Denominator
	Number of trouble tickets where a Notification of Ticket Closure was sent on the date the ticket was closed.	Number of trouble tickets that were closed within the reporting period.

MR-1-08 % On-Time – Create Trouble		
Calculation	Numerator	Denominator
	Number of Create Trouble transactions where the response time is less than or equal to the specified standard.	Number of Create Trouble transactions.
MR-1-10 % On-Time – Modify Trouble		
Calculation	Numerator	Denominator
	Number of Modify Trouble transactions where the response time is less than or equal to the specified standard.	Number of Modify Trouble transactions.
MR-1-11 % On-Time – Request Cancellation of Trouble		
Calculation	Numerator	Denominator
	Number of Cancellation Trouble transactions where the response time is less than or equal to the specified standard.	Number of Cancellation Trouble transactions.
MR-1-12 % On-Time – Test Trouble (POTS Only)		
Calculation	Numerator	Denominator
	Number of Test Trouble transactions where the response time is less than or equal to the specified standard.	Number of Test Trouble transactions.

Function:**MR-2 TROUBLE REPORT RATE****Definition:**

This metric measures the total initial Customer Direct (CD) or Customer Referred (CR) troubles (Category 1) 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 Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), 05 (Central Office) or Trouble codes of FAC, CO and STN for Specials and Trunks. Troubles are reported in the month the trouble ticket is closed.

Category 1 consists of:

- Customer Direct (CD): A customer contacts Verizon, using standard trouble reporting procedures about a trouble with a Residence, Business or Other company provided service.
- Customer Referred (CR): A customer refers a trouble report, outside the standard trouble reporting procedures, to a Verizon employee and the Verizon employee then refers the trouble to Verizon for processing.

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes can be found on the Verizon Partner Solutions website. Refer to the URL matrix at the beginning of the C2C guidelines for the URL to find disposition codes in effect at the time of the compliance filing.

Exclusions:

- 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
- Switch and Translation troubles from the Retail compare of UNE POTS Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL Loop.

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK, Test OK, Non-Plant Classified (NPC) and Came Clear(CC)).

Excluded from MR-2-02 and MR-2-03 for 2-Wire xDSL Loops: Installation troubles

Performance Standard:		
MR-2-01: For UNE Specials, Trunks -- No Standard		
MR-2-02 and MR-2-03 Report Rate: Parity with Verizon Retail		
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR		
MR-2-05: % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK, Non-Plant Classified and Came Clear)		
No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		Geography: <ul style="list-style-type: none"> State Specific
Sub-Metrics		
MR-2-01 Network Trouble Report Rate		
Products	UNE: <ul style="list-style-type: none"> Specials 	Trunks: <ul style="list-style-type: none"> Interconnection Trunks (CLEC)
Calculation	Numerator	Denominator
	Number of all trouble reports with found network troubles (Trouble codes FAC, CO, and STN).	Number of specials or trunks in service.
MR-2-02 Network Trouble Report Rate – Loop		
Products	Resale: <ul style="list-style-type: none"> POTS 	UNE: <ul style="list-style-type: none"> Loop 2-Wire Digital Loop 2-Wire xDSL Loops
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 	UNE: <ul style="list-style-type: none"> Loop 2-Wire Digital Loop 2-Wire xDSL Loops
Calculation	Numerator	Denominator
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.

MR-2-05 % CPE/TOK/FOK/NPC/CC Trouble Report Rate		
Products	Resale: <ul style="list-style-type: none"> • POTS 	UNE: <ul style="list-style-type: none"> • Loop • 2-Wire xDSL Loops • Specials
Calculation	Numerator	Denominator
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), or Trouble Codes of No Trouble Found (NTF), Non Plant Classified (NPC), Customer Provided Equipment (CPE) and Came Clear (CC) for Specials.	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). Troubles are reported in the month the trouble ticket is closed.</p> <p>Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched out.</p> <p>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.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Troubles reported on VZ official (administrative lines) • 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. • Switch and Translation troubles from the Retail compare of UNE POTS Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL Loop. • 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 and OUT, and the trouble was found in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded. <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 – Parity with VZ Retail.	
MR-3-03: No standard	
Report Dimensions	
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific

Sub-Metrics		
MR-3-01 % Missed Repair Appointment – Loop		
Products	Resale: <ul style="list-style-type: none"> • POTS - Business • POTS – Residence 	UNE: <ul style="list-style-type: none"> • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops
Calculation	Numerator	Denominator
	Number of Loop troubles where clear time is greater than commitment time (Disposition Codes 03 and 04).	Number of Loop troubles (Disposition Codes 03 and 04).
MR-3-02 % Missed Repair Appointment – Central Office		
Products	Resale: <ul style="list-style-type: none"> • POTS- Business • POTS- Residence 	UNE: <ul style="list-style-type: none"> • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops
Calculation	Numerator	Denominator
	Number of Central Office troubles where clear time is greater than commitment time (Disposition Code 05).	Number of Central Office Troubles (Disposition Code 05).
MR-3-03 % CPE/TOK/FOK – Missed Appointment		
Products	UNE: <ul style="list-style-type: none"> • Loop • 2-Wire xDSL Loops 	
Calculation	Numerator	Denominator
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (Disposition Codes 07, 08, 09, 12, and 13).	Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).

Function:

MR-4 TROUBLE DURATION INTERVALS

Definition:

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) or Trouble Codes of FAC, CO and STN for Specials and Trunks. Troubles are reported in the month the trouble ticket is closed.

For **POTS and Resale**, trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays.

For **UNE Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL Loop** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* 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 dispatch out tickets only.

For **Special Services** and Interconnection Trunks (CLEC), this is measured on a *stop clock* basis (*e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access*).

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 logged into VZ’s designated trouble management system after the trouble is entered via a trouble reporting interface. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for the products listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office) or Trouble codes of FAC, CO and STN for Specials and Trunks. **Note:** “y” equals hours OOS (2, 4, 12 or 24 hours).

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 (osi = “y”) and not just an intermittent problem, and the trouble completion code indicated that a trouble was found within the Verizon network.

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.

Exclusions:		
<ul style="list-style-type: none"> • Troubles reported on VZ official (administrative lines) • 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. • Switch and Translation troubles from the Retail compare of UNE POTS Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL Loop. • 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 and OUT, and the trouble was found in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded. 		
For troubles where the <i>stop clock</i> is used:		
<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:		
MR-4-02 through MR-4-08: Parity with VZ Retail MR-4-01: For 2-Wire Digital Loop, No Standard MR-4-01: Except for 2 Wire Digital Loop, Parity With VZ Retail –		
Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State Specific 	
Sub-Metrics – Trouble Duration Intervals		
MR-4-01	Mean Time To Repair – Total	
Products	UNE: <ul style="list-style-type: none"> • Specials DS1 and DS3 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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, or Trouble Codes of FAC, CO, and STN).	Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05, or Trouble Codes of FAC, CO, and STN).

Sub-Metrics – Trouble Duration Intervals, continued			
MR-4-02 Mean Time To Repair – Loop Trouble			
Products	Resale: <ul style="list-style-type: none"> • POTS- Business • POTS- Residence 		UNE: <ul style="list-style-type: none"> • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops
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 		UNE: <ul style="list-style-type: none"> • POTS - Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops
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).
MR-4-04 % Cleared (all troubles) within 24 Hours			
Products	Resale: <ul style="list-style-type: none"> • POTS 	UNE: <ul style="list-style-type: none"> • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • Specials DS1 and DS3 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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 (Disposition Codes 03, 04, and 05 or Trouble Codes FAC, CO, and STN).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05 or Trouble Codes of FAC, CO, and STN).

Sub-Metrics – Trouble Duration Intervals, continued			
MR-4-05 % Out of Service > 2 Hours			
Products	Trunks: • Interconnection Trunks (CLEC)		
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. (Trouble Codes of FAC, CO, and STN)		Number of Total OOS trunk troubles (Loop and Central Office). (Trouble Codes of FAC, CO, and STN)
MR-4-06 % Out of Service > 4 Hours			
Products	UNE: • Specials DS1 and DS3	Trunks: • Interconnection Trunks (CLEC)	
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. (Trouble Codes of FAC, CO, and STN)		Number of OOS troubles (Loop and Central Office). (Trouble Codes of FAC, CO, and STN)
MR-4-07 % Out of Service > 12 Hours			
Products	Resale: • POTS – Business • POTS - Residence	UNE: • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops	Trunks: • Interconnection Trunks (CLEC)
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. (Disposition Codes 03, 04, and 05 or Trouble Codes FAC, CO, and STN).		Number of OOS troubles (Loop and Central Office). (Disposition Codes 03, 04, and 05 or Trouble Codes FAC, CO, and STN).
MR-4-08 % Out of Service > 24 Hours			
Products	Resale: • POTS- Business • POTS- Residence	UNE: • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • Specials DS1 and DS3	Trunks: • Interconnection Trunks (CLEC)
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. (Disposition Codes 03, 04, and 05 or Trouble Codes FAC, CO, and STN).		Number of OOS troubles (Loop and Central Office). (Disposition Codes 03, 04, and 05 or Trouble Codes FAC, CO, and STN).

Function:	
MR-5 REPEAT TROUBLE REPORTS	
Definition:	
<p>This metric measures the percent of troubles closed that have an additional trouble closed within 30 days for which a network trouble (Disposition Codes 03, 04, or 05, or Trouble Codes of FAC, CO, and STN for Specials and Trunks) 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 repeats as a Disposition Code 03, 04, or 05 will be classified as a repeat report with the exception of those exclusions listed in Section A below.</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. Troubles are reported in the month the trouble ticket is closed.</p>	
Exclusions:	
Section A:	
<p>A report is not scored as a repeat when the original reports are:</p> <ul style="list-style-type: none"> • For Loop troubles (<i>e.g. analog loop, 2-Wire Digital Loops, and 2-Wire xDSL Loops</i>) a repeat is not scored when the original report is no access or misdirected. <ol style="list-style-type: none"> 1. An initial trouble may only be closed to a <i>No Access</i> disposition code if access is not available within the appointment window. 2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been <i>misdirected</i> if the trouble is found in the opposite direction from the direction reported by the CLEC. 	
Section B:	
<p>Excluded from the repeat reports are:</p> <ul style="list-style-type: none"> • Troubles reported on VZ official (administrative lines) • 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. • Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric. 	
Performance Standard:	
Parity with VZ Retail	
Report Dimensions	
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific

MR-5 Sub-Metrics			
MR-5-01		% Repeat Reports within 30 Days	
Products	Resale: <ul style="list-style-type: none"> • POTS 	UNE: <ul style="list-style-type: none"> • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • Specials 	Trunks: <ul style="list-style-type: none"> • Interconnection Trunks (CLEC)
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, or Trouble Codes of FAC, CO, and STN that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05 or Trouble Codes of FAC, CO, and STN) within the calendar month.

SECTION 5 - NETWORK PERFORMANCE

(NP)

	Function	Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	2
NP-2	Collocation Performance	2
NP-6	NXX Updates *Applicable to NJ only*	1

Network Performance (NP)

Function:
NP-1 PERCENT FINAL TRUNK GROUP BLOCKAGE
Definition:
<p>These sub-metrics measure percent of dedicated one-way Final Trunk Groups (FTGs) carrying traffic from Verizon's tandem to the CLEC 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. [Verizon uses blocking threshold tables (Service Threshold) to determine the statistical probability that the design blocking standard is not being met; with the resulting trunk group requiring service action.</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> <p>Trunks not included:</p> <ul style="list-style-type: none">• IXC Dedicated Trunks• Common Trunks carrying only IXC traffic
Exclusions:
<p>Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. The notification states that Verizon identified a blocked trunk group due to CLEC reasons and that the trunk group will be excluded from Verizon performance. Verizon will make the exclusion automatically, unless the CLEC responds back within two business days from the date the e-mail notification was sent with valid documentation that the information presented by Verizon for the trunk group blockage is inaccurate.</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>Metrics NP-1- 03: No standard (Note: 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.</p> <p>Metric NP-1-04: An individual trunk should not be blocked for three consecutive months.</p>

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		<ul style="list-style-type: none"> • State Specific
Products	Trunks:	
	<ul style="list-style-type: none"> • CLEC Trunks 	
Sub-Metrics		
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 physical collocation arrangement products ordered and provisioned via the state tariffs. Products ordered are augments to existing arrangements where Verizon is required to perform work to add capacity for space, cable termination or DC power. 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. If a CLEC delays the collocation installation, the collocation interval is extended by the same number of days as the CLEC-caused delay. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions found in the URL matrix listed at the beginning of the C2C guidelines.</p> <p>Verizon and the CLECs may negotiate shorter or longer intervals after Verizon completes an initial space assessment and determination of the collocation request. In these cases, the NP-2 % On-time sub-metrics measure whether or not Verizon met the negotiated due date. The negotiated due date is documented on the initial response form. If Verizon is not able to provide a due date on the initial response form because space is not immediately available to accommodate the CLEC request, but space is pending, rather than reject the CLEC request (because no space is immediately available) Verizon will provide a negotiated due date on a subsequent letter to the CLEC.</p> <p>Refer to the state tariff in effect for interval information. Refer to the URL matrix listed at the beginning of the C2C guidelines for the URL for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing the referenced URL, 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>
Exclusions:
<ul style="list-style-type: none"> • None
NP-2 Collocation Formula:
<p><u>% On Time:</u> (Number of Arrangements completed on or before DD (adjusted for milestone misses) divided by Number of Arrangements completed) multiplied by 100.</p> <p><u>Milestone misses:</u> The Milestone timeline is attached in Appendix P.</p>
Performance Standard:
<p>The collocation performance standards are based on the state tariff in effect for collocation. Refer to the URL matrix at the beginning of the C2C guidelines for the state tariff URL to obtain specific collocation intervals.</p> <p>NP-2-01, and NP-2-05 Physical: 95% On Time</p>

Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> State Specific
Products NP-2-01	<ul style="list-style-type: none"> Augment Applications 	
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Number of requests for Physical Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Physical Collocation where the initial response was due in report period.
NP-2-05	% On Time – Physical Collocation	
Products	<ul style="list-style-type: none"> Augment Applications 	
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.

Function:		
NP-6 NXX UPDATES (APPLICABLE TO NJ ONLY)		
Definition:		
This metric measures the percentage of NXX updates that were installed in Verizon's switches by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis and will be included in Performance Standards calculations for the final month of the quarter.		
Exclusions:		
<ul style="list-style-type: none"> NXX updates where the interval between Verizon receipt of the CLEC request for the NXX update and the CLEC requested NXX update installation date is less than the industry standard interval specified by ATIS for requesting an NXX update (including, but not limited to, a requested activation date that is less than 45 days from input of code request information into the LERG). Delays in installation of NXX updates caused by the CLEC (including, but not limited to, activation requests with errors or omissions in the LERG, RDBS or BRIDS, changes in the information entered in the LERG, RDBS or BRIDS, or delays in assignment of NXX codes or installation of NXX codes caused by the CLEC). 		
Performance Standard:		
Parity with Verizon Retail.		
Report Dimensions		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 	Geography: <ul style="list-style-type: none"> State Specific 	
Sub-Metrics		
NP-6-01	% of NXX Updates Installed by the LERG Effective Date	
Calculation	Numerator	Denominator
	Number of NXX updates in the reporting period that were installed by the LERG effective date.	Total number of NXX updates in the reporting period.

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 and Claims Processing	4
BI-4	DUF Accuracy* (*Applicable to NJ Only)	1
BI-5	Accuracy of Mechanized Bill Feed* (*Applicable to NJ Only)	1
BI-6	Completeness of Usage Charges* (*Applicable to NJ & PA Only)	2
BI-7	Completeness of Fractional Recurring Charges* (*Applicable to NJ & PA Only)	2
BI-8	Non-Recurring Charge Completeness* (*Applicable to NJ & PA Only)	2
BI-9	Billing Completeness	1

Billing Performance (BI)

Function:		
BI-1 TIMELINESS OF DAILY USAGE FEED		
Definition:		
<p>This metric measures 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>		
Exclusions:		
<ul style="list-style-type: none"> • Verizon Test Orders • Long Duration Calls* <p>*Long Duration calls are defined as those calls that remain connected through two successive midnights. On all such calls, the call assembly process may output up to three record types indicating the beginning, continuation, or end of a long duration call. An annual study will be performed each December to determine the current volume of long duration calls.</p>		
Formula:		
<p>(Total usage records on DUF made available to CLEC in "y" business days divided by the total records on file) multiplied by 100</p> <p>Note: y = 4</p>		
Performance Standard:		
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"> • State Specific 	
Sub-Metrics		
BI-1-02	% DUF in four (4) Business Days	
Calculation	Numerator	Denominator
	Number of usage records on daily usage feed processed during month, where the difference between current date and call date is four (4) business days or less.	Number of Usage Records on DUF processed during month.

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:		
<ul style="list-style-type: none"> 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"> State Specific
Sub-Metrics		
BI-2-01 Timeliness of Carrier Bill		
Calculation	Numerator	Denominator
	Number of carrier bills sent to CLEC ¹⁹ within 10 business days of bill date.	Number of Carrier Bills distributed.

¹⁹ Sent to Carrier, unless other arrangements are made with CLEC

Function:

BI-3 BILLING ACCURACY & CLAIMS PROCESSING

Definition:

For sub-metrics BI-3-04, BI-3-05, BI-3-07 and BI-3-08:

These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims processed in the Verizon Bill Claim Center. These sub-metrics include CLEC claims relating to a Wholesale Local bill presented by Verizon to the CLECs and is the CLEC's bill of record. These sub-metrics apply to CLEC claims that are submitted within 60 calendar days of the bill date and that are related to bill periods beginning on or after April 1st, 2003 in Verizon NY, CT and MA²⁰.

Procedural Issues:

- Business hours for receipt of billing claims and transmission of responses are Monday through Friday, 8:00AM to 5:00PM Eastern Time, excluding Verizon Holidays;
- CLEC claims for billing errors or Verizon responses received outside these business hours shall be considered received at 8:00AM Eastern Time on the first business day thereafter.
- Claims must be submitted by e-mail to the appropriate claims organization. Refer to the URL matrix at the beginning of the C2C guidelines for the URL on Inquiries, Claims and Adjustments in effect at the time of the filing. All requested information must be provided. Only claims submitted via e-mail are included in the BI-3 metric calculations. Claims submitted via fax or US mail or any means other than email are not included in the BI-3 metric calculations.

Acknowledgment

- Acknowledgement is defined as the transmission of a specifically formatted message acknowledging receipt of the claim with required information or transmission of a message informing the CLEC that the (numbered) claim cannot be processed for a specified reason(s) (for example, if additional detail or information is needed) by e-mail to the e-mail address from which the CLEC sent the claim. The message will contain both the Verizon claim number and the associated CLEC claim number (when provided by the CLEC).
- Day of receipt shall be considered Day zero (0) for computing acknowledgement performance. The e-mail date/time stamp on the CLEC e-mail of claim submission will determine Day 0.
- The date/time stamp on the e-mail containing the Acknowledgement message will be considered the Acknowledgement time of record.

Resolution

- A claim is considered "resolved" when Verizon transmits an e-mail (in a predefined standard format) to the e-mail address from which the CLEC sent the claim and that either 1) denies the claim, 2) grants the claim or 3) denies the claim in part and grants the claim in part.
- Day of acknowledgement of a billing claim (as evidenced by the e-mail date/time stamp on the acknowledgement message) shall be considered Day "0"
- If the 28th calendar day falls on a weekend or Verizon Holiday, resolution will be considered timely if returned on the next business day.

²⁰ The April 1, 2003 start date applies to New York, Connecticut, and Massachusetts. The start dates for the remaining VZ East states are as follows: Rhode Island: December 1st, 2001; Pennsylvania: April 1st, 2003; Delaware: July 1st, 2002; New Jersey: Contingent on Guideline approval; Maryland: Jan 1st, 2003; District of Columbia: Sept 1st, 2002; Virginia: June 1st, 2002.

Definition, continued	
<p>Closure</p> <ul style="list-style-type: none"> A claim is considered “closed” when the credit appears (with both the Verizon and CLEC claim numbers) in the adjustment section of the Verizon invoice or when the CLEC agrees (via e-mail with Verizon’s denial of the claim. <p>Scope</p> <ul style="list-style-type: none"> For each master billing account number (BAN), each reason code submitted by a CLEC will count as a separate claim. There is no limitation on the number of claims by BAN or by reason code. <p>Note: Sub-metric BI-3-08 is reported on a two (2) month delayed basis.</p>	
Exclusions:	
<ul style="list-style-type: none"> For sub-metrics BI-3-04, and BI-3-05, BI-3-07 and BI-3-08: 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:	
<p>BI-3-04: 95% within two (2) business days after receipt BI-3-05: 95% within 28 calendar days after acknowledgement BI-3-07: No standard BI-3-08: 97.5% within 45 calendar days</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific (applicable to MD for BI-3-04 and BI-3-05 only) MD Only: Verizon Affiliate Aggregate MD Only: Verizon Affiliate Specific 	<p>Geography:</p> <ul style="list-style-type: none"> State Specific

Sub-Metrics		
BI-3-04	% CLEC Billing Claims Acknowledged within two (2) Business Days	
Calculation	Numerator	Denominator
	Number of billing adjustment claims received during the month that are acknowledged within two business days after receipt.	Total number of billing adjustment claims received during the month.
BI-3-05	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement	
Calculation	Numerator	Denominator
	Number of billing adjustment claims where the resolution was due in the report month and are resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims where the resolution was due during the month.
BI-3-07	% Full or Partial Denials	
Calculation	Numerator	Denominator
	Number of claims for which the Verizon resolution is a full or partial denial in a month.	Total number of current month resolved claims.
BI-3-08	% CLEC Billing Claim Adjustments Appearing on the Bill within 45 days	
Calculation	Numerator	Denominator
	Number of resolved billing claims in the report month where the adjustment has appeared on an invoice in 45 or less days from the resolution date.	Total number of resolved billing claims in the report month where adjustment is granted.

Function:		
BI-4 DUF ACCURACY (APPLICABLE TO NJ ONLY)		
Definition:		
<p>This measure captures the accuracy of the usage records transmitted from Verizon to the CLEC on the Daily Usage Feed (“DUF”). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.</p> <p>In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).</p>		
Exclusions:		
For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the usage record.		
Performance Standard:		
Metric BI-4-01: 95%		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State Specific 	
Sub-Metrics		
BI-4-01	% Usage Accuracy	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

Function:		
BI-5 ACCURACY OF MECHANIZED BILL FEED (APPLICABLE TO NJ ONLY)		
Definition:		
<p>This measure captures the accuracy of the mechanized bill feed for CRIS bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting.</p> <p>In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).</p>		
Exclusions:		
Any file with incomplete information content or improper formatting not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the file.		
Performance Standard:		
95%		
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 	Geography: <ul style="list-style-type: none"> State Specific 	
Sub-Metrics		
BI-5-01 % Accuracy of Mechanized Bill Feed		
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

Function:		
BI-6 COMPLETENESS OF USAGE CHARGES (APPLICABLE TO NJ & PA ONLY)		
Definition:		
<p>This measure captures the completeness of VZ usage charges and VZ usage billing errors that are itemized by date on the carrier bill of record. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill.</p> <p>For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.</p> <p>The BI-6-01 metric is applicable to both NJ and PA. The BI-6-02 metric is applicable to PA only.</p>		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
$\left[\frac{\text{Usage charges shown on the bill that were recorded during the last two billing cycles}}{\text{Total usage charges shown on the bill}} \right] \times 100$		
Performance Standard:		
BI-6-01:		
NJ: Parity with VZ Retail		
PA: No standard		
BI-6-02: Parity with VZ Retail.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 	<ul style="list-style-type: none"> BI-6-01: State Specific BI-6-02: PA: State Specific 	
Sub-Metrics		
BI-6-01 % Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges		
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02 % Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges * applicable to PA only*		
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

Function:		
BI-7 COMPLETENESS OF FRACTIONAL RECURRING CHARGES (APPLICABLE TO NJ & PA ONLY)		
Definition:		
<p>This measure captures the completeness of VZ fractional recurring charges shown on the carrier bill of record. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill.</p> <p>A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle).</p> <p>For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.</p> <p>The BI-7-01 metric is applicable to both NJ and PA. The BI-7-02 metric is applicable to PA only.</p>		
Exclusions:		
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
$\left[\frac{\text{Fractional recurring charges shown on the bill that accrued in the last two billing cycles}}{\text{Total fractional recurring charges shown on the bill}} \right] \times 100$		
Performance Standard:		
BI-7-01:		
NJ: Parity with VZ Retail		
PA: No standard.		
BI-7-02: Parity with VZ Retail.		
Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • BI-7-01: State Specific • BI-7-02: PA: State Specific 	
Sub-Metrics		
BI-7-01 % Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges		
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02 % Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges *metric is applicable to PA only*		
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

Function:		
BI-8 NON-RECURRING CHARGE COMPLETENESS (APPLICABLE TO NJ & PA ONLY)		
Definition:		
<p>This measure captures the completeness of VZ non-recurring charges shown on the carrier bill of record. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill.</p> <p>For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.</p> <p>The BI-8-01 metric is applicable to both NJ and PA. The BI-8-02 metric is applicable to PA only.</p>		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
$\left[\frac{\text{Non-recurring charges shown on the bill that accrued in the last two billing cycles}}{\text{Total non-recurring charges shown on the bill}} \right] \times 100$		
Performance Standard:		
BI-8-01:		
NJ: Parity with VZ Retail PA: No standard.		
BI-8-02: Parity with VZ Retail.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • BI-8-01: State Specific • BI-8-02: PA: State Specific 	
Sub-Metrics		
BI-8-01 % Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges		
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02 % Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges *Applicable to PA only*		
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

Function:**BI-9 BILLING COMPLETENESS****Definition:**

This measure captures the completeness of charges and credits by measuring the proportion of credits and charges appearing on the bill within the timeframes specified below. The measure includes the absolute value of the Verizon charges and credits shown on the Carrier bill of record (issued during the reporting month) except in the case of rate changes as described below. The measure is derived by dividing the charges and credits shown on the bill of record that accrued in the last twelve monthly billing cycles or within twelve billing cycles from the billing cycle specified below by the total charges and credits shown on the bill.

- For rate adjustments where there is a credit for the entire amount billed at the prior rate and a corresponding charge for the entire amount at the revised rate for the same CLEC billed element and time period, the amount considered "not complete" (i.e., an amount that did not accrue within twelve monthly billing cycles) is the absolute value of the net increase or net decrease resulting from the difference between the credit for the prior rate and the corresponding charge for the revised rate. For example, if the rate for a billed element is revised to \$12 from \$10 per month, the absolute value of the net increase is \$2, or $|\$12 - \$10|$ per month. Similarly, if the rate for a billed element is revised to \$10 from \$12 per month, the absolute value of the net decrease is \$2, or $|\$10 - \$12|$ per month.
- For maintenance service charges start from the third billing cycle after trouble ticket close date.
- For billing adjustments (i.e. rate changes, rate restructures) as a result of a regulatory order (including but not limited to retroactive regulatory orders), start from the first billing cycle after the date the order is effective, unless otherwise ordered.
- For adjustment charges and credits relating to the reconciliation of customer reported information (e.g., Percent Local Usage), start from the first billing cycle after the date the information is received by Verizon.
- For charges and credits resulting from movement between accounts or invoices, start from the first billing cycle after the date of the agreement (or alternatively, the date all parties sign the agreement, if there is a written agreement) to move the charges or credits.

Exclusions:

- Performance Credits including PAP, IP, or ICA credits that are delayed by arbitration/contract signature
- Charges and credits attributable to fraud
- Charges and credits delayed by a third party carrier (e.g., meet point billing)

Performance Standard:**Metric BI-9-01:** 96%**Report Dimensions:**

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State Specific

Sub-Metrics**BI-9-01 % Billing Completeness in Twelve Billing Cycles**

Calculation	Numerator	Denominator
	Current charges and credits shown on the bill that accrued in the last twelve billing cycles or within twelve billing cycles from the billing cycle specified above.	Total current charges and credits shown on the bill

SECTION 7 - OPERATOR SERVICES & DIRECTORY ASSISTANCE

(OD)

	Function	Number of Sub-metrics
OD-2	LIDB, Routing and OS/DA Platforms	0
OD-3	DA Database Update Accuracy* (*Applicable to NJ Only)	1

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 does not have the capability to report this performance area.

Function:		
OD-3 DA DATABASE UPDATE ACCURACY (APPLICABLE TO NJ ONLY)		
Definition:		
Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to Verizon is compared to the Directory Assistance database following completion of the update by Verizon. An update is “completed without error” if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.		
Methodology:		
This measurement will be performed using statistically valid samples.		
Exclusions:		
<ul style="list-style-type: none"> None. 		
Performance Standard:		
OD-3-01: Parity with Verizon Retail.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 	Geography: <ul style="list-style-type: none"> State Specific 	
Sub-Metrics		
OD-3-01 % Directory Assistance Update Accuracy – Including Service Order (Order Activity Post Completion Discrepancy) Errors		
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates.

SECTION 8 - GENERAL AND MISCELLANEOUS STANDARDS

(GE)

	Function	Number of Sub-metrics
GE-1	Directory Listing Verification Reports* (*Applicable to NJ Only)	1
GE-2	Poles, Ducts, Conduit and Rights of Way* (*Applicable to NJ Only)	1
GE-3	Bona Fide Request Responses* (*Applicable to NJ Only)	1

Function:		
GE-1 DIRECTORY LISTING VERIFICATION REPORTS (APPLICABLE TO NJ ONLY)		
Definition:		
<p>This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in Verizon's CLEC and Reseller Handbooks.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory. 		
Performance Standard:		
95% of directory listing verification reports transmitted on or before the due date.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific 	
Sub-Metrics		
GE-1-01	% of Directory Listing Verification Reports Furnished On-Time	
Calculation	Numerator	Denominator
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

Function:		
GE-2 POLES, DUCTS, CONDUIT AND RIGHTS OF WAY (APPLICABLE TO NJ ONLY)		
Definition:		
This metric measures the percentage of requests for access to Verizon poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after Verizon's receipt of a complete and accurate request for access.		
Exclusions:		
<ul style="list-style-type: none"> • Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after Verizon's receipt of the request. • Delays in Verizon's response to the request caused by the CLEC (including, but not limited to, a failure by the CLEC to submit a reasonably complete and accurate request [application] for access, a failure by the CLEC to timely provide information needed to process its request for access, and changes in the CLEC's request for access). 		
Performance Standard:		
95% of responses transmitted on or before the due date.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific 	
Sub-Metrics		
GE-2-01	% of Access Request Responses Transmitted On-Time	
Calculation	Numerator	Denominator
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

Function:		
GE-3 BONA FIDE REQUEST RESPONSES (APPLICABLE TO NJ ONLY)		
Definition:		
This metric measures the percentage of bona fide requests (“BFRs”) for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC’s interconnection agreement with Verizon or such later date as may have been agreed to by the CLEC and Verizon.		
Exclusions:		
<ul style="list-style-type: none"> • None 		
Performance Standard:		
No standard.		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	Geography: <ul style="list-style-type: none"> • State Specific 	
Sub-Metrics		
GE-3-01 % of BFR Responses Furnished On-Time		
Calculation	Numerator	Denominator
	Number of BFR access request responses due in the reporting period that are transmitted on or before the due date.	Total number of BFR access request responses due in the reporting period.

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).
Basic Edits	Front-end edits performed by Request Manager prior to order submission. Basic Edits performed against Request Manager provided source data include the following validations: State Code must equal NY, CT, MA, RI, PA, DE, NJ, MD, DC, VA; 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. Orders which failed edits have a reject date and a reject source type.
Bill Cycle Hold	The time during which certain Verizon Billing systems hold transactions while the monthly bill is processed.
Collocation Milestones	<p>Refer to the state tariff for specific collocation intervals.</p> <p>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).</p> <p>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 on the Verizon Partner Solutions website. 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.</p> <p>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.</p>
Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
Interconnection Trunks (CLEC) Requests	<p>< = 192 Forecasted Trunks are CLEC requests for 192 trunks or less that are forecasted by the CLEC and are not projects.</p> <p>> 192 and Unforecasted Trunks are CLEC 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.
Hot Cut Coordinated	A coordinated Hot Cut is the live manual transfer of a dial tone line to a CLEC Loop completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Coordinated Hot Cuts include Basic Hot Cuts and Large Job Hot Cuts. The specific type of request will be identified on the LSR according to published business rules.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines.
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</p>

	<p>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 D₂: carry two-way traffic between an 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:
EEL	Enhanced Extended Link (EEL) is a combination of dedicated Unbundled Network Elements that includes loops, transport, and may include multiplexing.
FOC	Firm Order Confirmation.
Hot Cut – Basic	<p>A Basic Hot Cut is a Hot Cut that is not a Large Job Hot Cut, as defined below. A Basic Hot Cut is a Coordinated Hot Cut. Basic Hot Cuts have fixed intervals depending upon line size. CLECs specify FDT on the LSR.</p> <p>A non-WPTS Basic Hot Cut is a Hot Cut that is not a Large Job Hot Cut, as defined below, and in which the CLEC declines to use WPTS or is not trained or certified to use WPTS.</p>
Hot Cut – Large Job	A Large Job Hot Cut is a Hot Cut in which the loops included in a CLEC's order (or in multiple orders submitted by a single CLEC) are processed as a group, and are cut-over together at a specified time. A coordinated Hot Cut specified on the LSR as a Large Job. Intervals for Large Jobs are negotiated. Large Jobs are specified by a CLEC and include multiple orders/lines within the same Central Office. IDLC Loops are not eligible for the Large Job Hot Cut process and will be counted as Basic Hot Cuts.
Line Sharing	<p>Line Sharing allows a separate high-speed data channel on an existing copper pair to be made available to the customer. This single line (a shared loop), with the use of a splitter, simultaneously supports analog voice-grade POTS service and data communications.</p> <p>In order for a loop to be eligible for a Line Share Arrangement, the analog voice-grade POTS service must be provided to the customer by Verizon and the dial tone must originate from a Verizon End Office Switch in the wire center where the Line Share Arrangement is being requested, and the xDSL technology deployed by Verizon does not interfere with the analog voice band</p>

	<p>transmission.</p> <p>Line Sharing is only available where Verizon provides the voice and data service.</p>
2-Wire Digital	<p>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 the Verizon Central Office in which the end user is served. 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>
2W xDSL Loop	<p>xDSL links provide transmission technologies capable of supporting the following DSL technologies.</p> <ol style="list-style-type: none"> 1. Asymmetrical Digital Subscriber Line (ADSL) 2. High-Bit Rate Digital Subscriber Line (HDSL) 3. Symmetrical Digital Subscriber Line (SDSL) 4. Integrated Digital Subscriber Line (IDSL) 5. Other DSL technologies to the extent that standards are identified and approved by ANSI (T1E1). <p>These xDSL technologies are provisioned on qualified facilities and use line codes as specified in ANSI standards.</p> <ol style="list-style-type: none"> 6. Includes UNE Loop Sharing where technically feasible. For metrics purposes, Loop Share is the process in which one CLEC provides narrowband voice service over the low frequency portion of a UNE copper loop, that is part of a UNE Loop arrangement (not UNE Platform), and a second CLEC provides digital subscriber line service over the high frequency portion of that same loop. <p>Digital Two-Wire Link (including ADSL, HDSL, SDSL and IDSL)— Provides a channel equivalent to a two-wire, non-loaded, twisted copper pair loop from an end user's premises to a POI at a collocation arrangement in the Telephone Company's central office. These links are provisioned in accordance with the technical specifications approved and adopted by ANSI. The digital two-wire link is available where qualified facilities exist. The Telephone Company will not construct new copper facilities to provide these links. Only non-loaded and non-repeated twisted cable pairs that do not exceed a technical length limitation as specified in ANSI documentation can support xDSL capabilities.</p>
Loop Qualification	<p>Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for 2-Wire Digital or xDSL services.</p>
LSR	<p>Local Service Request</p>
LSRC	<p>Local Service Request Confirmation</p>
Mechanized Flow-Through:	<p>Orders received electronically through the ordering interface (Request Manager) and requiring no manual intervention to be entered into the SOP.</p>
Negotiated Intervals	<p>A process whereby Verizon 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 requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon should be able to explain the requirements and positions for the discussion.</p>
Network Troubles	<p>Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office) or trouble codes of CO (Central Office), FAC (Facility), or STN (Station). Excludes Subsequent reports (additional customer calls while the</p>

	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 six (6) lines:	In all geographic areas, a facility check is completed on orders greater than or equal to six (6) lines.
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 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, and PBX trunks.
UNE POTS Total	This product group includes UNE POTS Loop, and excludes UNE Hot Cut Loops.
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	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.
Run Clock	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.
Segment	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. Applicable to Verizon North only.
SOP	Service Order Processor
Special Services	Special Services are services that require engineering design intervention. These services include (but are not limited to) 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). Excludes access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	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.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment . [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for “fictional” CLECs for VZ to test new services, attestation of services etc.
TGSR	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.
Two wire digital ISDN Loop	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.
WPTS	<p>Wholesale Provisioning and Tracking System (WPTS) is an automated system used by Verizon for the following purpose:</p> <ul style="list-style-type: none"> • delivering information to CLECs relating to the status of Hot Cut orders, • receiving information or instructions relating to Hot Cut orders from CLECs, • retrieving information relating to Hot Cut orders from other Verizon systems, • for generating reports. <p>The term “WPTS” is also used to refer to any system subsequently utilized by Verizon to perform similar functions in place of or in addition to the version of WPTS that is currently being utilized (at time of the NY PSC 12/16/04 order).</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 <u>Ordering:</u> 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. <u>Ordering:</u> 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). <u>Ordering:</u> <ul style="list-style-type: none"> • Service order classification of ordering master rec = 0 <u>Provisioning:</u> <ul style="list-style-type: none"> • POTS Orders are defined as not having a circuit layout or are not for ISDN service <u>Maintenance:</u> <ul style="list-style-type: none"> • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	<u>Provisioning:</u> <ul style="list-style-type: none"> • ISDN Basic Rate: Service Code Modifier (SCM) begins with IB • 2-Wire Digital Services • 2-Wire xDSL Services
Special Services	Criteria for inclusion (for line count and trouble tickets) is report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit ID 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 (TROUBLE_CD) is either "FAC" "CO" or "STN" indicating a network trouble, 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/lines are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access circuit.
For Trunks:	<u>For Maintenance:</u> 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.

VERSION INFORMATION

Version Number	Reason for Update	Filed Date	Effective Date (NY)
1.0	NY PSC 6/30/1999 Order in Case 97-C-0139	7/12/1999	
1.1	NY PSC 11/5/1999 Order in Case 97-C-0139	11/15/1999	
2.0	NY PSC 2/16/2000 Order in Case 97-C-0139	2/29/2000	
3.0	NY PSC 12/15/2000 Order in Case 97-C-0139	12/22/2000	
4.0	NY PSC 10/29/2001 Order in Case 97-C-0139	11/8/2001	
5.0	NY PSC 4/29/2002 Order in Case 97-C-0139	5/14/2002	
6.0	NY PSC 10/25/2002 Order in Case 97-C-0139	11/8/2002	December, 2002
7.0	NY PSC 10/29/2003 Order in Case 97-C-0139	11/13/2003	January, 2004 March, 2004 (BI-3-08) June, 2004 (OR-11) September, 2004 (OR-RPON)
8.0*	NY PSC 8/27/2004 Order in Case 97-C-0139	9/13/2004	December, 2004
8.01	Errata Filing: Corrected South OR SOP hours. Corrected Footer effective month information Removed SNP & Restore exclusion from PR-1	9/24/2004	December, 2004
9.0	NY PSC 12/16/2004 Hot Cut C2C Guidelines Order in Case 97-C-0139	1/06/2005	February, 2005
10.0	NY PSC 4/15/2005 Order in Case 97-C-0139	5/02/2005	November, 2005
11.0	NY PSC 12/1/2005 Order in Case 97-C-0139	12/16/2005	Consensus Changes: April, 2006
12.0	NY PSC 6/30/2006 Order in Cast 97-C-0139	7/11/2006	November, 2006
13.0	NY PSC 10/23/2006 Order in Case 97-C-0139	10/27/2006	March, 2007
14.0	NY PSC 05/23/2007 Order in Case 97-C-0139	6/7/2007	June, 2007
15.0	NY PSC 07/20/2007 Order in Case 97-C-0139	7/20/2007	November, 2007
16.0	NY PSC 12/16/2008 Order in Case 97-C-0139	12/31/2008	July, 2009
17.0	NY PSC 09/17/2009 Order in Case 97-C-0139	10/19/2009	March, 2010
18.0	NY PSC 12/21/2010 Order in Case 97-C-0139	01/20/2011	March, 2011
19.0	NY PSC 05/14/2015 Order in Case 97-C-0139	06/12/2015	Sept, 2015

* Migration to the regional East Guidelines document

IMPLEMENTATION PROCESS FOR THE EAST GUIDELINES

State	Compliance Filing Due Date
NY, CT	Generally 30 calendar days after order issue date
MA	10 calendar days after NY filing
RI	30 calendar days after NY filing
NJ, DE, MD, VA	30 calendar days after NY filing
PA	30 calendar days after NY filing
DC	30 calendar days after NY filing