

State of Florida



Public Service Commission  
-M-E-M-O-R-A-N-D-U-M-

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**DATE:** November 15, 2002  
**TO:** Parties of Record and Other Concerned Parties  
**FROM:** Lisa Harvey, Chief, Bureau of Regulatory Review  
**RE:** Staff Proposal for Verizon Performance Measurement Plan - Docket 000121C-TP

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Staff's proposal for the Verizon Wholesale Performance Measurement Plan is enclosed. Parties of record and interest are invited to file comments on staff's proposal. Comments are to be submitted in Docket 000121C-TP and must be filed with the Commission by 5:00 p.m. December 4, 2002. Documents of record for Docket No. 000121C-TP may be accessed on the Commission website at [www.floridapsc.com](http://www.floridapsc.com).

DOCUMENT NO.  
11 15 02-  
12562-02

**STAFF PROPOSAL  
VERIZON-FLORIDA  
WHOLESALE PERFORMANCE MEASUREMENTS PLAN  
DOCKET 000121C**

**1. What are the appropriate service quality measures to be reported?**

This issue considers the appropriate measures for monitoring non-discrimination in Verizon Operation Support Systems (OSS) provided to ALECs. It is important that the metrics capture all key aspects of Verizon service while avoiding redundant and unimportant metrics.

The Florida Carrier-To-Carrier Guidelines And Performance Standards initially proposed by Verizon for Florida contained seventeen measures. While these measures provided a good starting point, staff believed that their specific breadth and depth would not adequately provide coverage sufficient to comprehensively assess OSS performance. Attachment A shows the 24 measures proposed by staff.

Staff believes this set of 24 will provide adequate coverage that is comprehensive enough for this Commission to initially measure and assess adequacy of Verizon's performance with respect to open competition in Florida.

**2. What are the appropriate business rules, exclusions, calculations, and levels of disaggregation and performance standards for each?**

This issue addresses the specific business rules, calculations, disaggregation and standards for the measures that will be used to determine whether Verizon is providing service at parity. Each of the measures must be documented in detail so that it is clear what is being measured, how it is being measured and what is excluded from the measurement. Sufficient disaggregation is necessary so like-to-like comparisons can be made. A performance standard in the form of a benchmark or analog must also be identified.

Staff recommends the Commission approve adoption of the performance measures plan as proposed by Verizon with the

subsequent additions discussed above in Issue 1. For those seventeen measures, Attachment B shows the appropriate business rules, exclusions, calculations, and levels of disaggregation and performance standards for each.

**3. What performance data and reports should be made available by Verizon to ALECs? Where, when, and in what format should Verizon performance data and reports be made available?**

This issue addresses what performance data and reports should be made accessible, by Verizon, to ALECs and the Commission. Staff recommends the Commission approve adoption of data and report parameters consistent with Verizon's present practices as state-ordered in California and FCC-ordered for other former GTE states, including Florida. This involves Verizon reporting via its Wholesale Internet Services Engine (WISE), as is being produced currently for California and in Florida for FCC-ordered measures.

Performance reports will be provided to the ALECs and the Commission by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month. Reporting will be activity based, i.e. where there is reportable data for the ALEC.

Authorized users will have access to monthly reports through an interactive website, as currently provided via WISE. Each ALEC will have access to its own data, aggregate ALEC data, ILEC data and ILEC Affiliate data. ILEC Affiliate data will be reported, at a minimum, separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILEC will report performance measurements for transactions with their affiliates and make those data available to the Commission. The Commission will have access to reports for all entities, including individual ILEC Affiliate data. ILEC Affiliate data will be included in ALEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the ALECs and the Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that ALECs can reasonably reconcile the data captured by the ILEC (for the ALEC) with its own internal data. Furthermore, data that relates to the ILEC's own

performance would be retained at a consistent level of disaggregation comparable to that reported for the ALECs.

ILEC will provide data which comprise the results and which are readily available from the systems which provide the reportable data. ILEC will provide PON information associated with Ordering and Provisioning measures. ALECs should request raw data on an as-needed basis. ILEC will provide the requested data within thirty days.

4. **Should the company be penalized when the company fails to post the performance data and reports to the Web site by the due date? If so, how should the penalty amount be determined, and when should the company be required to pay the penalty?**

This issue considers whether Verizon should be penalized for failure to post performance data and reports to the web site by the appropriate due date. Staff does not recommend penalty provisions at this time. Staff believes an analysis period of at least six months should be considered before such actions should be taken. A six month review will be conducted by staff, at which time the necessity of penalty provisions may be considered.

5. **Should the company be penalized if performance data and reports published on the company web site are incomplete or inaccurate? If so, how should the penalty amount be determined, and when should the company be required to pay the penalty?**

This issue considers whether Verizon is under obligation to post complete and accurate performance data and reports on the Verizon web site. The issue is important because inaccurate and incomplete information hinders both the ALEC's and Commission's ability to determine whether service is provided at parity. Staff does not recommend any penalty provisions at this time, but believes an analysis period of at least six months should be considered before such actions should be taken. A six month review will be conducted by staff, at which time the necessity of penalty provisions may be considered.

6. **When should the Performance Measurement Plan become effective?**

The Performance Measurement Plan should become effective within thirty days of Final Order by this Commission.

**7. What review process, if any, should be instituted to consider revisions to the Performance Measurement Plan that is adopted by this Commission?**

This issue addresses the review process to make revisions to the Verizon Performance Measurement Plan. Staff recommends that a formal review be conducted six months after the date of the Commission ordered implementation to be repeated each six months thereafter during the first two years of implementation. After two years the Commission could, at its discretion, decide to reduce the frequency of scheduled reviews.

Regarding the scheduled review cycles, any proposed revisions to the adopted performance plan should be required to be filed by the ILEC or ALECs at least one month prior to the beginning of each review period.

Aside from the periodic reviews, nothing shall preclude any party from participating in any proceeding or making any filing with the Commission related to Verizon's performance in Florida or the performance plan adopted by the Florida Public Service Commission.

Upon occasion, the Commission may order Verizon to modify or amend certain portions of the Performance Measurement Plan. In the event disputes arise regarding order modification or amendments to the performance plan measures, and cannot be resolved between the parties in collaboration, staff will bring the dispute to the Commission for resolution. After two years from the date of the Commission order, the review cycle may be reduced to annually, at the discretion of the Commission.

**8. Under what circumstances, if any, should the company be required to perform a root cause analysis?**

This issue addresses whether Verizon should be required to perform a root cause analysis. Staff believes that upon request Verizon should provide root cause analysis of data and underlying causes contributing to any measure not meeting parity or benchmark levels. Additionally, staff believes three consecutive months of

performance measure failures for a given level of disaggregation should require a root cause analysis by Verizon and be reported to the Commission.

**9. What is the appropriate methodology that should be employed to determine if the company is providing compliant performance?**

This issue specifies what statistical methodology should be used to determine parity and benchmark compliance. Staff believes the Commission should approve the statistical methodology presented in Attachment C (also known as Attachment A-3 of the Federal Communications Commission Performance Plan, CC Docket No. 98-184) provides Verizon's statistical methodology for compliance with parity and benchmark measurements.

Verizon uses the statistical methodology described in Attachment A-3 in the Federal Communications Commission Performance Plan approved in CC Docket No. 98-184. Verizon states that statistical testing (described in Attachment C) is conducted on a metric-by-metric basis at the Industry level (all ALECs) for the state. The types of tests performed break down into two general categories, tests for 1) measured variables, and 2) counted variables. The test statistic used for measured variables (metrics of means or averages, such as mean time to repair, or average interval) is referred to as the "modified Z statistic". The test's statistical significance is determined in one of two ways. First, for large samples ( $N_{VZ} \geq 30$  and  $N_{c1ec} \geq 30$ ), significance is determined by reference to the normal distribution. Second, for small samples, significance is determined by reference to the permutation distribution.

The test statistic used for counted variables (metrics of proportion, such as percentages) is the Z-statistic and its formula is also given in Attachment C. There are also two methods for determining the statistical significance of the result. For counted variables, the small sample criteria is determined by whether  $n \cdot p \cdot (1-p) < 5$  (see Attachment A-3). When the calculation exceeds the criteria (i.e.,  $\geq 5$ ) then a normal distribution is used to estimate significance. Otherwise, Fisher's Exact Test is used to calculate statistical significance.

Sample Sizes	Measured:	Counted:
Small	Permutation Testing	Fisher's Exact Test
Large	Normal Distribution	Normal Distribution
All	Test Statistic	Modified Z

There are typically two possible outcomes: pass or fail. In the case of large sample, measured metrics, if the "modified Z" statistic is less than or equal to -1.645, then the metric fails the test for that month. If the value of the test statistic is greater than -1.645 then the metric passes. For small samples, the p-value is computed from the permutation distribution and its value is used in computing a comparable t-statistic.

Similarly, there are two possible outcomes for counted variables: pass or fail. The same value, -1.645, is used to determine pass/fail for large sample data. In the case of small sample counted data, the p-value is calculated using the exact distribution, and again the p-value is mapped to a comparable t-statistic.

The underlying assumptions made for the use of the modified Z-test for large sample, measured data are described in Brownie, Boos and Hughes-Oliver. Among the chief assumptions underlying most t tests is that the underlying data are normally distributed, although the test is relatively robust for symmetric distributions. In addition, Brownie, Boos, Hughes-Oliver's test statistic is specifically more powerful when the "treatment" is expected to increase variability.

Permutation tests are generally more robust to distributional assumptions than parametric tests. The chief assumption underlying the permutation distribution is the notion of exchangeability. In rare cases, a sample may be small and exhibit no variation. In these cases, it is impossible to calculate the test statistic.

Fisher Exact's Test uses the "exact" distribution based on the sampling distribution of the underlying data. Kanji Gopal K. Kanji, 100 Statistical Tests, SAGE Publications (1990) notes that the test is applicable if the classification (ALEC, VZ) is dichotomous and the elements originate from two sources.

10. Should the company be required to make payments for noncompliant performance at the individual ALEC or aggregate level?

This issue addresses whether Verizon should be required to make payments to the State or individual ALEC if performance falls below parity. Staff does not recommend enforcement measures, incentives, or penalty plans at this time. This issue can be addressed in the six month review.

11. Should periodic third-party audits of Performance Measurement Plan data and reports be required? If so, how often should audits be conducted, and how should the audit scope be determined?

This issue addresses whether third-party audits should be performed on performance data and reports. Staff recommends that third-party audits should be conducted and reported annually. Staff believes the audit provisions of the California Verizon plan to be appropriate for Florida as well. Those provisions are presented below and include the establishment of an Audit Steering Committee to be comprised of designated representatives from Verizon and the ALEC community. For Florida, that committee is recommended to initially consist of representatives of each ALEC having submitted filings for the record under this docket.

Annual Audits:

A comprehensive annual audit will be conducted of the ILEC's reporting procedures and reportable data. The annual audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results.

A Joint Steering Committee ("Committee") comprised of ILEC and ALEC representatives will be responsible for:

1. Jointly defining the Request for Proposal (RFP);
2. Jointly selecting a third party auditor;
3. Determining the scope and timing of the annual audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the RFP.

The Committee will convene every six months to discuss the annual audit. In the event that the Committee cannot agree on

defining the RFP, selecting an auditor, or determining the scope or timing of the annual audit, the parties agree to submit their disputes to the Commission for resolution.

At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on a Verizon OSS distribution list to be maintained by the Commission.

No annual audit shall commence within twelve months of the commencement of the previous annual audit. Notwithstanding any other provisions herein, the scope of the annual audit shall not exceed the previous twelve months. In addition, at least one comprehensive annual audit will be conducted every three years.

The costs of the annual audit will be divided 50% to the ILEC and 50% to the ALECs, in the proportion of each individual ALEC's volume to the aggregate ALEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ("trunks"), circuits, and UNES (as reported in the denominator of Measure MR-2, "Trouble Report Rate") in service in the third reported month prior to the commencement of the annual audit.

The ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

The estimated cost of the annual audit (based on the chosen vendor's response to the RFP) will be paid into escrow by the ILEC and ALECs a reasonable period of time before the commencement of the annual audit and shall be a prerequisite for the commencement of the annual audit. Any disputes regarding payments owed by the representative ALECs for the annual audit shall be submitted to the Commission for resolution.

In the case of such an annual audit being performed at the national level, covering all of Verizon's former GTE service areas, the annual audit cost for Florida shall be determined on a pro-rated basis from Florida's volume versus the national volume (as reported in Measure MR-2, as discussed above). Such annual audit costs so determined as specific to Florida shall be shared by the ILEC and the ALECs as set forth in the paragraphs above.

## Mini-audits:

In addition to an annual audit, ALECs will have the right to mini-audits of individual performance measures/sub-measures during the year. When an ALEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of an ALEC representative to engage in discussions with the ILEC about the requested mini-audit. If, thirty days after the ALEC's written request, the ALEC believes that the issue has not been resolved to its satisfaction, the ALEC may commence the mini-audit upon providing the ILEC five business days advance written notice. Each ALEC is limited to auditing three single measures/sub-measures during the audit year. The mini-audit year will be based on a calendar year. Mini-audits cannot be requested by an ALEC while an annual audit is being conducted (i.e. before completion). Mini-audits may be requested for months including and subsequent to the month in which an annual audit was initiated.

Mini-audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-audits will include two months of data, and raw data supporting the performance measurement results will be available monthly to ALECs as described in the Reporting Process section.

No more than three mini-audits will be conducted simultaneously unless more than one ALEC wants the same measure/sub-measure audited at the same time, in which case, mini-audits of the same measure/sub-measure shall count as one mini-audit for the purposes of this paragraph only.

Mini-audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the annual audit. The ALEC will pay for the costs of the third party auditor conducting the mini-audit unless the ILEC is found to be "materially" misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. The issue of whether the ILEC is "materially" at fault will be based on the parameters of failure to perform: "materially" at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another

category, if such exists. Each party to the mini-audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a mini-audit, it is found that for more than fifty percent of the measures in a major service category the ILEC is "materially" at fault, as defined above, the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

1. Pre-Ordering;
2. Ordering;
3. Provisioning;
4. Maintenance;
5. Network Performance;
6. Billing;
7. Database Updates;
8. Collocation; and
9. Interfaces.

Each Mini-audit shall be submitted to the ALEC involved and to the Commission as a proprietary document subject to applicable protections.

The ILEC will provide notification to the ALECs of any Mini-audit requested when the request for the audit is made.

**12. If periodic third-party audits are required, who should be required to pay the cost of the audits?**

This issue addresses who should be responsible for paying costs associated with third party audits of the Verizon Performance Measurement Plan. Staff believes the audit provisions of the California plan to be appropriate for Florida as well. The annual audit would be funded fifty percent by Verizon and fifty percent by the ALEC community, in accordance with the details presented in Issue 11. Any other mini-audits authorized within the auditing provisions adopted under this plan would be funded totally by the ALEC requesting the audit, unless Verizon is found therein to be materially misreporting or misrepresenting data or to have non-compliant procedures. In the latter cases, Verizon would be required to pay the costs of the mini-audit.

**13. Who should select the third-party auditor if a third-party audit is required?**

This issue addresses who should select a third-party auditor for annual audits. The California plan specifies that the Audit Steering Committee will select the third party auditors. Staff believes the audit provisions of the California plan to be appropriate for Florida as well. Those provisions are presented in issue 11 and include the establishment of an Audit Steering Committee to be comprised of designated representatives from Verizon and the ALEC community. For Florida, that committee is recommended to initially consist of representatives of each ALEC having submitted filings for the record under this docket.

**14. Should the company be required to retain performance measurement data and source data, and if so, for how long?**

This issue addresses the retention period for maintaining performance measurement reports and supporting raw data. The California plan's provisions relative to this issue are recommended for adoption with the exception of the paragraph speaking to root cause analysis, which is addressed for Florida above in Issue 8. This issue's recommended provisions would require retention for twenty-four months, with the raw data maintained and available in sufficient detail as to provide an adequate audit trail and to facilitate an ALEC's reconciliation of ILEC reported data for that ALEC with its own internal data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the ALECs and the Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that ALECs can reasonably reconcile the data captured by the ILEC (for the ALEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance would be retained at a consistent level of disaggregation comparable to that reported for the ALECs.

**15. Should the company be required to provide "affiliate" data as it relates to the Performance Assessment Plan?**

This issue addresses whether Verizon should report affiliate data in the Performance Measurement plan. Yes, for any Verizon Florida Inc. affiliate, as defined in the 1996 Telecommunications Act, that is functioning as an ALEC and making use as such of Verizon wholesale services and systems. Affiliate data should be included in the aggregate results for Florida. Additionally, each affiliate ALEC's results should be available for purposes of monitoring by the Commission via access provided to Verizon's WISE system's performance reporting functionalities. Staff believes this reporting is appropriate and should be consistent with the Commission's position on this issue in other ILEC performance measurement proceedings and decisions.

**Staff Proposed  
Verizon Florida  
Performance Measures**

1. PO-1 Response Time OSS Ordering Interface
2. PO-2 OSS Interface Availability
3. OR-1 Order Confirmation Timeliness
4. OR-2 Reject Timeliness
5. OR-5 Percent Flow-Through
6. PR-3 Completed Within 5 Days
7. PR-4 Missed Due Dates
8. PR-5 Facility Missed Orders
9. PR-6 Installation Quality
10. PR-7 Percentage of Orders Jeopardized\*
11. PR-9 Coordinated Conversions
12. Average Completed Interval\*
13. MR-2 Trouble Report Rate
14. MR-3 Missed Repair Commitments
15. MR-4 Trouble Duration Intervals
16. MR-5 Repeat Trouble Reports
17. NP-1 Percent Final Trunk Group Blockage
18. NP-2 Collocation Performance
19. NP-6 NXX Updates\*
20. BI-2 Timeliness of Carrier Bill
21. Usage Timeliness\*
22. Invoice Accuracy\*
23. GE-3 Center Responsiveness\*
24. E911/911 MS Database Updates\*

\* These measures were not originally offered by Verizon in Florida, but are reported by Verizon in other states. Staff believes these additional measures are necessary for a comprehensive OSS assessment.

**Staff Proposed  
Verizon Florida  
Performance Measures**

Attachment B provides the metrics and performance standards that will be applicable to Verizon as a comprehensive Carrier-to-Carrier Performance Measurement Plan. The measurement methodologies, reporting levels, and applicable geography covered are defined and explained. In addition, this document includes a glossary that provides a definition of terms related to the metrics and standards. The appendix also includes descriptions of measurement report formats and reporting.

<u>Measure Name</u>	<u>Page</u>
Response Time OSS Ordering Interface	2
OSS Interface Availability	4
Order Confirmation Timeliness	5
Reject Timeliness	8
Percent Flow-Through	10
Completed Within 5 Days	15
Missed Due Dates	16
Facility Missed Orders	18
Installation Quality	19
Coordinated Conversions	23
Trouble Report Rate	26
Missed Repair Commitments	27
Trouble Duration Intervals	28
Repeat Trouble Reports	30
Percent Final Trunk Group Blockage	31
Collocation Performance	32
Timeliness of Carrier Bill	36
Usage Timeliness*	37
Invoice Accuracy*	38
Average Completed Interval*	39
Percentage of Orders Jeopardized*	43
NXX Updates*	44
Center Responsiveness*	45
E911/911 MS Database Updates*	46
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\* These measures were not originally offered by Verizon in Florida, but are reported by Verizon in other states. Staff believes these additional measures are necessary for a comprehensive OSS assessment.

## Function

### PO-1 Response Time OSS Ordering Interface

#### Methodology

Verizon measures average response time for mechanized Pre-Order queries by capturing information on CLEC queries and Verizon system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is received is captured and assigned a unique transaction ID. When the Verizon response is available for the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response availability date/time. Dispatch information is included in address verification queries.

Queries requesting customer service inquiries (CSIs) can also be processed via fax (Manual CSIs). The date and time the fax is received from the CLEC is captured. The Verizon service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time. Manual CSIs are measured in clock hours, CSI metrics are expressed as a percent successful within the performance standard.

#### Definition

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Inquiry (CSI)
- Service Availability
- Service Appointment Scheduling (due date)
- Mechanized Loop Qualification

#### Notes:

- Fully electronic pre-order query response times will be measured for WISE/CORBA/EDI systems based on published system hours.
- Pre-order query transaction time intervals are measured as total transaction time.
- Verizon does not support manual engineering queries for loop qualification.

#### Exclusions:

excluded from WISE response time calculations.

- Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.
- Transactions not associated with address verification/dispatch required, telephone number, service availability, service due date scheduling, or mechanized loop qualification queries are excluded from OSS response time calculations.
- Queries outside of published system hours for fully electronic sub-metrics are not tracked.
- Manual CSIs exclude non-business days.
- Excludes queries not completed within the reporting period.
- Verizon affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

#### Performance Standard

##### Electronic (excluding CSI):

- For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds.
- PO-1-06 (Loop Qualification) to be determined in next review period with the Florida Commission.

##### CSIs:

- PO-1-07: Fully Manual: 95% in 24 hours
- PO-1-08: WISE: 95% in 4 hours

Formula		
CLEC: $\Sigma$ Response Times for each transaction/Number of Transactions Returned to CLEC		
Retail: $\Sigma$ Response Times of Legacy System for each transaction/Number of Transactions Returned to Legacy System		
Report Dimension		
<b>Company:</b> <ul style="list-style-type: none"> <li>Verizon Retail (PO-1-02 thru PO-1-05)</li> <li>Individual CLEC</li> <li>CLECs in the aggregate</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>Statewide</li> </ul>
Sub-Metrics		
Product PO-1-01 PO-1-02	<ul style="list-style-type: none"> <li>Electronic Interface (Combined performance for all existing electronic interfaces)</li> </ul>	
PO-1-01	[Intentionally Omitted]	
PO-1-02	Average Response Time – Service Appointment Scheduling	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Number of Service Appointment Scheduling Queries Returned in Reporting Period
PO-1-03	Average Response Time – Address Verification/Dispatch Required	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for address verification/dispatch required	Number of Address Validation/Dispatch Required Queries Returned in Reporting Period
PO-1-04	Average Response Time – Service Availability	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for service availability	Number of Service Availability Queries Returned in Reporting Period
PO-1-05	Average Response Time – Request for Telephone Number	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for TN request	Number of TN Queries Returned in Reporting Period
PO-1-06	Average Response Time – Mechanized Loop Qualification	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Sum of the elapsed time from query receipt to response sent for loop qualification	Number of Loop Qualification Queries Returned in Reporting Period
PO-1-07	% CSI Queries On Time – Manual	
Product	<ul style="list-style-type: none"> <li>Manual CSI Interface (fax)</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Count of manual CSI queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSI Queries returned in reporting period
PO-1-08	% CSI Queries On Time – WISE	
Product	<ul style="list-style-type: none"> <li>WISE CSI Interface</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Count of electronic CSI queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSI Queries returned in reporting period

<b>Function</b>		
<b>PO-2 OSS Interface Availability</b>		
<b>Methodology</b>		
Verizon measures "Percent of Time Interface is Available" within scheduled hours of availability for WISE Pre-Ordering, WISE Ordering, WISE CSI and WISE Repair interfaces. If a system becomes unavailable to a CLEC during scheduled hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via Verizon's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours to scheduled hours of availability is called "Percent Interfaces Available".		
<b>Definition</b>		
Measures percent of time an OSS interface is actually available compared to scheduled availability.		
<b>Business Rules:</b> <ul style="list-style-type: none"> <li>• Outage hours are obtained from outage reports</li> <li>• Scheduled hours for WISE Pre-Ordering, Ordering, CSI and Repair interfaces are subject to change and are posted on the Verizon WISE Support Web site. Any changes to interface availability during the reporting period are included in the scheduled hours.</li> <li>• Verizon captures data on nationwide basis and report national results at a state level. (A single interface is used in all states)</li> </ul>		
<b>Exclusions</b>		
<ul style="list-style-type: none"> <li>• Interface for WISE Performance Measures.</li> <li>• Scheduled system downtime.</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard</b>		
Standard: 99.25%		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• CLECs in the aggregate</li> </ul>	<b>Geography:</b> <ul style="list-style-type: none"> <li>• Statewide (Same performance is reported for each state)</li> </ul>	
<b>Sub-Metrics</b>		
<b>PO-2-01</b>	[Intentionally Omitted]	
<b>PO-2-02</b>	<b>OSS Interface Availability – Scheduled Hours</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• WISE Pre-Ordering Interface</li> <li>• WISE Ordering Interface</li> <li>• WISE Repair Interface</li> <li>• WISE CSI Interface</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of scheduled interface available hours minus unscheduled interface unavailable hours	Sum of total scheduled interface available hours

**Function****OR-1 Order Confirmation Timeliness****Definition**

Measures the percentage of mechanized orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

**Business Rules:**

- The start time of requests received after the end of the business day will be the beginning of the next business day.
- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.
- Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.
- Elapsed time for fully electronic sub-metrics is tracked during published system hours.

**Exclusion**

- Excludes non-business days.
- Excludes delays caused for customer reasons.
- Excludes orders where type of service cannot be determined.
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

**Local Service Requests:**

- Exclude non-stand-alone records for Directory Assistance/Listing
- Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors).
- Excludes projects for Resale/UNE with projects defined as CLEC negotiated, where the CLEC provides the appropriate project indicator for orders placed.
- Exclude invalid records.

**Access Service Requests:**

- Exclude invalid records.
- Exclude records with invalid dates.
- Excludes projects for Interconnection Trunks (defined as more than 192 trunks).

**Performance Standard****95% On Time**

- Fully Electronic/Flow Through: 2 system hours
- Resale POTS/UNE (non-designed) <10 lines: 24 clock hours
- Resale POTS/UNE (non-designed) >= 10 lines: 72 clock hours
- Resale Special/UNE designed Services < 10 lines: 48 clock hours
- Resale Special/UNE designed Services >= 10 lines: 72 clock hours
- Interconnection Trunks/UNE Transport: 10 business days

**Report Dimensions****Company:**

- Individual CLEC
- CLECs in the aggregate

**Geography:**

- Statewide

Sub-Merch Order Confirmation Timelines		
OR-1-01	[Intentionally Omitted]	
OR-1-02	% On time LSC – Flow Through	
Products	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic LSCs for flow through orders where the sent date/time minus received date/time is within the standard for specified products	Number of electronic LSCs for flow through orders where a Local Service Confirmation was sent for specified products
OR-1-03	[Intentionally Omitted]	
OR-1-04	% On Time LSC < 10 Lines (Non-Designed-No Flow Through)	
Products	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-05	% On Time LSC < 10 Lines (Designed - No Flow Through)	
Products	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with less than 10 lines where a Local Service Confirmation was sent for specified products
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed-No Flow Through)	
Products	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products

<sup>1</sup> Reported where flow-through capability exists

<b>OR-1-07</b>	<b>% On Time LSC &gt;= 10 Lines (Designed -No Flow Through)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for specified products	Number of LSCs with 10 or more lines where a Local Service Confirmation was sent for specified products
<b>OR-1-08 through OR-1-11</b>	<b>[Intentionally Omitted]</b>	
<b>OR-1-12</b>	<b>% On Time FOC (Trunks and Transport)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of FOCs where the sent date/time minus received date/time is within the standard for specified products	Number of FOCs where a Firm Order Confirmation was sent for specified products

<b>Function:</b>	
<b>OR-2 Reject Timeliness</b>	
<b>Definition:</b>	
The percentage of mechanized orders rejected within the agreed-upon timeframes as specified in the Performance Standards.	
Business Rules:	
<ul style="list-style-type: none"> <li>• The start time of requests received after the end of the business day will be the beginning of the next business day.</li> <li>• Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays.</li> <li>• Business hours are the published hours of operation for Verizon ordering centers for the Business days of Monday through Friday.</li> <li>• Elapsed time for fully electronic sub-metrics tracked during published system hours.</li> </ul>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes non-business days.</li> <li>• Excludes delays caused for customer reasons.</li> <li>• Excludes rejects where type of service cannot be determined.</li> <li>• Excludes non stand-alone Directory Assistance/Listing.</li> <li>• Excludes rejects with an interval &gt; 30 days on manually received LSRs (date keying errors).</li> <li>• Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• Excludes projects for Resale/UNE with projects defined as CLEC negotiated, where the CLEC provides the appropriate project indicator for orders placed.</li> </ul>	
<b>Performance Standard:</b>	
95% On Time	
<ul style="list-style-type: none"> <li>• Fully Electronic/Flow Through: 2 system hours</li> <li>• Resale POTS/UNE (non-designed) &lt;10 lines: 24 clock hours</li> <li>• Resale POTS/UNE &gt;= (non-designed) 10 lines: 72 clock hours</li> <li>• Resale Special/UNE designed Services &lt; 10 lines: 48 clock hours</li> <li>• Resale Special Services/UNE designed &gt;= 10 lines: 72 clock hours</li> </ul>	
<b>Report Dimensions:</b>	
Company:	Geography:
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>	
OR-2-01	[Intentionally Omitted]
OR-2-02	% On Time LSR Reject – Flow Through
Products	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>
Calculation	
	Number of electronic rejects sent where sent date/time minus received date/time is within the standard for the specified products
	Number of Flow Through Orders Rejected

<sup>2</sup> Reported where flow-through capability exists

<b>OR-2-03</b>	<b>[Intentionally Omitted]</b>	
<b>OR-2-04</b>	<b>% On Time LSR Reject &lt; 10 Lines (Non-Designed - No Flow Through)</b>	
<b>Product</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent for Orders less than 10 lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders for specified products Rejected with less than 10 lines
<b>OR-2-05</b>	<b>% On Time LSR Reject &lt; 10 Lines (Designed - No Flow Through)</b>	
<b>Product</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent for Orders less than 10 lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders for specified products Rejected with less than 10 lines
<b>OR-2-06</b>	<b>% On Time LSR Reject &gt;= 10 Lines (Non-Designed - No Flow Through)</b>	
<b>Product</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent for Orders with 10 or more lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders Rejected with 10 or more lines for specified products
<b>OR-2-07</b>	<b>% On Time LSR Reject &gt;= 10 Lines (Designed - No Flow Through)</b>	
<b>Product</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of rejects sent for Orders with 10 or more lines where sent date/time minus received date/time is within the standard for specified products	Number of Orders Rejected with 10 or more lines for specified products

<b>Function</b>	
OR-3 Intentionally Omitted	
<b>Definition</b>	
<b>Exclusions</b>	
<b>Performance Standard</b>	
<b>Report Dimensions</b>	

<b>Function:</b>	
OR-4 Intentionally Omitted	
<b>Definition:</b>	
<b>Exclusion:</b>	
<b>Performance Standard:</b>	
<b>Report Dimensions:</b>	

<b>Function</b>		
<b>OR-5 Percent Flow-Through</b>		
<b>Definition</b>		
<p><b>Total Flow-Through (OR-5-01):</b> The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as "ordering" flow-through. (This measure will be reported on a diagnostic basis only with no standard applied.)</p> <p><b>% Flow Through Achieved (OR-5-03):</b> The percent of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow through due to CLEC errors or a pending order status.</p>		
<b>Exclusions</b>		
<ul style="list-style-type: none"> <li>• Rejected LSRs</li> <li>• Orders received manually</li> <li>• Exclude records for Directory Assistance/Listing</li> <li>• Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard (for OR-5-03)</b>		
<p>Metric OR-5-03 Resale: <math>\geq 50\%</math>  Metric OR-5-03 UNE Loop: <math>\geq 30\%</math>  Metric OR-5-03 UNE Platform: <math>\geq 10\%</math></p>		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLEC Aggregate</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Sub-Metrics</b>		
<b>OR 5-01</b>	<b>% Flow Through – Total</b>	
<b>Product</b>	<ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of valid mechanized LSRs that qualify for flow-through and actually flow through without manual intervention for specified products.	Total number of electronically received LSRs for specified products.
<b>OR 5-02</b>	[Intentionally Omitted]	
<b>OR 5-03</b>	<b>% Flow – Through - Achieved</b>	
<b>Product</b>	<ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of valid mechanized LSRs that qualify for flow-through and actually flow through without manual intervention for specified products.	Total number of electronically received LSRs that qualify for flow-through for specified products.

<b>Function:</b>	
PR-1 Intentionally Omitted	
<b>Definition:</b>	
<b>Exclusions:</b>	
<b>Performance Standard:</b>	
<b>Report Dimensions:</b>	

<b>Function</b>		
PR-2 Intentionally Omitted		
<b>Definition</b>		
<b>Exclusions</b>		
<b>Performance Standard</b>		
<b>Report Dimensions</b>		
<b>Company:</b>	<b>Geography:</b>	
<b>Sub-Metrics</b>		
<b>Producers</b>		
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>

<b>Function</b>		
<b>PR-3 Completed within 5 Days</b>		
<b>Definition</b>		
Measures the percent of valid, accepted new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
<b>Exclusions</b>		
<ul style="list-style-type: none"> <li>• Excludes customer requested due dates beyond interval offered.</li> <li>• Excludes orders delayed for customer reasons.</li> <li>• Excludes 'Out'/Disconnect orders.</li> <li>• Excludes temporary Disconnect orders.</li> <li>• Excludes 'records only' orders.</li> <li>• Excludes Verizon company official orders</li> <li>• Excludes LNP orders</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> </ul>		
<b>Performance Standard</b>		
Parity with Verizon Retail		
<b>Report Dimensions</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
<b>PR-3-01</b>	[Intentionally Omitted]	
<b>Through PR-3-07</b>		
<b>PR-3-08</b>	% Completed in 5 Days – No Dispatch	
<b>Product:</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of valid new, move, and change non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total valid new, move and change non-dispatched orders for specified products
<b>PR-3-09</b>	% Completed in 5 Days – Dispatch	
<b>Product:</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of new, move, and change dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days for specified products	Total new, move and change dispatched orders for specified products

Function		
<b>PR-4 Missed Due Dates</b>		
<b>Definition:</b>		
Measures the percent of new, move and change orders where installation was not completed by the due date for Verizon reasons.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.</li> <li>• Completed date is defined as the Billing Effective Date.</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes 'Out'/Disconnect orders except when associated with LNP only.</li> <li>• Excludes temporary Disconnect orders.</li> <li>• Excludes 'records only' orders.</li> <li>• Excludes Verizon company official orders.</li> <li>• Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)</li> <li>• For PR-4-05 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL.</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> <li>• Verizon affiliate where it exists (for DSL and line sharing)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>		
<b>PR-4-01</b>	<b>% Missed Due Dates – Designed Services</b>	
<b>Product:</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of due dates missed for company reasons for New, Move and change orders for specified products	Total number of New, Move and Change orders for specified products
<b>PR-4-02</b>	<b>Average Delay Days – Total</b>	
<b>Product:</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of the billing effective date minus due date for orders missed due to company reasons by specified products (business days)	Total number of New, Move and Change orders missed for company reasons, by specified products

<b>PR-4-03</b>	<b>[Intentionally Omitted]</b>	
<b>PR-4-04</b>	<b>% Missed Due Dates – Dispatch</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of due dates missed for company reasons for New, Move and change dispatched orders for specified products	Total number of New, Move and Change dispatched orders for specified products
<b>PR-4-05</b>	<b>% Missed Due Dates – No Dispatch</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Line sharing</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of due dates missed for company reasons for New, Move and change non-dispatched orders for specified products	Total number of New, Move and Change non-dispatched orders for specified products

Function		
<b>PR-5 Facility Missed Orders</b>		
Definition		
Measures the percent of new, move and change orders missed due to lack of facilities.		
Business Rules:		
<ul style="list-style-type: none"> <li>• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.</li> <li>• Completed date is defined as the Billing Effective Date.</li> <li>• Lack of facilities is defined to be those orders with DR suffixes for LSR order activity and lack of facility jeopardy codes for ASR order activity.</li> </ul>		
Notes:		
1. Results also included in Measure "Percent Missed Due Dates"		
Exclusions		
<ul style="list-style-type: none"> <li>• Excludes 'records only' orders.</li> <li>• Excludes 'Out' orders.</li> <li>• Excludes temporary disconnect orders.</li> <li>• Excludes Verizon company official orders.</li> <li>• Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• For Retail 2-wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL.</li> </ul>		
Performance Standard		
Parity with Verizon Retail		
Report Dimensions		
<b>Company:</b> <ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> <li>• Verizon affiliate (for xDSL)</li> </ul>		<b>Geography:</b> <ul style="list-style-type: none"> <li>• Statewide</li> </ul>
Sub-Metrics		
PR-5-01 Through PR-5-02	[Intentionally Omitted]	
PR-5-03	% Orders Held for Facilities > 60 Days	
Product	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
Calculation	<b>Numerator</b>	<b>Denominator</b>
	Total number of New, Move and change orders where the billing effective date minus the due date is more than 60 days for Company Facility Reasons for specified products	Total number of New, Move and Change completed orders for specified products

<b>Function:</b>		
<b>PR-6 Installation Quality</b>		
<b>Definition:</b>		
Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Non-Designed services) of service order completion.		
Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/ Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15).		
<b>Exclusions:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE and CLEC caused troubles</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing -- exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>		
<b>PR-6-01</b>	<b>% Installation Troubles reported within 30 Days</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of orders that received network customer trouble reports within 30 calendar days of completion for specified products.	Total number of new, move and change orders completed within the calendar month for specified products.
<b>PR-6-02</b>	<b>% Installation Troubles reported within 7 Days</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>

Total number of orders that received network customer trouble reports within 7 calendar days of order completion for specified products.

Total number of new, move and change orders completed within the calendar month for specified products.

<b>Function:</b>		
PR-7 Intentionally Omitted		
<b>Definition:</b>		
<b>Exclusions:</b>		
<b>Performance Standard:</b>		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<b>Sub-Metrics:</b>		
<b>Products:</b>		
<b>Calculation:</b>	<b>Numerator</b>	<b>Denominator</b>

<b>Function</b>	
PR-8 Intentionally Omitted	
<b>Definition</b>	
<b>Exclusion</b>	
<b>Performance Standards</b>	
<b>Report Dimensions</b>	

**Function:****PR-9 Coordinated Conversions****Methodology:**

Verizon captures the data used to measure coordinated conversion activity from its legacy system, NOCV.

A coordinated conversion consists of a CLEC provider in contact with Verizon prior to and upon completion of a service order request.

A coordinated hot cut conversion consists of a CLEC provider in contact with Verizon from the start to the completion of a service order request.

Three types of formatted remarks are placed on the NOCV order:

- Coordinated customer conversion/coordinated hot cut identifier
- The committed due date/due time
- The actual conversion completion date

If the conversion completion date/completion time is no greater than the committed completion interval plus one hour, the conversion is considered to be on time.

**Definition:**

Measures the percentage of coordinated orders completed by committed time\* for all orders where CLEC has requested coordination (including LNP).

\*\*"Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one-hour.

Business Rules:

- Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).

**Exclusions:**

- Excludes CLEC caused misses
- Excludes 'records only' orders
- Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).

**Performance Standard:**

90% on time

Coordinated Conversions:

<u>Line Size</u>	<u>Committed Completion Interval</u>
1 to 49 lines	1 work hour
50 to 99 lines	2 work hours
100 to 199 lines	3 work hours
200 plus lines	4 work hours

Coordinated Hot Cuts:

1 to 20 lines	1 work hours
21 to 30 lines	1.5 work hours
31 to 40 lines	2 work hours
41 to 50 lines	2.5 work hours
51 to 60 lines	3 work hours
61 to 70 lines	3.5 work hours
71 to 80 lines	4 work hours
81 to 90 lines	4.5 work hours
91 to 100 lines	5 work hours*

\*Add an additional 0.5 work hours for each additional 10 lines or increments thereof.

**Report Dimensions:**

Company:

- Individual CLEC
- CLECs in the aggregate

Geography:

- Statewide

**Sub-Elements:**

PR-9-01

% On Time Performance

<b>Product</b>	• Coordinated Conversions/Coordinated Hot Cuts, including LNP	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of coordinated conversions/hot cuts completed by committed due time	Number of coordinated conversion/hot cuts completed in reporting period

<b>Function:</b>	
MR-1 Intentionally Omitted	
<b>Definition:</b>	
<b>Exclusions:</b>	
<b>Performance Standard:</b>	
<b>Report Dimensions:</b>	

<b>Function:</b>					
<b>MR-2 Trouble Report Rate</b>					
<b>Definition:</b>					
Measures the total number of network customer trouble reports received within a calendar month per 100 local lines/circuits/UNEs/trunks.					
<b>Business Rules:</b>					
<ul style="list-style-type: none"> <li>• Access line/circuit count taken from previous month.</li> <li>• Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)</li> </ul>					
<b>Exclusion:</b>					
Excludes the following types of trouble:					
<ul style="list-style-type: none"> <li>• CPE</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Provisioning trouble reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>					
<b>Performance Standard:</b>					
Parity with Verizon Retail					
<b>Report Dimensions:</b>					
<b>Company:</b>	<b>Geography:</b>				
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>				
<b>Sub-Metrics:</b>					
<b>Product:</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>				
<b>MR-2-01</b>	<b>Network Trouble Report Rate (result is multiplied by 100)</b>				
<b>Calculation</b>	<table border="1"> <tr> <td><b>Numerator</b></td> <td><b>Denominator</b></td> </tr> <tr> <td>Total number of customer initial and repeat network trouble reports for specified products</td> <td>Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period</td> </tr> </table>	<b>Numerator</b>	<b>Denominator</b>	Total number of customer initial and repeat network trouble reports for specified products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period
<b>Numerator</b>	<b>Denominator</b>				
Total number of customer initial and repeat network trouble reports for specified products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period				

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

<b>Functions</b>	
<b>MR-4 Trouble Duration Intervals</b>	
<b>Definition:</b>	
Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.	
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)	
<b>Exclusion:</b>	
Excludes the following types of trouble:	
<ul style="list-style-type: none"> <li>• CPE, Coin</li> <li>• Customer error</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Provisioning trouble reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>	
<b>Performance Standard:</b>	
Parity with Verizon Retail	
<b>Report Dimensions:</b>	
<b>Company:</b>	<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>	
<b>MR-4-01</b>	<b>Mean Time to Repair</b>
<b>Products:</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>
	created date and time for customer network trouble reports for specified products (Designed Troubles – excludes interrupt time)
	specified products

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

<b>Function:</b>		
<b>MR-5 Repeat Trouble Reports</b>		
<b>Definition:</b>		
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.		
Any trouble, regardless of the original disposition code, that repeats as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12), Test OK (13), Came Clear (15)		
<b>Exclusion:</b>		
Excludes the following types of trouble:		
<ul style="list-style-type: none"> <li>• CPE</li> <li>• Customer error</li> <li>• Coin</li> <li>• Invalid, non-service affecting</li> <li>• Enhanced products and services</li> <li>• Referred to other vendors</li> <li>• Received on the Due Date</li> <li>• Subsequent reports</li> <li>• Verizon employee generated</li> <li>• Verizon company official orders</li> <li>• Verizon affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail (if analog applies)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>		
<b>MR-5-01</b>	<b>% Repeat Reports within 30 Days</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for specified products	Total customer network trouble reports for specified products

<b>Function</b>		
<b>NP-1 Percent Final Trunk Group Blockage</b>		
<b>Definition:</b>		
Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.		
<b>Notes:</b>		
<ul style="list-style-type: none"> <li>• Applies to those trunks where the ILEC has augmentation control.</li> <li>• Does not apply when trunks are provisioned as two-way trunks.</li> </ul>		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity.</li> <li>• Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) (Trunks terminating at a Tandem are engineered at the B.005 level. Trunks terminating at the End office are engineered at the B.01 level)</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• LXC Dedicated Trunks are not included</li> <li>• Abnormal blockage exclusions:</li> <li>• Network Failures; Switch Outages</li> <li>• Acts of God; Storms, Tornadoes, etc.</li> <li>• National Holidays</li> <li>• Media Stimulated Mass Calling</li> <li>• Cable/Fiber cuts</li> <li>• Microwave Failures</li> <li>• Power Outages</li> <li>• Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard</b>		
Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics</b>		
NP-1-01 Through NP-1-03	[Intentionally Omitted]	
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months	
<b>Products</b>	<ul style="list-style-type: none"> <li>• CLEC Trunks</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

<b>Function:</b>	
<b>NP-2 Collocation Performance</b>	
<b>Definition:</b>	
Measures the percent of collocation arrangements responded to and completed (built) on time.	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>▪ Applies to all requests for physical collocation space</li> <li>▪ Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.</li> </ul>	
<b>Interval:</b> The number of days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. The interval begins when Verizon has received a completed application and the associated fee.	
Per Florida State Tariff, 19. COLLOCATION SERVICE, Verizon reserves the right to postpone the interval start day for a proposed collocation arrangement by no more than 60 calendar days in the event a CLEC fails to provide an accurate forecast at least two months prior to the application date.	
To complete provisioning of a collocation arrangement, Verizon must finish construction in accordance with the requesting CLEC's application and turn functional space over to the CLEC.	
A "New Arrangement" is the first occurrence of a collocation by a company in a Verizon central office, regardless of type (includes physical, caged, cageless, and adjacent).	
All requests for an addition or change to an existing premise collocation arrangement that has been inspected and turned over to the collocator are considered an augmentation.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• Excludes orders canceled by the CLEC.</li> <li>• If the CLEC makes a change to size, location, additional AC or DC or HVAC (heating, ventilating, air conditioning) in their application, the order application clock is restarted from the revised application receipt date.</li> <li>• The following are items that may extend the interval: <ul style="list-style-type: none"> <li>• BDFB (battery distribution fuse board)/rectifier/battery additions;</li> <li>• Minor building modifications;</li> <li>• HVAC duct modifications.</li> </ul> </li> <li>• Where unconditioned space has to be converted to conditioned space for collocation, the interval is extended and negotiated on an individual case basis with the CLEC and vendors. This may include the following: <ul style="list-style-type: none"> <li>• HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units.</li> <li>• Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities follow: <ol style="list-style-type: none"> <li>1. Asbestos abatement on a room or floor of a building;</li> <li>2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system;</li> <li>3. Construction required to accommodate restroom access or modifications per code;</li> <li>4. Construction or modification of building to facilitate proper emergency egress from the space per code;</li> <li>5. Electrical wiring of space per code requirements.</li> </ol> </li> </ul> </li> </ul>	
<b>Formula:</b>	
<b>% On Time:</b> Number of Responses provided within standard or Arrangements completed on Due Date (adjusted for CLEC milestone misses)/Number of Responses provided or Arrangements completed x 100	
<b>Performance Standard:</b>	
Physical Space Notification: 95% (within specified interval per intrastate tariff)	
Physical Completion: 95% on time (within specified interval per intrastate tariff)	
<b>Report Dimension:</b>	
Company:	Geography:
<ul style="list-style-type: none"> <li>• Individual CLECs</li> <li>• CLECs in the aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Statewide</li> </ul>

<b>Sub-Metric</b>		
<b>NP-2-01</b>	<b>% On Time Response to Request for Physical Collocation</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of requests for physical collocation arrangements where response to request is answered within 15 calendar days (or date specified in intrastate tariff).	Count of requests for physical collocation arrangements received in the reporting period.
<b>NP-2-02 Through NP-2-04</b>	<b>[Intentionally Omitted]</b>	
<b>NP-2-05</b>	<b>% On Time – Physical Collocation</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• New Arrangement</li> <li>• Augment</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses). Note: Due date calculated using intervals specified in intrastate tariff.	Count of physical collocation arrangements completed in the reporting period.

<b>Function:</b>
NP-3 Through NP-6 Intentionally Omitted
<b>Definition:</b>
<b>Exclusion:</b>
<b>Performance Standard:</b>

<b>Report Dimensions:</b>

<b>Function:</b>	
BI-1 Intentionally Omitted	
<b>Definition:</b>	
<b>Exclusions:</b>	
<b>Performance Standard:</b>	
<b>Report Dimensions:</b>	

<b>Item:</b>		
<b>BI-2 Timeliness of Carrier Bill</b>		
<b>Definition:</b>		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
<b>Business Rules:</b>		
<ul style="list-style-type: none"> <li>• Includes only mechanized bills.</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.</li> <li>• Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
98% within 10 business days		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLECs</li> <li>• CLECs in the aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>		
<b>BI-2-01</b>	<b>Timeliness of Carrier Bill</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted in reporting period.

## OSS OII Performance Measurements Report Requirements

### Billing

**Title:** Usage Timeliness

<i>Area</i>	<i>Requirement Description</i>
<b>Description:</b>	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
<b>Method of Calculation:</b>	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
<b>Report Period:</b>	Monthly
<b>Report Structure:</b>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
<b>Report By:</b>	<p><b>Pacific Bell:</b></p> <ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE (IntraLATA and InterLATA, combined)</li> <li>• Jointly provided switched access (associated with meet point billing)</li> </ul> <p><b>GTE</b></p> <ul style="list-style-type: none"> <li>• Resale Local</li> <li>• Resale Toll</li> <li>• UNE (IntraLATA and InterLATA combined)(excluding UNE Platform)</li> <li>• UNE Platform – Local</li> <li>• UNE Platform - Access</li> <li>• Jointly provided switched access (associated with meet point billing)</li> </ul>
<b>Geographic Level:</b>	Statewide
<b>Measurable Standard:</b>	<p><b>Pacific Bell:</b> Parity for Resale UNE, and Jointly provided switched access:</p> <p><b>GTE:</b> Parity for Resale - Local, Resale - Toll and UNE Parity for UNE Platform – Local is Resale – Local Parity for UNE Platform – Access is IXC switched access Benchmark for Jointly provided switched access: Standard – 95% in 6 Days</p>
<b>Business Rules:</b>	
<b>Notes:</b>	<ul style="list-style-type: none"> <li>• GTE bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.</li> </ul>

## *OSS OII Performance Measurements Report Requirements*

### Billing

**Title:** Bill Accuracy

<i>Area</i>	<i>Requirement Description</i>
<b>Description:</b>	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
<b>Method of Calculation:</b>	(Total monies billed without corrections/total monies billed) x 100
<b>Report Period:</b>	Monthly
<b>Report Structure:</b>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies ) and by ILEC Affiliates
<b>Report By:</b>	<ul style="list-style-type: none"> <li>• Resale               <ul style="list-style-type: none"> <li>• Usage</li> <li>• Recurring Charges</li> <li>• Non-Recurring Charges</li> </ul> </li> <li>• UNE (IntraLATA and InterLATA combined)               <ul style="list-style-type: none"> <li>• Usage</li> <li>• Recurring Charges</li> <li>• Non-Recurring Charges</li> </ul> </li> <li>• Facilities/Interconnection               <ul style="list-style-type: none"> <li>• Usage</li> <li>• Recurring Charges</li> <li>• Non-Recurring Charges</li> </ul> </li> </ul>
<b>Geographic Level:</b>	Statewide
<b>Measurable Standard:</b>	<p><b>Pacific Bell:</b>  <b>Parity for Resale and UNE POTS</b>  <b>Benchmark for Facilities/Interconnection and UNE Specials</b></p> <ul style="list-style-type: none"> <li>• Standard - 95%</li> </ul> <p><b>GTE:</b>  <b>Benchmark for Resale and UNE:</b></p> <ul style="list-style-type: none"> <li>• Standard - 97%</li> </ul> <p><b>Benchmark for Facilities/Interconnection:</b></p> <ul style="list-style-type: none"> <li>• Standard - 95%</li> </ul>
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>• Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.</li> </ul>
<b>Notes:</b>	<ul style="list-style-type: none"> <li>• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.</li> </ul>

## *OSS OII Performance Measurements Report Requirements*

### *Provisioning*

**Title:** Average Completed Interval

<i>Area</i>	<i>Requirement Description</i>
<b>Description:</b>	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
<b>Method of Calculation:</b>	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders
<b>Report Period:</b>	Monthly
<b>Report Structure:</b>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<b>Reported By:</b>	By service group type and field work/no field work where applicable.
<b>Geographic Level:</b>	Region (PB), Statewide (GTE)

<p><b>Measurable Standard:</b></p>	<p><b>Pacific Bell</b></p> <p><b>Parity for Resale is Retail for Parity for UNE measured for the following UNES:</b></p> <ul style="list-style-type: none"> <li>• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) <ul style="list-style-type: none"> <li>• UNE Subloop</li> </ul> </li> <li>• 2w digital loop(ISDN capable) <ul style="list-style-type: none"> <li>• UNE Subloop</li> </ul> </li> <li>• 2w digital loop(xDSL capable) <ul style="list-style-type: none"> <li>• Conditioned</li> <li>• Non-Conditioned</li> <li>• UNE Subloop</li> </ul> </li> <li>• 2w digital loop(IDSL capable) <ul style="list-style-type: none"> <li>• UNE Subloop</li> </ul> </li> <li>• High Bandwidth line sharing <ul style="list-style-type: none"> <li>• Conditioned</li> <li>• Non-Conditioned</li> </ul> </li> <li>• 4w digital loop (DS1)</li> <li>• UNE Loop – OC level</li> <li>• UNE Port– Non-Specials</li> <li>• UNE Port–Specials</li> <li>• UNE Dedicated Transport <ul style="list-style-type: none"> <li>• DS1</li> <li>• DS3</li> <li>• OC level</li> </ul> </li> <li>• Dark Fiber</li> <li>• Enhanced Extended Links <ul style="list-style-type: none"> <li>• VG - Conversion</li> <li>• DS1 - New</li> <li>• DS1 -Conversion</li> <li>• DS3- New</li> <li>• DS3-Conversion</li> <li>• OC level – New</li> <li>• OC level - Conversion</li> </ul> </li> <li>• UNE Platform</li> <li>• Basic port and loop</li> <li>• Special port and basic loop</li> <li>• ISDN BRI port and loop</li> <li>• ISDN PRI port and loop</li> <li>• Interconnection Trunks</li> </ul> <p><b>Retail</b></p> <ul style="list-style-type: none"> <li>• POTS - Business (fielded)</li> <li>• ISDN(BRI)</li> <li>• 2w digital loop (xDSL capable) provided to ASI <ul style="list-style-type: none"> <li>• Conditioned</li> <li>• Non-Conditioned</li> </ul> </li> <li>• ISDN(BRI)</li> <li>• High Bandwidth line sharing provided to ASI <ul style="list-style-type: none"> <li>• Conditioned</li> <li>• Non-Conditioned</li> </ul> </li> <li>• DS1</li> <li>• Retail – OC level service</li> <li>• POTS - Business (non -fielded)</li> <li>• Retail Special Services</li> <li>• HICAP <ul style="list-style-type: none"> <li>• DS1</li> <li>• DS3</li> <li>• Retail OC level service</li> </ul> </li> </ul> <p>(Diagnostic)</p> <p>(TBD)</p> <ul style="list-style-type: none"> <li>• Business POTS FW/NFW</li> <li>• Retail Voice Grade Specials FW/NFW</li> <li>• ISDN BRI FW/NFW</li> <li>• ISDN PRI FW/NFW</li> <li>• ILEC Dedicated Trunks</li> </ul>
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<b>Measurable Standard:</b>	<b><u>GTE</u></b>	<b>Retail</b>
	<ul style="list-style-type: none"> <li>• Resale POTS- Residence</li> <li>• Resale POTS-Business</li> <li>• Resale Specials</li> <li>• UNE loop Nondesigned</li> <li>• UNE loop Designed</li>   <li>• UNE loop xDSL capable</li> <li>• UNE loop IDSL capable</li> <li>• UNE Port</li> <li>• UNE Transport</li> <li>• UNE Platform <ul style="list-style-type: none"> <li>• UNE-P Res</li> <li>• UNE-P Bus</li> <li>• UNE-P PRI</li> </ul> </li> <li>• Interconnection Trunks</li> <li>• Line Sharing - Conditioned</li> <li>• Line Sharing - Non -Conditioned</li> <li>• LNP</li>   <li>• EEL</li> <li>• Subloop</li> <li>• Dark Fiber</li> </ul>	<ul style="list-style-type: none"> <li>• Retail POTS - Residence</li> <li>• Retail POTS - Business</li> <li>• Retail Specials</li> <li>• B1 Dispatched Non Designed</li> <li>• Dispatched Designed Service (excludes HICAPs)</li> <li>• <i>(TBD until SDA is established)</i></li> <li>• <i>(TBD until SDA is established)</i></li> <li>• CentraNet-Simple</li> <li>• HICAP Designed</li>   <li>• Residential POTS</li> <li>• Business POTS</li> <li>• ISDN PRI</li> <li>• ILEC Dedicated Trunks</li> <li>• <i>(TBD until SDA is established)</i></li> <li>• <i>(TBD until SDA is established)</i></li> <li>• Retail POTS -Total Business &amp; Residence, Non-Dispatched</li> <li>• <i>(Diagnostic)</i></li> <li>• <i>(Diagnostic)</i></li> <li>• <i>(Diagnostic)</i></li> </ul>

<b><i>Business Rules:</i></b>	<ul style="list-style-type: none"> <li>• Excludes customer requested due dates other than interval offered, and orders delayed for customer reasons. (Pacific Bell only)</li> <li>• Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE)</li> <li>• For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only)</li> <li>• Excludes projects. (Pacific Bell only)</li> <li>• GTE will not exclude projects.</li> <li>• Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI (Pacific Bell only)</li> <li>• Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</li> <li>• The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only)</li> <li>• Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)</li> </ul>
<b><i>Notes:</i></b>	<ul style="list-style-type: none"> <li>• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.</li> </ul>

<b>Function:</b>		
<b>PR-7 Percentage of Orders Jeopardized</b>		
<b>Definition:</b>		
Measures the percentage of confirmed orders for which the ILEC notifies the CLEC that the work may not be completed as committed on the original FOC.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes customer due dates beyond interval offered, and orders delayed for customer reasons.</li> <li>• Verizon affiliate data (where it exists) or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).</li> <li>• Excludes 'Out'/Disconnect orders except when associated with LNP</li> <li>• Exclude feature only orders from Retail Analog, when Retail Analog is POTS, Dispatched or Non- Dispatched.</li> <li>• For PR-7-01 Linesharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold xDSL.</li> </ul>		
<b>Performance Standard:</b>		
Parity with Verizon Retail Note: Where the SDA or separate office or division providing DSL is using line sharing for PR-7-01 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable.		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail</li> <li>• Verizon affiliate where it exists (for DSL and line sharing)</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>		
<b>PR-7-01</b>	<b>Percentage of Orders Jeopardized</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• Line Sharing</li> <li>• EEL*</li> <li>• Subloop*</li> <li>• Dark Fiber*</li> </ul>	
	* Diagnostic Only – No Standard	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Orders Jeopardized	Number of Orders Confirmed

<b>Function:</b>		
<b>NP-6 NXX Updates</b>		
<b>Definition:</b>		
Measures the number of NXXs loaded by the LERG effective date.		
<b>Note:</b>		
<ul style="list-style-type: none"> <li>• Includes both additions and deletions to NXX codes.</li> </ul>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).</li> <li>• Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).</li> </ul>		
<b>Performance Standard:</b>		
Parity - Comparison made to results for loading ILEC NXX codes by the LERG effective date.		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> <li>• Verizon Retail</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metrics:</b>		
<b>NP-6-01</b>	<b>NXX Loaded by LERG Effective Date</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of NXXs loaded by LERG effective date	Number of NXXs scheduled to be loaded by LERG effective date

<b>Function:</b>	
<b>GE- 3 Center Responsiveness</b>	
<b>Definition:</b>	
Measures the average time it takes the Verizon's work center to answer a call.	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>• Measured by individual queue, if applicable, in each ILEC center.</li> <li>• Verizon captures data on a nationwide basis and reports national results at a state level.</li> </ul>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Performance Standard:</b>	
Standard - average 17 seconds	
<b>Report Dimensions:</b>	
<b>Company:</b> <ul style="list-style-type: none"> <li>• CLECs in the aggregate</li> <li>• Ordering Center</li> <li>• Repair Center (Designed Engineered Services)</li> <li>• Repair Center (Non-Designed-Non-Engineered Services)</li> </ul>	<b>Geography:</b> <ul style="list-style-type: none"> <li>• Nationwide</li> </ul>
<b>Sub-Metrics:</b>	
<b>GE-3-01</b>	<b>Center Responsiveness</b>
<b>Calculation</b>	<b>Numerator</b>
	Sum of Date and Time of Calls answered minus Date and Time of Calls received.
	<b>Denominator</b>
	Number of Total calls answered by center

<b>Function:</b>		
<b>## E911/911 MS Database Update</b>		
<b>Definition:</b>		
Measures the percentage of E911/911 data base updates completed within 48 hours.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Performance Standard:</b>		
Direct Gateway Input : Standard – 100% within not more than 48 hours		
For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.		
<b>Report Dimensions:</b>		
<b>Company:</b>		<b>Geography:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC</li> <li>• CLECs in the aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• Statewide</li> </ul>
<b>Sub-Metric:</b>		
<b>###</b>	<b>Center Responsiveness</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of valid records updated within 48 hours.	Total number of valid records updated

**GLOSSARY OF TERMS**

<b>TERM</b>	<b>DEFINITION</b>
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interval	The interval that it will take to provision a service request. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).

<b>GLOSSARY OF TERMS</b>	
<b>TERM</b>	<b>DEFINITION</b>
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three-digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2-wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Product	The designation used to identify a category of similar services; e.g., UNE loops
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLEC's customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the state regulatory commission.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occur if required fields are not included in the LSR; and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared."

**GLOSSARY OF TERMS**

<b>TERM</b>	<b>DEFINITION</b>
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call.

## Appendix A

### Measurement Report Format

Each individual performance measurement within the Carrier-To-Carrier Guidelines, regardless of category, includes the:

- **Function.** This includes both the function that the performance measure addresses as well as the title of the performance measure.
- **Definition.** This is a description of what is being measured; applicable business rules are also included within the Definition.
- **Exclusions.** Applicable exclusions, if applicable, are listed for each measure.
- **Performance Standard.** This area lists the measurement standard, in terms of parity or benchmark. If the performance standard is a benchmark, the specific benchmark standard is listed.
- **Report Dimensions.** This area lists the report structure (for example, by individual CLEC, CLECs in the aggregate, Verizon Retail, etc.) as well as geography (e.g., statewide).
- **Sub-Metric Products.** This area lists the specific products (or level of disaggregation) of each sub-measure.
- **Sub-Metric Calculations.** For each sub-measure, the specific calculation in terms of a numerator and denominator are listed.

### Performance Measurement Reporting

Verizon's performance measure reporting is detailed below:

- Verizon will make available to CLECs and the Commission Staff monthly performance measurement reports, no later than the 25<sup>th</sup> of the subsequent month, via Verizon's WISE (Wholesale Internet Service Engine) Performance Measure's website.
- Each performance measurement report will include all reportable measures on file for which there is activity.
- Each performance measure reported will include information that allows for a determination of parity or benchmark achievement.
- When reporting begins on a new measure or for a new CLEC, Verizon is only required to report results after a full calendar month of data is available.
- All performance measurement reports will be placed on Verizon's WISE Performance Measures website. Each CLEC will have access to its own data, aggregate CLEC data, and Verizon ILEC data. Verizon affiliate data will not be included in the CLEC aggregate data. The Florida Public Utility Commission and Commission Staff will have access to reports for all CLEC entities.
- The results of Verizon's affiliates' performance measurements will be reported to CLECs under strict confidential nondisclosure agreements.
- Raw data supporting the performance measurement results for Verizon and the CLECs will be available to the CLECs, and the Commission Staff. Raw data will be archived by Verizon for a period of twenty-four (24) months. Raw data will be retained with sufficient detail so that the requesting party can reasonably reconcile the data captured by Verizon (for the CLEC) with the internal data of a CLEC.

Standards – List of Retail Analogs & Benchmarks

Performance Metric	Benchmark / Retail Comparison
<p><b>PO-1 Response Time OSS Ordering Interface</b>  <b>Sub-Metrics:</b></p> <p>PO-1-02 Average Response Time - Service Appointment Scheduling                      PO-1-03 Average Response Time - Address Verification                      PO-1-04 Average Response Time - Service Availability                      PO-1-05 Average Response Time - Request for Telephone Number                      PO-1-06 Average Response Time - Mechanized Loop Qualification</p> <p>PO-1-07 % CSI Queries on Time – Manual (fax)                      PO-1-08 % CSI Queries on Time - WISE</p>	<p><b>Benchmark:</b></p> <p>Electronic (excluding CSIs):                      For PO-1-02 through PO-1-05 parity with retail plus not more than 5 seconds.</p> <p>PO-1-06 (Loop Qualification) to be determined in a future review period                      CSIs:                      PO-1-07: Fully Manual: 95% in 24 hours                      PO-1-08: WISE: 95% in 4 hours</p>
<p><b>PO-2 OSS Interface Availability</b>  <b>Sub-Metrics:</b></p> <ul style="list-style-type: none"> <li>• WISE Pre-Ordering Interface</li> <li>• WISE Ordering Interface</li> <li>• WISE Repair Interface</li> <li>• WISE CSI Interface</li> </ul>	<p><b>Benchmark:</b>                      Standard: 99.25%</p>
<p><b>OR-1 Order Confirmation Timeliness</b>  <b>Sub-Metrics:</b></p> <p>OR-1-02 % On time LSC – Flow Through                      OR-1-04 % On Time LSC &lt; 10 Lines (Non-Designed- No Flow Through)                      OR-1-05 % On Time LSC &lt; 10 Lines (Designed - No Flow Through)                      OR-1-06 % On Time LSC &gt;= 10 Lines (Non-Designed-No Flow Through)                      OR-1-07 % On Time LSC &gt;= 10 Lines (Designed -No Flow Through)                      OR-1-12 % On Time FOC (Trunks and Transport)</p>	<p><b>Benchmark:</b>                      Standard: 95% On Time</p> <ul style="list-style-type: none"> <li>• Fully Electronic/Flow Through: 2 system hours</li> <li>• Resale POTS/UNE (non-designed) &lt; 10 Lines: 24 clock hours</li> <li>• Resale POTS/UNE (non-designed) &gt;= 10 Lines: 72 clock hours</li> <li>• Resale Special/UNE designed Services &lt; 10 Lines: 48 clock hours</li> <li>• Resale Special/UNE designed Services &gt;= 10 Lines: 72 clock hours</li> <li>• Interconnection Trunks/UNE Transport: 10 business days</li> </ul>
<p><b>OR-2 Reject Timeliness</b>  <b>Sub-Metrics:</b></p> <p>OR-2-02 % On Time LSR Reject – Flow Through                      OR-2-04 % On Time LSR Reject &lt; 10 Lines (Non-Designed - No Flow Through)                      OR-2-05 % On Time LSR Reject &lt; 10 Lines (Designed - No Flow Through)                      OR-2-06 % On Time LSR Reject &gt;= 10 Lines (Non-Designed - No Flow Through)                      OR-2-07 % On Time LSR Reject &gt;= 10 Lines (Designed - No Flow Through)</p>	<p><b>Benchmark:</b>                      Standard: 95% On Time</p> <ul style="list-style-type: none"> <li>• Fully Electronic/Flow Through: 2 system hours</li> <li>• Resale POTS/UNE (non-designed) &lt; 10 Lines: 24 clock hours</li> <li>• Resale POTS/UNE (non-designed) &gt;= 10 Lines: 72 clock hours</li> <li>• Resale Special/UNE designed Services &lt; 10 Lines: 48 clock hours</li> <li>• Resale Special/UNE designed Services &gt;= 10 Lines: 72 clock hours</li> </ul>
<p><b>OR-5 Percent Flow Through</b>  <b>Sub-Metric:</b></p>	<p><b>Benchmark:</b></p>

Performance Metric	Benchmark / Retail Comparison
<p>OR-5-01 % Flow Through - Total</p> <p>OR-5-03 % Flow Through Achieved</p>	<p>Diagnostic basis only with no standard applied.</p> <p>Metric OR-5-03 Resale: <math>\geq 50\%</math>  Metric OR-5-03 UNE Loop: <math>\geq 30\%</math>  Metric OR-5-03 UNE Platform: <math>\geq 10\%</math></p>
<p><b>PR-3 Completed within 5 Days</b>  <b>Sub-Metrics:</b></p> <p>PR-3-08 % Completed in 5 Days - No Dispatch</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> </ul> <p>PR-3-09 % Completed in 5 Days - Dispatch</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> </ul>	<p><b>Retail Comparison:</b></p> <ul style="list-style-type: none"> <li>• Retail POTS No Dispatch</li> <li>• Retail Business POTS Dispatched</li>   <li>• Retail POTS Dispatched</li> <li>• Retail Business POTS Dispatched</li> </ul>
<p><b>PR-4 Missed Due Dates</b>  <b>Sub-Metrics:</b></p> <p>PR-4-01 % Missed Due Dates - Designed Services</p> <ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul> <p>PR-4-02 Average Delay Days - Total</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul> <p>PR-4-04 % Missed Due Dates - Dispatch</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> </ul> <p>PR-4-05 % Missed Due Dates - No Dispatch</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Line Sharing</li> <li>• LNP Only</li> </ul>	<p><b>Retail Comparison:</b></p> <ul style="list-style-type: none"> <li>• Retail Specials</li> <li>• Dispatched Designed Service (excludes HICAPS)</li> <li>• HICAP Designed</li> <li>• Verizon Dedicated Trunks</li>   <li>• Retail POTS</li> <li>• Retail Specials</li> <li>• Retail Business POTS Dispatched</li> <li>• Dispatched Designed Service (excludes HICAPS)</li> <li>• Retail CentraNet/Centrex</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• HICAP Designed</li> <li>• Verizon Dedicated Trunks</li> <li>• Retail POTS Non-Dispatched</li>   <li>• Retail POTS</li> <li>• Retail Business POTS Dispatched</li> <li>• Retail POTS</li> <li>• Retail xDSL</li>   <li>• Retail POTS</li> <li>• Retail Business POTS Dispatched</li> <li>• Retail CentraNet/Centrex</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• Retail xDSL</li> <li>• Retail POTS Non-Dispatched</li> </ul>
<p><b>PR-5 Facility Missed Orders</b>  <b>Sub-Metrics:</b></p>	<p><b>Retail Comparison:</b></p>

Performance Metric	Benchmark / Retail Comparison
<p>PR-5-03 % Orders Held for Facilities &gt; 60 Days</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul>	<ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail Specials</li> <li>• Retail Business POTS Dispatched</li> <li>• Dispatched Designed Service (excludes HICAPS)</li> <li>• CentraNet/Centrex</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• HICAP Designed</li> <li>• Verizon Dedicated Trunks</li> </ul>
<p>PR-6 Installation Quality Sub-Metrics:</p> <p>PR-6-01 % Installation Troubles Reported within 30 Days</p> <ul style="list-style-type: none"> <li>• Resale Specials</li> <li>• UNE Loop Designed</li> <li>• UNE 2 wire xDSL Loop</li> <li>• UNE Transport</li> <li>• Interconnection Trunks</li> </ul> <p>PR-6-02 % Installation Troubles Reported within 7 Days</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> <li>• LNP Only</li> </ul>	<p>Retail Comparison:</p> <ul style="list-style-type: none"> <li>• Retail Specials</li> <li>• Dispatched Designed Service (excludes HICAPS)</li> <li>• Retail xDSL</li> <li>• HICAP Designed</li> <li>• Verizon Dedicated Trunks</li> </ul> <ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail Business POTS Dispatched</li> <li>• Retail CentraNet/Centrex</li> <li>• Retail POTS</li> <li>• Retail POTS Non-Dispatched</li> </ul>
<p>PR-9 Coordinated Conversions: Sub-Metrics:</p> <p>PR-9-01 % On Time Performance</p> <ul style="list-style-type: none"> <li>• Coordinated Conversions/Hot Cuts, including LNP</li> </ul>	<p>Benchmark</p> <p>Standard: 90% On time</p> <ul style="list-style-type: none"> <li>• By line size</li> </ul>
<p>MR-2 Trouble Report Rate Sub-Metrics:</p> <p>MR-2-01 Network Trouble Report Rate</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	<p>Retail Comparison:</p> <ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail Specials</li> <li>• Retail POTS Dispatched</li> <li>• Retail POTS Dispatched</li> <li>• Retail CentraNet/Centrex</li> <li>• HICAP Designed</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• Verizon Dedicated Trunks</li> <li>• Retail POTS Non-Dispatched</li> </ul>
<p>MR-3 Missed Repair Commitments Sub-Metrics:</p> <p>MR-3-01 % Missed Repair Commitments</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> </ul>	<p>Retail Comparison:</p> <ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail Specials</li> <li>• Retail POTS Dispatched</li> </ul>

Performance Metric	Benchmark / Retail Comparison
<ul style="list-style-type: none"> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	<ul style="list-style-type: none"> <li>• Retail POTS Dispatched</li> <li>• Retail CentraNet/Centrex</li> <li>• HICAP Designed</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• Verizon Dedicated Trunks</li> <li>• Retail POTS Non-Dispatched</li> </ul>
<p><b>MR-4 Trouble Duration Intervals</b> <b>Sub-Metrics:</b></p> <p>MR-4-01 Mean Time to Repair</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul> <p>MR-4-08 % POTS Out of Service &gt; 24 Hours</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Port Non-Designed</li> <li>• UNE Platform</li> </ul>	<p><b>Retail Comparison:</b></p> <ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail Specials</li> <li>• Retail POTS Dispatched</li> <li>• Retail POTS Dispatched</li> <li>• Retail CentraNet/Centrex</li> <li>• HICAP Designed</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• Verizon Dedicated Trunks</li> <li>• Retail POTS Non-Dispatched</li> </ul> <ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail POTS Dispatched</li> <li>• Retail CentraNet/Centrex</li> <li>• Retail POTS</li> </ul>
<p><b>MR-5 Repeat Trouble Reports</b> <b>Sub-Metrics:</b></p> <p>MR-5-01% Repeat Reports within 30 Days</p> <ul style="list-style-type: none"> <li>• Resale POTS</li> <li>• Resale Specials</li> <li>• UNE Loop Non-Designed</li> <li>• UNE Loop Designed</li> <li>• UNE Transport</li> <li>• UNE Platform</li> <li>• UNE 2 wire xDSL Loop</li> <li>• Interconnection Trunks</li> <li>• LNP Only</li> </ul>	<p><b>Retail Comparison:</b></p> <ul style="list-style-type: none"> <li>• Retail POTS</li> <li>• Retail Specials</li> <li>• Retail POTS Dispatched</li> <li>• Retail POTS Dispatched</li> <li>• HICAP Designed</li> <li>• Retail POTS</li> <li>• Retail xDSL</li> <li>• Verizon Dedicated Trunks</li> <li>• Retail POTS Non-Dispatched</li> </ul>
<p><b>NP-1 Percent Final Trunk Group Blockage</b> <b>Sub-Metrics:</b></p> <p>NP-1-04 Number Final Trunk Groups Exceeding 2% Blocking Standard - 3 Months</p>	<p><b>Benchmark:</b></p> <p>Standard: Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.</p>
<p><b>NP-2 Collocation Performance</b> <b>Sub-Metrics:</b></p> <p>NP-2-01 % On Time Response to Request for Physical Collocation</p> <p>NP-2-05 % On Time - Physical Collocation</p>	<p><b>Benchmark:</b></p> <p>Standard:</p> <p>Physical Space Notification: 95% on time</p> <p>Physical Completion: 95% on time</p>

Performance Metric	Benchmark / Retail Comparison
<b>BI-2 Timeliness of Carrier Bill</b> <b>Sub-Metric:</b>  BI-2-01 Timeliness of Carrier Bill	<b>Benchmark:</b>  Standard: 98% within 10 business days

**ATTACHMENT A-3**

**CALCULATION OF  
PARITY AND BENCHMARK PERFORMANCE**

**Statistical Methodologies:**

Verizon will use statistical methodologies as one means to determine if “parity” exists, or if the performance for CLECs is equivalent to the performance for Verizon. For performance measures where “parity” is the standard and sufficient sample size exists, Verizon will use the “modified Z statistic” (modified t statistic for measured variables) proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Where A Lower Mean or Lower Percentage Signifies a Better Performance

Measured (Mean) Variables: (t statistic)	Counted (Percent) Variables: (Z statistic)
$t = \frac{\bar{X}_{VZ} - \bar{X}_{CLEC}}{\sqrt{S^2_{VZ} \left( \frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$	$Z = \frac{P_{VZ} - P_{CLEC}}{\sqrt{P_{VZ} (1 - P_{VZ}) \left( \frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$

Where A Higher Mean or Higher Percentage Signifies a Better Performance

Measured (Mean) Variables: (t statistic)	Counted (Percent) Variables: (Z statistic)
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{VZ}}{\sqrt{S^2_{VZ} \left( \frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$	$Z = \frac{P_{CLEC} - P_{VZ}}{\sqrt{P_{VZ} (1 - P_{VZ}) \left( \frac{1}{n_{VZ}} + \frac{1}{n_{CLEC}} \right)}}$

**Definitions:**

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

$\bar{X}$  is defined as the average performance or mean of the sample

S is defined as the standard deviation

n is defined as the sample size

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

A Z or t score of below -1.645 provides a 95% confidence level that the variables are different,

or that they come from different processes.<sup>1</sup>

### Sample Size Requirements:

The standard Z or t statistic will be used for measures where “parity” is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for the Verizon observations and the CLEC aggregate observations is 30 ( $n_{VZ} \geq 30$  and  $n_{CLEC} \geq 30$ ). For counted variables,  $n_{VZ}p_{VZ}(1-p_{VZ})$  and  $n_{CLEC}p_{CLEC}(1-p_{CLEC})$  must be greater than or equal to 5.<sup>2</sup> When the sample size requirement is not met, Verizon will do the following:

If the absolute performance for the CLEC is better than the Verizon performance, no statistical analysis is required. If the performance is worse for the CLEC than Verizon, Verizon will use the t distribution for measured variables until such time as a permutation test can be run in an automated fashion. If the t distribution shows an “out of parity” result, Verizon will run the permutation test (described below). For counted variables, the binomial distribution will be used until such time as a hypergeometric function can be run automatically in Excel or a permutation test can be run in an automated fashion. If the permutation test shows an “out of parity” condition, Verizon will perform a root cause analysis to determine cause. If the cause is the result of “clustering” within the data, Verizon will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including Verizon troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon will identify such behavior and work with the respective CLEC on corrective action.

### Exceptions:

A key assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications services are not independent. The lack of independence is referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, Verizon will file an exception to the performance data in the performance report if any of the following events occur:

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

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<sup>1</sup> The modified Z/t statistic will be replaced with the traditional Z/t statistic in circumstances where using the modified Z/t statistic cannot produce a result. For example, if the standard deviation for the ILEC is 0, the formula will not work.

<sup>2</sup> In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

- **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon will provide the data demonstrating that the activity is on that day. Verizon will compare that single day's performance for the CLEC to Verizon's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity".

**Other Exceptions:**

**CLEC Actions:** In addition, the key assumption of independence of data may be impacted by CLEC behavior such as order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports; inappropriate appointment coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when Verizon has missed an appointment. Verizon will bring such behavior to the attention of the CLEC to attempt resolution. If such action negatively impacts performance, Verizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

**Documentation:**

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

**Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards**

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the "Allowed Misses" column, then the performance measure not included for remedies.

**95% Standard:**

Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1

13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

Permutation analysis will be applied to calculate the z-statistic for measured variables using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the  $Z_A$  value corresponding to the estimated p-value will be compared to the designated critical Z-value. If  $Z_A$  is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the  $Z_A$  value corresponding to the estimated p-value will be compared to the designated critical Z-value. If  $Z_A$  is greater than the critical Z-value, then the performance is non-compliant.

### **Critical Z-Test Value**

The critical Z test value will be  $-1.645$  based on a 95% confidence level.

### **Methods Of Calculating Per Occurrence Voluntary Payments**

#### **Measurements For Which The Reporting Dimensions Are Averages Or Means.**

- Step 1: If the Z score is less than  $-1.645$ , determine the level of performance for the ILEC retail analog where 70% percent of observations show “better” performance and 30% of observations show “worse” performance (i.e., the ILEC retail 70<sup>th</sup> percentile level).
- Step 2: Next determine the percentage of CLEC observations with “worse” performance than the ILEC 70<sup>th</sup> percentile level. If the service had been provided at parity, this number would be 30%, corresponding to the 30% for the ILEC observations. If the percentage for CLECs is less than 30%, no misses have occurred and no incentive payments apply. If the percentage for CLECs is greater than 30%, subtract 30% from the CLEC percentage.
- Step 3: The difference in percentages determined above is then multiplied by the number of CLEC observations to determine the number of occurrences. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measures.

Example: There are 1600 total CLEC customers. The ILEC 70<sup>th</sup> percentile level is 4 hours. If CLEC performance were at parity with the ILEC’s performance, we would expect 480 (30% of the 1600) CLEC customers to experience service times in excess of 4 hrs. If we observe 560 CLEC customers with service times greater than 4 hours, the percent difference from the expected 30% is calculated as  $(560/1600) - (480/1600)$  or  $35\% - 30\% = 5\%$ . This percent difference is multiplied by the number of CLEC observations and the appropriate incentive amount ( $5\% \times 1600 \times \$$  incentive per occurrence = incentive \$ due).

### **Measurements For Which The Reporting Dimensions Are Percentages.**

- Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) for each of the three non-compliant months.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated High, Medium, and Low respectively: to determine the applicable assessment payable to the U.S. Treasury.

### **Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.**

- Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) for each month of the non-compliant three-month period.
- Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

### **Measurements for Which Payment Is Per Occurrence With A Cap**

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

### **Methods Of Calculating Per Measurement Voluntary Payments**

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value. (Section A.4)