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September 17, 2007

Ms. Ann Cole, Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

Re: DOCKET NO. 000121C-TP Investigation into the Establishment of Operations Support Systems (OSS) – Verizon Florida Track

Dear Ms. Cole:

The May 23, 2003 Stipulation (Stipulation) in Docket No. 000121C-TP requires Verizon Florida LLC (Verizon) to provide written notice to the Commission and all competitive local exchange carriers with which Verizon has an interconnection agreement (CLECs) of any additions, deletions, or modifications to the Verizon California, Inc. OSS Performance Measurement Plan. The notice is required to be provided within ten days of Verizon's receipt of the order of the California Public Utilities Commission (CPUC) approving the changes. Accordingly, Verizon notifies the Commission and CLECs that on September 6, 2007, the CPUC ordered changes to the Joint Partial Settlement Agreement (JPSA) and thus to the Verizon California Inc. OSS Performance Measurement Plan..

Verizon attaches the following documents:

- The Final Order in Dockets 97-10-016, 97-10-017 and 07-02-027 adopted by the CPUC on September 6, 2007
- Appendix II Carrier to Carrier Guidelines Performance Standards and Reports Verizon Reports 5/15/06¹
- Appendix III Redline Carrier to Carrier Guidelines Performance Standards and Reports Verizon Reports 5/15/06
- Appendix IV Verizon Proposal for Modification to Ca JPSA 5/15/06

The CPUC Final Order approves a number of changes to the previous JPSA. These changes include the following: (i) the adoption of a JPSA for Verizon only; (ii) the agreement to formatting changes to match Verizon's format in several other states; and (iii) the agreement to removal of measurements from the JPSA for UNEs that have been delisted in the TRO and TRRO. All changes incorporated in Appendix II are shown in redline in Appendix III. Appendix IV explains each change in detail.

DOCUMENT NUMBER-DATE



FPSC-CORMISSION CLERK

¹ Appendix I has been omitted because it concerns the separate plan of AT&T California.

Under the Stipulation, any affected party may notify the Commission and Verizon in writing of any objections to the changes approved by the CPUC not more than fifteen days after the date of this notice. If no party objects within that time, Verizon must implement the changes to the OSS Performance Plan in Florida in accordance with the schedule established by the CPUC. Currently Verizon California Inc. plans to make the proposed changes and update its wholesale measurement systems beginning with the March 2008 data month. The revised performance reports will be issued beginning in April 2008. If there are no objections, Verizon will adhere to that schedule in Florida as well.

Please file this notice in the above-referenced docket. Joan Gage can be reached on 813-483-2530 if you have any questions.

Sincerely,

David M. Chitatian

David M. Christian Vice President Regulatory Affairs Florida

Attachments

Decision 07-09-009 September 6, 2007

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems.

Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems.

Joint Application to Modify Decision 99-08-020.

Rulemaking 97-10-016 (Filed October 9, 1997)

Investigation 97-10-017 (Filed October 9, 1997)

Application 07-02-027 (Filed February 27, 2007)

OPINION CONSOLIDATING PROCEEDINGS, ADOPTING THE AGREED-TO JOINT PARTIAL SETTLEMENT AGREEMENT CHANGES OF AT&T CALIFORNIA AND VERIZON CALIFORNIA INC., AND GRANTING JOINT APPLICATION TO MODIFY DECISION 99-08-020

Summary

We consolidate the three rulemaking, investigation and application proceedings docketed above to coordinate issues that overlap between the Operations Support Systems (OSS) Order Instituting Rulemaking and Investigation (OIR/OII) and the Joint Application to Modify Decision (D.) 99-08-020 (Joint Application). Further, we adopt the agreed-to Joint Partial Settlement Agreement (JPSA) changes for Pacific Bell Telephone Company, doing business as AT&T California and Verizon California Inc. (Verizon), respectively. We also grant the joint application of Verizon, AT&T California, and Time Warner Telecom of California, L.P. and modify D.99-08-020, the

Commission decision that approved the JPSA. The adopted modification will be applied equally to each JPSA, permitting either Verizon or AT&T California to propose and implement consensus changes to its own JPSA document through an advice letter filing. Application 07-02-027 is closed.

Background

On August 5, 1999, the Commission issued D.99-08-020, the order that adopted the JPSA, which established performance metrics for Verizon¹ and AT&T California.² These metrics covered unbundled network elements (UNEs) and other wholesale services provided by each company to competitive local exchange carriers (CLECs) in California. D.99-08-020 also provided for ongoing reviews of the JPSA, allowing the parties to reflect necessary changes based on their experience with implementing a new measurement system and changes in the telecommunications industry. The order further required that proposed updates to the JPSA, arising from these reviews, be submitted to the Commission for approval. While the language of the JPSA does not by itself expressly require a decision adopting resulting changes, the Commission has always reflected changes in the JPSA through a formal decision.

After the issuance of D.99-08-020, the first JPSA review started in February 2000, and was based on a settlement process aimed at reaching consensus on improvements to the JPSA. As a result of the settlement discussions, the parties agreed upon a number of changes which they submitted to the Commission for approval on July 18, 2000. Around the same time, the

¹ Formerly GTE California, Inc.

² Formerly doing business as SBC California.

parties filed comments with the Commission on several disputed items³ for resolution. On May 24, 2001, the Commission issued D.01-05-087 and approved the agreed-upon changes; the disputed items remain unresolved.

Soon after D.01-05-087, the parties began another round of settlement talks in order to update the JPSA. Each review attempted to achieve consistency with both the language and intent of the JPSA, by continuing to examine the document and doing what was necessary to improve its effectiveness. The parties regularly reviewed and updated the performance metrics to reflect evolving market conditions.

On July 10, 2003, the Commission issued D.03-07-035, and approved a set of agreed-to changes that the parties had submitted six months earlier. Starting in 2004, AT&T California (then SBC California) and Verizon commenced separate settlement discussions so that each company could have its own set of metrics in a separate document.⁴ Following these discussions, AT&T California and Verizon submitted their agreed-to changes to the Commission, on May 3, 2004 and November 30, 2004, respectively.⁵ On May 15, 2006, Verizon

³ Areas of proposed changes supported by some parties, but opposed by other parties.

⁴ Prior to 2004, the JPSA was a single document that applied to both AT&T California (then SBC California) and Verizon, though not all measures were used by each company and the standards developed for like measures could vary between the companies. In 2004, it was agreed that it made more sense to have separate discussions and a separate JPSA document for each company, because AT&T California, Verizon and many CLECs were multi-state companies with operations in the same states. The most efficient approach was to have one common set of measures for each company that could be applied on a like basis in each of their respective states. *See*, Joint Application to Modify Decision No. 99-08-020 at 3 fn 4.

⁵ The parties submitted their agreed-to changes in the OSS docket, R.97-10-016/ I.97-10-017.

and participating CLECs withdrew the November 30, 2004 request for adoption of agreed-to JPSA changes, and submitted a new set of changes for approval.⁶ Currently, AT&T California's 2004 agreed-to changes as well as Verizon's and the participating CLECs' May 15, 2006 request for adoption of agreed-to changes are awaiting formal Commission approval.⁷

Joint Motion for Adoption of the AT&T California Agreed-to JPSA Changes

As stated above, on May 3, 2004, AT&T California and the participating CLECs⁸ (collectively, known as the Settling Parties) filed a joint motion for adoption of amendments to the JPSA. The Settling Parties declared that the amendments,⁹ embodied their "best efforts...to agree on modifications to the performance measurements in the JPSA." Moreover, the amendments resolved many of the issues highlighted by the Settling Parties during their review. In order to address parties' concerns about the timing and resources required for a general review, AT&T California advised that it agreed to limit the scope of the review by focusing on the most critical items on its or on any other party's list.

⁶ The May 15, 2006 Verizon and CLEC agreed-to changes incorporated the changes requested in 2004 and proposed new changes as well.

⁷ We consolidate the three rulemaking, investigation and application proceedings docketed above to coordinate issues in this decision that overlap between the consolidated OSS docket and the Joint Application.

⁸ AT&T Communications of California, Inc. (the CLEC prior to the merger), Telscape Communications Inc., and Time Warner Telecom of California.

⁹ Identified as Attachments A, B and C, and appended to this order as Appendix I.

The Settling Parties noted that this Commission has recognized a strong public policy of this State favoring settlement.¹⁰ They asserted that the amended JPSA was reasonable in light of the whole record, consistent with law, and in the public interest.¹¹ We find that the amended JPSA, like the previous agreements,¹² is consistent with the Communications Act of 1934, 47 U.S.C. § 151, et seq. and the Federal Communications Commission's (FCC) implementing rules because it provides one objective means to help assess whether an incumbent local exchange carrier is providing its competitors with sufficient, nondiscriminatory access to OSS as required by law. The Settling Parties stated that the amended JPSA struck a reasonable compromise among all parties' interest. We agree, and find the amended JPSA to be reasonable in light of the whole record and in the public interest. Therefore, we approve the amended JPSA for AT&T of California, which is attached to this order as Appendix I.¹³

¹⁰ Re Pacific Bell, D.92-07-076, 45 CPUC 2d 158, 169 (1992).

¹¹ Joint Motion at 4.

¹² The agreed-to performance measures in the JPSA and the amendments to the JPSA resulting from the 2002 and 2003 reviews.

¹³ These changes are incorporated in Appendix I to this decision. Within Appendix I, Attachment A is the final agreed-upon JPSA of the performance measurements, Attachment B is the redline format which shows changes to the JPSA added for the Joint Motion, and Attachment C presents the status of proposed modifications to the JPSA matrix. AT&T has noted in comments on the decision that it will post the revised JPSA on its CLEC online website within 30 days of the decision's effective date.

Joint Motion for Adoption of the Verizon Agreed-to Changes to the JPSA

On May 15, 2006, Verizon and several other telecommunications carriers¹⁴ (collectively, the Verizon Settling Parties) filed a joint motion asking that the November 30, 2004 joint motion regarding Verizon JPSA changes be withdrawn. In its place, the Verizon Settling Parties sought to incorporate the changes to the JPSA requested in the November 2004 motion with one modification, as well as new changes related to the removal of UNEs delisted by the FCC in its Triennial Review Order (TRO) and Triennial Review Remand Order (TRRO).

Pursuant to a notice of settlement distributed by Verizon, the 2005-2006 JPSA Review for Verizon began on October 18, 2005. Following the initial meeting, the parties convened on later occasions to reach the agreement set forth in the May 2006 Joint Motion. First, the Verizon Settling Parties agreed to withdraw the November 30, 2004 motion and sought the approval of one set of changes in their joint motion. Second, the Verizon Settling Parties continued to support and seek approval of the changes submitted in the previous motion (with one modification¹⁵), including the adoption of a separate JPSA applicable only to Verizon. Third, they agreed to remove measurements from the JPSA for UNEs no longer required under the Communications Act of 1934, 47 U.S.C.

¹⁴ AT&T California, Covad Communications Company, and Time Warner Telecom.

¹⁵ In the November 30, 2004 motion, Metric BI-6 (formerly Measure 31) was changed so that it measured the count of usage charges on the bill that were recorded within the last 45 days, instead of the count of usage charges on the bill that were recorded within the last 30 days. However, Verizon stated that it found that the proposed change could not be implemented in a timely or cost effective manner; therefore, the Settling Parties agreed to restore the original language, so that the metric would remain unchanged and would continue to measure the count of usage charges on the bill that were recorded within the last 30 days.

§ 151, et seq., and FCC rules (e.g., removal of measures for UNE Platform and UNE line sharing¹⁶). These UNEs were delisted in the TRO and TRRO.

The Verizon Settling Parties declared that one of the most notable changes was the adoption of a Verizon-only JPSA, along with agreement to amend the format of the JPSA, as it applies to Verizon, to match what Verizon uses in many other jurisdictions.¹⁷ This change would allow CLECs to view a consistent document for defining Verizon's performance measures, and to use a common format that many are familiar with in other states. The parties asserted that both the adoption of a Verizon-only JPSA and the changed JPSA format would simplify and improve the measuring and reporting of Verizon's local wholesale performance in California. In addition to these two important changes, the

¹⁶ Covad did not join in that part of the motion related to removal of the measurements for UNE line sharing, although it did not oppose it. However, Covad reserved its right to raise in other jurisdictions any and all positions on the question of the removal of measurements applicable to UNE line sharing, including without limitation, opposition to the removal of such measurements. Verizon also reserved its right to respond fully to any such filing or position taken by Covad. In all other respects, Covad supports the Joint Motion, including, without limitation, removal of the measurements for UNE Platform. 2006 Joint Motion at 2, fn 5.

¹⁷ The revised JPSA format is based on the format of the "Carrier-to Carrier Guidelines Performance Standards and Reports" adopted by the New York Public Service Commission for Verizon New York Inc. in New York PSC Case 97-C-0139. (*See*, New York PSC web site at <u>http://www.dps.state.ny.us/carrier.htm</u>.) The "Guidelines" adopted by the New York PSC have been adopted, with minor variations, by the regulatory commissions in the jurisdictions served by the Verizon telephone companies in the Mid-Atlantic and Northeastern portions of the United States.

Settling Parties also have agreed on and submitted several wording changes to the JPSA.¹⁸

The Verizon Settling Parties also pointed to the Commission's recognition of the strong public policy of California favoring settlement. They further affirmed the Commission's preference for settlements that "are reasonable in light of the whole record, consistent with law, and in the public interest."¹⁹ The Settling Parties maintained that the amended JPSA²⁰ satisfied these requirements.

The Communications Act of 1934, 47 U.S.C. § 151, et seq., and the FCC's implementing rules require Verizon to provide CLECs with a nondiscriminatory quality of service.²¹ The Settling Parties submitted that most metrics had a standard of "Parity with Retail," assuring that CLECs would receive a quality of service equal to that which Verizon provided to its own retail customers. For those local wholesale service functions with no retail analog (i.e. where Verizon does not provide the function to itself), the metrics have an objective benchmark

¹⁸ These changes are incorporated in Appendix II to this decision and shown in redline format in Appendix III (showing changes to the JPSA presented in the November 2004 motion and changes to the JPSA added for the pending Joint Motion.) Appendix IV is the Consensus Issues List explaining each change. In its comments on the decision, Verizon pointed out a technical error in the Appendix II, California JPSA Implementation Schedule. To remedy the error, Verizon submitted a corrected copy of the JPSA Implementation Schedule and set forth new dates that recognize a new schedule for its next update as well as an approaching date for issuance of a final decision.

¹⁹ *Re Application of GTE California Inc. for review of the Operations of the Incentive-Based Regulatory Framework Adopted in Decision 89-10-031,* D.96-05-037 (slip op.) (FOF 1) (May 8, 1996).

²⁰ Appendix II.

²¹ See, 47 U.S.C. §§ 251 (c)(2)(C) and (3); 47 CFR §§51.305(a)(3), 311(b) and 603(b).

standard²² that will assure a quality of service that is sufficient to allow an efficient competitor "a meaningful opportunity to compete."²³ Thus, we find the Verizon-only JPSA²⁴ to be consistent with the laws governing the quality of local wholesale services that Verizon provides to CLECs. We also find the JPSA to be reasonable in light of the entire record and in the public interest. Accordingly, we approve the new JPSA for Verizon as set forth in Appendix II.

Specific Changes Requested in JPSA Review Process

Historically, the review process initiating the JPSA has commenced when one of the incumbent local exchange carriers (ILECs) issues a notice of settlement, requesting that parties participate in settlement discussion specifically aimed at changing the JPSA. The parties compile an issues list and separately identify agreed-to changes and disputed items. At this juncture, the parties file a joint motion for approval of the agreed-to changes, and they file separate motions requesting adoption of their individual positions on the disputed items. Then, they await a formal Commission decision on the joint and separate motions.

The Joint Applicants request that the Commission change the current JPSA process and instead, permit adoption of consensus (agreed-to or unopposed) changes through the advice letter process. They also propose that any consensus changes only be submitted following a settlement conference under the

²² For example, 95%.

²³ See, Implementation of the Local Competition Provision in the Telecommunications Act of 1996, 11 FCC Rcd 15499, 15660, ¶315 (1996).

²⁴ Appendix II.

Commission's settlement rules,²⁵ and ask that the Commission affirmatively act²⁶ on the advice letter if any party files a protest.

Reason for the Requested Modification

Joint Applicants argue that the advice letter process will lessen the regulatory burden facing the Commission. Moreover, the process has several protective features to ensure that every interested carrier has an opportunity to express its views on proposed revisions to the JPSA metrics. Those features include notice of and opportunity to participate in a settlement conference, publication of the proposed changes in the form of an advice letter, and the chance for affected carriers to protest and be heard on the filing. Finally, in the case of any protest to the advice letter, the Joint Applicants propose that the advice letter not go into effect unless the Commission affirmatively approves it. The Joint Applicants assert that this modification will eliminate the significant delays of the past in getting agreed-to JPSA changes approved.

Discussion

By modifying the approval process for amendments to the JPSA so that consensus changes to it can be approved using the advice letter process set forth in the Proposed Decisions of Commissioner Chong,²⁷ the Commission will be able to rely more fully on what carriers have agreed to between themselves for

²⁵ Rule 12.1 of the Commission's Rules of Practice and Procedure.

²⁶ Rather than permitting the Advice Letter to go into effect by taking no action.

²⁷ Opinion Consolidating Proceedings, Clarifying Rules for Advice Letters Under the Uniform Regulatory Framework, and Adopting Procedures for Detariffing, Rulemaking (R.) 05-04-005, R.98-07-038 and Opinion Adopting Telecommunication Industry Rules, R.05-04-005, R.98-07-038 (Mailed 7/23/2007).

measuring and reporting performance regarding UNEs and other wholesale services. The Commission in the past has allowed utilities to use advice letters to replace applications when their requests appear neither to be controversial nor to raise important policy questions. For instance, in 2005, the Commission initiated a pilot program that allows utilities to use advice letters for Public Utilities Code (Pub. Util. Code) Section 851 transactions instead of the formal application process if those transactions are uncontroversial.²⁸

Similarly, the Commission has approved Interconnection Agreements (ICAs) between ILECs and CLECs reached through negotiation pursuant to the advice letter process. We find that an unopposed JPSA warrants a simplified review process, such as Section 851 pilot cases, to reduce the time and resources necessary to be devoted by the Commission and the parties. Moreover, an unopposed JPSA, like an ICA, is essentially a voluntary agreement, and merits the advice letter process.

Based on the Proposed Decision of Commissioner Chong expressed in the *Opinion Adopting Telecommunications Industry Rules,* we approve of the use of the "Tier 2" advice letter process for uncontested JPSA filings. We find the "Tier 2" advice letter process will strike the most appropriate balance for the OSS JPSA, and allow uncontested JPSAs to become effective expeditiously as well as

²⁸ "As a formal proceeding, a Section 851 application takes time, often results in significant costs for the applicant, other parties and the Commission, and may create uncertainties about the terms and conditions of approval. The cost, time, and risk of a formal proceeding may not be warranted in the case of many simple, uncontroversial Section 851 applications." *ALJ Resolution 186, Appendix A, at p. 1. (Mailed August 30, 2005.)*

provide an adequate venue to get protesting carriers' concerns properly reviewed by the Communication Division and/or by the Commission.

In D.07-01-024, the Commission addressed a utility preference for prior approval over immediate effectiveness in advice letters by (1) expressly delegating authority to the Commission's Industry Divisions to handle the review and disposition of many kinds of advice letters, and (2) allow certain noncontroversial advice letters to become approved after thirty days. Staff retains the ability to review the advice letter and parties retain the ability to protest, pursuant to the GO 96-B rules. The Commission separated advice letters into a three-tiered review process for disposition so that the Commission and the stakeholders can focus their resources on more controversial matters and ensure that less controversial matters do not get unnecessarily delayed, thereby improving overall regulatory efficiency.²⁹

The Commission provided the following process for Tier 2 advice letter review:

- The initial review period for a Tier 2 advice letter (i.e., an advice letter effective upon staff approval) is 30 days; filing, protest, and reply all occur during this period.
- After 30 days have elapsed from the date of filing, the advice letter is deemed approved unless there is a timely protest within 20 days from the date of filing.
- If there is a timely protest, the reviewing Industry Division may suspend the initial review period. The Industry Division will notify the utility and any protestants if disposition of the advice letter will not occur within the 30-day initial review period. The notification will state the reason for the suspension.

²⁹ See D.07-01-024, *mimeo.*, pp. 11-12.

• If no protest and no problem is found in the review, the advice letter is deemed approved at the end of the initial review period.³⁰

As the non-disputed JPSAs are settlements negotiated and agreed upon by ILECs and CLECs, the filings are likely to be less controversial. In addition, by allowing such filings to utilize the Tier 2 process, they can become approved within thirty days, and the agreed upon ILECs' performance metrics can go into effect within a month. This Tier 2 process will satisfy the Joint Applicants' request that the JPSA amendment process is substantially simplified and continues to provide adequate protection to all affected carriers, and the protested advice letter cannot go into effect unless the Commission affirmatively approves it.³¹ Heretofore, these matters have been delayed years. Based on the reasons set forth above, we shall modify D.99-08-020 so that consensus changes to the JPSA can be approved using the Tier 2 advice letter process of D.07-01-024. In case of any protests, the advice letter will not go into effect unless the Commission affirmatively approves it.

Categorization

In Resolution ALJ-176-3189, dated March 16, 2007, the Commission preliminarily categorized this proceeding as ratesetting, and preliminarily determined that hearings were not necessary. Based on the record, the Commission concludes that a public hearing is not necessary; thus, the preliminary determinations in ALJ-176-3189 will not be altered.

³⁰ *Id.* at 20.

³¹ Joint Motion at 6.

Reduction of Comment Period and Comments on the Proposed Decision

Pursuant to Rule 14.6(c)(2) of the Commission's Rules of Practice and Procedure, the Commission may reduce or waive the 30-day public review and comment period required by Section 311 of the Public Utilities Code to 15 days.

Comments were filed on August 28, 2007 by Verizon, AT&T California, U.S. Telepacific Corp. (Telepacific) and Utility Telephone, Inc. (UTI). No reply comments were accepted. Verizon points out a technical error and AT&T California requests a clarification in the Proposed Decision (PD). Yet, both generally support the PD. We make the correction and clarification, and include them in the final decision.

Telepacific and UTI declare that they do not so much oppose the actions proposed to be taken as they oppose "their potential for extending the already enormous time delay that has occurred" prior to the Commission's ordering performance "incentives" for Verizon.³² They urge the Commission to hold this decision long enough to incorporate appropriate performance measure "incentives" applicable to Verizon.³³ We consider the two matters to be separate. Consequently, the Commission will not hold this decision, which resolves a number of undisputed issues, as a pledge to the disputed issue that Telepacific and UTI raise. It is not properly raised here. Thus, we deny the request.

Assignment of Proceeding

Michael R. Peevey is the assigned Commissioner and Jacqueline A. Reed is the assigned Administrative Law Judge.

³² Telepacific and UTI Comments at 2.

³³ Id. at 3.

Findings of Fact

1. Consolidation of the OSS OIR/OII and the Joint Application to Modify D.99-08-020 proceedings will enable us to amend the pending JPSAs and move forward in streamlining the process to amend future ones.

2. Resolution ALJ 176-3189 preliminarily categorized this as a ratesetting proceeding and preliminarily determined that hearings were not necessary.

3. Notice of the application appeared in the Commission's Daily Calendar of March 16, 2007.

4. No protests were filed.

 The amended JPSA for AT&T California struck a reasonable compromise among all parties' interest.

6. The Verizon-only JPSA is consistent with the laws governing the quality of local wholesale services that Verizon provides to CLECs.

7. By modifying the approval process for amendments to the JPSA so that consensus changes to the JPSA can be approved using the Tier 2 advice letter process of D.07-01-024, the Commission will be able to rely more fully on what carriers have agreed to between themselves for measuring and reporting performance regarding UNEs and other wholesale services.

Conclusions of Law

1. The amended JPSA for AT&T California is reasonable in light of the whole record, consistent with law, and in the public interest.

2. The Verizon-only JPSA is reasonable in light of the whole record, consistent with law, and in the public interest.

3. The amended JPSA for AT&T California and the Verizon-only JPSA should be approved.

4. This proceeding is designated as a ratesetting proceeding; no protests have been received; no hearing is necessary.

5. A.07-02-027, R.97-10-016 and I.97-10-017 should be consolidated to coordinate overlapping issues in this decision.

6. A.07-02-027 and R.97-10-016 and I.97-10-017 should be consolidated to coordinate overlapping issues in this decision.

7. Approving consensus changes to the JPSA using the advice letter process should lessen the regulatory burden facing the Commission.

8. Since the matter is uncontested, the decision should be effective on the date it is signed.

ORDER

IT IS ORDERED that:

Application (A.) 07-02-027, Rulemaking 97-10-016 and Investigation
(I.) 97-10-017 are consolidated to coordinate overlapping issues in this decision.

2. A.07-02-027 and Rulemaking 97-10-016 and I.97-10-017 are consolidated to coordinate overlapping issues in this decision.

3. We adopt the amended Joint Partial Settlement Agreements (JPSA) as presented in Appendices I and II to this decision.

4. A.07-02-027 is granted at the joint request of Verizon California Inc. (Verizon), Pacific Bell Telephone Company, doing business as AT&T California, and Time Warner Telecom of California, L.P., to modify Decision (D.) 99-08-020, which approved the JPSA, so that the approval process for amendments is modified such that consensus (agreed-to or unopposed) changes to the JPSA can be approved pursuant to Tier 2 of the advice letter process set forth in D.07-01-024.

5. In the case of protests, the advice letter shall not go into effect unless the Commission affirmatively approves it.

6. The adopted modification shall be applied equally to each JPSA, permitting either Verizon or AT&T California to propose and implement consensus changes to its own JPSA document through an advice letter filing.

7. A.07-02-027 is closed.

This order is effective today.

Dated September 6, 2007, at San Francisco, California.

MICHAEL R. PEEVEY President DIAN M. GRUENEICH JOHN A. BOHN RACHELLE B. CHONG TIMOTHY ALAN SIMON Commissioners

Attachment A

Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

California Proposed in Florida Proposed in Illinois Proposed in Indiana Proposed in North Carolina Proposed in Ohio Proposed in Oregon Proposed in Washington

Filed May 15, 2006

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Introduction

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown¹.

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals.¹ The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for periodic reviews. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

¹ A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

Executive Summary

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of§251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."³ The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."⁴

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

• "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

³ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

⁴ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."⁵

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

• Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- o Address Verification/Dispatch Required
- o Request for Telephone Number
- o Request for Customer Service Record
- o Service Availability
- o Service Appointment Scheduling (due date)
- o Loop Qualification
- o PIC
- o Facility Availability
- o Rejected/Failed Inquiries

• Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

• Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

• Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

• Network Performance

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

• Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

• Collocation

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

• Data Base Updates

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information, which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

• Interfaces

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ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures are provided in the Auditing or Review Procedures chapter.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

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Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

<u>CLECs</u>

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

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General Exclusions

Test IDs/Transactions.

Test IDs are excluded from all Carrier to Carrier metric calculations. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers are excluded from the metrics.

Verizon Affiliate Reporting

Verizon affiliate reporting (including Data Services Network Operations (DSNO) formerly known as VADI) is always excluded from CLEC aggregate data for all metrics.

Internally generated LSRs/ASRs and Service Orders

Internally Generated LSRs/ASRs are excluded from the Ordering metrics.

Internally Generated Service Orders are excluded from the Provisioning metrics.

Unbundled Network Elements (UNE)

Except for Billing measures BI-2, BI-3, BI-6, BI-7 and BI-8, UNE products do not include Wholesale Advantage (formerly UNE-P) or Line Sharing transactions.

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New Measure #	Old Measure #	DOMAIN/MEASURE
		PRE-ORDERING
PO-1	1	Response Time OSS Pre-Ordering Interface
		ORDERING
OR-1	2	FOC/LSC Notice Timeliness (Order Confirmation Timeliness)
OR-2	3	Reject Timeliness
OR-5	4	Percentage of Flow Through Orders
		PROVISIONING
PR-7-01	5	Percentage of Orders Jeopardized
PR-7-02	6	Jeopardy Notices Returned by Required Interval
PR-2	7	Average Completed Interval
PR-3	8	Percent Completed within Standard Interval
PR-9	9	Coordinated Customer Conversion
PR-6-06	10	LNP Network Provisioning
PR-4-01	10	Percent of Due Dates Missed
PR-4-16	11 11A	Loop Acceptance Testing (LAT) Not Completed On Time
PR-5-01	12	Percent Due Dates Missed Due to Lack of Facilities
PR-5-05	13	Delay Order Interval to Completion Date
PR-4-02	13	Held Order Interval
	15	
PR-6-04		Provisioning Trouble Reports
PR-6-05	15A	Average Time to Restore Provisioning Troubles
PR-6-01	16	Percentage Troubles in 30 Days for Special Services Orders
PR-6-02	17	Percent Troubles in 7 days for Non-Special Orders
OR-4-18	18	Completion Notice Interval
OR-11	18A	Percent Mechanized Line Loss Notifications
		MAINTENANCE
<u>MR-2</u>	19	Customer Trouble Report Rate
MR-3	20	Percent of Customer Trouble not Resolved within Estimated Time
MR-4-01	21	Average Time to Restore
MR-4-08	22	POTS Out of Service less than 24 Hours
MR-5	23	Frequency of Repeat Troubles in 30 day period
		NETWORK PERFORMANCE
NP-1-02	24	Percent Blocking on Common Trunks
NP-1-04	25	Percent Blocking on Interconnection Trunks
NP-6	26	NXX Loaded by LERG Effective Date
-	27	Measure Deleted
		BILLING
BI-1	28	Usage Timeliness
-	29	Measure Deleted
BI-2	30	Wholesale Bill Timeliness
BI-6	31	Usage Completeness
BI-7	32	Recurring Charge Completeness
BI-8	33	Non-Recurring Charge Completeness
BI-3	34	Bill Accuracy
-	35	Timeliness of Billing Completion Notices – SBC/California Only
-	36	Measure Deleted
		DATABASE UPDATES
	37	Database Update Interval (SBC/California Only)

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New Measure	Old Measure #	DOMAIN/MEASURE
#	Wiedsure #	
-	38	Percent Database Accuracy (SBC/California Only)
GE-4	39	E911/911 MS Database Update
		COLLOCATION
NP-2	40	Percent On Time to Respond to a Collocation Request
NP-2-05	41	Time to Provide a Collocation Arrangement
		INTERFACES
PO-2	42	Percent of Time Interface is Available (OSS Interface Availability)
-	43	Measure Deleted
PO-3	44	Center Responsiveness
		CHANGE MANAGEMENT
PO-4	45	Percent of Timely and Compliant Change Management Notices

NOTES:

- 1. These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.
- 2. Details regarding implementation schedules for new measures are provided in Implementation Schedule chapter.

<u></u>	Duadwat Cadaa
Constant Participation	Product Codes
Sub-Code	Wholesale Product
1000	Resale and UNE combined
1030	Standalone Directory Listings
1050	Resale and UNE Combined - Billing Usage Charges
1060	Resale and UNE Combined - Billing Recurring Charges
1070	Resale and UNE Combined - Billing Non-Recurring Charges
1400	Resale, UNE and Interconnection Facilities combined
2000	Resale
2006	Resale Local Usage
2007	Resale Toll Usage
2110	Resale POTS - Business
2111	Resale POTS – Business Dispatch
2112	Resale POTS – Business No Dispatch
2120	Resale POTS - Residence
2121	Resale POTS – Residence Dispatch
2122	Resale POTS – Residence No Dispatch
2200	Resale Specials
2201	Resale Specials – Dispatch
2202	Resale Specials – No Dispatch
3000	UNE
3052	UNE IntraLATA and InterLATA combined Usage
3112	UNE POTS - Loop
3121	UNE POTS - Other
3200	UNE Specials
3220	UNE Loop Designed
3221	UNE Loop Designed DS0
3222	UNE Loop Designed DS1
3223	UNE Loop Designed DS1 and above
3224	UNE Loop Designed DS3 and above
3235	UNE Loop Designed – DS0 – Dispatch
3236	UNE Loop Designed – DS0 – No Dispatch
3237	UNE Loop Designed - DS1 – Dispatch
3238	UNE Loop Designed – DS1 – No Dispatch
3239	UNE Loop Designed – DS3 and above – Dispatch
3240	UNE Loop Designed – DS3 and above – No Dispatch
3241	UNE Loop Designed – DS1 and above – Dispatch
3242	UNE Loop Designed – DS1 and above – No Dispatch
3300	UNE Complex
3342	UNE Loop xDSL Capable
3348	UNE Loop xDSL Capable – Dispatch
3349	UNE Loop xDSL Capable – No Dispatch
3350	UNE Loop IDSL Capable
3351	UNE Loop IDSL Capable – Dispatch
3352	UNE Loop IDSL Capable – No Dispatch
3381	UNE Loop xDSL Capable – Conditioned – Dispatch
3382	UNE Loop xDSL Capable – Conditioned – No Dispatch
3383	UNE Loop xDSL Capable – Non Conditioned – Dispatch
3384	UNE Loop xDSL Capable – Non Conditioned – No Dispatch
3500	Additional UNE Services
3513	UNE EEL – DS0 New
3514	UNE EEL – DS0 Conversion

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Sub-Code	Wholesale Product	
3515	UNE EEL – DS1 New	
3516	UNE EEL – DS1 Conversion	
3517	UNE EEL – DS3 and above New	
3518	UNE EEL – DS3 and above Conversion	
3520	UNE Loop Coordinated Hot Cut – Basic	
3521	UNE Loop Coordinated Hot Cut – Dispatch	
3523	UNE Loop Coordinated Hot Cut – Large Job	···
3524	UNE Loop Coordinated Hot Cut – No Dispatch	
3525	UNE Loop Batch Hot Cut	
3526	UNE Loop Batch Hot Cut – Dispatch	
3527	UNE Loop Batch Hot Cut – No Dispatch	
3540	LNP	
3541	LNP – Dispatch	
3542	LNP – No Dispatch	
3555	UNE Loop Non-Designed	
3559	UNE EEL – DSO – New - Dispatch	
3561	UNE EEL – DS3 and above (New & Conversion)	
3562	UNE EEL – DS0 (New & Conversion)	
3563	UNE EEL – DS1 (New & Conversion)	
3564	UNE EEL – DS1 and below (New & Conversion)	
3565	UNE EEL – DS0 – New – No Dispatch	
3566	UNE EEL – DS0 – Conversion – Dispatch	
3567	UNE EEL – DS0 – Conversion – No Dispatch	
3568	UNE EEL – DS1 – New – Dispatch	
3569	UNE EEL – DS1 – New – No Dispatch	
3570	UNE Subloop	
3571	UNE Loop Non-Design Dispatch	
3572	UNE Loop Non-Design No Dispatch	
3574	UNE EEL DS1 Conversion – Dispatch	
3575	UNE EEL DS1 Conversion – No Dispatch	
3576	UNE EEL DS3 and above – New – Dispatch	
3577	UNE EEL DS3 and above – New – No Dispatch	
3578	UNE EEL DS3 and above – Conversion – Dispatch	
3579	UNE EEL DS3 and above – Conversion – No Dispatch	
3581	UNE Subloop – Dispatch	
3582	UNE Subloop – No Dispatch	
3583	UNE EEL DS0 – New and Conversion – Dispatch	
3584	UNE EEL DS0 – New and Conversion – No Dispatch	
3585	UNE EEL DS1 – New and Conversion – Dispatch	
3586	UNE EEL DS1 – New and Conversion – No Dispatch	
3587	UNE EEL DS3 and above –New and Conversion - Dispatch	
3588	UNE EEL DS3 and above – New and Conversion - No Dispatch	
3603	UNE Transport – DS0	
3604	UNE Transport – DS1	
3605	UNE Transport – DS1 and below	
3606	UNE Transport – DS3 and above	
3607	UNE Transport – DS1 and below – Dispatch	
3608	UNE Transport – DS1 and below – No Dispatch	
3609	UNE Transport – DS3 and above – Dispatch	
3610	UNE Transport – DS3 and above – No Dispatch	
3611	UNE Transport – DS0 – Dispatch	
Sub-Code	Wholesale Product	
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3612	UNE Transport – DS0 – No Dispatch	
3613	UNE Transport – DS1 – Dispatch	
3614	UNE Transport – DS1 – No Dispatch	
3650	UNE Transport/EEL Projects	
5000	CLEC Trunks/Interconnection Facilities	
5001	Interconnection Trunks – Dispatch	
5002	Interconnection Trunks – No Dispatch	
5003	Interconnection Trunks - Not out of Service	
5004	Interconnection Trunks – Out of Service	
5005	Interconnection Trunks – Out of Service - Dispatch	
5006	Interconnection Trunks – Out of Service – No Dispatch	
5007	Interconnection Trunks – Not Out of Service – Dispatch	
5008	Interconnection Trunks – Not Out of Service – No Dispatch	
5050	Facilities/Interconnection Billing Non-Recurring Charges	
5051	Facilities/Interconnection Billing Recurring Charges	
5052	Facilities/Interconnection Billing Usage Charges	
5090	Jointly Provided Switched Access	
5100	Interconnection Trunks – ILEC to CLEC end office	
5200	Interconnection Trunks – ILEC tandem to CLEC end office	
5300	Common and Shared Trunk Groups	
5350	IC Trunk Projects	
6000	Systems Metrics	
6010	WPTS	
6020	EDI	
6030	CORBA	
6070	Electronic	
6071	Other/Manual	
6072	WISE	
6085	LSI	
6090	EDI/CORBA combined	
6660	Change Notification & Confirmation - Industry Standard, Verizon Originated and TC	
	Originated	
6700	Collocation	
6701	Collocation – New applications	
6702	Collocation – Augment applications	
6703	Collocation – Physical - All	
7000	NXX Codes	
7001	NXX Codes – Dispatch	
7002	NXX Codes – No Dispatch	

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Retail Analog

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

Provisioning metrics -	Wholesale Service	Retail Analog
ALL where parity is	Resale POTS – Residence	Retail POTS – Residence
standard		
	Resale POTS – Business	Retail POTS – Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	B1 Dispatched Non-designed
	UNE Loop Designed –DS0	DS0 Service
	UNE Loop Designed – DS1	DS1 Service
	UNE Loop Designed – DS1 and	DS1 and above
	above	
	UNE Loop Designed – DS3 and	DS3 and above service
	above	
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable –	Retail ISDN BRI
	Conditioned	
	UNE Loop xDSL capable – Non	Retail ISDN BRI
	Conditioned	
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport – DS0	DS0 Service
	UNE Transport – DS1	DS1 Service
	UNE Transport – DS1 and below	DS1 and below service
	UNE Transport – DS3 and above	DS3 and above service
	Interconnection Trunks	ILEC Dedicated Trunks
	LNP	Retail POTS – Total Business & Residence,
		Non-Dispatched
	EEL (New and Conversions) -	DS0 Service
	DS0	
	EEL (New and Conversions) -	DS1 Service
	DS1	
	EEL (New and Conversions) –	DS3 and above service
	DS3 and above	
	EEL DS0 – New	DS0 new orders
	EEL DS0 – Conversion	DS0 change orders
	EEL DS1 – New	DS1 new orders
	EEL DS1 – Conversion	DS1 change orders
	EEL DS3 and above – New	DS3 and above new orders
·	EEL DS3 and above - Conversion	DS3 and above change orders
	UNE – Coordinated Hot Cut	Retail POTS New Line Orders
	UNE – Batch Hot Cut	Retail POTS New Line Orders

Maintenance metrics:	Wholesale Service	Retail Analog
ALL where parity is standard	Resale POTS – Residence	Retail POTS – Residence
	Resale POTS – Business	Retail POTS – Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	Retail POTS Residence and Business Dispatched
	UNE Loop Designed - DS0	DS0
	UNE Loop Designed – DS1 and above	DS1 and above
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport – DS1 and below	DS1 and below service
	UNE Transport – DS3 and above	DS3 and above service
	LNP	Retail POTS – Total Business and Residence Non Dispatched
· · · · · · ·	EEL - DS0	DS0 Service
	EEL – DS1	DS1 Service
	EEL – DS3 and above	DS3 and above service

Attachment A

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Pre-Ordering Performance

Function:	
PO-1	Response Time OSS Pre-Ordering Interface (formerly PM 1)
Definition	
This measu time from	The captures the response interval for each pre-ordering query. It is determined by computing the elapsed the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC requested data to the CLEC.
	ddress Verification/Dispatch Required
• R	equest for Telephone Number equest for Customer Service Inquiry (Mechanized and Manual) ervice Availability
• Se	ervice Appointment Scheduling (due date) ejected/Failed inquires
• Ti	imeouts (included in query interval and also reported separately on a diagnostic basis) oop qualification
	• Loop Qual (Mechanized)
Busine	ess Rules:
• Pr • Fu	re-order query transaction time intervals are measured as total transaction time. Illy electronic pre-order query response times will be measured for the WISE and CORBA systems. xcludes non-business days.
• El	lapsed time for fully electronic sub-measures tracked during published system hours. lechanized Loop Qualification is measured in seconds.
	erizon does not report Retail System Transaction Time for rejected/failed inquiries. e-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries.
• Ti w	ime-outs – A time-out is a query for which the requested information or an error message is not provided ithin 60 seconds.
• V	erizon Retail data is based on COFEE data.
Notes:	
re	he numerator and denominator of the sub-measures in this measure capture all queries completed in the porting period.
	erizon will supply all available loop qualification data, however Verizon will not support manual ngineering query for loop qualification.
va	he additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for ariations in functionality and additional security requirements of the interface.
Pe	imeouts will be included in the query interval and also will be reported diagnostically until next erformance Measurement Review. Based on reported time out data, a determination will be made garding whether to exclude time outs.
• Pi	roducts are reported by query type and by interface type, including fax. he published system hours can be found on the following URL:
• 11 ht	tp://www22.verizon.com/wholesale/clecsupport/content/1,,,wise-wise_apps-wise_availability,00.html
Exclusion	
	SI requests (both manual and mechanized) for greater than 30 working telephone numbers. ejected manual requests
• A tra	ny transaction, where the batch transmission from a CLEC includes greater than 200 items in a single ansmission. "Batch transmission" means a group of orders that are 'batched' together and sent in a single
• A	ansmission to the gateway. ny test transactions not submitted in connection with the pre-ordering, ordering, provisioning or aintenance of actual customers.
	lectronic pre-order query response times that originate outside the published system hours.

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Performance Sta	andard:	
Mechanized Sta		
	2 through PO-1-05: Retail Time + not more t	han 5 seconds
PO-1-08	8: 95% w/in 20 seconds	
PO-1-09	and PO-1-10: No standard. Reported diagn	ostically.
Manual CSIs PO-1-07	7: 95% w/in 8 business hours	
Mechanized Loo PO-1-06	p Qualification 5: 95% w/in 60 seconds	
Formula:		
Reporting Period) on Transaction Time:	rate and Time)) / (Number of Queries Returned in
Total Queries Ret	turned Within Specified Interval / (Number of	Queries Returned in Reporting Period) x 100
Timeouts: (Number of trans	sactions that timeout/ Total number of transact	ions) x100
Manual CSIs: Total Manual CS	Is Returned Within Specified Interval / (Num	per of CSIs Returned) x 100
Report Dimensio	Dns:	
Report Dimensio		
Company:		
Company: CLEC A CLEC S	.ggregate pecific	graphy:
Company: CLEC A CLEC S ILEC (if	ggregate pecific analog applies)	graphy:
Company: CLEC A CLEC S	ggregate pecific analog applies)	graphy:
Company: CLEC A CLEC S ILEC (if	ggregate pecific analog applies)	graphy: • Statewide
Company: CLEC A CLEC S ILEC (if ILEC A	ggregate pecific Tanalog applies) ffiliate • Electronically Received/Electronic	graphy: • Statewide ally Handled
Company: CLEC A CLEC S ILEC (if ILEC A Products	ggregate pecific 'analog applies) ffiliate	graphy: • Statewide ally Handled bility
Company: CLEC A CLEC S ILEC (if ILEC Af Products Sub-Metrics -	ggregate pecific `analog applies) ffiliate • Electronically Received/Electronic Average Response Time – Due Date Availa Numerator	graphy: Statewide Illy Handled bility Denominator
Company: CLEC A CLEC S ILEC (if ILEC A1 Products Sub-Metrics - PO-1-02	ggregate pecific `analog applies) ffiliate • Electronically Received/Electronic Average Response Time – Due Date Availa	graphy: Statewide Illy Handled bility Denominator
Company: CLEC A CLEC S ILEC (if ILEC A1 Products Sub-Metrics - PO-1-02	ggregate pecific 'analog applies) ffiliate • Electronically Received/Electronic Average Response Time – Due Date Availa Numerator Sum of all response times for Due Date (DE	e Statewide ally Handled bility Denominator) Number of DD Availability transactions.
Company: CLEC A CLEC S ILEC (if ILEC A Products Sub-Metrics - PO-1-02 Calculation	ggregate pecific 'analog applies) ffiliate • Electronically Received/Electronic Average Response Time – Due Date Availa Numerator Sum of all response times for Due Date (DE Availability.	e Statewide ally Handled bility Denominator Number of DD Availability transactions. ion Denominator
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Calculation	Numerator	Denominator
	Total queries for mechanized loop	Number of Mechanized Loop Qualification
	qualification returned within specified	queries returned.
	interval.	
PO-1-07	Average Response Time – CSI Request - Man	ual
Products	Manual CSIs	
Calculation	Numerator	Denominator
	Total manual CSIs returned within specified	Number of manual CSI queries returned.
	interval.	
PO-1-08	Average Response Time - CSI Request - Elect	tronic
Products	EDI/CORBA	
	WISE	
Calculation	Numerator	Denominator
	Sum of all response times for a CSI request	Number of CSI transactions submitted via
	submitted via WISE.	WISE.
PO-1-09	Average Response Time – Rejected/Failed Inc	luiries
Products	Electronically Received/Electronically	Handled
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR	Number of rejected/failed queries.
	transactions.	
PO-1-10	Percent Timeouts	
Products	Timeouts	
Calculation	Numerator	Denominator
	Number of transactions that timeout.	Total number of transactions.

CA JPSA

Ordering Performance

Function:
OR-1 FOC/LSC Notice Timeliness (Order Confirmation Timeliness) (formerly PM 2)
Definition:
Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Performance Standards.
Business Rules:
For manually handled request:
 Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.
• The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.
• Elapsed time for fully electronic sub-measures is tracked during system hours.
• For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure.
 For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. Elapsed time calculated in hours or days.
 For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.
 Notes: Excluded data will be made available upon request through the raw data/excluded data process. Reported by service group type and flow through and non-flow through
Exclusions
 Non – business days.
• Delays caused for customer reasons.
• Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
 Non stand-alone records for Directory Assistance/Directory Listing. Test CLECs.
• LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.
 Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
 Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Performance Standard:

050/ an time (eant as noted).		
95% on time (ex	cept as noted):		
Fully Electronic	Flow Through:		
	1 - <=2 system hours		
	VE (non-designed) < 10 lines		
	l = <= 24 clock hours		
	NE (non-designed) >= 10 lines		
	-<= 48 clock hours		
	UNE designed Services < 10 lines		
I 1	$l - \leq 24$ clock hours		
Resale Specials /	UNE designed Services >= 10 lines		
	I –<= 48 clock hours		
UNE Transport	EELs		
DS1 and belo	W		
 Standard 	- <= 24 clock hours		
DS3 and abo	ve		
	$1-90\% \le 72$ clock hours		
Interconnection			
 Standard 	l -<= 5 business days		
Projects:			
	ansport/EELs - Standard -90% w/in 72 h	ours	
 IC trunk 	projects - 95% w/in 10 business days		
	Trunk Requests:		
Held and D	enied – Average Interval		
	idard – Average Interval Idard – Average 13 days		
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• Star Subloop: No star	ndard – Average 13 days ndard. Reported diagnostically.		
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OR-1-04	% On Time LSC < 10 Lines (Non-Designed -	No Flow Through)
Products		THO FROM THEOUGH)
Products	Stand Alone Directory Listings	
	Resale POTS- Residence	
	Resale POTS-Business	
	 UNE Loop Non-designed 	
	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	• LNP	
	UNE Subloop (Diagnostic)	· · · · · · · · · · · · · · · · · · ·
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	
	% On Time LSC < 10 Lines (Designed Servic	ces – No Flow Through)
Products	Resale Specials	
	 UNE Loop Designed 	
	 UNE Loop IDSL Capable 	
	UNE Subloop (Diagnostic)	· · · · · · · · · · · · · · · · · · ·
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	
	% On Time LSC >= 10 Lines (Non-Designed	- No Flow Through)
Products	 Stand Alone Directory Listings 	
	Resale POTS- Residence	
	Resale POTS-Business	
	 UNE Loop Non-designed 	
	 UNE Loop xDSL Capable 	
	 UNE Loop IDSL Capable 	
	• LNP	
	UNE Subloop (Diagnostic)	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	
Contraction Contractor Sectors	% On Time LSC->= 10 Lines (Designed Serv	rices – No Flow Through)
Products	 Resale Specials 	
	 UNE Loop Designed 	
	 UNE Loop IDSL Capable 	
	UNE Subloop (Diagnostic)	and the second se
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	

OR-1-12	FOC Notice Timeliness	
Products	 UNE EELs DS1 and below DS3 and above UNE Transport DS1 and below DS3 and above Interconnection Trunks Projects Interconnection Trunks UNE Transport/EEL 	
Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of FOCs where a FOC was sent for those specified products
OR-1-13	Held and Denied Interconnection Trunk Rec	uest
Products	Interconnection Trunks	
Calculation	Numerator	Denominator
	Sum of date request is released minus date request is originally received	Number of requests held and released

Function:	
	Reject Timeliness (formerly PM 3)
Definition:	
The percenta	age of orders rejected within the agreed-upon timeframes as specified in the Performance Standards
Business Ru	les:
	psed time for fully electronic sub-measures tracked during system hours
	manually handled requests:
	culation of requests received after the end of the business day starts at the beginning of the next
	iness day. Business day is defined as published hours of operation for the ILEC.
	siness day hours and holidays are published on the Verizon web site.
wil	e start time for requests received after the end of Friday, or end of day preceding a holiday, business day I be the beginning of the next business day.
ord	LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines o ers being treated as a project. However, should the CLEC designate their order activity as a project or uest other project-type special handling, the results are excluded from this measure.
	ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs
can	order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a
	ject. However, should the CLEC designate their order activity as a project or request other project-type
	cial handling, the project standards noted above will apply.
	PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation il all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the
	e/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of
	h RPON.
• Ela	psed time calculated in hours.
Notes:	
	cluded data will be made available upon request through the raw data/excluded data process.
• Rep	ported by flow through and non-flow through.
Exclusions:	
	n – business days.
	ays caused for customer reasons.
trar	y transaction, where the batch transmission from a CLEC includes greater than 200 items in a single ismission.
	n stand-alone records for Directory Assistance/Directory Listing.
	t CLECs.
	iliate data will be excluded from all CLEC aggregate performance (in all measures).
	v test transactions not submitted in connection with the pre-ordering, ordering, provisioning or ntenance of actual customers.
• LSH	R orders identified by CLEC as a project or where the CLEC has requested other project-type special dling.
Daufaumana	e Standard:

Attachment A

	CA JI SI	
95% on time (ex	cept as noted):	
Fully Electronic/	Flow Through:	
	-<=2 system hours	
	IE (non-designed) < 10 lines – No Flow Th	rough
	$- \leq 24$ clock hours	C
Resale POTS/UN	NE (non-designed) >= 10 lines – No Flow T	hrough
	-<= 48 clock hours	
	UNE designed Services < 10 lines – No Fl	ow Through
	$- \leq = 24$ clock hours	
	UNE designed Services >= 10 lines - No I	Flow Through
	= 48 clock hours	
UNE Transport/		
DS1 and belo		
••••••	- <= 24 clock hours	
DS3 and abo	ve – 90% <= 72 clock hours	
• Standard Interconnection		
	-<= 5 business days	
Projects:	- < 5 business duys	
	ansport/EELs - 90% <= 72 hours	
	insperie and server is near	
	unk projects - 95% w/in 10 business days	
	unk projects - 95% w/in 10 business days	
• All IC tr		
• All IC tr	unk projects - 95% w/in 10 business days ndard. Reported diagnostically.	
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 All IC tr Subloop: No sta Report Dimension CLEC A CLEC S ILEC (ifficity) ILEC A Sub-Metrics - OR-2-02 Products 	ndard. Reported diagnostically.	Statewide Denominator Number of orders rejected for those specified
 All IC tr Subloop: No sta Report Dimension CLEC A CLEC S ILEC (ifficity) ILEC A Sub-Metrics - OR-2-02 Products 	ndard. Reported diagnostically.	Statewide Denominator

	CA JPSA	
OR-2-04	% On Time LSR Reject - < 10 Lines (Non-De	signed – No Flow Through)
Products	 Stand Alone Directory Listings Resale POTS- Residence Resale POTS-Business UNE Loop Non-designed UNE Loop xDSL Capable UNE Loop IDSL Capable LNP UNE Subloop (Diagnostic) 	
Calculation	Numerator Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Denominator Number of orders rejected for those specified products
OR-2-05	% On Time LSR Reject - < 10 Lines (Designe	d – No Flow Through)
Products	 Resale Specials UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products
OR-2-06	% On Time LSR Reject - >= 10 Lines (Non-D	esigned – No Flow Through)
Products	 Stand Alone Directory Listings Resale POTS- Residence Resale POTS-Business UNE Loop Non-designed UNE Loop xDSL Capable UNE Loop IDSL Capable LNP UNE Subloop (Diagnostic) 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products
OR-2-07	% On Time LSR Reject - >= 10 Lines (Design	ied – No Flow Through)
Products	 Resale Specials UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products

Attachment A

APPENDIX II

OR-2-12	Reject Timeliness	
Products	 UNE EELs DS1 and below DS3 and above UNE Transport DS1 and below DS3 and above Interconnection Trunks Projects Interconnection Trunks UNE Transport/EEL 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time	Number of orders rejected for those specified
	is less than or equal to the standard for	products
	specified products	

Function:			
	mpletion Notice Interval (former	ly PM	18)
Definition:			
Measures the per	rcent of completion notices returned withi	n the tim	e specified in the measurable standard.
Business Rules:			
1	clock is used to measure interval for all c		
	hours will be used for fully electronic sub		es
	port on the industry standard Completion 1		
 Fully el process: 		terfaces t	hat flow through and do not include batch
 Electron 	nic Batch represents all electronic interfac	es that in	clude some form of batch processing.
	er interfaces represent manual processes.		
Electron	nic Batch will use the same calculation me	ethod as l	Fully Electronic
<u>Notes</u> :			
	tion Notices on disconnect orders are only		EC disconnect orders (not on ILEC retail
	ect orders, except for LNP disconnect ord	lers)	
· · · · · · · · · · · · · · · · · · ·	d by all interfaces		
Exclusions:			
	nds and ILEC published holidays for manu		
	t transactions not submitted in connection	with the	pre-ordering, ordering, provisioning or
	ance of actual customers.		n na mana ang ang ang ang ang ang ang ang ang
Performance St		elementation di na Statutione	
Fully Electronic			
	d – 95% within 1 hour		
Electronic Batel			
	d – 95% within 12 hours		
All other interfa			
	d – 90% within 24 hours		
Report Dimensi	ons:		
Company:		Geogra	
	CLEC Aggregate Statewide		
	 CLEC Specific ILEC Affiliate 		
		L	
Sub-Metrics – OR-4-18	Completion Notice Interval	<u> Northern</u>	
Products	Fully Electronic (EDI)		······································
	Electronic Batch		
	Other		
Calculation	Numerator		Denominator
	Number of completion notices returned	l within	Number of orders completed where the
	"X" interval		completion notice is returned using
			electronic/all other processes.

02000000000		
Function:		
OR-5 Per	centage of Flow-Through Orders (for	nerly PM 4)
Definition:		
Measures the per	centage of valid electronically received orders pro	ocessed on a flow through basis.
Business Rules:		
 All feature 	ures on the order must flow through for the order	to be flow-through eligible.
 Includes 	s only confirmed LSRs.	
 Exclude 	all rejected orders.	
Notes:		
	d data will be made available upon request throug	
data for	this measure will include flow through because the	ne LSR is not formatted consistent flow through
standard	ls.	
Exclusions:		
	hat do not flow through, including rejected orders	
 Orders t 	hat do not flow through due to previously receive	d pending orders.
 Any test 	t transactions not submitted in connection with th	e pre-ordering, ordering, provisioning or
mainten	ance of actual customers.	
 Any service 	vice request not generated on an LSR.	
Performance Sta	andard:	
Programmed to		
	stic through June 2003 report month	
	bugh December 2003 – 90% flow through	
	2004 and beyond – 95% flow through	
• Junuary		
Total Flow Thro	ough: No standard. Reported diagnostically.	
Report Dimension		
Company:	Geogr	aphy:
	Aggregate •	Statewide
CLEC S		
ILEC At		
Sub-Metrics -		
OR-5-01	% Flow Through Orders – Received Electron	ically
Products	Resale	····· ···
	UNE POTS Loop	
	• UNE POTS Other	
Calculation	Numerator	Denominator
	Number of valid electronically received orders	Total number of valid electronically received
	that flow-through without manual	orders.
	intervention.	
OR-5-03	% Flow Through Orders - Currently Program	mmed
Products	Resale	
	UNE POTS Loop	
	UNE POTS Other	
Calculation	Numerator	Denominator
		Total number of electronically received orders
	Number of valid mechanized orders that	1 I otal number of electronically received orders
		that qualify for flow through, for all products
	Number of valid mechanized orders that qualify for flow-through and actually flow through without manual intervention for all	

Function:			
OR-11 Per	cent Mechanized Line Loss Noti	fication	s (formerly PM 18A)
Definition:			
Percent Mechani	zed line loss notifications returned within	n "X" bus	iness days of the completion of work.
Business Rules: Days ar to the C is comp business Where C perform Business Implem benchm Notes: Exclude	e calculated by subtracting the date the li LEC from the work completion date. Th leted in the service order system is the wo s days. CLEC access ILEC's systems using a Ser lance shall not include Service Bureau Pr s days include Saturday.	ne loss no e date tha ork compl vice Bure ovider pro ninety da ort month est throug	tification was made available via EDI interface t the last service order associated with the LSR letion date. The calculation is based on full eau Provider, the measurement of ILEC's occessing, availability or response time. ys following the Commission order. The following the Commission order.
 Any test 	aused misses and delays. t transactions not submitted in connection ance of actual customers.	1 with the	pre-ordering, ordering, provisioning or
Performance St	andard:		
95% within four	business days		
Report Dimensi	ons:		
Company: Geography: • CLEC Aggregate • Statewide • CLEC Specific ILEC Affiliate			
Sub-Metrics –			
OR-11-01	% Mechanized Line Loss Notification	S	
Products	Line Loss Notifications Sent		
Calculation	Numerator		Denominator
	Number of mechanized line loss notifi returned to the CLEC within "X" busin day(s) of work completion		Total line loss notifications.

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Provisioning Performance

Function:			
	erage Completed Interval (former	lv PM 7)	
Definition:			
Average business	days from receipt of valid, error-free servi nd change orders.	ce request to completion date in service order system	
Business Rules:			
• D14-		5 - 11 -	
	for UNE Subloops will be tracked diagnost pop IDSL Capable will include IDSL and IS		
Notes:			
division • Exclude	(following reintegration) offers a UNE Lo	through the raw data/excluded data process.	
Exclusions:			
 For UNI Record of Services Any test 	ance of actual customers.	-	
• Projects			
Parity with Retail			
Report Dimensio			
Company:		Geography:	
	aggregate	• Statewide	
CLEC S	fanalog applies)		
 ILEC (II ILEC At 			
Sub-Metrics -			
PR-2-06	Average Completed Interval – DS0		
Products	UNE Loop Designed – DS0 - D		
	UNE Loop Designed – DS0 – No Dispatch		
Calculation	Numerator	Denominator	
	Sum of Business days from receipt of va error-free service request to completion of in service order system for New, Move a Change orders	late Completed in the Reporting Period	
PR-2-07	Average Completed Interval – DS1	L	
Products	 UNE Loop Designed – DS1 – E 	Dispatch	
황 옷 좋을는 것	 UNE Loop Designed – DS1 – N 	lo Dispatch	

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	Sum of 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 Completed in the Reporting Period
PR-2-08	Average Completed Interval – DS3	
Products	• UNE Loop Designed – DS3 and above	e – Dispatch
	 UNE Loop Designed – DS3 and above 	
Calculation	Numerator	Denominator
	Sum of 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 Completed in the Reporting Period
PR-2-09	Average Completed Interval – Total	
Products	• Resale POTS – Business Dispatch	
	• Resale POTS – Business No Dispatch	
	• Resale POTS – Residence Dispatch	
	• Resale POTS – Residence No Dispatcl	n
	• Resale Specials – Dispatch	
	• Resale Specials – No Dispatch	
	• UNE Loop Non-Designed Dispatch	
	• UNE Loop Non-Designed No Dispatc	h
	• UNE Loop xDSL Capable – Dispatch	
	 UNE Loop xDSL Capable – No Dispatch 	
	UNE Loop IDSL Capable – Dispatch	
	UNE Loop IDSL Capable – No Dispatch	
	 UNE EELs - Dispatch 	
	• DS0 – New	
	• DS0 – Conversion	
	• DS1 – New	
	 DS1 – Conversion 	
	• DS3 and above – New	
	 DS3 and above – New DS3 and above – Conversion 	
	 UNE EELs – No Dispatch 	
	• DS0 – New	
	 DS0 – Conversion 	
	• DS1 – New	
	 DS1 – New DS1 – Conversion 	
	 DS1 - Conversion DS3 and above - New 	
	 DS3 and above – New DS3 and above – Conversion 	
	 UNE Subloop (Diagnostic) – Dispatch 	
	 UNE Subloop (Diagnostic) – No Dispatch 	
	• UNE Transport - Dispatch	
	• DS1 and below	
	 DS1 and below DS 3 and above 	
	 UNE Transport – No Dispatch 	
	• DS1 and below	
옷 잘 가운 걸렸니	• DS 3 and above	
	• Interconnection Trunks – Dispatch	
	Interconnection Trunks – Dispatch Interconnection Trunks – No Dispatch	
Calculation	Numerator	Denominator

in service order system for New, Move and Change orders
--

Function:			
PR-3 Per	cent Completed Within Standar	d Inter	val (formerly PM 8)
Definition:			
Measures of orde	rs completed within the standard interval	of receip	ot of valid, error-free service request.
	d data will be made available upon reque I by service group type excluding service		
Exclusions:			
Custome	r requested due dates beyond interval of	fered.	
Orders d	elayed for customer reasons.		
 Record of 	only and ILEC official orders.		
 Services 	for which due date is negotiated		
 Any test 	transactions not submitted in connection	with the	pre-ordering, ordering, provisioning or
	ance of actual customers.		
 Projects 			Andrew and a second
Performance Sta			
Parity with Retail			-
Report Dimensio	o ns:		
Company:		Geogra	
CLEC A		•	Statewide
CLEC S			
 ILEC (if ILEC Af 	analog applies)		
		X - 1997 - 1-	
Sub-Metrics -	0/ C	<u>i 160 - 1</u>	
PR-3-12 Products	% Completed w/in Standard Interval		
	Resale Specials	···	Denominator
Calculation	Numerator		
	Total New, Move and Change Orders Completed Within the Standard interva	lof	Total New, Move and Change Orders
	Receipt of Valid, Error-free Service Re		
	Receipt of Vana, Error nee Service Re	quest	

Function:
PR-4 Missed Appointments (formerly PM 11, PM 11A and PM 14)
Definition:
PR-4-01 Percent Due Dates Missed measures the percent of new, move and change orders (and additionally, LNP disconnect orders) where installation was not completed by the due date.
PR-4-02 Held Order Interval measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
PR-4-16 Loop Acceptance Testing (LAT) Not Completed On Time measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.
 Business Rules: For PR-4-01, Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. PR-4-02 includes LNP Disconnect Orders. Results for UNE Subloops will be tracked diagnostically UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
 For PR-4-16: Loop Acceptance Test is where an ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is not completed on or before due date The ILEC Technician will contact the CLEC. The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).
 Notes: For PR-4-01 and PR-4-02, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. For PR-4-01 and PR-4-02, excluded data will be made available upon request through the raw data/excluded data process. For PR-4-01, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned). PR-4-01 reported by service group type and Field Work/No Field Work as appropriate. PR-4-02 reported by service group type.
 PR-4-16 measure to be implemented with a 5% standard no late than the January 2004 report month.
Exclusions:
 For, PR-4-01, customer caused misses are excluded from the numerator For PR-4-02 and PR-4-16, customer caused missed. For UNE loop services, feature only orders are excluded from the retail analog For PR-4-01, Record only and ILEC official orders Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers For PR-4-16, orders where LAT not requested
Performance Standard:
PR-4-01 and PR-4-02: Parity with Retail
PR-4-01 Interconnection Trunks: <= 5%
PR-4-01 and PR-4-02 Subloops: No standard. Reported diagnostically.
PR-4-16: Standard - no more than 5%

Report Dimension Company:	Geography:
CLEC Ag	
CLEC Sp	
	analog applies)
 ILEC (If a second second	
Sub-Metrics -	
	% Due Dates Missed (formerly PM 11)
Products	Resale POTS – Residence Dispatch
	Resale POTS – Residence No Dispatch
	Resale POTS – Business Dispatch
	• Resale POTS – Business No Dispatch
	 Resale Specials – Dispatch
	 Resale Specials – No Dispatch
	 UNE Loop Non-Designed Dispatch
	 UNE Loop Non-Designed No Dispatch
	 UNE Loop Designed - Dispatch
	• DS0
	• DS1
	• DS3 and above
	 UNE Loop Designed – No Dispatch
에 가 있는 것이 있는 것이 있다. 이 가 있는 것이 있는 것이 같이 같이 있는 것이 같이 있는 것이 있	• DS0
	• DS1
	• DS3 and above
	 UNE Loop xDSL capable -Dispatch
	Conditioned
	 Non-conditioned
	 UNE Loop xDSL capable –No Dispatch
	Conditioned
	UNE Loop IDSL Capable – Dispatch
	UNE Loop IDSL Capable – No Dispatch
	LNP – Dispatch
	LNP – No Dispatch
	• UNE EELs - Dispatch
	• DS0 – New
	• DS0 – Conversion
	• DS1 – New
	DS1 – Conversion
	• DS3 and above – New
	• DS3 and above – Conversion
	• UNE EELs – No Dispatch
	• DS0 – New
	• DS0 – Conversion
	• DS1 – New
	• DS1 – Conversion
	• DS3 and above – New
	• DS3 and above – Conversion
	Subloop (Diagnostic) - Dispatch
이 가슴 비행한 봐.	 Subloop (Diagnostic) – No Dispatch

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Products Calculation	 UNE Transport - Dispatch DS0 DS1 DS3 and above UNE Transport – No Dispatch DS0 DS1 DS3 and above DS3 and above Interconnection Trunks – Dispatch Interconnection Trunks – No Dispatch Interconnection Trunks – No Dispatch Total Number of Missed Due Dates Due to 	Denominator Total Number of New, Move, Change Orders
	ILEC Reasons for New, Move, Change Orders and LNP Disconnect Orders	and LNP Disconnect Orders
PR-4-02	Held Order Interval (formerly PM 14)	
Products	 Resale POTS – Business Resale POTS – Residence Resale Specials UNE Loop Designed DS0 DS1 DS3 and above UNE Loop Non-Designed UNE Loop XDSL Capable UNE Loop IDSL Capable UNE EELs (New and Conversions) DS0 DS1 DS3 and above UNE Transport DS1 DS3 and above UNE Transport DS1 DS3 and above UNE Transport DS1 DS3 and above 	
Calculation	Numerator	Denominator
	Sum of reporting period close date minus committed order due date	Number of orders pending and past the committed due date
PR-4-16	Loop Acceptance Testing (LAT) Not Complete	ed On Time (formerly PM 11A)
Products	UNE Loop DSL Capable	
Calculation	Numerator Count of orders for which the loop acceptance test is not accomplished by the due date	Denominator Total number of loop acceptance tests requested

Function:	
PR-5 Facility Missed Orders (formerly	PM 12 and PM 13)
Definition:	
PR-5-01 measures the percent of new, move and change	e orders missed due to lack of facilities.
PR-5-05 measures the average calendar days from due of lack of facilities.	date to completion date on company missed orders due to
Business Rules:	
• For PR-5-01, due date is defined as either orig	inal due date or final due date if the original due date was
missed due to customer reasons.	
• UNE Loop IDSL Capable will include IDSL a	
• Results for UNE Subloop will be tracked diagr	lostically
Notes:	
	be Retail ISDN BRI until the Verizon affiliate or separate
division (following reintegration) offers a UN	
 PR-5-01 results also included in Measure "Per- 	
• PR-5-01 reported by service group type and Fi	eld Work/No Field Work as appropriate.
PR-5-05 reported by service group type.	TARAKAN TATATATATATATATATATATATATATATATATATAT
Exclusions:	
• For UNE loop services, feature-only orders are	excluded from retail analog.
Record and ILEC official orders	the full of the state of the st
 Any test transactions not submitted in connecti maintenance of actual customers. 	ion with the pre-ordering, ordering, provisioning or
Performance Standard:	
Parity with Retail	
PR-5-01 Interconnection Trunks: <= 1%	
Subloop: No standard. Reported diagnostically.	
Report Dimensions:	
Company:	Geography:
CLEC Aggregate	• Statewide
CLEC Specific	
 ILEC (if analog applies) 	
ILEC Affiliate	
Sub-Metrics –	

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	CA JPSA	
	% Due Dates Missed Due to Lack of Facilities (formerly PM 12)
Products	 Resale POTS – Business Dispatch 	
	• Resale POTS – Business No Dispatch	
	 Resale POTS – Residence Dispatch 	
	Resale POTS – Residence No Dispatch	
	Resale Specials – Dispatch	
	• Resale Specials – No Dispatch	
	UNE Loop Non-designed Dispatch	
	• UNE Loop Non-designed No Dispatch	
	• UNE Loop Designed - Dispatch	
	• DS0	
	• DS1	
	• DS3 and above	
	• UNE Loop Designed – No Dispatch	
	• DS0	
	• DS1	
	• DS3 and above	
	• UNE Loop xDSL Capable – Dispatch	
	 UNE Loop xDSL Capable – Dispaten UNE Loop xDSL Capable – No Dispat 	ch
	 UNE Loop IDSL Capable - No Dispate UNE Loop IDSL Capable - Dispatch 	
	 UNE Loop IDSL Capable - Dispatch UNE Loop IDSL Capable - No Dispatch 	-h
	 UNE EELs - Dispatch 	
	 DS1 – New DS3 and above – New 	
	• UNE EELs – No Dispatch	
	• DS0 – New	
	• DS1 – New	
	• DS3 and above – New	
	UNE Transport - Dispatch	
	• DS0	
	• DS1	
	• DS3 and above	
	• UNE Transport – No Dispatch	
	• DS0	
	• DS1	
	• DS3 and above	
	Interconnection Trunks – Dispatch	
	Interconnection Trunks – No Dispatch	
	 Subloop (Diagnostic) – Dispatch 	
	 Subloop – No Dispatch 	
Calculation	Numerator	Denominator
	Total New, Move and Change Orders Missed	Total Number of New, Move and Change
	Due Dates Due to Lack of Facilities	Orders

Attachment A

APPENDIX II

CA	JPSA	

PR-5-05	Delay Order Interval to Completion Date (for	nerly PM 13)
Products	 Resale POTS - Business Resale POTS - Residence Resale Specials UNE Loop Non-Designed DS0 DS1 DS3 and above UNE Loop IDSL Capable UNE Loop IDSL Capable UNE EELs DS0 - New DS1 - New DS3 and above - New UNE Transport DS0 DS1 DS3 and above 	
	Interconnection Trunks IDIE Sublean (Diagnostic)	
Calculation	UNE Subloop (Diagnostic) Numerator	Denominator
Calculation	Sum of completion date minus committed	Number of orders missed due to lack of ILEC
	order due date (for orders missed due to lack of ILEC facilities)	facilities in the reporting period.

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PR-6-05 measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.

PR-6-06 Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.

Business Rules:

Function:

- Results for UNE Subloops will be tracked diagnostically.
- PR-6-01 and PR-6-05, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- For PR-6-01, trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.
- For PR-6-04 and PR-6-05, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below:
 - Resale POTS (Residence) 3 days
 - Resale POTS (Business) 3 days
 - Resale Specials 11 days
 - UNE Loop Non-Designed 3 days
 - UNE Loop Designed 8 days
 - UNE Loop XDSL Capable
 - Non-conditioned 3 days
 - Conditioned 11 days
 - UNE Loop IDSL Capable 8 days
 - o LNP 3 days
- For PR-6-04 and PR-6-05, the tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval.
- For PR-6-04 and PR-6-05, if the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
- For PR-6-04 and PR-6-05, if the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be provisioning troubles.
- Include LNP Disconnect Orders (PR-6-04 only)
- For PR-6-06, provisioning failure data will be tracked for individual network database failures failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)

 CPE and IEC/CLEC caused troubles Troubles associated with inside wire Subsequent reports. Message Reports (circuit reports for which ILEC has no records) ILEC employee generated reports For PR-6-01, cancelled tickets For PR-6-02, tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For PR-6-01 and PR-6-02, Trouble Reports Received on the Due Date For PR-6-04, for UNE loops, feature only orders are excluded from retail analog. For PR-6-06, total failures from the NPAC to <i>all</i> LSMS systems. Performance Standard: Parity with Retail PR-6-01 - Interconnection Trunks: <= 2% PR-6-02 Subloop: No Standard. Reported diagnostically. PR-6-04: Benchmark: Resale POTS (Residence) 2.0% UNE Loop Non-Designed 3.0% UNE Loop Non-Designed 3.0% UNE Loop Non-Designed 3.0% UNE Loop XDSL Capable 3.0% UNE Loop xDSL Capable 3.0% PR-6-06: No more than 2% failure Report Dimensions: Campany: CLEC Aggregate CLEC Aggregate CLEC Aggregate CLEC Afgliate 		CA J	PSA	
 CPE and IEC/CLEC caused troubles Troubles associated with inside wire Subsequent reports. Message Reports (circuit reports for which ILEC has no records) ILEC employee generated reports For PR-6-01, cancelled tickets For PR-6-02, tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For PR-6-01 and PR-6-02, Trouble Reports Received on the Due Date For PR-6-04, for UNE loops, feature only orders are excluded from retail analog. For PR-6-06, total failures from the NPAC to <i>all</i> LSMS systems. Performance Standard: Parity with Retail PR-6-01 - Interconnection Trunks: <= 2% PR-6-02 Subloop: No Standard. Reported diagnostically. PR-6-04: Benchmark: Resale POTS (Residence) 2.0% UNE Loop Non-Designed 3.0% UNE Loop Non-Designed 3.0% UNE Loop Non-Designed 3.0% UNE Loop XDSL Capable 3.0% UNE Loop XDSL Capable 3.0% PR-6-06: No more than 2% failure Report Dimensions: Cenc Specific ILEC (if analog applies) ILEC Affiliate 	 For PR-6-01, the analog for UN or separate division (following r For PR-6-01 and PR-6-02, ILEC diagnostic data upon raw data re For PR-6-01, the analog for UN or separate division (following r Excluded data will be made ava: PR-6-01 reported by service gro PR-6-02 reported by service gro * The period of 7/30 calendar days follo 7/30 day tracking interval. ** The N, T and C non-special/special s period will be called the relevant service 	E Loop xDSL cap eintegration) offe Cs will provide dis equest. E Loop xDSL cap eintegration) offe ilable upon reques up type. up type (including wing the complet.	pable will be Retail ISDN rs a UNE Loop xDSL ca saggregation by Mainten vable will be Retail ISDN ers a UNE Loop xDSL ca st through the raw data/e: g LNP) and Field Work/I ion of a non-special/spec se 7/30 day tracking inte	pable product. ance Disposition code as I BRI until the Verizon affiliate apable product. xcluded data process. No Field Work as appropriate. ial service order will be call the
 CPE and IEC/CLEC caused troubles Troubles associated with inside wire Subsequent reports. Message Reports (circuit reports for which ILEC has no records) ILEC employee generated reports For PR-6-01, cancelled tickets For PR-6-02, tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For PR-6-01 and PR-6-02, Trouble Reports Received on the Due Date For PR-6-04, for UNE loops, feature only orders are excluded from retail analog. For PR-6-06, total failures from the NPAC to <i>all</i> LSMS systems. Performance Standard: Parity with Retail PR-6-01 - Interconnection Trunks: <= 2% PR-6-02 Subloop: No Standard. Reported diagnostically. PR-6-04: Benchmark: Resale POTS (Residence) 2.0% UNE Loop Non-Designed 3.0% UNE Loop Non-Designed 3.0% UNE Loop Non-Designed 3.0% UNE Loop XDSL Capable 3.0% UNE Loop xDSL Capable 3.0% PR-6-06: No more than 2% failure Report Dimensions: Campany: CLEC Aggregate CLEC Aggregate CLEC Aggregate CLEC Afgliate 	Exclusions:			
Parity with Retail PR-6-01 - Interconnection Trunks: <= 2%	 Troubles associated with inside Subsequent reports. Message Reports (circuit reports) ILEC employee generated report For PR-6-01, cancelled tickets For PR-6-02, tickets cancelled be circuit ID. Any test transactions not submitt maintenance of actual customers For PR-6-01 and PR-6-02, Trout For PR-6-04, for UNE loops, feature 	wire s for which ILEC ts y customer/CLEC ted in connection s. ble Reports Recei ature only orders	C or where ticket has bee with the pre-ordering, o ved on the Due Date are excluded from retail	rdering, provisioning or
Parity with Retail PR-6-01 - Interconnection Trunks: <= 2% PR-6-02 Subloop: No Standard. Reported diagnostically. PR-6-04: Benchmark: • Resale POTS (Residence) 2.0% • Resale POTS (Business) 3.0% • Resale POTS (Business) 3.0% • Resale Specials 8.0% • UNE Loop Non-Designed 3.0% • UNE Loop Non-Designed 5.0% • UNE Loop Designed 5.0% • UNE Loop XDSL Capable 3.0% PR-6-06: No more than 2% failure Geography: • CLEC Aggregate • Statewide • CLEC Aggregate • Statewide • ILEC (if analog applies) • ILEC Affiliate				
PR-6-06: No more than 2% failure Report Dimensions: Company: Geography: • CLEC Aggregate • Statewide • CLEC Specific • Statewide • ILEC (if analog applies) • ILEC Affiliate	PR-6-02 Subloop: No Standard. ReportPR-6-04: Benchmark:• Resale POTS (Residence)2• Resale POTS (Business)3• Resale Specials8• UNE Loop Non-Designed3• UNE Loop Designed5	ed diagnostically. .0% I .0% I .0% .0% .0%	JNE Loop IDSL Capabl	
Report Dimensions: Geography: Company: • CLEC Aggregate • CLEC Specific • Statewide • ILEC (if analog applies) • ILEC Affiliate				
Company: Geography: • CLEC Aggregate • Statewide • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate • ILEC Affiliate				
Sub-Metrics –	Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate		Geography:	
	Sub-Metrics –			

PR-6-01	CA JPSA % Troubles in 30 days for Special Services Or	dars (formarly PM 16)	
PR-6-01 Products	% Troubles in 30 days for Special Services Orders (formerly PM 16)		
Products	Resale Specials		
	UNE Loop Designed		
	• DS0		
다양한 가운데 이가 1933 1947년 - 1947년 - 1933년 1947년 - 1947년 - 1933년 - 1933년	• DS1 and above		
	UNE Loop xDSL Capable		
	UNE Loop IDSL Capable		
	UNE EELs (New & Conversions)		
	• DS0		
	• DS1		
	• DS3 and above		
	UNE Transport		
	• DS0		
다는 것이 가지? 것 같아 있었다.	• DS1		
	 DS3 and above 		
	Interconnection Trunks	-	
Calculation	Numerator	Denominator	
	Total Number of relevant service orders with	Total Number of relevant service orders**	
	Customer Trouble reports within the 30 day	(new, move and change)	
DD (00	tracking interval *	(C	
PR-6-02 Products	% Troubles in 7 Days for Non-Special Orders	(formerly PNI 17)	
Products	Resale POTS – Business - Dispatch Basala POTS – Business - No Dispatch	ah	
· 문 : : : : : : : : : : : : : : : : : :	Resale POTS – Business - No Dispat	cn	
	Resale POTS – Residence - Dispatch		
	Resale POTS – Residence - No Dispatch	lich	
	• UNE Loop Non-Designed - Dispatch	4-1	
	UNE Loop Non-Designed - No Dispa		
	• UNE Subloop (Diagnostic) – Dispatch		
	UNE Subloop (Diagnostic) – No Disp	batch	
	• LNP – Dispatch		
	• LNP – No Dispatch	Simulation	
	UNE Loop – Coordinated Hot Cut – I		
	• UNE Loop – Coordinated Hot Cut – N		
	• UNE Loop – Batch Hot Cut – Dispatch		
<u> </u>	UNE Loop – Batch Hot Cut – Non Di		
Calculation	Numerator Total number of relevant service orders with	Denominator Total number of relevant service orders**	
	customer trouble reports within the 7 day	(new, move, change and LNP disconnect	
	tracking interval*	orders).	
PR-6-04	Provisioning Trouble Reports (formerly PM 15)		
Products	• Resale POTS – (Business		
1 Journey	 Resale POTS – (Busiless Resale POTS – (Residence) - 		
	 Resale Specials - 		
	 UNE Loop Designed 		
	• UNE Loop xDSL Capable –		
	UNE Loop IDSL Capable –		
	 UNE Loop Non-Designed – 		
	 LNP – 		
Calculation	• LNF – Numerator	Denominator	
Calculation	Number of provisioning trouble reports that	Total Number of service orders in reporting	
	occur from the time of service order creation,	period	
	up to and including the date of service order		
	completion		
	Loumpionon	I	

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PR-6-05	Average Time to Restore Provisioning Troubl	es (formerly PM 15A)
Products	 Resale POTS – Business Resale POTS – Residence Resale Specials UNE Loop Designed – DS0 DS1 DS3 and above UNE Loop X DSL Capable UNE Loop IDSL Capable UNE Loop Non-Designed 	
Calculation	LNP Numerator	Denominator
	Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared	Total Number of Provisioning Trouble Reports
PR-6-06	LNP Network Provisioning (formerly PM 10)	
Products	LNP	· · · · · · · · · · · · · · · · · · ·
Calculation	Numerator	Denominator
	Total number of LNP network provisioning failures	Total number of NPAC porting broadcasts

Function:	
PR-7 Jeopardy Reports (formerly PM 5 a	and PM 6)
Definition:	
	d for which the ILEC notifies the CLEC that the work will
PR-7-02 measures the percentage of jeopardy/missed com jeopardy/missed commit notice interval will be tracked as completion date and time (communicated via the FOC) ar indicating an order is in jeopardy of missing the due date	the interval between the pre-existing committed order and the date and time the ILEC issues a notice to the CLEC
Assignment: Jeopardies identified during the initial assign	ament process.
Installation: Jeopardies identified during the installation p	process prior to due time.
 Business Rules: Raw data will include jeopardy codes. Results for UNE Subloop will be tracked diagnostica UNE Loop IDSL Capable will include IDSL and ISD Include LNP Disconnect Orders For PR-7-02, Verizon tracks assignment jeopardies by jeopardies and notifications of missed commitments to the second sec	N capable loops. y due date only for business days, with installation
 Notes: The analog for UNE Loop xDSL capable will be Reta division (following reintegration) offers a UNE Loop Excluded data will be made available upon request th For PR-7-02, if the ILECs' policy regarding jeopardy should be evaluated for parity analogs. For PR-7-02, jeopardies issued on the due date are co commitments. Reported by service group type 	o xDSL capable product. rough the raw data/excluded data process. notices to their Retail customers changes, this measure
Exclusions:	
 Delays for Customer Reasons For PR-7-01, Missed Commitment notices Any test transactions not submitted in connection wit of actual customers. 	h the pre-ordering,o rdering, provisioning or maintenance
Performance Standard:	
Parity with Retail PR-7-01- Interconnection Trunks: <=2% PR-7-02 Assignment Jeopardies 90% within 1 day Install. Jeopardies (POTS) 95% within 15 minut Install. Jeopardies (Specials) 95% within 3 hour Missed Commit Notices 95% within 24 hours Subloop: No standard. Reported diagnostically.	
Report Dimensions:	
Company: CLEC Aggregate CLEC Specific ILEC (if analog applies) ILEC Affiliate	Geography: • Statewide
Sub-Metrics –	

	Orders Jeopardized (formerly PM 5)			
Products		interession interession in the second s		
	Resale POTS - Residence			
	Resale Specials			
	UNE Loop Designed			
	• DS0			
	• DS1			
한 사람이 같은 것 같아.	DS3 and above UNE Loop xDSL Capable			
•				
	• DS0			
1월 - 1일 - 1913년 1914년 - 1914년 19 1월 - 1일 -	• DS1			
11 - 11 - 11 - 11 - 11 - 11 - 11 - 11	• DS3 and above			
	F			
•	01 - 01 - 01 - 01 - 01 - 01 - 01 - 01 -			
	or a mansport			
	• DS0			
	• DS1			
「劉二二帝」 范麗	 DS3 and above 			
- <u>19</u> - <u>19</u> -	LNP			
<u> </u>	Interconnection Trunks			
Calculation	Numerator	Denominator		
	Number of Orders Jeopardized	Number of Orders Confirmed		
	opardy Notices Returned by Required Inter	val (formerly PNI 6)		
Products •				
•	Resale Specials			
	UNE Loop Designed			
	• DS0			
	• DS1			
	 DS3 and above 			
•	 UNE Loop xDSL Capable 			
•	UNE Loop IDSL Capable			
•	• UNE EELs (New & Conversions)			
	• DS0			
	• DS1			
	• DS3 and above			
	UNE Loop Non-Designed			
•				
	UNE Transport			
	• DS0			
	• DS1			
	• DS3 and above			
	x > 10			
Calculation	Numerator	Denominator		
	Fotal Number of	Number of Assignment/Installation/Missed		
	Assignment/Installation/Missed Commitment Commitment Jeopardy Notices Sent.			
	Assignment/Installation/Missed Commitment	Communent Jeopardy Notices Sent.		
I	Assignment/Installation/Missed Commitment Notice Jeopardies Returned within the	Communent Jeopardy Notices Sent.		
Function:				
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PR-9 Coordinated Customer Conversion as a Percentage On-Time (formerly PM 9)				
Definition:				
requested coordin	Measures the percentage of coordinated Hot Cut orders (CHC) completed by committed time* where CLEC has requested coordination (including LNP). For Batch Hot Cuts (BHC), measures the percentage of Batch Hot Cut orders completed on the due date.			
* Note: "Commit	ted time" means within one hour of com	mitted order due time		
submeasure c	n a diagnostic basis.	rformance and will be reported as an individual 800-684-9012) will be considered a missed hot cut.		
Reported by		rough the raw data/excluded data process. LNP – Basic, Coordinated Hot Cuts (CHC) including LNP SL Capable Loops.		
Exclusions:				
 CLEC caused Any test trans of actual cust 	sactions not submitted in connection wit	h the pre-ordering,o rdering, provisioning or maintenance		
Performance Sta				
Standard – 95% on time Coordinated Hot Cuts (CHC) Designed and Non-Designed Line Size Committed Completion Interval From 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 Batch Hot Cuts: 95% on Due Date (combined with above)				
UNE Loop xDSL capable: No standard. Reported diagnostically. Report Dimensions:				
Company: Geography: • CLEC Aggregate • Statewide • CLEC Specific • Statewide • ILEC (if analog applies) • ILEC Affiliate				
Sub-Metrics –				
PR-9-01 Coordinated Customer Conversion as Percentage On-Time				
Products • Coordinated Hot Cuts (CHC) including LNP – Basic • Coordinated Hot Cuts (CHC) including LNP – Large Job • Batch Hot Cuts – including LNP • UNE Loop xDSL Capable				
Calculation	Numerator	Denominator		

Attachment A

APPENDIX II

Number of coordinated orders completed by	Count of coordinated orders completed in
committed due date and time	reporting period

Attachment A

CA JPSA

Maintenance Performance

MR-2 Customer Trouble Report Rate (formerly PM 19) Definition:	Function:	
Definition: Measures the total number of network customer trouble reports received within a calendar month per 100 local xxxhange lines/interconnection or interoffice trunks/circuits/UNEs. Network troubles are the following tispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15. Business Rules: Access line/circuit count taken from previous month Results for UNE Subloops (by loop type) are tracked diagnostically. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Include Test okay (TOK), Found Okay (FOK) and Came Clear reports Notes: Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. Excluded data will be made available upon request through the raw data/excluded data process. Reported by service group type (including LNP) & NXX Code Opening Troubles Exclusions: • CPE and IEC/CLEC caused troubles Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles with inside wiring. • Troubles with inside wiring. • Trickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transacti		formerly PM 19)
 Exchange lines/interconnection or intercoffice trunks/ circuits/UNEs. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15. Busines Rules: Access line/circuit count taken from previous month Results for UNE Subloops (by loop type) are tracked diagnostically. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Include Test okay (TOK), Found Okay (FOK) and Came Clear reports Vetrizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. Excluded data will be made available upon request through the raw data/excluded data process. Reported by service group type (including LNP) & NXX Code Opening Troubles Excluded reports CPE and IEC/CLEC caused troubles Subsequent reports Troubles reported as provisioning trouble reports. Troubles reported as provisioning trouble reports. Troubles with inside wiring. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail NP: No more than .35% of total trouble reports received for LNP interconnection Trunks: <=2% NXX codes: 0.1% NE Subloop: No standard. Reported diagnostically. CLEC Aggregate CLEC Agregate CLEC Agregate CLEC	Definition:	
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Exclusions: • CPE and IEC/CLEC caused troubles • Subsequent reports • Message Reports (circuit reports for which ILEC has no records) • ILEC employee generated reports • Troubles reported as provisioning trouble reports. • Troubles with inside wiring. • Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail _NP: No more than .35% of total trouble reports received for LNP interconnection Trunks: <=2%		
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 CLEC Aggregate CLEC Specific ILEC (if analog applies) ILEC Affiliate 	Report Dimensions:	
 CLEC Specific ILEC (if analog applies) ILEC Affiliate 	Company:	
 ILEC (if analog applies) ILEC Affiliate 	•• •	Statewide
ILEC Affiliate		
Sub-Metrics –	• ILEC Affiliate Sub-Metrics =	

MR-2-01	Customer Trouble Report Rate	
Products	 Resale POTS – Business 	
	 Resale POTS - Residence 	
	Resale Specials	
	 UNE Loop Designed 	
	• DS0	
	 DS1 and above 	
	• UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	UNE EELs	
	• DS0	
	• DS1	
	• DS3 and above	
	UNE Loop Non-Designed	
	• UNE Subloop (Diagnostic)	
	UNE Transport	
	• DS1 and below	
	• DS3 and above	
	• LNP	
	Interconnection Trunks	
	NXX Codes	
Calculation	Numerator	Denominator
	Total Number of Customer initial and repeat	Number of local exchange
	network trouble reports	lines/interconnection or interoffice
	•	trunks/circuits/UNEs in service at the end of
		the prior reporting period

Function:		
	ot Resolved Within Estimated Time	
(formerly PM 20)		
Definition:		
Measures the percent of trouble reports not cleared by the dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15.	commitment time. Network troubles are the following	
Business Rules:		
Results for UNE Subloops will be tracked diagno	ostically	
• Results include Test okay (TOK), Found okay (F	•	
UNE Loop IDSL Capable will include IDSL and		
• Includes a miss in those instances where ILEC, for	or its own reasons, reschedules the committed	
maintenance appointment time.		
Notes:		
Verizon will provide disaggregation by Maintena	nce Disposition codes for all service types as diagnostic	
data upon raw data request.		
 The analog for UNE Loop XDSL capable will be division (following reintegration) offers a UNE I 	Retail ISDN BRI until the Verizon affiliate or separate	
 Excluded data will be made available upon reque 		
	& NXX Code Opening Troubles and by dispatch and no	
dispatch		
Exclusions:		
• CPE and IEC/CLEC caused troubles		
Subsequent reports		
Message Reports (circuit reports which ILEC has	s no records on)	
 ILEC employee generated reports Customer caused misses 		
 Customer caused misses Troubles reported as provisioning trouble reports 		
 Troubles reported as provisioning notation reports Troubles associated with inside wire. 		
	cket has been opened on the wrong TN or circuit ID.	
• Any test transactions not submitted in connection		
maintenance of actual customers.		
• Troubles reported on Verizon official (administra	ttive) lines.	
Performance Standard:		
Parity with Retail		
Benchmark: LNP: No more than 1 missed commit per month per CLEC	,	
Interconnection Trunks: <=10%		
UNE Subloop: No standard. Reported diagnostically.		
Report Dimensions:		
Company:	Geography:	
CLEC Aggregate	• Statewide	
CLEC Specific U EC (if employ emplies)		
ILEC (if analog applies)ILEC Affiliate		
• ILEC Annate Sub-Metrics –		

MR-3-01	% Customer Trouble not Resolved w/in Estim	ated Time
Products	Resale POTS – Business Dispatch	
	• Resale POTS – Business No Dispatch	
	• Resale POTS – Residence Dispatch	
	• Resale POTS – Residence No Dispatch	
	Resale Specials – Dispatch	
	• Resale Specials – No Dispatch	
	UNE Loop Designed - Dispatch	
	• DS0	
	• DS1 and above	
	• UNE Loop Designed – No Dispatch	
	DS0	
	• DS1 and above	
	UNE Loop xDSL Capable – Dispatch	
	 UNE Loop xDSL Capable – No Dispatch 	
	 UNE Loop IDSL Capable – No Dispatch UNE Loop IDSL Capable – Dispatch 	
	 UNE Loop IDSL Capable – Dispatch UNE Loop IDSL Capable – No Dispatch 	
	UNE EELs - Dispatch	
	• DS0	
	• D30	
	• DS3 and above	
	 UNE EELs – No Dispatch 	
	DS0	
	• D30	
	 DS1 DS3 and above 	
	 UNE Loop Non-Designed - Dispatch 	
	 UNE Loop Non-Designed - Dispatch UNE Loop Non-Designed - No Dispatch 	
	 UNE Subloop (Diagnostic) – Dispatch 	
	• UNE Subloop (Diagnostic) – No Dispatch	
	 UNE Transport - Dispatch DS1 and below 	
	• DS3 and above	
	 UNE Transport – No Dispatch DS1 and below 	
	 DST and below DS3 and above 	
	• DS5 and above	
	 LNP – Dispatch 	
	•	
	 LNP – No Dispatch Interconnection Trunks Dispatch 	
	 Interconnection Trunks – Dispatch Interconnection Trunks – No Dispatch 	
	 MXX Codes - Dispatch 	
	 NXX Codes - Dispatch NXX Codes - No Dispatch 	
Calculation	• NAA Codes – No Dispatch Numerator	Denominator
Calculation	Total network trouble reports not cleared by	Total network trouble reports completed
	the commitment time for ILEC reasons	Total network housie reports completed

 VIR-4 Trouble Duration Intervals (formerly PM 21 and PM 22) Definition: MR-401 measures the average duration of customer trouble reports from the receipt of the customer trouble report o the time the trouble is cleared. VIR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design ervices only. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15. Ausiness Rules: Results for UNE Subloops will be tracked diagnostically Results include Test okay (TOK), Found okay (FOK) and Came Clear reports. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Includes in the time interval calculation any ILEC delay. For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning Sotes: Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. The analog for UNE loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop XDSL capable product. Excluded data will be made available upon request through the raw data/excluded data process. MR-4-01 reported by POTS Residence and Business (Resale and UNE). CPE and IEC/CLEC caused troubles Subsequent reports Message Reports (circuit reports which ILEC has no records on) ILEC employee generated reports For MR-4-08, NO Access. For MR-4-08, NO Access. Troubles treported on Verizon official (administrative) lines. Performance Standard: Performance Standard: Parity with Retail 	Function:		
Definition: definition: vR-4-01 measures the average duration of customer trouble reports from the receipt of the customer trouble report of the time trouble is cleared. vR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design ervices only. vetwork troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15. Basiness Rules: • Results for UNE Subloops will be tracked diagnostically • Results include Test okay (TOK), Found okay (FOK) and Came Clear reports. • UNE Loop IDSL Capable will include IDSL and ISDN capable loops. • Includes in the time interval calculation any ILEC delay. • For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning Stets: • Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. • The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. • Excluded data will be made available upon request through the raw data/excluded data process. • MR-4-01 reported by POTS Residence and Business (Resale and UNE). • CPE and IEC/CLEC caused troubles Subsequent reports • Message Reports (circuit reports which ILEC has no records on) • LEC employee genera			
 o the time the trouble is cleared. MR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design ervices only. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15. Business Rules: Results for UNE Subloops will be tracked diagnostically Results include Test okay (TOK), Found okay (FOK) and Came Clear reports. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Includes in the time interval calculation any ILEC delay. For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning data upon raw data request. The analog for UNE Loop XDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop XDSL capable product. Excluded data will be made available upon request through the raw data/excluded data process. MR-4-08 reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch and no dispatch. MR-4-08 reported by POTS Residence and Business (Resale and UNE). Credustors: Excluded data proorted as provisioning trouble reports. Troubles tickets associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, NA Access. Troubles reported on Verizon official (administrative) lines. 	Definition:		
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 Business Rules: Results for UNE Subloops will be tracked diagnostically Results for UNE Subloops will be tracked diagnostically Results include Test okay (TOK), Found okay (FOK) and Came Clear reports. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Includes in the time interval calculation any ILEC delay. For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning Sotes: Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. The analog for UNE Loop XDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. Excluded data will be made available upon request through the raw data/excluded data process. MR-4-01 reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch and no dispatch. MR-4-08 reported by POTS Residence and Business (Resale and UNE). Exclusions: Exclusions: CPE and IEC/CLEC caused troubles Subsequent reports Message Reports (circuit reports which ILEC has no records on) ILEC employee generated reports For MR-4-01, troubles reported as provisioning trouble reports. Troubles tickets associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. Performance Standard: Artio Interconnection Trunks (Out of Service): avg. 12 hrs 'R-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs <td>MR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design services only.</td>	MR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design services only.		
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 CPE and IEC/CLEC caused troubles Subsequent reports Message Reports (circuit reports which ILEC has no records on) ILEC employee generated reports For MR-4-01, troubles reported as provisioning trouble reports. Troubles tickets associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. 	and no dispatch.		
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 Message Reports (circuit reports which ILEC has no records on) ILEC employee generated reports For MR-4-01, troubles reported as provisioning trouble reports. Troubles tickets associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	CPE and IEC/CLEC caused troubles		
 Message Reports (circuit reports which ILEC has no records on) ILEC employee generated reports For MR-4-01, troubles reported as provisioning trouble reports. Troubles tickets associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs			
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 For MR-4-01, troubles reported as provisioning trouble reports. Troubles tickets associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. 			
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 Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	• Troubles tickets associated with inside wire.		
 maintenance of actual customers. For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	• Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.		
 For MR-4-08, No Access. Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs			
Troubles reported on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs			
Performance Standard: Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs			
Parity with Retail Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	• Troubles reported on Verizon official (administrative) lines.		
Benchmark: PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	Performance Standard:		
PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	Parity with Retail		
R-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs	Benchmark:		
R-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs R-4-01 UNE Subloop: No standard, Reported diagnostically	PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs		
'R-4-01 UNE Subloop: No standard. Reported diagnostically	PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs		
teport Dimensions:	Report Dimensions:		

	СА	JPSA
Company:		Geography:
CLEC Aggregate		• Statewide
	Specific	
	ILEC (if analog applies)	
	Affiliate	
Sub-Metrics –		
MR-4-01	Average Time to Restore (formerly I	
Products	Resale POTS – Busines	
	Resale POTS – Busines	•
	Resale POTS – Residen	
	Resale POTS – Residen	•
	Resale Specials – Dispa	
	 Resale Specials – Dispation Resale Specials – No Dispation 	
	UNE Loop Designed - I	
	DNE 2000 Designed - 1 DS0	Jispaten
	• DS1 and above	No Dispetal
	• UNE Loop Designed – 1	No Dispatch
	• DS0	
	• DS1 and above	
	UNE Loop xDSL Capat	
	UNE Loop xDSL Capat	•
	UNE Loop IDSL Capab	
	UNE Loop IDSL Capab	ole – No Dispatch
	UNE EELs - Dispatch	
	• DS0	
	• DS1	
	DS3 and above	
	UNE EELs – No Dispat	tch
	• DS0	
	• DS1	
	DS3 and above	
	UNE Loop Non-Design	ed - Dispatch
	UNE Loop Non-Design	
	UNE Subloop (Diagnos	
	UNE Subloop (Diagnos)	
	UNE Transport - Dispat	
	• DS1 and below	
	• DS3 and above	
	UNE Transport – No Di	isnatch
	DS1 and below	ispaten
	• DS3 and above	
	LNP – Dispatch	
	LNP – No Dispatch	
한 속 한 글	Interconnection Trunks (Out of Service) – Dispatch	
	Interconnection Trunks (Out of Service) – No Dispatch	
	Interconnection Trunks (Not Out of Service) – Dispatch	
111 · 제 · 제 · · ·	 Interconnection Trunks (Not Out of Service) – No Dispatch 	
图 接 修正	NXX Codes - Dispatch	
	 NXX Codes – No Dispa 	
Calculation	Numerator	Denominator
	Total duration of customer network tr	rouble Total customer network trouble reports
	reports	

MR-4-08	POTS OOS < 24 Hours (formerly PM 22)	
Products	 Resale POTS – Business Resale POTS - Residence 	
	UNE Loop Non-Designed	
Calculation	Numerator	Denominator
	Total number of out of service network troubles cleared in less than 24 hours	Total number of out of service network troubles reported

Function:		
MR-5 Frequency of Repeat Troubles in 30 Day Period (formerly PM 23)		
Definition:		
Measures the percent of customer network trouble reports Network troubles are the following dispositions: 01, 04, 0		
Business Rules:		
	oort if previous report was closed to "No Access." ISDN capable loops.	
Notes:		
	ance Disposition codes for all service types as diagnostic	
	Retail ISDN BRI until the Verizon affiliate or separate Loop xDSL capable product.	
• Excluded data will be made available upon reque	est through the raw data/excluded data process.	
Reported by service group type (including LNP)	and the second sec	
Exclusions:		
• CPE and IEC/CLEC caused troubles		
Subsequent reports		
Message Reports		
• ILEC employee generated reports		
• Troubles associated with inside wire.	to the loss show the more TDL and the D	
	cket has been opened on the wrong TN or circuit ID.	
	n with the pre-ordering, ordering, provisioning or	
maintenance of actual customers.		
Troubles reported on Verizon official (administra Performance Standard:	auve) lines.	
Parity with Retail		
Benchmark:		
LNP: No more than 2 repeat trouble per month per CLEC		
Interconnection Trunks: <=4%		
UNE Subloop: No standard. Reported diagnostically.		
Report Dimensions:		
Company:	Geography:	
CLEC Aggregate	Statewide	
CLEC Specific		
 ILEC (if analog applies) 		
ILEC Affiliate		
Sub-Metrics –		

MR-5-01	% Repeat Reports within 30 Days	
MR-5-01 Products	 % Repeat Reports within 30 Days Resale POTS - Business Resale POTS - Residence Resale Specials UNE Loop Designed DS0 DS1 and above UNE Loop IDSL Capable UNE Loop IDSL Capable UNE EELs DS0 DS1 DS3 and above UNE Loop Non-Designed UNE Subloop (Diagnostic) UNE Transport DS1 and below DS3 and above UNE Transport DS1 and below DS3 and above 	
	NXX Codes	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous customer report	Total customer network trouble reports

CA JPSA

Network Performance

Function:				
NP-1 Percent Blocking on Common Trun				
Definition:				
NP-1-02 measures the percent of common and shared transport trunk groups exceeding 2% blockage.				
NP-1-04 measures the percent of final dedicated interconn	ection trunk groups exceeding 2% blockage.			
Business Rules:				
 For NP-1-02, Verizon reports provided 45 days a For NP-1-02, ILEC will make available, upon CL meeting 2% blocking level with the monthly report 	LEC request, detailed information for all trunk groups not ort ng traffic to CLECs, and where ILEC controls trunk			
Notes:				
	C has outgoing traffic to CLECs and where ILEC controls			
 For NP-1-04, Verizon reports provided 45 days af For NP-1-04, applies to those trunks where the ILL 				
	office to CLEC end office and ILEC tandem to CLEC			
 For NP-1-04, Verizon will electronically notify Cl for blocked trunks. The notification states that Ve reasons, and that the trunk group will be excluded 	 end office For NP-1-04, Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. The notification states that Verizon identified a blocked trunk group due to CLEC reasons, and that the trunk group will be excluded from Verizon performance. Verizon will make the exclusion automatically unless the CLEC responds back within two business days with documentation is disclosed to the following situation. 			
Exclusions:				
 For NP-1-04, blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. For NP-1-04, trunks are provisioned as two-way trunks For NP-1-04, blocking due to CLEC putting trunks in a "make busy" state or other network problems 				
	receipt of an ASR within 4 business days (or in time situation is identified by the LLFC			
 frame specified in the ICA), when Call Blocking situation is identified by the ILEC. Instances where CLEC does not take action within 10 days (or in the time frame specified in the ICA) upon receipt of an ASR when pre-service occupancy of 75% or greater is identified by the ILEC. 				
Performance Standard:				
NP-1-02: 2% of trunk groups blocking at no more than 2% NP-1-04: Parity – comparison made to ILEC final trunk groups				
Report Dimensions:				
Company:	Geography:			
CLEC Aggregate	• Statewide			
CLEC Specific				
• ILEC (if analog applies)				
ILEC Affiliate				
Sub-Metrics –				
NP-1-02 % Blocking on Common Trunks (formerly PM 24)				
Products • Total Trunk Groups				
Calculation Numerator	Denominator			

CA JPSA

	Number of common and shared transport trunk groups exceeding 2% blockage	Total number of common and shared transport trunk groups
NP-1-04	% Blocking on Interconnection Trunks (for	nerly PM 25)
Products	 Interconnection Trunks – Total trun Interconnection Trunks – ILEC end Interconnection Trunks – ILEC tanc 	office to CLEC end office
Calculation	Numerator	Denominator
	Number of final dedicated interconnection trunk groups exceeding 2% blockage	Total number of final dedicated interconnection trunk groups

Function:		
Contract of the Second	X Loaded by LERG Effective Date (for	merly PM 26)
Definition:		
	mber of NXXs loaded and tested by the LERG eff	ective date.
Business Rules:		
	s both additions and deletions to NXX codes.	
	onnect activity with scheduled completion date or red on time if the work is complete by 5pm the net	
Notes:		
through	ading procedures include central office/tandem tratesting, and AMA testing.	
	d for all NXX codes scheduled to be loaded in rep	orting period.
Exclusions:	s any NXX codes with requested loading interval	
test numAny test	s any NXX code that cannot be completely tested ber or because CLEC facilities have not been inst t transactions not submitted in connection with the ance of actual customers.	alled
Performance St	andard:	
NP-6-01: Parity -	- comparison made to results for loading ILEC N	XX codes by the LERG effective date.
Report Dimensi		
Company:	Geogra	
	Aggregate	• Statewide
CLEC S	•	
ILEC A		
······································	f analog applies)	
Sub-Metrics -		
<u>NP-6-01</u>	NXX Loaded by LERG Effective Date	· · ·
Products	All NXX Codes	Deneminaton
Calculation	Numerator	Denominator Number of NXXs scheduled to be loaded and
	Number of NXXs loaded and tested by LERG effective date	tested by LERG effective date

Attachment A

CA JPSA

Billing Performance

Function:		
	age Timeliness (formerly PM 28)	
Definition:		
CLEC retail cust compliant forma <u>Business Rules</u> :	omers or access usage associated with CLEC t, is sent/made available to the CLEC.	of usage data by the switch, generated either by customers, and the time when the data set, in a o the CLEC. If a CLEC chooses other than a daily
transmi	ssion, the measurement still applies based on t	ransmission availability date/time.
 For med delivered 	bills local/toll through CBSS billing systems. hanized media other than the CLEC mailbox d (made available) to the CLEC's mainframe the file is sent to the CLEC.	
Exclusions:		
ILEC by • Results Performance St • Resale Loca	the CPUC, FCC or by court decree. for OS/DA billing other than those associated	LEC, business to business communications, notice to with end user services such as UNE-P and resale.
	ided switched access: 95% in 6 Days	
Report Dimensi		
CLEC S	Aggregate Specific f analog applies)	• Statewide
Sub-Metrics -		
BI-1-05	Usage Timeliness	
Products	Resale Local	
	Resale Toll-	
Calculation	Numerator	Denominator
	Sum of Data Set Transmission Availability Date minus Date of Message Recording	Count of All Messages available for Transmission in Reporting Period
BI-1-06	Usage Timeliness - % DUF within 6 Days	
Products	Jointly Provided Switched Acces	s (associated with meet point billing)
Calculation	Numerator	Denominator
	Number of usage records available for transmission, where the difference between Data Set Transmission Availability Date ar the Date of Message Recording is six days less.	nd

Function:		2 12 1 <u>2</u>	
BI-2 Whe	olesale Bill Timeliness (formerly	7 PM 30)
Definition:			
	tures the elapsed number of calendar day ion/availability date of the bill to the CL		n the scheduled close of a Bill Cycle and the
Business Rules: Includes	only mechanized bills.		
	e Close = Bill Date		
service g result. • For mech	roup types. Verizon will report the resunanized media other than the CLEC mail	lts for Re box optic	e disaggregation of UNE and Resale major sale and UNE service group types as a total n, the date captured is the date the file is
Exclusions:	(made available) to the CLEC's mainfr	ame or se	rver.
 Exiting C ILEC by Results for 	the CPUC, FCC or by court decree. or OS/DA billing other than those assoc l, magnetic bill, CD ROM bill or Custor ndard:	iated with	business to business communications, notice to end user services such as UNE-P and resale. cette bill.
Report Dimensio	ns:		
Company: CLEC A CLEC S			
Sub-Metrics -			
BI-2-01	Wholesale Bill Timeliness		· · · · · · · · · · · · · · · · · · ·
Products	 Resale and UNE combined Facilities/Interconnection 		
Calculation	Numerator		Denominator
	Count of Invoices transmitted/made av by ILEC in 10 calendar days from the scheduled Bill Cycle Close*	ailable	Total Count of Invoices transmitted/made available in Reporting Period

Function:			
	Accuracy (formerly PM 34)		1999 – Alain na helana na mana ana 1996 karakana na bina mari ta na mba a sa sa bina sa 1997 - 1997 - 1997 - 19
Definition:			
Measures the pero	centage of the total bill amount that is no	t adjusted	by correcting service orders or adjustments for
the month.			
			e disaggregation of UNE and Resale major sale and UNE service group types as a total
Exclusions:			
 Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Any billing adjustments that result from an agreement between the ILEC and CLEC, where the adjustments were not completed to correct errors in billing. This exclusion does not include adjustments made as a result of a settlement on a bill adjustment claim. 			
Report Dimensio	DINS:		
Company:		Geogra	phy:
	EC Aggregate	1	• Statewide
	EC Specific		
	C (if analog applies)		
	C Affiliate		
Sub-Metrics -			
	Bill Accuracy		
Products	 Resale and UNE combined– Non-Recurring Charge Recurring Charges Usage Facilities/Interconnection Non-Recurring Charge 	-	
	Recurring Charges		
	• Usage		
<u> </u>	N7		Damas! +
Calculation	Numerator Total monies billed without corrections		Denominator Total monies billed

Function:				
BI-6 Usa	ge Completeness (formerly PM	31)		
Definition:	 ///	/		
Measures the per	centage of usage charges appearing on th	ne next av	ailable bill.	······································
	legacy system billing data feeds do not s group types. Verizon will report the resu			
Exclusions:				
 Exiting ILEC by Results = Summar Any test maintena Performance Statemance Sta	Parity with Retail	iated with	end user service	s such as UNE-P and resale.
	nnection: 95%			
Report Dimension		Geogra	nhv:	
Report Dimension Company: CLI CLI ILE		Geogra	ophy: • Statewide	
Report Dimension Company: CLH CLH ILE ILE Sub-Metrics –	ons: EC Aggregate EC Specific C (if analog applies) C Affiliate	Geogra		
Report Dimension Company: CLI CLI ILE ILE Sub-Metrics – BI-6-01	ons: EC Aggregate EC Specific C (if analog applies) C Affiliate Usage Completeness	Geogra		
Report Dimension Company: CLI CLI CLI ILE ILE Sub-Metrics –	ons: EC Aggregate EC Specific IC (if analog applies) IC Affiliate Usage Completeness • Resale and UNE combined	Geogra		
Report Dimension Company: CLI CLI ILE ILE Sub-Metrics – BI-6-01 Products	EC Aggregate EC Specific C (if analog applies) C Affiliate Usage Completeness • Resale and UNE combined • Facilities/Interconnection	Geogra		
Report Dimension Company: CLI CLI ILE ILE Sub-Metrics – BI-6-01	ons: EC Aggregate EC Specific IC (if analog applies) IC Affiliate Usage Completeness • Resale and UNE combined		• Statewide	Denominator usage charges on the bill.

	Function:				
BI-7 Recu	BI-7 Recurring Charge Completeness (formerly PM 32)				
Definition:					
Measures the perce	ntage of fractional recurring charges appearir	g on the next available bill.			
	ive date of the recurring charge must be with t available bill.	n 30 days of the bill date for the charge to appear			
<u>Notes</u> : • Verizon w	ill compare CLEC results to a statistically val	id sample of Verizon results.			
Exclusions:					
 Results for dollars bill Exiting CL ILEC by th Results for Any test tr maintenand Performance Stan 	 Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 				
Geography: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate					
Sub-Metrics –					
	ecurring Charge Completeness				
	 Resale UNE Facilities/Interconnection 				
Calculation					
	Dollar amount of fractional recurring charges	Total dollar amount of fractional recurring			

Function:			
	n-Recurring Charge Complete	ness (forr	nerly PM 33)
Definition:		<u>ness (1011</u>	
Measures the pe	rcentage of non-recurring charges appea	aring on the	next available bill.
*		Ũ	
Business Rules:			
	on the next available bill.	must be wit	hin 30 days of the bill date for the charge to
appear	on the next available bill.		
Exclusions:			
	arges resulting from externally mandate	d hilling ch	anges that the ILEC cannot reasonably
	ient in a timely manner.		langes that the indice cannot reasonably
		out is not lir	nited to, service disconnects and adjustments of
	billed in previous months.		
	CLEC to be determined by CLEC noticity the CPUC, FCC or by court decree.	ce to ILEC,	business to business communications, notice to
		ociated with	end user services such as UNE-P and resale.
	st transactions not submitted in connecti		
	nance of actual customers.		
Daverage			
Performance S	: Parity with Retail		
	Facilities/Interconnection: - 90%		
Report Dimens			
Company:	ions.	Geogra	phy:
	Aggregate		tewide
	Specific		
•	f analog applies)		
ILEC A	<u>.ffiliate</u>		
Sub-Metrics – BI-8-01	Non-Recurring Charge Completene		
Products	Resale		
	• UNE		
	Facilities/Interconnection		
Calculation	Numerator		Denominator
	Dollar amount of non-recurring charge	ges that	Total dollar amount of non-recurring charges
	are on the next available bill*	-	that are on bill

CA JPSA

Database Update Performance

Function:		an a			
GE-4 E91	1/911 MS Database Update (for	merly I	PM 39)	<u> </u>	
Definition:		1. 2,838 			
Measures the per	centage of E911/911 database updates c	ompleted	within 48 hou	rs.	
gateway	ct gateway updates, the processing interv until it posts in the 911 database. If the itted to the gateway.				
Exclusions:				and the second	
Performance St Direct gateway ir	nput: 48 hours				
Report Dimension	ons:				
Company:		Geogra			
CLEC Aggre		• Sta	tewide		
CLEC Speci					
 ILEC (if ana ILEC Affilia 					
• ILEC Anna Sub-Metrics –				for all said i	
GE-4-01	E911/911 MS Database Update		<u></u>		
Products	Direct gateway input updates				· · · · · · · · · · · · · · · · · · ·
Calculation	Numerator		, <u>, , , , , , , , , , , , , , , , , , </u>	Denominat	tor
	Number of valid records updated with hours	in 48	Total numbe	er of valid record	

CA JPSA

Collocation Performance

Function:	
NP-2	Percent On Time to Respond to a Collocation Request (formerly PM 40 and PM
41))	
Definition	
NP-2-01 n	neasures the percent of CLEC collocation requests that are responded to on time by the ILEC.
NP-2-05 n	neasures the interval it takes an ILEC to complete (build) a collocation arrangement.
● F a	For NP-2-01, includes all new and augment requests. For NP-2-01, if the CLEC makes a change to size, location, additional AC or DC or HVAC, in their pplication within or after the applicable standard, the clock is restarted from the revised application
1	 ecceipt date Sollowing are the types of changes that trigger the restarting of the 10 day clock: Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility. 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.
	 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 are as follows:
	 Asbestos abatement on a room or floor of a building Construction of new interior partitions (walls) and doors to accommodate new HVAC system
	 Construction required to accommodate restroom access or modifications per code. Construction or modification of building to facilitate proper emergency egress from the space per code.
	• Electrical wiring of space per code requirements. For NP-2-05, interval begins when ILEC approves the application and has received, from CLEC, financial ayment or bond.
• F tł	or NP-2-05, if a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation.
• F	or NP-2-05, interval begins when ILEC approves the application and has received, from CLEC, financial ayment or bond.
a	or NP-2-05, the request is complete when the ILEC sends a notice, in a form agreed upon by both parties, long with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy.
• F tr	or NP-2-05, when an extended interval has been mutually negotiated, the extended interval will be racked. If the extended interval is met, the order commitment will be counted as met. If the extended interval is missed, the order commitment will be counted as missed.
<u>Notes</u> : • F	or NP-2-01, interval to begin upon receipt of valid request per published ILEC collocation guidelines.
• V a:	Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes ffecting the intervals in this measure. The subject line of the notice must say "JPSA Affecting Tariff Change."
Exclusion	

	CA JPSA	
 Any test 	ancelled by CLEC transactions not submitted in connection with th ance of actual customers.	e pre-ordering, ordering, provisioning or
Performance Sta		
NP-2-01: 95% wi NP-2-05	thin time intervals set in its tariffs	
• New - 90	0% compliance within time intervals set in its tar tation - 95% within time intervals set in its tariff	
Report Dimensio		
Company: CLEC A CLEC S ILEC A	•	aphy: Statewide
Sub-Metrics -		
NP-2-01	% On Time to Respond to a Collocation Requ	lest (formerly PM 40)
Products	All Collocation, includes Caged, Cage	less and Physical
Calculation	Numerator	Denominator
	Number of Requests Completed in X Calendar Days Interval	Count of Requests due in Reporting Period
NP-2-05	Time to Provide a Collocation Arrangement (formerly PM 41)
Products	All Collocation – New (All), includes Caged, Cageless and Physical	
	• All Collocation – Augment (All), incl	udes Caged, Cageless and Physical
Calculation	Numerator	Denominator
	# of Collocation Arrangements Completed in	Total Number of Collocation Arrangements
	"X" Interval	Completed During the Reporting Period

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Interface Performance

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Function: PO-2 Percent of Time Interface is Available (OSS Interface Availability) (formerly PM 42) Definition:

Measures percent of time OSS Interface is available compared to scheduled availability.

WPTS (Nationwide):

This is a measure of WPTS OSS availability based upon Scheduled Availability. Scheduled Availability is as follows:

• Prime Time: 06:00:00 to 23:59:59 EST Monday through Saturday, *excluding* major Holidays.

Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

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

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

Business Rules:

- Outage hours are obtained from outage reports
- Any change requests for extended availability during the reporting period are added to the scheduled hours.
- WPTS: The EnView methodology is a follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but En View detected and outage, the EnView outage is included as if the entire CLEC population experienced the outage.
- WPTS: EnView measurement of the EDI, CORBA and Web GUI aka LSI/W interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

Notes:

- Verizon captures data on a nationwide basis and reports national results at a state level.
- ILECs will agree to document any calculation of partial availability.
- Reported by interface i.e., WISE, EDI

Exclusions:

For WPTS:

Not applicable if CLECs are not using WPTS in the state.

The following exclusions apply:

- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Standard – 99.50% (for all interfaces)

Attachment A

APPENDIX II

Report Dimensio	ins:			
Company: CLEC A ILEC (if ILEC Af	analog applies)	Geogra •	raphy: Statewide ⁶	
Products	 EDI CORBA WISE LSI WPTS 			
Sub-Metrics				
PO-2-02	% of Time Interface is Available			
Calculation	Numerator		Denominator	
	Number of scheduled interface availab minus unscheduled interface unavailab hours.		Scheduled system available hours.	

⁶ Note: WPTS is one system and is measured at the national level. The same performance will be reported in all Verizon States.

Function:			
PO-3 Cer	iter Responsiveness (formerly P	M 44)	
Definition:			
Measures the ave	rage time it takes the ILEC's work cente	r to answ	er a call.
VerizonVerizon	ed by individual queue, if applicable, in e captures data on a nationwide basis and reports two repairs centers: 1) Designed red) Services	reports na	ational results at a state level.
Exclusions:			
	t transactions not submitted in connectior ance of actual customers.	1 with the	pre-ordering, ordering, provisioning or
Performance Sta			
Ordering Center	d – average 20 seconds		
Report Dimensio	ons:		
Company: • CLEC Aggregate • ILEC (if analog applies)		Geography: • Statewide	
Sub-Metrics –			
PO-3-02	Center Responsiveness -Ordering		
Products	Ordering		
Calculation	Numerator Sum (Date and Time of Call answer - I and Time of Call Receipt)	Date	Denominator Total calls answered by center.
PO-3-04	Center Responsiveness - Repair		
Products	Repair (Non-Designed/Non-Engineered)		
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer - Date and Time of Call Receipt)		Total calls answered by center.
PO-3-05	Center Responsiveness - BRC (Busin	ess Repa	ir Center)
Products	BRC (Designed Engineered S	ervices)	
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer m Date and Time of Call Receipt)	inus	Total calls answered by center.

Attachment A

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Change Management Performance

Function: PO-4 Percent of Timely and Compliant Change Management Notices (formerly PM)					
45)	Percent of Timely and Compliant Change Management Notices (formerly PM				
Definit io	n•				
This metri implement notification	ic measures the percent of Change Management Notices and associated documentation sent before atation according to prescribed timeliness standards within prescribed timeframes. Notices include ons and confirmations. tation is not considered available until all material changes are made.				
Business •	<u>Rules:</u> The Timelines standards for the sub-metric products are listed below and are in accordance with those set				
t I	orth in the Change Management Processes and Procedures. Verizon will comply with applicable Change Management Processes and Procedures.				
1	Verizon will comply with applicable Change Management Processes and Procedures as documented in Verizon's "Wholesale Network Services OSS Interface Change Management Process" version 2.1 dated April 5, 2001, or subsequent successor documents. This document(s) will be made available to the CLEC community.				
Notes:					
	Results reported are for Verizon West (fGTE).				
	Reported by total of change notifications and confirmations for Types 3, 4 and 5 combined.				
	Change Management Notices are considered compliant if appropriate documentation is made available on				
(or before the date of the notice.				
Exclusion					
	Regulatory mandates as described in the CMP documentation				
	Emergency fixes				
	CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by ILEC dentified by the CLEC)				
	LEC-initiated enhancements/changes to requirements for which it requests that this Performance Measurement does not apply and CLECs agree				
	Enhancements/changes other than those that eliminate existing functionality or require material CLEC				
	unctional software or process changes.				
	Changes to Error Messages and changes to codes used within interface fields				
	nce Standard:				

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90% compliant notifications and confirmations sent on time. Type 5 – CLEC originated Change Notification: ≥ 73 calendar days prior to implementation, the draft business rules are published, ≥ 66 calendar days prior to implementation, the draft technical specifications are published. Change Confirmation: >= 45 calendar days, prior to implementation, the final business rules, technical specifications and error message documentation are published. Type 4 – Verizon originated Change Notification: \geq 73 calendar days prior to implementation, the draft business rules are published, \geq 66 calendar days prior to implementation, the draft technical specifications are published. Change Confirmation: >= 45 calendar days prior to implementation, the final business rules, technical specifications and error message documentation are published. Type 3 – Industry Standard Change Notification: \geq 73 calendar days prior to implementation, the draft business rules are published, \geq 66 calendar days prior to implementation, the draft technical specifications are published. Change Confirmation: >= 45 calendar days prior to implementation, the final business rules, technical specifications and error message documentation are published. **Report Dimensions:** Company: Geography: CLEC Aggregate Statewide • • Sub-Metrics -% of Timely & Compliant Change Management Notices PO-4-01 Products • Notifications/Confirmations Calculation Numerator Denominator Number of compliant change management Total number of change management notifications and confirmations sent within the notifications and confirmations sent during the appropriate interval in the reporting period reporting period

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Reporting Process

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based, i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days of website publication of the monthly results or within thirty days of the CLEC's request, which ever is later.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC 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 ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by SBC/California and Verizon with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC 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 CLECs and the Public Utilities 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 CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable 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 CLECs. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior months' raw data within one business day. Raw data requests for previous months will be provided in a negotiated interval. Verizon will provide the requested data within 30 days.
Auditing

Initial Audit:

(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:

A comprehensive Annual Audit will be conducted of the ILECs' 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, except as noted below A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

- 1. Jointly defining the Request for Proposal;
- 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 Request for Proposal.

The Committee will convene every twelve months to discuss and determine the timing and scope of any Annual Audit. Provided, any party may request that the committee convene before the 12th month but not earlier then the 6th month following the last meeting of the committee, to discuss whether an Annual Audit is necessary. In such event, the party seeking the earlier meeting will be responsible for calling the meeting, providing a conference call-in number and/or meeting location, and providing all legal notices applicable thereto. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

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 the OSS OII service list.

No Annual Audit shall commence within 12 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 12 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 CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC 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 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, 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.

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The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

In the case of Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of Verizon's national systems, processes and procedures shall be determine on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all Verizon states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by Verizon and the CLECs as set forth in the paragraph above.

Mini – Audits:

In addition to an annual audit, SBC/California, Verizon and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC 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 a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC 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 a CLEC 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 (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC 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 CLEC 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. Parties agree that 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 50% of the measures in a major service category the ILEC is "materially" at fault (i.e., 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), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

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

Review Procedures

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around January 17, 2004 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90-day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

California OSS OII Performance Measurements Service Order Types

- New Service Installations
- Service Migrations without Changes
- Service Migrations with Changes
- Move and Change activities
- Feature Changes
- Service Disconnects

CA JPSA

Definition of Terms

TERM	DEFINITION
Automatic Location Information (ALI) Basic Hot Cut	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases. Basic Hot Cuts include Coordinated Conversions and Coordinated Hot Cuts. The live transfer of a VZ provided dial tone customer to a
Batch Hot Cut	CLEC Loop. Verizon Technicians complete cross-wire work. Verizon provides notice to NPAC for Port activation. Batch hot cuts are scheduled on a wire center basis and not on fixed intervals. A "Batch" may include multiple CLECs' orders. Batch Hot Cuts must be identified on the LSR according to published business rules
Cageless Collocation	Shall have meaning set forth in FCC 1 st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport Trunk Groups	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.

TERM	DEFINITION
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.
	The live transfer of a VZ provided dial tone customer to a
Coordinated Hot Cut	CLEC Loop. Verizon Technicians complete cross-wire work
	either on an open telephone bridge, or by contact before and
	after the cut with the CLEC. Port is activated by CLEC.
	Orders 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. Coordinated Hot Cuts are applicable to
	Basic Hot Cut process.
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.
Dedicated Transport	A network facility reserved to the exclusive use of a single
	customer, carrier or pair of carriers used to exchange
	switched or special, local exchange, or exchange access traffic.
Delayed Orden	
Delayed Order	An order which has been completed after the scheduled due date and/or time
Designed Services	Designed services are services requiring engineering
Designed Services	intervention.
Directory Assistance Database	A database that contains subscriber records used to provide
Directory Assistance Database	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.
DS-0	Digital Service Level 0. Service provided at a digital signal
	speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal
	speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal
	speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC
	identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are
	directly connected and offered.
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.

TEDAM	CA JPSA
TERM	DEFINITION
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Hot Cut	The live transfer of a VZ provided dial tone customer to a CLEC Loop. Basic - (Coordinated Conversion or Coordinated Hot Cut) Batch - (Coordinated Conversion) Large job - (Coordinated Conversion)
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
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
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.
Large Job Hot Cut	A Coordinated Hot Cut specified on the LSR as a large job. Intervals for Large Jobs are negotiated and may occur over multiple days. Large Jobs are specified by a CLEC and include multiple orders within the same central office.
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).
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.

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TERM	DEFINITION
Meet Point Billing	A billing arrangement used when two or more LECs jointly
	provide access to and from an interexchange carrier (IEC) for
	inter LATA traffic. This arrangement can be Single Bill,
	where one LEC bills the IEC on behalf of both LECs and
	remits payment to the other LEC or Multiple Bill, where each
	LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due
	date on an order has been missed.
Non Designed Services	
Non Designed Services	Services that do not require inventoried equipment and/or
	facilities. Non Designed Services include, but may not be
	limited to the following: UNE Loop Non-Designed Products
	- Non Design 2-Wire Loop, 2- Wire ISDN BRI Capable,
	Non Designed ADSL Capable 2-Wire Loops, Non Designed
	xDSL Capable 2-Wire Loops,
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	A network technology which allows end user customers to
known as Local or Long Term Number	retain their telephone number when moving their service
Portability)	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).
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 CLECs
	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 CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each
<i>9</i> . <i>0</i>	successive billing period.
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TERM	DEFINITION
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 Group Type	The designation used to identify a category of similar
	services, .e.g., UNE loops
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 Order Type	The designation used to identify the major types of
	provisioning activities associated with a 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.
Specials	Services that require engineering design intervention.
•	Designed services include, but may not be limited to the
	following: Resale Specials Designed Products - ISDN - BRI,
	DID, Centrex, PBX, ISDN-PRI, Advanced Services, DID
	Resale PBX (trunk), Advanced Intelligent Service; UNE
	Loop Designed Products – Designed 2 Wire Loop, 2-Wire
	ISDN BRI Capable, Designed 4-Wire Loop, ISDN Capable
	4-Wire Loops, DS1 Wire Loops, 56kpbs capable 4-Wire
	Loops.
Standard Interval	The interval that the ILEC quotes to its customers with
	respect to how long it will take to provision a service request.
	These intervals are standardized by specific service type and
	type of service modification requested ILECs publish these
	standard intervals in documents used by their own service
	representatives as well as ordering instructions provided to
	CLECs. 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.
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".
Summarized Charges	Billing charges that are aggregated on the bill, rather than
	individually itemized, e.g., local usage minutes on resale or
	retail calls, which are listed on the bill as "xx" minutes with
·	no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and
	among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble
	report on a customer's service to the time service is fully
	restored to the customer.

TERM	DEFINITION
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
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
Verizon official (administrative) lines	Verizon official (administrative) lines are lines used by Verizon employees or contractors to conduct official company business.
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CA JPSA

Glossary of Acronyms

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
СНС	Coordinated "Hot" Cut
СКТ	Circuit
CLEC	Competitive Local Exchange Carrier
СО	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering
Cordin	standard)
СРЕ	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Bareau (1 B fetan fepan center)
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
D30 DS1	Digital Service 1
DS1 DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EDI	Exchange Message Interface
EVIL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C,M	Service Order Types - I (install-GTE), N(new-PB), T(to or
	transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination
	center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service
	order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

CA JPSA

Jeopardy Missed Appointment Codes

Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached
	Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1 W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above

CA JPSA

Disposition Codes

	VERIZON
01	LOCAL NUMBER PORTABILITY
04	NETWORK EACH ITIES
04	NETWORK FACILITIES
05	COIN/COINLESS
	E011
05	E911
06	OUTSIDE PLANT
07	INTEROFFICE FACILITIES
09	SERVICE ORDER
10	RECORDS
11	CARRIER (FIELD) OR CONCENCENTRATOR
12	CENTRAL OFFICE
	CENTRAL OFFICE
12	
13	TEST OKAY
13 15	
15	TEST OKAY CAME CLEAR
	TEST OKAY
15	TEST OKAY CAME CLEAR
15 16 17	TEST OKAY CAME CLEAR CUSTOMER EXCLUDE
15 16	TEST OKAY CAME CLEAR CUSTOMER
15 16 17	TEST OKAY CAME CLEAR CUSTOMER EXCLUDE

Attachment A

APPENDIX II

CA JPSA

Implementation Schedule

Upon Commission approval of the 2004 and 2005/2006 Review agreed to changes (submitted by the Settling Parties), the approved changes will be implemented as follows:

To make better use of its Information Technology resources, in 2005 Verizon adopted a process that provides for three updates to its Wholesale measurement systems each year. At present, Verizon contemplates making updates to its Wholesale measurement systems for the March 2008 data month, for which performance reports will be issued at the end of April 2008.

In order for Verizon to include the revised CA JPSA changes in an update, Verizon will need to receive a Commission order approving same no later than the 15th day of the fourth calendar month prior to the calendar month in which the update is to be implemented. For instance, if on or prior to November 15, 2007 the Commission issues an order approving the revised CA JPSA Guidelines without significant changes, Verizon will implement the revised CA JPSA Guidelines for the March 2008 data month, for which performance reports will be issued at the end of April 2008. This implementation interval is needed in order to allow Verizon to undertake the complex work of making the system and process changes necessary to perform and report the modified measurements. It will also allow Verizon to test whether these changes have been properly made.

(END OF APPENDIX II)

CA JPSA

2004 Consensus Change 2005/2006 Proposed Change

Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

California Proposed in Florida Proposed in Hawaii Proposed in Illinois Proposed in Indiana Proposed in North Carolina Proposed in Ohio Proposed in Oregon

Proposed in Washington

Filed November 30, 2004 Filed May 15, 2006

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Introduction

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown¹.

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals.¹ The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for periodic reviews. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

¹ A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

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Executive Summary

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of§251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."³ The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."⁴

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

• "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

³ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

⁴ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."⁵

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

• Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- o Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record
- o Service Availability
- o Service Appointment Scheduling (due date)
- Loop Qualification
- o PIC
- o Facility Availability
- o Rejected/Failed Inquiries

• Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations

Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

• Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

• Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

• Network Performance

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

• Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

• Collocation

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

• Data Base Updates

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information, which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

• Interfaces

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ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures -combe found in Sections III and IV are provided in the Auditing or Review Procedures chapter.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

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Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CA JPSA General Exclusions

Test IDs/Transactions.

Test IDs are excluded from all Carrier to Carrier metric calculations. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers are excluded from the metrics.

Verizon Affiliate Reporting

Verizon affiliate reporting (including Data Services Network Operations (DSNO) formerly known as VADI) is always excluded from CLEC aggregate data for all metrics.

Internally generated LSRs/ASRs and Service Orders

Internally Generated LSRs/ASRs are excluded from the Ordering metrics.

Internally Generated Service Orders are excluded from the Provisioning metrics.

Unbundled Network Elements (UNE)

Except for Billing measures BI-2, BI-3, BI-6, BI-7 and BI-8, UNE products do not include Wholesale Advantage (formerly UNE-P) or Line Sharing transactions.

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Performance Metric Number Cross Reference Table

<u>New</u> <u>Measure</u>	<u>Old</u> <u>Measure #</u>	DOMAIN/MEASURE
#		00C (100F045/)
	1	PRE-ORDERING Response Time OSS Pre-Ordering Interface
PO-1	<u></u>	ORDERING
		OKDEKING
OR-1	12	FOCT SC Notice Timeliness (Order Confirmation Timeliness)
OR-2	3	Reject Timeliness
OR-5	4	Percentage of Flow Through Orders
		PROVISIONING
PR-7-01	Š	Percentage of Orders Jeopardized
PR-7-02	6	Jeopardy Notices Returned by Required Interval
PR-2	7	Average Completed Interval
PR-3	8	Percent Completed within Standard Interval
PR-9	9	Coordinated Customer Conversion
PR-6-06	10	LNP Network Provisioning
PR-4-01	11	Percent of Due Dates Missed
PR-4-16	114	Loop Acceptance Testing (LAT) Not Completed On Time
PR-5-01	1.7	Percent Due Dates Missed Due to Lack of Facilities
PR-5-05	13	Delay Order Interval to Completion Date
PR-4-02	1.4	Held Order Interval
PR-6-04	15	Provisioning Trouble Reports
PR-6-05	15A	Average Time to Restore Provisioning Troubles
PR-6-01	16	Percentage Troubles in 30 Days for Special Services Orders
PR-6-02	17	Percent Troubles in 7 days for Non-Special Orders
OR-4-18	18	Completion Notice Interval
OR-11	18A	Percent Mechanized Line Loss Notifications
CUV-11	10.3	MAINTENANCE
MR-2	19	Customer Trouble Report Rate
MR-3	20	Percent of Customer Trouble not Resolved within Estimated Time
	21	Average Time to Restore
MR-4-01	3.7	POTS Out of Service less than 24 Hours
<u>MR-4-08</u>	1977 and 1979 and	Frequency of Repeat Troubles in 30 day period
MR-5	23	NETWORK PERFORMANCE
1000000	1.01	
<u>NP-1-02</u>	24	Percent Blocking on Common Trunks Percent Blocking on Interconnection Trunks
NP-1-04		
<u>NP-6</u>	26	NXX Loaded by LERG Effective Date
	27	Measure Deleted BILLING
	10	
B[-]	28	Usage Timeliness
	29	Measure Deleted
BI-2	30	Wholesale Bill Timeliness
<u>BI-6</u>		Usage Completeness Recurring Charge Completeness
BI-7	33	Non-Recurring Charge Completeness
BI-8	34	
<u>BI-3</u>		Bill Accuracy
	35	Timeliness of Billing Completion Notices - SBC/California Only
	36	Measure Deleted
	() ()	DATABASE UPDATES Database Update Interval (SBC/California Only)
	37	Catabase Opdate Interval (SBC/Cathorita Offic)

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New Measure #	<u>Old</u> Measure #	DOMAIN/MEASURE
	38	Percent Database Accuracy (SBC/California Only)
GE-4	39	E911/911 MS Database Update
		COLLOCATION
NP-2	40	Percent On Time to Respond to a Collocation Request
NP-2-05	41	Time to Provide a Collocation Arrangement
	•	INTERFACES
PO-2	42	Percent of Tune Interface is Available (OSS Interface Availability)
	43	Measure Deleted
PO-3	44-4	Center Responsiveness
		CHANGE MANAGEMENT
PO-4	45	Percent of Timely and Compliant Change Management Notices

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NOTES:

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- 1. These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.
- 2. Details regarding implementation schedules for new measures are documented in Section VIII deplementation Schedules) provided in hyplomentation Schedule chapter.

	Product Codes
Sub-Code	Windisale Product a second second second
1000	Resale and UNE combined
1030	Standalone Directory Listings
1050	Resale and UNE Combined - Billine Usage Charges
1060	Resale and UNE Combined - Billing Recurring Charges
1070	Resale and UNE Combined - Billing Non-Recurring Charges
1400	Resale. UNE and Interconnection Facilities combined
2000	Resale
2006	Resule Local Usage
2007	Resale Toll Usage
2110	Resale POTS - Business
2111	Resale POTS Business Dispatch
2112	Resale POTS – Business No Dispatch
2120	Resale POTS - Residence
2121	Resale POTS – Residence Dispatch
2122	Resale POTS – Residence No Dispatch
2200	Resale Specials
2201	Resale Specials - Dispateli
2202	Resale Specials - No Dispatch
3000	UNE
3052	UNE IntraLATA and InterLATA combined Usage
3112	UNE POTS - Loop
3121	UNE POTS - Other
3140	UNE Platform - POTS
3141	UNE Platform POTS Dispatch
3144	UNE Platform POTS Business
3145	UNE Platform POTS Residence
3146	UNE Platform - Specials
3148	UNE Platform Access
3149	UNE Platform - Local
3151	UNE Platform Specials Dispatch
3152	UNE Platform Specials No Dispatch
3158	UNE Platform POTS No Dispatch
3200	UNE Specials
3220	UNE Loop Designed
3221	UNE Loop Designed DS0
3222	UNE Loop Designed DS1
3223	UNE Loop Designed DS1 and above
3224	UNE Loop Designed DS3 and above
3235	UNE Loop Designed – DS0 – Dispatch
3236	UNE Loop Designed – DSO – No Dispatch
<u></u>	UNE Loop Designed - DS1 Dispatch
3238	UNE Loop Designed – DS1 – No Dispatch
3239	UNF Loop Designed – DS3 and above – Dispatch
3240	UNE Loop Designed – DS3 and above – No Dispatch
3241	UNE Loop Designed - DS1 and above - Dispatch
3242	UNE Loop Designed – DS1 and above – No Dispatch
3300	UNE Complex
3342	UNE Loop xDSL Capable
3343	UNE Line Sharing
348	UNE Loop xDSL Capable – Dispatch

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Sub-Cide	Windesale Freiluct
3349	UNE Loop xDSL Capable - No Dispatch
3350	UNE Loop IDSL Capable
3351	UNE Loop IDSL Capable - Dispatch
3352	UNE Loop IDSL Capable - No Dispatch
3361	UNE Line Sharing Conditioned
3362	UNE Line Sharing - Non Conditioned
3365	UNE Line Sharing Non Conditioned - No Dispatch
3367	UNE Line Sharing - Non Conditioned - Dispatch
3368	UNE Line Sharing Conditioned No Dispatch
3369	UNE Line Sharing Conditioned Dispatch
3381	UNE Loop xDSL Capable - Conditioned - Dispatch
3382	UNE Loop xDSL Capable - Conditioned - No Dispatch
3383	UNE Loop xDSL Capable - Non Conditioned - Dispatch
3384	UNE Loop xDSL Capable - Non Conditioned - No Dispatch
3500	Additional UNE Services
3513	UNE EFL - DSO New
3514	UNE EEL - DSO Conversion
3515	UNE EEL - DSI New
3516	UNE EEL – DSI Conversion
3517	UNE EEL – DS3 and above New
3518	UNE EEL - DS3 and above Conversion
3520	UNE Loop Coordinated Hot Cut – Basic
3521	UNE Loop Coordinated Hot Cut – Dispatch
3523	UNE Loop Coordinated Hot Cut - Large Job
3524	UNE Loop Coordinated Hot Cut – No Dispatch
3525	UNE Loop Batch Hot Cut
3526	UNE Loop Batch Hot Cut – Dispatch
3527	UNE Loop Batch Hot Cut - No Dispatch
3540	LNP
3541	LNP – Dispatch
3542	LNP – No Dispatch
3555	UNE Loop Non-Designed
3559	UNE EEL – DSO – New - Dispatch
3561	UNE EEL - DS3 and above (New & Conversion)
3562	UNE EEL DS0 (New & Conversion)
3563	UNE EEL - DSI (New & Conversion)
3564	UNE EEL – DS1 and below (New & Conversion)
3565	UNE EEL – DSO – New – No Dispatch
3566	UNE EEL – DS0 – Conversion – Dispatch
3567	UNE EEL – DS0 – Conversion – No Dispatch
3568	UNE EEL – DSI – New – Dispatch
3569	UNE EEL – DSI – New – No Dispatch
3570	UNE Subloop
3571	UNE Loop Non-Design Dispatch
<u>3572</u>	UNE Loop Non-Design No Dispatch
3574	UNE EEL DS1 Conversion – Dispatch
3575	UNE EEL DS1 Conversion – No Dispatch
3576	UNE EEL DS3 and above - New - Dispatch
<u>3577</u>	UNE EEL DS3 and above - New - No Dispatch
3578	UNE EEL DS3 and above – Conversion – Dispatch
3579	UNE EEL DS3 and above – Conversion – No Dispatch

Sub-Code	White sale Builder
3581	UNE Subloop – Dispatch
3582	UNE Subloop - No Dispatch
3583	UNE EEL DSO – New and Conversion – Dispatch
3584	UNE EEL DS0 - New and Conversion - No Dispatch
3585	UNE FEL DS1 - New and Conversion - Dispatch
3586	UNE EEL DSI – New and Conversion – No Dispatch
3587	UNE EEL DS3 and above New and Conversion - Dispatch
3588	UNE EEL DS3 and above - New and Conversion - No Dispatch
3603	UNE Transport - DS0
3604	UNE Transport – DS1
3605	UNE Transport – DS1 and below
3606	UNE Transport – DS3 and above
3607	UNE Transport – DSI and below – Dispatch
3608	UNE Transport – DSI and below – No Dispatch
3609	UNE Transport – DS3 and above – Dispatch
3610	UNE Transport – DS3 and above – No Dispatch
3611	UNE Transport – DSO – Dispatch
3612	UNE Transport – DS0 – No Dispatch
3613	UNE Transport – DSI – Dispatch
3614	UNE Transport – DS1 – No Dispatch
3650	UNE Transport/EEL Projects
3700	Dark Fiber
3701	Dark Fiber Dispatch
3702	Dark Fiber No Dispatch
5000	CLEC Trunks/Interconnection Facilities
5001	Interconnection Trunks – Dispatch
5002	Interconnection Trunks – No Dispatch
5003	Interconnection Trunks - Not out of Service
5004	Interconnection Trunks - Out of Service
5005	Interconnection Trunks – Out of Service - Dispatch
5006	Interconnection Trunks – Out of Service – No Dispatch
5007	Interconnection Trunks – Not Out of Service – Dispatch
5008	Interconnection Trunks – Not Out of Service – No Dispatch
5050	Facilities/Interconnection Billing Non-Recurring Charges
5051	Facilities/Interconnection Billing Recurring Charges
5052	Facilities/Interconnection Billing Usage Charges
5090	Jointly Provided Switched Access
5100	Interconnection Trunks – ILEC to CLEC end office
5200	Interconnection Trunks – ILEC tandem to CLEC end office
5300	Common and Shared Trunk Groups
5350	IC Trunk Projects
6000	Systems Metrics
6010	WPTS
<u>6020</u>	EDI
6030	CORBA
<u>5070</u>	Electronic
<u>5071</u>	Other/Mamual
<u>6072</u>	WISE
5085	LSI
5090	EDI/CORBA combined
5660	Change Notification & Confirmation - Industry Standard, Verizon Originated and TC

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	Originated
6700	Collocation
6700 6701 6702 6703 7000 7001	Collocation – New applications
<u> 5702</u>	Collocation – Augment applications
5703	Collocation – Physical - All
7000	NXX Codes
7001	NXX Codes – Dispatch
7002	NXX Codes – No Dispatch

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Retail Analog

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

		Recall Analog
ALL where parity is	Resale POTS - Residence	Retail POTS - Residence
standard		
	Resale POTS - Business	Retail POTS – Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	B1 Dispatched Non-designed
	UNE Loop Designed - DS0	DS0 Service
	UNE Loop Designed - DS1	DS1 Service
	UNE Loop Designed - DS1 and	DS1 and above
	above	
	UNE Loop Designed - DS3 and	DS3 and above service
	above	
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable	Retail ISDN BRI
	Conditioned	
	UNE Loop xDSL capable - Non	Retail ISDN BRI
	Conditioned	
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport - DS0	DS0 Service
	UNE Transport - DS1	DS1 Service
	UNE Transport - DS1 and below	DS1 and below service
	UNE Transport - DS3 and above	DS3 and above service
	UNE Platform POTS	Retail POTS
	UNE Platform - Specials	Retail Specials
	Interconnection Trunks	ILEC Dedicated Trunks
	Linesharing Conditioned	Retail Linesharing - Conditioned
	Linesharing Non Conditioned	Retail Linesharing Non Conditioned
	Linesharing Non Conditioned,	Retail Linesharing Non Conditioned,
	Non-Dispatched	Non-Dispatched
	LNP	Retail POTS - Total Business & Residence,
		Non-Dispatched
	EEL (New and Conversions) -	DS0 Service
	DS0	
	EEL (New and Conversions) -	DS1 Service
	DS1	
	EEL (New and Conversions) -	DS3 and above service
	DS3 and above	
	EEL DS0 – New	DS0 new orders
	EEL DS0 - Conversion	DS0 change orders
	EEL DS1 - New	DS1 new orders
	EEL DS1 – Conversion	DS1 change orders
	EEL DS3 and above – New	DS3 and above new orders
	FURNING AN WAY SHARE RECEIVE A TELL	
	EEL DS3 and above - Conversion	

Provisioning metrics - Wholesale Sorvice	Retail Andles
UNE – Batch Hot Cut	Retail POTS New Line Orders

Maintenance metrics?	Minutesale Service	Rotal Analog
ALL where parity is standard	<u>Resale POTS – Residence</u>	Retail POTS - Residence
	Resale POTS – Business	Retail POTS - Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	Retail POTS Residence and Business Dispatched
	UNE Loop Designed - DS0	DS0
	<u>UNE Loop Designed – DS1 and</u> above	DS1 and above
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport - DS1 and below	DS1 and below service
	F YE A MAL Allow	D83 and above service
	UNE Platform POTS	Retail-POTS-
	UNE Platform Specials	Retail Specials
	LNP	Retail POTS – Total Business and Residence Non Dispatched
	Linesharing Conditioned	Retail Linesharing Conditioned
	Linesharing Non Conditioned	Retail Linesharing Non-Conditioned
	EEL - DS0	DS0 Service
		DS1 Service
	EEL - DS3 and above	DS3 and above service

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Retail Analog

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

Provisioning metrics		Retail Abalog
ALL where parity is standard	Resale POTS - Residence	Retail POTS - Residence
	Resale POTS - Business	Retail POTS - Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	B1 Dispatched Non-designed
	UNE Loop Designed DS0	D80 Service
	UNE Loop Designed - DS!	DSUSENKY
	UNE Loop Designed - DS1 and above	DS1 and above
	UNE Loop Designed – DS3 and above	DS3 and above service
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable - Conditioned	<u>Retail ISDN BRI</u>
		<u>Retail ISDN BRI</u>
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport DS0	DS9 Service
	UNE Transport (DS1	DS1 Service
	UNE Transport - DST and below	
	UNE Transport - DS3 and above	
	UNE Platform POTS	Retail-POTS-
	UNE Platform Specials	Retail-Specials
	Interconnection Trunks	ILEC Dedicated Trunks
	Linesharing Conditioned	Retail Linesharing Conditioned
	Linesharing Non-Conditioned	Retail Linesharing Non-Conditioned
	Linesharing Non-Conditioned, Non-Dispatched	Retail Linesharing Non Conditioned. Non-Dispatched
		Retail POTS – Total Business & Residence, Non-Dispatched
	EEL (New and Conversions)	DS0 Service
	DS0	
	EEL (New and Conversions)	DS1 Service
	EEL (New and Conversions) -	
	EEL (New and Conversions) – DS1 EEL (New and Conversions) –	
	EEL (New and Conversions) – DS1 EEL (New and Conversions) – DS3 and above	DS3 and above service
	EEL (New and Conversions) – DS1 EFf. (New and Conversions) – DS3 and above EEL DS0 – New	DS3 and above service DS0 new orders
	EEL (New and Conversions) – DS1 EET (New and Conversions) – DS3 and above EEL DS0 – New EEL DS0 – Conversion FEL DS0 – Conversion	DS3 and above service DS0 new orders DS0 change orders
	EEL (New and Conversions) – DS1 EEL (New and Conversions) – DS3 and above EEL DS0 – New EEL DS0 – New EEL DS0 – New EEL DS0 – New EEL DS1 – New EEL DS1 – New EEL DS1 – Conversion	DS3 and above service DS0 new orders DS0 change orders DS1 new orders
	EEL (New and Conversions) – DS1 EEL (New and Conversions) – DS3 and above EEL DS0 – New EEL DS0 – New EEL DS1 – Conversion (EEL DS1 – Conversion EEL DS1 – Conversion EEL DS3 and above – New	DS3 and above service DS0 new orders DS0 change orders DS1 new orders DS1 change orders

Brovisioning michnics	Wholesale Service	Rept Analog
	UNE – Batch Hot Cut	Retail POTS New Line Orders
Maintenance medics	Wholesale Service	Retail Analog
<u>ALL where parity is</u> standard	<u>Resale POTS – Residence</u>	<u>Retail POTS – Residence</u>
	Resale POTS - Business	Retail POTS - Business
	Resale Specials	Retail Specials
	UNT Loop Non-designed	Retail POTS Residence and Business Dispatched
	UNE Loop Designed - DS0	DS0
	UNE Loop Designed – OS1 and above	DS1 and above
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop IDSL capable	<u>Retail ISDN BRI</u>
		D81 and below service
		DS3 and above service
	UNE Platform POTS	Retail POTS
	UNE Platform - Specials	Retail Specials
	LNP	Retail POTS Total Business and
		Residence Non Dispatched
	Linesharing—Conditioned	Retail Linesharing Conditioned
	Linesharing Non-Conditioned	Retail Linesharing Non Conditioned
	DEL - DS0	DS0 Service
	EEL - DSL	DS1 Service
	EEL - DS3 and above	DS3 and above service

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Pre-Ordering Performance

me from eturns th • •	n: sure captures the response interval for each pre-ordering query. It is determined by computing the elapse to the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC the requested data to the CLEC. Address Verification/Dispatch Required Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual) Service Availability
me from eturns th • •	n the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC he requested data to the CLEC. Address Verification/Dispatch Required Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual)
eturns th • • •	e requested data to the CLEC. Address Verification/Dispatch Required Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual)
eturns th • • •	e requested data to the CLEC. Address Verification/Dispatch Required Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual)
• • •	Address Verification/Dispatch Required Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual)
• •	Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual)
• •	Request for Telephone Number Request for Customer Service Inquiry (Mechanized and Manual)
•	Request for Customer Service Inquiry (Mechanized and Manual)
٠	
	Service Availability
	Service Appointment Scheduling (due date)
	Rejected/Failed inquires
	Timeouts (included in query interval and also reported separately on a diagnostic basis)
٠	Loop qualification
	 Loop Qual (Mechanized)
	ness Rules:
•	Pre-order query transaction time intervals are measured as total transaction time.
٠	Fully electronic pre-order query response times will be measured for the WISE and CORBA systems.
	Excludes non-business days.
	Elapsed time for fully electronic sub-measures tracked during published system hours.
	Mechanized Loop Qualification is measured in seconds.
	Verizon does not report in equivalent of the source of the
	Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquirie
	Fine-outs – A time-out is a query for which the requested information or an error message is not provide
	within 60 seconds.
۲	Verízon Retail dava is based on COFEE data.
Note	S.
	The numerator and denominator of the sub-measures in this measure capture all queries completed in the
	reporting period.
	Verizon will supply all available loop qualification data, however Verizon will not support manual
	engineering query for loop qualification.
	The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for
	variations in functionality and additional security requirements of the interface.
	Fimeouts will be included in the query interval and also will be reported diagnostically until next
	Performance Measurement Review. Based on reported time out data, a determination will be made
	egarding whether to exclude time outs.
•	Products are reported by query type and by interface type, including fax.
	The published system hours can be found on the following URL:
1	http://www22.verizon.com/wholesale/clecsupport/content/1.wise-wise_apps-wise_availability.00.html
clusio	
•	CSI requests (both manual and mechanized) for greater than 30 working telephone numbers.
	Rejected manual requests
	Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single
	ransmission. "Batch transmission" means a group of orders that are "batched" together and sent in a sign
	ransmission in the ease of second transmission of all orders in a group to the gateway.
	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or
	naintenance of actual customers.
	Sectronic pre-order query response times that originate outside the published system hours.

	CAJ	JPSA	
Performance S	itandard:		
Mechanized St			
PO-1-	02 through PO-1-05: Legacy Retail Time	e + not m	ore than 5 seconds
PO-1-	08: 95% w/in 20 seconds		
PO-1-	09 and PO-1-10: No standard. Reported	diagnosti	ically.
Manual CSIs			
PO-1-	07: 95% w/in 8 business hours		
	oop Qualification 06: 95% w/in 60 seconds		
Formula:			
Mechanized:			
Sum ((Query Re Reporting Perio		sion Date	and Time)) / (Number of Queries Returned in
	t ion Transaction Time: eturned Within Specified Interval / (Numb	per of Qu	eries Returned in Reporting Period) x 100
Timeouts: (Number of tra	nsactions that timeout/ Total number of tra	insaction	s) x100
Manual CSIs:			
Total Manual C	SIs Returned Within Specified Interval / (Number	of CSIs Returned) x 100
	. Rep		
Report Dimens	ions:		in the state of the second
Company:	A	Geogra	
	Aggregate	•	Statewide
CLEC			
	if analog applies)		
A CALE A COMPANY AND A COMPANY	Affiliate		
Products	Electronically Received/Electronically Received/Receive	ronically	Handled
Sub-Metrics -			
PO-1-02	Average Response Time – Due Date A	vailabili	
Calculation	Numerator		Denominator
	Sum of all response times for Due Date Availability.	e (DD)	Number of DD Availability transactions.
PO-1-03	Average Response Time – Address Va	lidation	
Calculation	Numerator		
			Denominator
	Sum of all response times for Address Validation.		
PO-1-04		ailability	Denominator Number of Address Validation transactions.
	Validation.	ailability	Denominator Number of Address Validation transactions. Denominator
	Validation. Average Response Time – Service Ava Numerator Sum of all response times for Service	ailability	Denominator Number of Address Validation transactions.
Calculation	Validation. Average Response Time – Service Ava Numerator Sum of all response times for Service Availability.		Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions.
Calculation PO-1-05	Validation. Average Response Time – Service Ava Numerator Sum of all response times for Service Availability. Average Response Time – Telephone		Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions. Selection
Calculation PO-1-05	Validation. Average Response Time – Service Ava Numerator Sum of all response times for Service Availability. Average Response Time – Telephone I Numerator	Number	Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions. Selection Denominator
Calculation PO-1-05	Validation. Average Response Time – Service Availability. Sum of all response times for Service Availability. Average Response Time – Telephone I Numerator Sum of all response times for Telephone I	Number	Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions. Selection Denominator Number of Telephone Number Selection
Calculation PO-1-05 Calculation	Validation. Average Response Time – Service Availability. Sum of all response times for Service Availability. Average Response Time – Telephone I Numerator Sum of all response times for Telephone I Numerator Sum of all response times for Telephone I	Number	Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions. Selection Denominator Number of Telephone Number Selection transactions.
Calculation PO-1-05 Calculation PO-1-06	Validation. Average Response Time – Service Ava Numerator Sum of all response times for Service Availability. Average Response Time – Telephone I Numerator Sum of all response times for Telephone I Numerator Sum of all response times for Telephone I Average Response Time – Mechanized	Number	Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions. Selection Denominator Number of Telephone Number Selection transactions.
PO-1-04 Calculation PO-1-05 Calculation PO-1-06 Products	Validation. Average Response Time – Service Availability. Sum of all response times for Service Availability. Average Response Time – Telephone I Numerator Sum of all response times for Telephone I Numerator Sum of all response times for Telephone I	Number	Denominator Number of Address Validation transactions. Denominator Number of Service availability transactions. Selection Denominator Number of Telephone Number Selection transactions.

Calculation	Numerator	Denominator
	Total queries for mechanized loop	Number of Mechanized Loop Qualification
	qualification returned within specified	queries returned.
	interval.	
PO-1-07	Average Response Time – CSI Request - Man	ual
Products	Manual CSIs	
Calculation	Numerator	Denominator
	Total manual CSIs returned within specified	Number of manual CSI queries returned.
	interval.	
PO-1-08	Average Response Time – CSI Request - Elect	tronic
Products	EDI/CORBA	
	WISE	
Calculation	Numerator	Denominator
	Sum of all response times for a CSI request	Number of CSI transactions submitted via
	submitted via WISE.	WISE.
PO-1-09	Average Response Time – Rejected/Failed Inc	juiries
Products	Electronically Received/Electronically Handled	
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR	Number of rejected/failed queries.
	transactions.	
PO-1-10	Percent Timeouts	
Products	Timeouts	
Calculation	Numerator	Denominator
	Number of transactions that timeout.	Total number of transactions.

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Ordering Performance

Function:				
OR-1 FOC/LSC Notice Timeliness (Order Confirmation Timeliness) (formerly PM 2)				
Definition:				
Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Manual Percentage				
te formance Standards.				
Business Rules:				
For manually handled request:				
• Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.				
 The start time for requests received after the end of the day Friday, or end of day preceding a holiday, 				
business day will be the beginning of the next business day.				
 Elapsed time for fully electronic sub-measures is tracked during system hours. 				
 For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or 				
orders being treated as a project. However, should the CLEC designate their order activity as a project or				
request other project-type special handling, the results are excluded from this measure.				
• For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs				
can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a				
project. However, should the CLEC designate their order activity as a project or request other project-type				
special handling, the project standards noted above will apply.Elapsed time calculated in hours or days.				
 Elapsed time calculated in hours of days. For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation 				
• For FORS that the CLEC designates as related (RFORS) only, RFORS which are not provided community until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the				
date/time of the last RPON received. The FOC/LSC returned date/time would be the actual returned				
date/time of each RPON.				
Notes:				
• Excluded data will be made available upon request through the raw data/excluded data process.				
Reported by service group type and flow through and non-flow through (Stand Alone-Directory Listings				
nauluded)				
Exclusions: Non – business days.				
 Non – business days. Delays caused for customer reasons. 				
• Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.				
 Non stand-alone records for Directory Assistance/Directory Listing. 				
 Test CLECs. 				
 LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special 				
 Est orders identified by CEEC as a project or where the CEEC has requested onter project-type special handling. 				
 Affiliate data will be excluded from all CLEC aggregate performance (in all measures). 				
 Annuale data will be excluded from an CEEC aggregate performance (in an measures). Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or 				
 Any lest transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 				
Performance Standard:				

95% on time (ex	ccept as noted):		
Fully Electronic	/Flow Through:		
	0		
• Standard – <=2 system hours Resale POTS/UNE (non-designed) < 10 lines			
	d = 4 clock hours		
	NE (non-designed) ≥ 10 lines		
	d -<= 48 clock hours		
	UNE designed Services < 10 lines		
•	d = <= 24 clock hours		
	UNE designed Services >= 10 lines		
	d = 48 clock hours		
UNE Transport			
DS1 and bel			
	$1 - \leq 24$ clock hours		
DS3 and abo			
	$1-90\% \le 72$ clock hours		
Interconnection			
Standard	d -<= 5 business days		
Projects:	-		
	ansport/EELs - Standard -90% w/in 72	hours	
	projects - 95% w/in 10 business days		
• Star	enied – Average Interval adard – Average 13 days rle Fiber: No standard. Reported diagno	ostically.	
Held and D • Star Subloop and Da Report Dimensic Company:	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons:	Geography:	
Held and D • Star Subloop and Da Report Dimension Company: • CLI	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons:		
Held and D • Star Subloop and Da Report Dimension Company: • CLI • CLI	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific	Geography:	
Held and D • Star Subloop and Da Report Dimension Company: • CLI • CLI • LLE	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies)	Geography:	
Held and D • Star Subloop and Da Report Dimension Company: • CLJ • CLJ • ILE • ILE	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific	Geography:	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • ILE • ILE Sub-Metrics –	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate	Geography: • Statewide	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throw	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • ILE • ILE Sub-Metrics –	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu * Stand Alone Directory Liston	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu • Stand Alone Directory Listin • Resale POTS- Residence	Geography: • Statewide gh	
Held and D Star Subloop and Da Report Dimensia Company: CLI CLI CLI LLE ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throw Stand Alone Directory Listo Resale POTS- Residence Resale POTS-Business	Geography: • Statewide gh	
Held and D Star Subloop and Da Report Dimensia Company: CLI CLI CLI LLE ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu Stand Alone Directory Listro Resale POTS- Residence Resale POTS-Business Resale Specials	Geography: • Statewide gh	
Held and D Star Subloop and Da Report Dimensia Company: CLI CLI CLI LLE ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu * Stand Alone Directory Listro • Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE Platform POTS	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu * Stand Alone Directory Listin * Resale POTS- Residence * Resale POTS-Business * Resale Specials * UNE Platform POTS * UNE Platform Specials	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu Stand Alone Directory Listro Resale POTS- Residence Resale POTS-Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform Specials UNE Loop Non-designed	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno- ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu * Stand Alone Directory Liston * Resale POTS- Residence * Resale POTS-Residence * Resale POTS-Business * Resale Specials * UNE Platform POTS * UNE Platform Specials * UNE Loop Non-designed * UNE Loop Designed	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu Stand Alone Directory Listra Resale POTS- Residence Resale POTS-Residence Resale POTS-Residence Resale Specials UNE Platform POTS UNE Platform Specials UNE Platform Specials UNE Loop Non-designed UNE Loop Designed UNE Loop xDSL Capable	Geography: • Statewide gh	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu Stand Alone Directory Listro Resale POTS- Residence Resale POTS- Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform Specials UNE Platform Specials UNE Loop Non-designed UNE Loop XDSL Capable UNE Loop IDSL Capable	Geography: • Statewide	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu Stand Alone Directory Listro Resale POTS- Residence Resale POTS-Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform POTS UNE Platform Specials UNE Loop Non-designed UNE Loop Designed UNE Loop IDSL Capable UNE Line Sharing Condition PLANCE Content of the start of	Geography: • Statewide	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throw Stand Alone Directory Listro Resale POTS- Residence Resale POTS-Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform Specials UNE Loop Non-designed UNE Loop Designed UNE Loop IDSL Capable UNE Line Sharing Conditi- UNE Line Sharing Non-Co	Geography: • Statewide	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval ndard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throw Stand Alone Directory Listro Resale POTS- Residence Resale POTS-Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform Specials UNE Loop Non-designed UNE Loop Designed UNE Loop IDSL Capable UNE Loop IDSL Capable UNE Line Sharing Conditiv UNE Line Sharing Non-Co LNP	Geography: • Statewide	
Held and D • Star Subloop and Da Report Dimensia Company: • CLI • CLI • CLI • ILE • ILE Sub-Metrics – OR-1-02	enied – Average Interval hdard – Average 13 days rk Fiber: No standard. Reported diagno ons: EC Aggregate EC Specific C (if analog applies) C Affiliate LSC Notice Timeliness - Flow Throu Stand Alone Directory Listin Resale POTS- Residence Resale POTS-Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform Specials UNE Loop Non-designed UNE Loop XDSL Capable UNE Loop IDSL Capable UNE Line Sharing Condition UNE Line Sharing Non-Co UNE Line Sharing Non-Co	Geography: • Statewide	

CA JPSA Number of LSCs where the sent date/time Number of LSCs where a LSC was sent for minus the received date/time those specified products is less than or equal to the standard for specified products % On Time LSC < 10 Lines (Non-Designed – No Flow Through) **OR-1-04** Products Stand Alone Directory Listings Resale POTS-Residence **Resale POTS-Business** UNE-Platform-POTS UNE Loop Non-designed UNE Loop xDSL Capable UNE Loop IDSL Capable UNE Line Sharing Conditioned ø UNE Line Sharing Non-Conditioned LNP UNE Subloop (Diagnostic) Calculation Numerator Denominator Number of LSCs where the sent date/time Number of LSCs where a LSC was sent for minus the received date/time those specified products is less than or equal to the standard for specified products **OR-1-05** % On Time LSC < 10 Lines (Designed Services – No Flow Through) Products **Resale Specials** • **UNE** Platform - Specials 4 UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) Calculation Numerator Denominator Number of LSCs where the sent date/time Number of LSCs where a LSC was sent for those specified products minus the received date/time is less than or equal to the standard for specified products OR-1-06 % On Time LSC >= 10 Lines (Non-Designed – No Flow Through) Products Stand Alone Directory Listings **Resale POTS- Residence** • Resale POTS-Business • UNE-Platform-POTS * UNE Loop Non-designed • • UNE Loop xDSL Capable • UNE Loop IDSL Capable ** UNE-Line-Sharing-Conditioned UNE-Line-Sharing Non-Conditioned LNP UNE Subloop (Diagnostic) U.S. P. Dage Calculation Numerator Denominator Number of LSCs where the sent date/time Number of LSCs where a LSC was sent for minus the received date/time those specified products is less than or equal to the standard for specified products

	CA JPSA	
OR-1-07	% On Time LSC->= 10 Lines (Designed Serv	ices – No Flow Through)
Products	 Resale Specials UNE Platform – Specials UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) 	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products
OR-1-12	FOC Notice Timeliness	
Products	 UNE EELs DS1 and below DS3 and above Dark Fiber (Diagnostic) UNE Transport DS1 and below DS3 and above Interconnection Trunks Projects Interconnection Trunks UNE Transport/EEL 	
Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of FOCs where a FOC was sent for those specified products
OR-1-13	Held and Denied Interconnection Trunk Req	uest
Products	Interconnection Trunks	
Calculation	Numerator	Denominator
	Sum of date request is released minus date request is originally received	Number of requests held and released

Function:
OR-2 Reject Timeliness (formerly PM 3)
Definition:
 The percentage of orders rejected within the agreed-upon timeframes as specified in the Measurable-Performance Standards Business Rules: Elapsed time for fully electronic sub-measures tracked during system hours For manually handled requests: Calculation of requests received after the end of the business day starts at the beginning of the next
business day. Business day is defined as published hours of operation for the ILEC.
• Business day hours and holidays are published on the Verizon web site.
• The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.
 For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure.
 For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply. For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the
date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of each RPON.Elapsed time calculated in hours.
Notes:
Excluded data will be made available upon request through the raw data/excluded data process.Reported by flow through and non-flow through.
Exclusions:
• Non – business days.
• Delays caused for customer reasons.
• Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
• Non stand-alone records for Directory Assistance/Directory Listing.
• Test CLECs.
 Affiliate data will be excluded from all CLEC aggregate performance (in all measures). Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or
• Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
 LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.
Performance Standard:

<u> </u>	CA JPSA		
95% on time (ex	95% on time (except as noted):		
Fully Electronic	Fully Electronic/Flow Through:		
	 Standard – <=2 system hours 		
	NE (non-designed) < 10 lines – No Flow Throug	h	
	$d - \leq 24$ clock hours		
	NE (non-designed) >= 10 lines – No Flow Throu	lgh	
	d -<= 48 clock hours		
Resale Specials	/ UNE designed Services < 10 lines – No Flow T	hrough	
	d – <=24 clock hours	5	
	/ UNE designed Services >= 10 lines – No Flow '	Through	
	d -<= 48 clock hours		
UNE Transport	/ EELs		
DS1 and belo			
 Standard 	d - <= 24 clock hours		
DS3 and abo			
	d – 90% <= 72 clock hours		
Interconnection	Trunks		
 Standard 	d -<= 5 business days		
Projects:	- -		
	ansport/EELs - 90% <= 72 hours		
 All IC tr 	runk projects - 95% w/in 10 business days		
Subloop and Da	rk Fiber: No standard. Reported diagnostically.		
•			
Report Dimensi	ons:		
Company:	Geogra	iphy:	
CLEC A	Aggregate •	Statewide	
 CLEC S 	Specific		
 ILEC (if 	f analog applies)		
ILEC A:	ffiliate	······································	
Sub-Metrics –			
OR-2-02	Reject Timeliness – Flow Through		
Products	Stand Alone Directory Listings		
	Resale POTS- Residence		
	Resale POTS-Business		
	Resale Specials		
	UNE-Platform—POTS		
	UNE Platform - Specials		
	UNE Loop Non-designed		
	UNE Loop Designed		
	 UNE Loop xDSL Capable 		
	UNE Loop XDSL Capable UNE Loop IDSL Capable		
	UNE Line Sharing Conditioned UNE Line Sharing Non-Conditioned		
영양 영양 소생	UNE Line Sharing Non-Conditioned UNE		
[148] - 전 188] [148] - 전 188] - 전 188	LNP LINE Subleen (Diagnostic)		
UNE Subloop (Diagnostic)			
Calculation	• UNDPort Calculation Numerator Denominator		
a groupotion	NUMORATOR		
Calculation		Denominator	
Calculation	Number of rejects sent where sent date/time	Number of orders rejected for those specified	
Calculation			

	CA JPSA	
OR-2-04	% On Time LSR Reject - < 10 Lines (Non-Des	igned – No Flow Through)
Products	Stand Alone Directory Listings	······································
	Resale POTS- Residence	
	Resale POTS-Business	
	UNE Platform—POTS	
	UNE Loop Non-designed	
	 UNE Loop xDSL Capable 	
	UNE Loop IDSL Capable	
	UNE Lice Sharing Conditioned	
	UNE Line Sharing — Non-Conditioned	
	LNP	
	• UNE Subloop (Diagnostic)	
<u> </u>	······································	N
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time	Number of orders rejected for those specified
	is less than or equal to the standard for	products
	specified products	
OR-2-05	% On Time LSR Reject - < 10 Lines (Designed	I – NO FIOW I NFOUGN)
Products	Resale Specials	
	 UNE-Platform—Specials 	
	UNE Loop Designed	
	UNE Loop IDSL Capable	
	UNE Subloop (Diagnostic)	·
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time	Number of orders rejected for those specified
	is less than or equal to the standard for	products
	specified products	
OR-2-06	% On Time LSR Reject - >= 10 Lines (Non-De	signed – No Flow Through)
Products	Stand Alone Directory Listings	
	Resale POTS- Residence	
	Resale POTS-Business	
	UNE-Platform—POTS	
	 UNE Loop Non-designed 	
	 UNE Loop xDSL Capable 	
	 UNE Loop IDSL Capable 	
	 UNE-Line-Sharing—Conditioned 	
	 UNE Line Sharing Non-Conditioned 	
	• LNP	
	 UNE Subloop (Diagnostic) 	
	* LivinPort	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time	Number of orders rejected for those specified
	is less than or equal to the standard for	products
	specified products	
OR-2-07	% On Time LSR Reject - >= 10 Lines (Designed	ed – No Flow Through)
Products	Resale Specials	
	 UNE-Platform—Specials 	
물이 가운 것이 있	UNE Loop Designed	
	UNE Loop IDSL Capable	
	• UNE Subloop (Diagnostic)	
Calculation	Numerator	Denominator
		• · · · · · · · · · · · · · · · · · · ·

CA JPSA		
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products
OR-2-12	Reject Timeliness	
Products	 UNE EELs DS1 and below DS3 and above Dark Fiber (Diagnostic) UNE Transport DS1 and below DS3 and above Interconnection Trunks Projects Interconnection Trunks UNE Transport/EEL 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products

Function:			
OR-4 Con	npletion Notice Interval (former	ly PM 🛾	18)
Definition:			
Measures the per-	cent of completion notices returned within	n the tim	e specified in the measurable standard.
Business Rules:			
• 24-hour	clock is used to measure interval for all o	other inter	rfaces.
 System I 	hours will be used for fully electronic sub	-measure	25
	ort on the industry standard Completion N		
		erfaces the	hat flow through and do not include batch
processi	•		
	ic Batch represents all electronic interfac	es that in	clude some form of batch processing.
	r interfaces represent manual processes.		
• Electron	ic Batch will use the same calculation me	ethod as l	ully Electronic
Notes:			
	tion Notices on disconnect orders are only	v for CLF	EC disconnect orders (not on ILEC retail
	ect orders, except for LNP disconnect ord		
	d by all interfaces		
Exclusions:			
Weeken	ds and ILEC published holidays for manu	ally han	dled completion notices.
	transactions not submitted in connection		
	ance of actual customers.		
Performance Sta			
Fully Electronic	• •		
	1 – 95% within 1 hour		
Electronic Batch	-		
	1 – 95% within 12 hours		
All other interfa	tes 1 – 90% within 24 hours		
Report Dimensio			
Company:	ліз .	Geogra	nhv
1 2	ggregate	e e e e e e e e e e e e e e e e e e e	Statewide
CLEC S		-	Suleviae
 ILEC Af 			
Sub-Metrics –			
n non addamen († 1111)	Completion Notice Interval		n na na shina an a
Products	Fully Electronic (EDI)		
	Electronic Batch		
	• Other		
Calculation	Numerator		Denominator
	Number of completion notices returned	within	Number of orders completed where the
	"X" interval		completion notice is returned using
			electronic/all other processes.

Function:	
OR-5 Percentage of Flow-Through Orde	ers (formerly PM 4)
Definition:	
Measures the percentage of valid electronically received	orders processed on a flow through basis.
D. J. and Deltan	
Business Rules: • All features on the order must flow through for	the order to be flow-through eligible
 All features on the order must now infough for <u>Includes only confirmed LSRs.</u> 	the order to be now-through engine.
 <u>menuacs and statutina reason</u> Excludes all recepted orders. 	
The CLARK CARACTER CONTRACTOR AND A CONSTRUCTION	
Notes:	
 Excluded data will be made available upon required 	uest through the raw data/excluded data process. Excluded
	because the LSR is not formatted consistent flow through
standards.	An a state of the
System upgrode currently targeted for May 200	<u>5-18-Menuty Classe on Sectors</u>
Exclusions:	
	cted orders, due to CLEC caused errors (See notes).
- ·	on with the pre-ordering, ordering, provisioning or
 Any test transactions not submitted in connection maintenance of actual customers. 	on whith the pre-ordering, ordering, provisioning of
 Any service request not generated on an LSR. 	
• Any service request not generated on an Dort.	
Performance Standard:	
Programmed to Flow Through:	
 Diagnostic through June 2003 report month 	
 July through December 2003 – 90% flow throu 	gh
 January 2004 and beyond – 95% flow through 	
Total Flow Through: No standard. Reported diagnosti	cally
Report Dimensions:	carry.
Company:	Geography:
CLEC Aggregate	Statewide
CLEC Specific	
• ILEC Affiliate	
Sub-Metrics –	

CA JPSA		
OR-5-01	% Flow Through Orders – Received Electronic	cally
Products	* Sound Alone Directory Listings	
	 Pesale POTS Residence 	
	 Beside POTS BREARS 	
	 Result Specials 	
	• <u>1011 Planara P</u> OTS	
	• Libili Platform Speelals	
	 EVELoop See designed 	
	 LD-F-Loop Designed 	
	 LSALLexponDSE Capable 	
	 LINE Loop (D)SL Capable 	
	 Little Sharing 	
	* + >+ Line Sharing Conditioned	
	 ENE Line Sharay ->on-Conditioned 	
	Brown LAP	
	- LNE Saldoop (Diagnostic)	
	• LiNXi-Port Resale	
	UNE POTS Platform	
	* UNEPOIS Loop	
Calculation	UNE POTS Other Numerator	Denominator
Calculation	Number of valid electronically received orders	Total number of valid electronically received
	that flow-through without manual	orders.
	intervention.	
	% Flow Through Orders – Currently Program	nmed
Products	 Stand Alone Directory Listings 	
	 Rosale POTS - Residence 	
	 Resale POTS-Business 	
	 Resule Specials 	
	 INF-Platform POTS 	
	 I.N.I. Platform Specials 	
	A bit hory bestgrad	
	 UNE-Loop Non-designed 	
이야 한 같은 것	• UNG Loop XDSL Capable	
	• LNC Ling TDSL capable	
	 UNE Line Sharing Conditioned 	
	 UNE Line Sharing — Conditioned 	
	sound the fill still still still sources	
	•UNE-Subleep (Diagnostic)	
	* UNE PostResale	
ngen ner i Bleet i strig		
	UNE POTS Platform	
	UNE POTS Platform LINE POTS Loop	
Calculation	UNE POTS Platform LNE POTS Loop	Denominator
Calculation	UNE POTS Platform LNE POTS Loop UNE POTS Other	Total number of electronically received orders
Calculation	UNE POTS Platform INE POTS Loop UNE POTS Other Numerator Number of valid mechanized orders that qualify for flow-through and actually flow	
Calculation	UNE POTS Platform LNE POTS Loop UNE POTS Other Numerator Number of valid mechanized orders that	Total number of electronically received orders

--

Function:			
	cent Mechanized Line Loss Not	ification	1s (formerly PM 18A)
Definition:			
Percent Mechani	zed line loss notifications returned within	n "X" bus	iness days of the completion of work.
Business Rules:			
to the C is comp busines • Where C perform	LEC from the work completion date. The leted in the service order system is the was days. CLEC access ILEC's systems using a Sentine and a sentine shall not include Service Bureau Pr	ne date tha fork comp rvice Bure	otification was made available via EDI interface at the last service order associated with the LSR letion date. The calculation is based on full eau Provider, the measurement of ILEC's ocessing, availability or response time.
 Implem 	s days include Saturday. ent measure in the first full report month ark will be effective the seventh full repo		ays following the Commission order. The following the Commission order.
Reporte Exclusions: CLEC c Any tes	d data will be made available upon requided on a combined basis for all products for all products for all products for all products for all states and delays. Aused misses and delays. It transactions not submitted in connection ance of actual customers.	or which	line loss notifications are sent.
Performance St			
95% within four			
Report Dimensi	ons:		
Company:	Aggregate pecific	Geogra	aphy: Statewide
Company: CLEC A CLEC S	Aggregate pecific	Geogra	• •
Company: CLEC A CLEC S LLEC A	Aggregate pecific	•	• •
Company: • CLEC A • CLEC S • ILEC A Sub-Metrics –	Aggregate pecific ffiliate	•	• •
Company: • CLEC A • CLEC S • ILEC A Sub-Metrics – OR-11-01	Aggregate pecific ffiliate % Mechanized Line Loss Notification) 15	• •

CA JPSA

Provisioning Performance

Function:		비행 방향한 전신 사람들 방법 전 가격을 가지 않고 있는 것 같아. 가격을 가격할 것 같아.
	rage Completed Interval (formerly Pl	<u>4</u> 7)
Definition:		
Average business for new, move, an		quest to completion date in service order system
Business Rules:		
	will not exclude molecus	
	for UNE Subloops will be tracked diagnostically	
	for Dark Fiber will be tracked diagnostically.	
	for UNIF-subleop and Dark Fiber will be tracked	
UNE Lo	op IDSL Capable will include IDSL and ISDN	capable loops.
Notes:		
 The anal division will be li applicab 	(following reintegration) offers a UNE Loop x ine sharing as provided by the Verizon affiliate le.	SDN BRI until the Verizon affiliate or separate DSL capable product. The analog for Line Sharing or separate division (following reintegration), as
 Exclude 	d data will be made available upon request through	gh the raw data/excluded data process.
	connection tranks, current measurable standard	in verzon at party-to-be reveal and
	rks remainsed at next performance review. I by service group type and field work/no field	vork where applicable
Exclusions:	T by service group type and neid work no neid	Tork where application.
	r requested due dates beyond interval offered.	
Custome	er requested due dates beyond interval offered. lelayed for customer reasons.	
Custome Orders d	er requested due dates beyond interval offered. lelayed for customer reasons. E Loop services, feature-only orders are exclude	d from retail analog.
 Custome Orders d For UNI Record e 	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders.	
Custome Orders d For UNI Record d Services	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. 5 for which due date is negotiated, i. e. DS3, OC	level
 Custome Orders d For UNI Record d Services Any test 	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t	level
 Custome Orders d For UNI Record d Services Any test mainten 	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers.	level
 Custome Orders d For UNI Record d Services Any test maintem Projects 	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers.	level
Custome Orders d For UNI Record d Services Any test mainten Projects Performance Sta	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers.	level
 Custome Orders d For UNI Record d Services Any test maintem Projects 	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers.	level
Custome Orders d For UNI Record d Services Any test maintem Projects Parity with Retail	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers.	level
Custome Orders d For UNI Record d Services Any test maintem Projects Performance St: Parity with Retai Subloop and-Dar Report Dimensi	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: k Fiber: No Standard. Reported diagnostically. ons:	level ne pre-ordering, ordering, provisioning or
Custome Orders d For UNI Record d Services Any test maintem Projects Performance St: Parity with Retai Subloop and-Dar Report Dimensit Company:	lelayed for customer reasons. E Loop services, feature-only orders are exclude only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: k-Fiber: No Standard. Reported diagnostically. ons:	level ne pre-ordering, ordering, provisioning or raphy:
Custome Orders d For UNI Record d Services Any test mainten <u>Projects Performance St: Parity with Retail Subloop and-Dar Report Dimensit Company: CLEC A </u>	Aelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. only and ILEC official orders. for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with tance of actual customers. andard: k. Fiber: No Standard. Reported diagnostically. ons: Aggregate	level ne pre-ordering, ordering, provisioning or
Custome Orders d For UNI Record d Services Any test mainten Protects Parity with Retai Subloop and-Dar Report Dimensi CLEC A CLEC S	telayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. of or which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with tance of actual customers. andard: k Fiber: No Standard. Reported diagnostically. ons: Aggregate Geog	level ne pre-ordering, ordering, provisioning or raphy:
Custome Orders d For UNI Record d Services Any test mainten Projects Performance Sta Parity with Retai Subloop and Dar Report Dimensi CLEC A CLEC S ILEC (ii)	telayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: k Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies)	level ne pre-ordering, ordering, provisioning or raphy:
Custome Orders d For UNI Record d Services Any test mainten Projects Performance St: Parity with Retai Subloop and-Dar Report Dimensi CLEC A CLEC S ILEC (i: ILEC A	telayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: k Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies)	level ne pre-ordering, ordering, provisioning or raphy:
 Custome Orders d For UNI Record d Services Any test mainten Projects Performance St: Parity with Retail Subloop and Dar Report Dimension Company: CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics –	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: k-Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies) ffiliate	level ne pre-ordering, ordering, provisioning or raphy:
Custome Orders d For UNI Record d Services Any test maintem Projects Performance St: Parity with Retai Subloop and-Dar Report Dimensi CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics - PR-2-06	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: I k-Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies) ffiliate	level ne pre-ordering, ordering, provisioning or raphy: Statewide
 Custome Orders d For UNI Record d Services Any test mainten Projects Performance St: Parity with Retail Subloop and Dar Report Dimension Company: CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics –	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: I k-Fiber: No Standard. Reported diagnostically. ons: Aggregate specific f analog applies) ffiliate • UNE Loop Designed – DS0 - Dispate	level ne pre-ordering, ordering, provisioning or raphy: Statewide
Custome Orders d For UNI Record d Services Any test maintem Projects Performance St: Parity with Retai Subloop and-Dar Report Dimensi CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics - PR-2-06	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: I k-Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies) ffiliate VNE Loop Designed – DS0 - Dispate UNE Loop Designed – DS0 - No Dispate UNE Loop Designed – DS0 - No Dispate	level ne pre-ordering, ordering, provisioning or raphy: Statewide ch spatch Denominator
Custome Orders d For UNI Record d Services Any test maintem Protects Performance Str Parity with Retai Subloop and-Dar Report Dimensit Company: CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics - PR-2-06 Products	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: I k-Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies) ffiliate • UNE Loop Designed – DS0 - Dispat • UNE Loop Designed – DS0 - No Di Numerator Sum of Business days from receipt of valid,	level ne pre-ordering, ordering, provisioning or raphy: Statewide ch spatch Denominator Total New, Move and Change orders
Custome Orders d For UNI Record d Services Any test maintem Protects Performance Str Parity with Retai Subloop and-Dar Report Dimensit Company: CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics - PR-2-06 Products	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: andard: I k-Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies) ffiliate UNE Loop Designed – DS0 - Dispat UNE Loop Designed – DS0 - No Di Numerator Sum of Business days from receipt of valid, error-free service request to completion date	level ne pre-ordering, ordering, provisioning or raphy: Statewide ch spatch Denominator
Custome Orders d For UNI Record d Services Any test maintem Protects Performance Str Parity with Retai Subloop and-Dar Report Dimensit Company: CLEC A CLEC S ILEC (i: ILEC A Sub-Metrics - PR-2-06 Products	Itelayed for customer reasons. E Loop services, feature-only orders are excluded only and ILEC official orders. a for which due date is negotiated, i. e. DS3, OC transactions not submitted in connection with t ance of actual customers. andard: I k-Fiber: No Standard. Reported diagnostically. ons: Aggregate Specific f analog applies) ffiliate • UNE Loop Designed – DS0 - Dispat • UNE Loop Designed – DS0 - No Di Numerator Sum of Business days from receipt of valid,	level ne pre-ordering, ordering, provisioning or raphy: Statewide ch spatch Denominator Total New, Move and Change orders

PR-2-07	PR-2-07 Average Completed Interval – DS1		
Products	• UNE Loop Designed – DS1 – Dispatch		
	• UNE Loop Designed – DS1 – No Dispatch		
Calculation	Numerator	Denominator	
	Sum of 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 Completed in the Reporting Period	
PR-2-08	Average Completed Interval – DS3		
Products	 UNE Loop Designed – DS3 and above 	– Dispatch	
	 UNE Loop Designed – DS3 and above 	– No Dispatch	
Calculation	Numerator	Denominator	
	Sum of 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 Completed in the Reporting Period	

PR-2-09	Average Completed Interval – Total
Products	Resale POTS – Business Dispatch
	 Resale POTS – Business No Dispatch
	Resale POTS – Residence Dispatch
	 Resale POTS – Residence No Dispatch
	Resale Specials – Dispatch
	 Resale Specials – No Dispatch
	 UNE Platform—POTS Dispatch
	 UNE Platform—POTS No Dispatch
	LINE Platform Specials Dispatch
	 UNE Platform—Specials No Dispatch
	UNE Loop Non-Designed Dispatch
	 UNE Loop Non-Designed No Dispatch
	 UNE Loop xDSL Capable – Dispatch
	 UNE Loop xDSL Capable – No Dispatch
	 UNE Loop IDSL Capable – Dispatch
	 UNE Loop IDSL Capable – No Dispatch
	 UNE Line Sharing Conditioned Dispatch
	 UNE Line Sharing Conditioned No Dispatch
	 UNE Line Sharing Non-Conditioned Dispatch
	 UNE Line Sharing — Non-Conditioned — No Dispatch
	• UNE EELs - Dispatch
	• DS0 – New
	• DS0 – Conversion
	• DS1 – New
	• DS1 – Conversion
	 DS3 and above – New
	 DS3 and above – Conversion
	• UNE EELs – No Dispatch
	• DS0 – New
	• DS0 – Conversion
	• DS1 – New
	• DS1 – Conversion
	 DS3 and above – New
	 DS3 and above – Conversion
	 Dark Fiber (Diagnostic) — Dispatch
	 Dark Fiber (Diagnostic) – No Dispatch
	 UNE Subloop (Diagnostic) Dispatch
	 UNE Subloop (Diagnostic) – No Dispatch
	8
	UNE Transport - Dispatch
	 DS1 and below
	• DS 3 and above
	 UNE Transport – No Dispatch
	• DS1 and below
	• DS 3 and above
말했다. 여름 이 물질 것	 Interconnection Trunks – Dispatch
	Interconnection Trunks – No Dispatch
Calculation	Numerator Denominator

Sum of 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 Completed in the Reporting Period

Function:			
PR-3 Per	cent Completed Within Standar	d Inter	rval (formerly PM 8)
Definition:			
Measures of orde	ers completed within the standard interva	l of receip	pt of valid, error-free service request.
(followin • Excluded	log for Line Sharing will be line sharing ng reintegration) as applicable. d data will be made available upon reque d by service group type excluding service	est throug	
Exclusions:	k internet 🔣 🔬 👬		
 Orders d Record c Services Any test 	ance of actual customers.		e pre-ordering, ordering, provisioning or
Performance Sta			
Parity with Retail			
Report Dimensio	ons:		
Company:		Geogra	
CLEC A		•	Statewide
CLEC S			
· · · ·	f analog applies)		
ILEC Af	filiate		
Sub-Metrics –	Circle 1.4.1. ". Charadanad Indonesial		
	% Completed w/in Standard Interval		
Products	Resale Specials	1741	63
Calculation	UNE Line Sharing Non-Cond Numerator	HUOHeerr	Denominator
	Total New, Move and Change Orders		Total New, Move and Change Orders
	Completed Within the Standard interva Receipt of Valid, Error-free Service Re		Total New, Move and Change Orders

Function:
PR-4 Missed Appointments (formerly PM 11, PM 11A and PM 14)
Definition:
PR-4-01 Percent Due Dates Missed measures the percent of new, move and change orders (and additionally, LNP disconnect orders) where installation was not completed by the due date.
PR-4-02 Held Order Interval measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
PR-4-16 Loop Acceptance Testing (LAT) Not Completed On Time measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.
 Business Rules: For PR-4-01, Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. PR-4-02 includes LNP Disconnect Orders. Results for UNE Subloops and Dark Fiber will be tracked diagnostically UNE Loop IDSL Capable will include IDSL and ISDN capable loops. For PR-4-16: Loop Acceptance Test is where an ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is not completed on or before due date The ILEC Technician will contact the CLEC. The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).
 Notes: For PR-4-01 and PR-4-02, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. For PR-4-01 and PR-4-02, excluded data will be made available upon request through the raw data/excluded data process. For PR-4-01, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned). For PR-4-02 Interconnection Tranks, current measurable standard for Verizon at parity to be reviewed and benchmarks, connected at next performance review. PR-4-01 reported by service group type and Field Work/No Field Work as appropriate. PR-4-02 reported by service group type. PR-4-16 measure to be implemented with a 5% standard no late than the January 2004 report month.
Exclusions:
• For, PR-4-01, customer caused misses are excluded from the numerator
• For PR-4-02 and PR-4-16, customer caused missed.
• For UNE loop services, feature only orders are excluded from the retail analog
• For PR-4-01, Record only and ILEC official orders
• Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or
maintenance of actual customers
For PR-4-16, orders where LAT not requested
Performance Standard:

	CAJPSA
PR-4-01 and PR-4-02: Parity with Retail PR-4-01 Interconnection Trunks: <= 5%	
PR-4-01 and PR-4-02 Subloops and Dark Fik	ber: No standard. Reported diagnostically.
PR-4-16: Standard - no more than 5%	
Report Dimensions:	
Company:	Geography:
CLEC Aggregate	Statewide
CLEC Specific	
• ILEC (if analog applies)	
ILEC Affiliate	
Sub-Metrics –	수는 것은 이번에 가슴을 걸려 들었다. 그는 것은 그런데 그 것 못했다. 것 같아요. 것

PR-4-01	% Due Dates Missed (formerly PM 11)
Products	Resale POTS – Residence Dispatch
	• Resale POTS – Residence No Dispatch
	Resale POTS – Business Dispatch
	Resale POTS – Business No Dispatch
	Resale Specials – Dispatch
	Resale Specials – No Dispatch
	UNE Platform POTS Dispatch
le deserve	UNE Platform POTS No Dispatch
	UNE Platform — Specials Dispatch
유럽 방법, 여기 영문	UNE Platform Specials No Dispatch
inia ang sa Rife sa sa	UNE Loop Non-Designed Dispatch
	UNE Loop Non-Designed No Dispatch
	UNE Loop Designed - Dispatch
	• DS0
	• DS1
	• DS3 and above
	UNE Loop Designed – No Dispatch
	• DS0
	• DS1
	• DS3 and above
	• UNE Loop xDSL capable -Dispatch
	Conditioned
	Non-conditioned
	 UNE Loop xDSL capable –No Dispatch
	Conditioned
	Non-conditioned
	UNE Loop IDSL Capable – Dispatch
	UNE Loop IDSL Capable – No Dispatch
	•
	 Line Sharing Conditioned Dispatch
	 Line Sharing Conditioned No Dispatch
1911 - 승규가 183 같은 가슴 183	 Line Sharing Non-Conditioned Dispatch
	Line Sharing Non-Conditioned No Dispatch
	• LNP – Dispatch
	• LNP – No Dispatch
	• UNE EELs - Dispatch
	• DS0 – New
	• DS0 – Conversion
	• DS1 – New
	• DS1 – Conversion
	 DS1 - Conversion DS3 and above – New
	 DS3 and above – New DS3 and above – Conversion
	 UNE EELs - No Dispatch
	• DS0 – New
	• DS0 – Conversion
	• DS1 – New
	• DS1 – Conversion
	• DS3 and above – New
	• DS3 and above – Conversion
	 Subloop (Diagnostic) - Dispatch
	 Subloop (Diagnostic) – No Dispatch

	CA JPSA	
Products	 Dark Fiber (Diagnostic) — Dispatch 	
	 Dark Fiber (Diagnostic) No Dispatch 	
	• UNE Transport - Dispatch	
	• DS0	
	• DS1	
	• DS3 and above	
	 UNE Transport – No Dispatch 	
	• DS0	
	• DS0	
	DS1DS3 and above	
	Interconnection Trunks – Dispatch	
0.1	Interconnection Trunks – No Dispatch	D
Calculation	Numerator	Denominator
	Total Number of Missed Due Dates Due to	Total Number of New, Move, Change Orders
	ILEC Reasons for New, Move, Change Orders	and LNP Disconnect Orders
	and LNP Disconnect Orders	
PR-4-02	Held Order Interval (formerly PM 14)	
Products	Resale POTS – Business	
	• Resale POTS – Residence	
가 있는 것이 있는 것이 있다. 같은 것이 있는 것이 없다. 같은 것이 있는 것이 없는 것이 같은 것이 없는 것	Resale Specials	
	 UNE-Platform—POTS 	
	 UNE Platform—Specials 	
	UNE Loop Designed	
	• DS0	
	• DS1	
	 DS3 and above 	
	 UNE Loop Non-Designed 	
en de la Piller de la La constante de la constante de	 UNE Loop xDSL Capable 	
	 UNE Loop IDSL Capable 	
	 UNE Line Sharing—Conditioned 	
	UNE Line Sharing Non-Conditioned	
	• UNE EELs (New and Conversions)	
	• DS0	
	• DS1	
	 DS3 and above 	
	*	
	UNE Transport	
	• DS0	
	• DS1	
	 DS3 and above 	
	LNP	
	Subloop (Diagnostic)	
	 Subjour (Diagnostic) Dark Fiber (Diagnostic) 	
	Interconnection Trunks	
Calculation	Numerator	Denominator
Calculation	Sum of reporting period close date minus	Number of orders pending and past the
	committed order due date	committed due date
PR-4-16 Products	Loop Acceptance Testing (LAT) Not Complete	
	UNE Loop DSL Capable	Denominator
Calculation	Numerator	
	Count of orders for which the loop acceptance	Total number of loop acceptance tests requested
	test is not accomplished by the due date	Icquesteu

Function:	
PR-5 Facility Missed Orders (formerly P	PM 12 and PM 13)
Definition:	
PR-5-01 measures the percent of new, move and change	orders missed due to lack of facilities.
PR-5-05 measures the average calendar days from due da lack of facilities.	te to completion date on company missed orders due to
 <u>Business Rules</u>: For PR-5-01, due date is defined as either origin missed due to customer reasons. UNE Loop IDSL Capable will include IDSL and Results for UNE Subloop will be tracked diagnostication. 	
 division (following reintegration) offers a UNE will be line sharing as provided by the Verizon a applicable. PR-5-01 results also included in Measure "Perce PR-5-01 reported by service group type and Fiel PR-5-05 reported by service group type. For PR-5-05 interconnection Franks, current one 	d Work/No Field Work as appropriate.
bonchmarks on sidered at next-performance rev Exclusions:	
 For UNE loop services, feature-only orders are e Record and ILEC official orders 	excluded from retail analog. n with the pre-ordering, ordering, provisioning or
Performance Standard:	
Parity with Retail PR-5-01 Interconnection Trunks: <= 1% Subloop: No standard. Reported diagnostically. Report Dimensions:	
Company:	Geography:
 CLEC Aggregate CLEC Specific ILEC (if analog applies) ILEC Affiliate 	• Statewide
Sub-Metrics –	

PR-5-01	% Due Dates Missed Due to Lack of Facilities (formerly PM 12)
Products	Resale POTS – Business Dispatch
	• Resale POTS – Business No Dispatch
	Resale POTS – Residence Dispatch
	Resale POTS – Residence No Dispatch
	• Resale Specials – Dispatch
	Resale Specials – No Dispatch
	UNE Platform POTS Dispatch
	UNE Platform — POTS No Dispatch
	UNE Platform Specials Dispatch
	UNE Platform Specials No Dispatch
	 UNE Loop Non-designed Dispatch
	 UNE Loop Non-designed Dispatch UNE Loop Non-designed No Dispatch
	 UNE Loop Designed - Dispatch
	• DS0
	• DS1
	 DS1 DS3 and above
	• UNE Loop Designed – No Dispatch
	• DS0
	• DS1
	• DS3 and above
	• UNE Loop xDSL Capable – Dispatch
	• UNE Loop xDSL Capable – No Dispatch
	• UNE Loop IDSL Capable - Dispatch
	UNE Loop IDSL Capable – No Dispatch
	UNE Line Sharing Conditioned Dispatch
	UNE Line Sharing Conditioned No Dispatch
	UNE Line Sharing Non-Conditioned Dispatch
	UNE Line Sharing Non-Conditioned No Dispatch
	• UNE EELs - Dispatch
	• DS0 – New
	• DS1 – New
	• DS3 and above – New
	• UNE EELs – No Dispatch
	• DS0 – New
	• DS1 – New
	• DS3 and above – New
	UNE Transport - Dispatch
	• DS0
	• DS1
	• DS3 and above
	UNE Transport – No Dispatch
	• DS0
	• DS1
	• DS3 and above
	· · · · · · · · · · · · · · · · · · ·
	 Interconnection Trunks – Dispatch
	 Interconnection Trunks – No Dispatch
	 Subloop (Diagnostic) – Dispatch
	Subloop – No Dispatch
Calculation	Numerator Denominator

	<u>CA JPSA</u>	
	Total New, Move and Change Orders Missed	Total Number of New, Move and Change
	Due Dates Due to Lack of Facilities	Orders
PR-5-05	Delay Order Interval to Completion Date (forr	nerly PM 13)
Products	• Resale POTS – Business	
	 Resale POTS - Residence 	
	 Resale Specials 	
	 UNE-Platform—POTS 	
	UNE Platform—Specials	
	 UNE Loop Non-Designed 	
	 UNE Loop Designed 	
	• DS0	
	• DS1	
같이 다시 방법을 받았다.	 DS3 and above 	
	 UNE Loop xDSL Capable 	
	 UNE Loop IDSL Capable 	
	 UNE Line Sharing Conditioned 	
	 UNE Line Sharing Non-Conditioned 	
	UNE EELs	
	• DS0 – New	
	• DS1 – New	
	 DS3 and above – New 	
	UNE Transport	
	• DS0	
	• DS1	
	 DS3 and above 	
	* UNE-Port	
	 Interconnection Trunks 	
	 UNE Subloop (Diagnostic) 	
Calculation	Numerator	Denominator
	Sum of completion date minus committed	Number of orders missed due to lack of ILEC
	order due date (for orders missed due to lack	facilities in the reporting period.
	of ILEC facilities)	

Function:
PR-6 Installation Quality (formerly PM 16, PM 17, PM 15, PM 15A and PM 10)
Definition:
PR-6-01 measures the percent of network customer trouble reports received within 30 calendar days of service order completion.
PR-6-02 measures the percent of network customer trouble reports received within 7 calendar days of service order completion.
PR-6-04 measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
PR-6-05 measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.
PR-6-06 Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
 Business Rules: Results for Dark. Fiber and UNE Subloops will be tracked diagnostically. PR-6-01 and PR-6-05, UNE Loop IDSL Capable will include IDSL and ISDN capable loops. For PR-6-04, trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure. For PR-6-04 and PR-6-05, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below: Resale POTS (Business) – 3 days Resale POTS (Business) – 3 days Resale POTS (Business) – 3 days UNE Loop – Non-Designed – 3 days UNE Loop – Non-Designed – 3 days UNE Loop – Dobigned – 3 days UNE Loop – XDSL Capable Non-conditioned – 3 days Conditioned – 11 days UNE Loop - IDSL Capable – 8 days LNP - 3 days — Conditioned – 1 days — Conditioned – 3 days — Conditioned – 4 days — Conditioned – 4 days — POTS –3 days — Specials – Hdays For PR-6-04 and PR-6-05, the tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date are due to or greater than the tracking interval. If the interval to be extended beyond tracking interval. For PR-6-04 and PR-6-05, if the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
 For PR-6-04 and PR-6-05, if the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be

 provisioning troubles. Include LNP Disconnect Orders (PR-6-04 only)
• For PR-6-06, provisioning failure data will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)
 Notes: For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. For PR-6-01 and PR-6-02, ILECs will provide disaggregation by Maintenance Disposition code as diagnostic data upon raw data request. For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration), as applicable. For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. Excluded data will be made available upon request through the raw data/excluded data process. PR-6-01 reported by service group type. PR-6-02 reported by service group type (including LNP) and Field Work/No Field Work as appropriate. PR-6-02 reported by service group type (including LNP) and Field Work/No Field Work as appropriate. PR-6-04 and PR-6-03 moneted by service group type and by affecting service and out of service * The period of 7/30 calendar days following the completion of a non-special/special service order will be call the 7/30 day tracking interval. * The N, T and C non-special/special service orders whose 7/30 day tracking interval end during the reporting period will be called the relevant service orders for the period.
Exclusions:
 CPE and IEC/CLEC caused troubles Troubles associated with inside wire Subsequent reports. Message Reports (circuit reports for which ILEC has no records) ILEC employee generated reports For PR-6-01, cancelled tickets For PR-6-02, tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. For PR-6-01 and PR-6-02, Trouble Reports Received on the Due Date for order other than new installations. For PR-6-04, for UNE loops, feature only orders are excluded from retail analog. For PR-6-06, total failures from the NPAC to <i>all</i> LSMS systems.

Parity with Retai
PR-6-02 Subloop PR-6-04: Benchn
• Resale S
Report Dimensi
Company:
CLEC S
ILEC A1
Sub-Metrics –
PR-6-01
Products
Calculation
Calculation

CA JPSA

PR-6-02 9	% Troubles in 7 Days for Non-Special Orders	(formerly PM 17)		
Products	• Resale POTS – Business - Dispatch	· · · · ·		
	 Resale POTS – Business - No Dispatch Resale POTS – Residence - Dispatch 			
	Resale POTS – Residence - No Disparente -	atch		
	UNE Platform POTS Dispatch	*****		
	UNE-Platform—POTS—No Dispatch			
	 UNE Loop Non-Designed - Dispatch 			
김 아이들 소설	 UNE Loop Non-Designed - No Dispace 	tch		
	 UNE Subloop (Diagnostic) – Dispatch 			
	 UNE Subloop (Diagnostic) – Dispace UNE Subloop (Diagnostic) – No Disp 			
	• LNP – Dispatch			
	-	Diamatah		
	UNE Loop – Coordinated Hot Cut – I			
	UNE Loop - Coordinated Hot Cut - N			
	UNE Loop – Batch Hot Cut – Dispate			
Calculation	UNE Loop – Batch Hot Cut – Non Di			
Calculation	<u>Numerator</u> Total number of relevant service orders with	Denominator Total number of relevant service orders**		
	customer trouble reports within the 7 day tracking interval*	(new, move, change and LNP disconnect orders).		
		• /		
	Provisioning Trouble Reports (formerly PM 1			
Products	 Resale POTS – (Business) – Service A 	10		
	 Resale POTS (Business) Out of Se 			
	 Resale POTS – (Residence) - Service 			
	 Resale-POTS—(Residence)—Out of ! 	Sep-lex		
	 Resale Specials – Service Affecting 			
	 Resale-Specials—Oni-of-Service 			
힘을 물고 문제를	 UNE Platform POTS Service Alle 			
친구로 남자 문화	• Fixth Platform POTS Out of Servi			
	UNE Platform—Specials—Service A	Recting		
	- INF Patforn Specials Out of Service			
물 물 물 물물	 UNE Loop Designed – Service Affecting 			
	 UNE Loop Designed Out of Service 	2		
	 UNE Line Sharing – Service Affection 			
	 UNE Line Sharing Out of Service 			
	 UNE Loop xDSL Capable – Service 	1Heeting		
	 UNE Loop xDSL—Out of Service 			
	 UNE Loop IDSL Capable – Service 	Meeting		
	 UNE Loop (DSL Capable – Out of Sc 	-PV40si		
	 UNE Loop Non-Designed – Services 			
	 Usyle Loop Non-Designed Out-of Sci 			
and the state of the	 LNP – Service Affecting 			
그는 나는 그렇게				
	LNROut-ot-Service			
Calculation		Denominator		
Calculation	1.532 - Out-ot-Service Numerator			
Calculation	LNR Out of Service Numerator Number of provisioning trouble reports that	Denominator Total Number of service orders in reporting period		
Calculation	1.532 - Out-ot-Service Numerator	Total Number of service orders in reporting		

PR-6-05	Average Time to Restore Provisioning Trouble	es (formerly PM 15A)	
Products	 Resale POTS – Business – Service A Hoeting 		
	Resale POPS—Husiness—Outer Service		
	 Resale POTS – Residence – Service – Heating 		
	Result POTS Residence Our of Se	sr-dee	
	 Resale Specials — Service Affecting 		
값과 축 즉	 Recale Specials—Out of Service 		
	♦——UNE-Platform—POTS—Service Attie	oling .	
	INE Platform POTS—Out-of-Service		
	•—UNE-Platform—Specials—Service-Ad	FRANKIE E KAN	
물 옷 많이 많	 UNE Platform Specials Out of Ser 		
	UNE Loop Designed – Source Affect		
가지 않는 것이 있다. 같은 것이 있는 것이 같이 같이 있다.	• DS0		
	• DS1		
	 DS3 and above 		
	 UNE-Loop Designed Out-of Service 		
	» ()\$Q		
	» D\$1		
	 — DS3 and above 		
	 UNE Line Sharing — Service Affecting 	iń.	
	 UNE Line Sharing - Out of Service 		
	UNE Loop x DSL Capable		
	LAPLeop-OSL-Capable—Out-of-Se		
	UNE Loop IDSL Capable - Service Affecting		
	 LATLeop-IDSL Capable - Out of Se 		
	 UNE Loop Non-Designed — Service A 		
	 UNE-Leop Non-Designed Out of Se 	rvice	
	 LNP Service Affecting 		
	Lin Ont of Service		
Calculation	Numerator	Denominator	
	Total duration of provisioning trouble	Total Number of Provisioning Trouble Reports	
	measured from the time the trouble was		
	initiated or called in to the ILEC until cleared		
	LNP Network Provisioning (formerly PM 10)		
Products	LNP	Deneminaton	
Calculation	Numerator	Denominator	
	Total number of LNP network provisioning	Total number of NPAC porting broadcasts	
	failures		

Function:
PR-7 Jeopardy Reports (formerly PM 5 and PM 6)
Definition:
PR-7-01 measures the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
PR-7-02 measures the percentage of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (of the due date/time has been missed).
Assignment: Jeopardies identified during the initial assignment process.
Installation: Jeopardies identified during the installation process prior to due time.
 Business Rules: Raw data will include jeopardy codes. Results for UNE Subloop and Dark Fiber will be tracked diagnostically. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Include LNP Disconnect Orders For PR-7-02, Verizon tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/clock hours.
 Notes: The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. Excluded data will be made available upon request through the raw data/excluded data process. For PR-7-02, if the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for parity analogs. For PR-7-02, jeopardies issued on the due date are considered either installation or notifications of missed commitments. Reported by service group type
Exclusions
 Delays for Customer Reasons For PR-7-01, Missed Commitment notices Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Performance Standard:
Parity with Retail PR-7-01- Interconnection Trunks: <=2% PR-7-02 Assignment Jeopardies 90% within 1 day Install. Jeopardies (POTS) 95% within 15 minutes Install. Jeopardies (Specials) 95% within 3 hours Missed Commit Notices 95% within 24 hours Subloop and Dark Fiber: No standard. Reported diagnostically.
Report Dimensions:

	CA JPSA	
CLECILEC	Aggregate Geog Specific if analog applies) Affiliate	raphy: Statewide
Sub-Metrics -		
PR-7-01	% Orders Jeopardized (formerly PM 5)	
Products	 Resale POTS - Business Resale POTS - Residence Resale Specials UNE Platform - POTS UNE Platform - Specials UNE Loop Designed DS0 DS1 DS3 and above UNE Loop xDSL Capable UNE Loop IDSL Capable UNE Line Sharing Conditioned UNE Line Sharing Non-Conditioned UNE ELs (New & Conversions) DS0 DS1 DS3 and above UNE Loop Non-Designed UNE Loop Non-Designed UNE Loop (Diagnostic) UNE Transport DS0 DS1 DS3 and above 	
	 Dark Fiber (Diagnostic) 	
	Interconnection Trunks	
Calculation	Numerator	Denominator
	Number of Orders Jeopardized	Number of Orders Confirmed

PR-7-02	Jeopardy Notices Returned by Required Interv	val (formerly PM 6)
Products	 Resale POTS – Business 	
	 Resale POTS - Residence 	
	Resale Specials	
	UNE Platform—POTS	
	UNE Platform—Specials	
	UNE Loop Designed	
	• DS0	
	• DS1	
	 DS3 and above 	
	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	UNE Line Sharing Conditioned	
	 UNE Line Sharing Non-Conditioned 	
	• UNE EELs (New & Conversions)	
	• DS0	
	• DS1	
에는 실험에 쉽지 있는 것 - 전기가 이는 것 같은 것 같이 있는 것	• DS3 and above	
	• UNE Loop Non-Designed	
	UNE Subloop (Diagnostic)	
	UNE Transport	
	• DS0	
	• DS1	
	DS3 and above	
	• LNP	
	LINP Dark Fiber (Diagnostic)	
	 Interconnection Trunks 	
Calculation	Numerator	Denominator
Calculation	Total Number of	Number of Assignment/Installation/Missed
	Assignment/Installation/Missed Commitment	Commitment Jeopardy Notices Sent.
	Notice Jeopardies Returned within the	
	Required Interval	

Function:						
PR-9 Coo	ordinated Customer Conversion	as a Pe	rcentage	On-Time	(formerly I	PM 9)
Definition:		8	<u> </u>			
	centage of coordinated Hot Cut orders (nation (including LNP). For Batch Hot (on the due date.					
* Note: "Commit	ted time" means within one hour of com	mitted ora	ler due time	2		
submeasure of	e Loops will be included in aggregate pe on a diagnostic basis. disconnect reported to Verizon's 800 #			-		
Notes:						
• Reported by	a will be made available upon request th Coordinated Hot Cuts (CHC) including Batch Hot Cuts – including LNP, and D	LNP – Ba	sic, Coordi			uding LNP
Exclusions:						
 CLEC caused Any test tran of actual cust 	sactions not submitted in connection wit	th the pre-	ordering,o	rdering, prov	visioning or ma	aintenance
Performance Sta	ndard:					
(combined with a	n-Designed <u>Committed Completion Interval</u> s: 1 work hour 2 work hours 3 work hours 4 work hours 95% on Due Date above)					
	capable: No standard. Reported diagn	ostically.	A.G	····		
Report Dimensic Company: CLEC Aggre CLEC Specif ILEC (if anal ILEC Affiliat	gate ic og applies)	Geogra • Sta	phy: tewide			
Sub-Metrics –						
PR-9-01	Coordinated Customer Conversion as	s Percenta	age On-Tir	ne		
Products	 Coordinated Hot Cuts (CHC) incl Coordinated Hot Cuts (CHC) incl Batch Hot Cuts – including LNP UNE Loop xDSL Capable 	-				
Calculation	Numerator			Denc	ominator	

Number of coordinated orders completed by	Count of coordinated orders completed in
 committed due date and time	reporting period

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Maintenance Performance

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Function:					
MR-2 Customer Trouble Report Rate (for	merly PM 19)				
Definition:					
Measures the total number of network customer trouble re- exchange lines/interconnection or interoffice trunks/ circuit dispositions: 01.04.06.07.69.10.11.12.13.13.					
Business Rules:					
Access line/circuit count taken from previous mo.	nth				
• Results for UNE Subloops (by loop type) and Da					
• UNE Loop IDSL Capable will include IDSL and					
• Include Test okay (TOK)					
Notes:					
	nce Disposition codes as diagnostic data upon raw data				
request.					
division (following reintegration) offers a UNE I	Retail ISDN BRI until the Verizon affiliate or separate Loop xDSL capable product. The analog for Line Sharing filiate or separate division (following reintegration), as				
 Excluded data will be made available upon reque 	st through the raw data/excluded data process				
 Reported by service group type (including LNP). 					
	a runn cont optimig routed				
Exclusions:					
 CPE and IEC/CLEC caused troubles 					
 Subsequent reports 					
	Message Reports (circuit reports for which ILEC has no records)				
 ILEC employee generated reports 					
 Troubles reported as provisioning trouble reports. 					
• Troubles with inside wiring.					
	cket has been opened on the wrong TN or circuit ID.				
Any test transactions not submitted in connection	with the pre-ordering, ordering, provisioning or				
maintenance of actual customers.	AN AN ANALY				
 Troubles reported on Verizon official tadministra 	<u>uve) mes</u> .				
Performance Standard:					
Parity with Retail					
I NID. No many them 250/ of total trouble reports received	for I NP				
LNP: No more than .35% of total trouble reports received Interconnection Trunks: <=2%	IUI LINF				
NXX codes: 0.1%					
UNE Subloop and Dark Fiber: No standard. Reported dia	agnostically.				
Report Dimensions:					
Company:	Geography:				
CLEC Aggregate	• Statewide				
CLEC Specific					
• ILEC (if analog applies)					
ILEC Affiliate					
Sub-Metrics –					

MR-2-01	Customer Trouble Report Rate		
Products	 Resale POTS – Business 		
	Resale POTS - Residence		
	Resale Specials		
	 UNE-Platform – POTS 		
	 UNE-Platform—Specials 		
	 UNE Loop Designed 		
	• DS0		
	 DS1 and above 		
	 UNE Loop xDSL Capable 		
	 UNE Loop IDSL Capable 		
	 UNE Line Sharing Conditioned 		
	 UNE Line Sharing Non-Condition 	ened	
	UNE EELs		
	• DS0		
	• DS1		
	 DS3 and above 		
in e statistica († 1944) Section	 UNE Loop Non-Designed 		
	• UNE Subloop (Diagnostic)		
	UNE Transport		
	• DS1 and below		
	 DS3 and above 		
	*		
	• LNP		
	 Dark Fiber (Diagnostic) 		
	Interconnection Trunks		
	NXX Codes		
Calculation	Numerator	Denominator	
	Total Number of Customer initial and repeat	Number of local exchange	
	network trouble reports	lines/interconnection or interoffice	
		trunks/circuits/UNEs in service at the end of	
		the prior reporting period	

Functio	m:	
MR-3	·····	Not Resolved Within Estimated Time
Definit	•	
Measure	es the percent of trouble reports not cleared by the	commitment time. Network troubles are the following
disposit	<u>íons: 01, 04, 03, 07, 09, 10, 11, 12, 13, 18</u> ,	
Busines	<u>s Rules</u> :	
•	Results for UNE Subloops and Dark Fiber will b	
•	Results include Test okay (TOK), and Found oka	
•	UNE Loop IDSL Capable will include IDSL and Includes a miss in those instances where ILEC, f	
•	maintenance appointment time.	or its own reasons, rescrictures the committee
Notes:		
•	Verizon will provide disaggregation by Maintena data upon raw data request.	ance Disposition codes for all service types as diagnostic
-33-		Retail ISDN BRI until the Verizon affiliate or separate
	division (following reintegration) offers a UNE	Loop xDSL capable product. The analog for Line Sharing
		ffiliate or separate division (following reintegration), as
	applicable.	
•	Excluded data will be made available upon reque	& NXX Code Opening Troubles and by dispatch and no
•	dispatch	a NAX Code Opening Troubles and by dispatch and no
Exclusi		
•	CPE and IEC/CLEC caused troubles	
•	Subsequent reports	
•	Message Reports (circuit reports which ILEC has	s no records on)
•	ILEC employee generated reports	
٠	Sustomer caused misses	
٠	Troubles reported as provisioning trouble reports	5
•	Troubles associated with inside wire.	
٠		cket has been opened on the wrong TN or circuit ID.
•	maintenance of actual customers.	n with the pre-ordering, ordering, provisioning or
*	Troubles reported on Verizon official (administra	arius lines
7.57	nance Standard:	
Parity w	ith Retail	
Benchm	ark:	
	o more than 1 missed commit per month per CLEC	2
Intercon	nection Trunks: <=10%	
	bloop and Dark Fiber: No standard. Reported di	
	Dimensions:	
Compa	•	Geography:
•	CLEC Aggregate	• Statewide
•	CLEC Specific	
•	ILEC (if analog applies) ILEC Affiliate	
•		

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Sub-Metrics –

• Resale POTS – Business Dispatch	
Resale POTS – Business No Dispatch	
Resale POTS – Residence Dispatch	
Resale POTS – Residence No Dispatch	
Resale Specials – Dispatch	
Resale Specials – No Dispatch	
UNE Platform POTS Dispatch	
UNE Platform POTS No Dispatch	
UNE Platform Specials Dispatch	
UNE Platform—Specials No Dispatch	
UNE Loop Designed - Dispatch	
• DS0	
• DS1 and above	
UNE Loop Designed – No Dispatch	
• DS0	
DS1 and above	
UNE Loop xDSL Capable – Dispatch	
UNE Loop xDSL Capable – No Dispatch	
UNE Loop IDSL Capable – Dispatch	
UNE Loop IDSL Capable – No Dispatch	
UNE Line Sharing Conditioned Dispatch	
UNE Line Sharing Conditioned No Dispatch	
UNE Line Sharing Non-Conditioned Dispatch	
UNE Line Sharing Non-Conditioned No Dispatch	
• UNE EELs - Dispatch	
• DS0	
• DS1	
DS3 and above	
UNE EELs – No Dispatch	
• DS0	
• DS1	
DS3 and above	
UNE Loop Non-Designed - Dispatch	
UNE Loop Non-Designed - No Dispatch	
UNE Subloop (Diagnostic) – Dispatch	
UNE Subloop (Diagnostic) – No Dispatch	
UNE Transport - Dispatch	
• DS1 and below	
DS3 and above	
UNE Transport – No Dispatch	
• DS1 and below	
DS3 and above	
LNP – Dispatch	
LNP – No Dispatch	
Dark Fiber (Diagnostic) Dispatch	
 Dark Fiber (Diagnostic) No Dispatch 	
Interconnection Trunks – Dispatch	
Interconnection Trunks – No Dispatch	
* <u>NYX Codes - Dispatch</u>	
When the Mit Cades - No Dispatch	

Calculation	Numerator	Denominator
	Total network trouble reports not cleared by	Total network trouble reports completed
	the commitment time for ILEC reasons	

Function:
MR-4 Trouble Duration Intervals (formerly PM 21 and PM 22)
Definition:
MR-4-01 measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
MR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design services only.
Network sembles are the following dispositions; 01, 04, 06, 07, 09, 10, 11, 12, 13, 15,
Business Rules:
 Results for UNE Subloops and Dark Fiber will be tracked diagnostically
Results include Test okay (TOK)and Found okay (FOK) and Came Clear reports.
 UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
• Includes in the time interval calculation is any ILEC delay.
• For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning
Notes:
 Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.
• The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate
division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing
will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as
applicable.
 Excluded data will be made available upon request through the raw data/excluded data process. MR-4-01 reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch
and no dispatch.
 MR-4-08 reported by POTS Residence and Business (Resale and UNE).
Exclusions:
CPE and IEC/CLEC caused troubles
Subsequent reports
 Message Reports (circuit reports which ILEC has no records on)
 ILEC employee generated reports
 For MR-4-01, troubles reported as provisioning trouble reports.
 Troubles tickets associated with inside wire.
 Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
 Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or
maintenance of actual customers.
• For MR-4-08, No Access.
 Troubles reported on Varizon official (administrative) lines.
Performance Standard:
Parity with Retail
Benchmark:
PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs
PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs
PR-4-01 UNE Subloop and Dark Fiber: No standard. Reported diagnostically.
Report Dimensions:

Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate		Geography •	v: Statewide	
Sub-Metrics -		1		

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MR-4-01 Average Time to Restore (formerly PM 21)

Products	Resale POTS – Business Dispatch
것 같은 것 것 않는	 Resale POTS – Business No Dispatch
한 김 강물의 영화	Resale POTS – Residence Dispatch
	Resale POTS – Residence No Dispatch
	Resale Specials – Dispatch
양 이 관람이 물란	Resale Specials – No Dispatch
	UNE-Platform—POTS-Dispatch
	 UNE-Platform—POTS-No-Dispatch
	 UNE Platform—Specials Dispatch
	UNE Platform—Specials No Dispatch
	• UNE Loop Designed - Dispatch
	• DS0
그 승규는 것 같아요. 이 옷	• DS1 and above
	• UNE Loop Designed – No Dispatch
	• DS0
	 DS1 and above
	 UNE Loop xDSL Capable – Dispatch
	 UNE Loop xDSL Capable – No Dispatch UNE Loop xDSL Capable – No Dispatch
	 UNE Loop IDSL Capable – Dispatch UNE Loop IDSL Capable – Dispatch
	 UNE Loop IDSL Capable – Dispatch UNE Loop IDSL Capable – No Dispatch
	UNE Line Sharing Conditioned Dispatch
	UNE Line Sharing Conditioned Dispatch UNE Line Sharing Conditioned No Dispatch
그는 말 가슴을 가 같	
	UNE Line Sharing Non-Conditioned Dispatch UNE Line Sharing New Conditioned New Dispatch
	UNE Line Sharing Non-Conditioned No Dispatch DIE DEL Director
	• UNE EELs - Dispatch
	• DS0
	• DS1 • DS2 and above
	• DS3 and above
	• UNE EELs – No Dispatch
그 활가 잘 알려왔는 .	 DS0 DS1
	 DS1 DS3 and above
	 UNE Loop Non-Designed - Dispatch
친구 옷을 가지 못했	
	 UNE Loop Non-Designed - No Dispatch UNE Subloop (Diagnostic) - Dispatch
	 UNE Subloop (Diagnostic) - Dispatch UNE Subloop (Diagnostic) - No Dispatch
	 UNE Transport - Dispatch
	 DNE Transport - Dispatch DS1 and below
	 DS1 and below DS3 and above
	 UNE Transport – No Dispatch DS1 and below
	 DS1 and below DS3 and above
	• D33 and above مست المنظر Page
	• LNP – Dispatch
	 LNP – No Dispatch Dark Fiber (Diagnostic) — Dispatch
	Dark Fiber (Diagnostic) No Dispatch Interconnection Trucks (Out of Service) Dispatch
	 Interconnection Trunks (Out of Service) – Dispatch Interconnection Trunks (Out of Service) – No Dispatch
	 Interconnection Trunks (Out of Service) – No Dispatch Interconnection Trunks (Net Out of Service) – Dispatch
	 Interconnection Trunks (Not Out of Service) – Dispatch Interconnection Trunks (Not Out of Service) – No Dispatch
	 Interconnection Trunks (Not Out of Service) – No Dispatch NVX Crucks – Dispatch
	NXX Codes Dispatch N X Codes Dispatch
이 가 분명이 쉽	 <u>NXX Codes – No Dispateh</u>

Calculation	Numerator	Denominator		
	Total duration of customer network trouble	Total customer network trouble reports		
	reports			
MR-4-08	POTS OOS < 24 Hours (formerly PM 22)			
Products	Resale POTS – Business			
	Resale POTS - Residence			
	UNE Platform POTS Residence			
	UNE Platform POTS Business			
	UNE Loop Non-Designed			
	a			
Calculation	Numerator	Denominator		
	Total number of out of service network	Total number of out of service network		
	troubles cleared in less than 24 hours	troubles reported		

Function:	
MR-5 Frequency of Repeat Troubles in 30	Day Period (formerly PM 23)
Definition:	
Measures the percent of customer network trouble reports Network troubles are the following dispositions: 01, 04, 06	
Business Rules:	
 Trouble report will not be counted as a repeat rep. UNE Loop IDSL Capable will include IDSL and Results for Dark Fiber will be tracked diagnostice 	ISDN capable loops.
Notes:	
	nce Disposition codes for all service types as diagnostic
 The analog for UNE Loop xDSL capable will be division (following reintegration) offers a UNE I 	Retail ISDN BRI until the Verizon affiliate or separate Loop xDSL capable product. The analog for Line Sharing filiate or separate division (following reintegration), as
• Excluded data will be made available upon reque	
Reported by service group type (including LNP)	& NXX Code Opening Troubles
Exclusions:	
• CPE and IEC/CLEC caused troubles	
• Subsequent reports	
Message Reports	
 ILEC employee generated reports 	
 Troubles associated with inside wire. 	
	cket has been opened on the wrong TN or circuit ID.
 Any test transactions not submitted in connection 	with the pre-ordering, ordering, provisioning or
maintenance of actual customers.	
 Troubles reported on Verizon official (administration) 	<u>tive) lines.</u>
Performance Standard:	
Parity with Retail	
Benchmark:	
LNP: No more than 2 repeat trouble per month per CLEC	
Interconnection Trunks: <=4%	
UNE Subloop and Dark Fiber: No standard. R eported di	agnostically.
Report Dimensions:	Cassinghan
Company:	Geography: • Statewide
CLEC Aggregate CLEC Specific	
CLEC Specific	
• ILEC (if analog applies)	
ILEC Affiliate	
Sub-Metrics	en e

MR-5-01	% Repeat Reports within 30 Days		
Products	 Resale POTS – Business 		
	Resale POTS - Residence		
	Resale Specials		
	UNE Platform – POTS		
	UNE Platform Specials		
	 UNE Loop Designed 		
	• DS0		
	 DS1 and above 		
	 UNE Loop xDSL Capable 		
	UNE Loop IDSL Capable		
	 UNE Line Sharing Conditioned 		
	UNE Line Sharing—Non-Conditioned		
	• UNE EELs		
	• DS0		
	• DS1		
	• DS3 and above		
	• UNE Loop Non-Designed		
	UNE Subloop (Diagnostic)		
	UNE Transport		
	• DS1 and below		
	DS3 and above		
	Sama and the second		
	• LNP		
	• Dark Fiber (Diagnostie)		
	Interconnection Trunks <u>NXX Codes</u>		
Calculation	Numerator	Denominator	
	Total customer network trouble reports	Total customer network trouble reports	
	received within 30 calendar days of a previous	* 	
	customer report		

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Network Performance

Function:			
NP-1 Percent Blocking on Common Trunks (formerly PM 24 and PM 25)			
Definition:			
NP-1-02 measures the percent of common and shared transport trunk groups exceeding 2% blockage.			
NP-1-04 measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.			
Business <u>Rules</u> :			
• For NP-1-02, Verizon reports provided 45 days a	fter close of data month.		
	• For NP-1-02, ILEC will make available, upon CLEC request, detailed information for all trunk groups not		
meeting 2% blocking level with the monthly repo			
	ng traffic to CLECs, and where ILEC controls trunk		
capacity.			
Applies to those trunks where the ILEC has augm	nentation control.		
Notes:			
	EC has outgoing traffic to CLECs and where ILEC		
 For NP-1-04, Verizon reports provided 45 days a 	fter close of data month.		
• For NP-1-04, applies to those trunks where the IL			
 NP-1-02 reported by total trunk groups. 	5		
	d office to CLEC end office and ILEC tandem to CLEC		
end office			
 For NP-1-04, verizon will electromically notify C 			
	tes that Verizon identified a blocked trunk group due to		
	chided from Verizon performance. Verizon will make		
	ands back within two business days with documentation		
indicating that Verizon's information is inaccurate). Nersensensensensensen for skularer skularer i seres sinesense i seres i seres i seres i seres seres seres sere		
Exclusions:			
 For NP-1-04, blocking failures caused by the CL scheduled due date. 	EC not completing growth trunk provisioning by		
	tranka		
• For NP-1-04, trunks are provisioned as two-way	ks in a "make busy" state or other vetwork problems		
 For NP-1-04, blocking due to CLEC putting trun under CLEC scientical. 	KS III a IIIake ousy state <u>th office detublica prohening</u>		
	receipt of an ASR within 4 pussness days for in time		
frame specified in the ICA), when Call Blocking			
	in 10 days for in the time frame specified in the ICA) upon		
receipt of an ASR when pre-scrylog occupancy of 75% or greater is identified by the ILEC.			
Performance Standard:			
NP-1-02: 2% of trunk groups blocking at no more than 2%			
NP-1-04: Parity - comparison made to ILEC final trunk g	roups		
Report Dimensions:			
Company:	Geography:		
CLEC Aggregate	• Statewide		
CLEC Specific			
• ILEC (if analog applies)			
• ILEC Affiliate			
Sub-Metrics -			
NP-1-02 % Blocking on Common Trunks (formerly PM 24)			
Products • Total Trunk Groups	Denemierten		
Calculation Numerator	Denominator		

	Number of common and shared transport trunk groups exceeding 2% blockage	Total number of common and shared transport trunk groups	
NP-1-04 % Blocking on Interconnection Trunks (formerly PM 25)			
Products	Interconnection Trunks – Total trunk groups		
	 Interconnection Trunks – ILEC end office to CLEC end office 		
	 Interconnection Trunks – ILEC tandem to CLEC end office 		
Calculation	Numerator	Denominator	
	Number of final dedicated interconnection	Total number of final dedicated interconnection	
	trunk groups exceeding 2% blockage	trunk groups	

Function:				
NP-6 NXX Loaded by LERG Effective Date (formerly PM 26)				
Definition:				
Measures the nu	mber of NXXs loaded and tested by the LERG effe	ective date.		
Business Rules:				
	s both additions and deletions to NXX codes.			
	onnect activity with scheduled completion date on red on time if the work is complete by 5pm the new			
Notes:				
through	ading procedures include central office/tandem tra testing, and AMA testing.			
· · · · · · · · · · · · · · · · · · ·	d for all NXX codes scheduled to be loaded in rep	orting period.		
Exclusions:	s any NXX codes with requested loading interval			
test numAny test	as any NXX code that cannot be completely tested aber or because CLEC facilities have not been insta t transactions not submitted in connection with the ance of actual customers.	alled		
Performance St				
NP-6-01: Parity	- comparison made to results for loading ILEC N	XX codes by the LERG effective date.		
Report Dimensi				
Company:	Geogra			
	Aggregate	• Statewide		
CLEC S				
	• ILEC Affiliate			
ILEC (if analog applies)				
Sub-Metrics – NP-6-01	NXX Loaded by LERG Effective Date			
Products	All NXX Codes			
Calculation	All NAA Codes Numerator	Denominator		
Calculation	Number of NXXs loaded and tested by LERG	Number of NXXs scheduled to be loaded and		
	effective date	tested by LERG effective date		

CA JPSA

Billing Performance

Function:	- 165 - LLLL 20061 - CC204 - CC11 - CC - C	
BI-1 Us	age Timeliness (formerly PM 28)	
Definition:	<u></u>	
This measure ca CLEC retail cus		ding of usage data by the switch, generated either by LEC customers, and the time when the data set, in a
		age to the CLEC. If a CLEC chooses other than a daily d on transmission availability date/time.
can-coi	ntain both elements and will be reported se	tems. Access usage is billed out of CABS. UNE Platform eparately, if applicable.
deliver		rame or server. For all other modia, the date captured is
Exclusions:		
 Exiting ILEC b Results 	by the CPUC, FCC or by court decree. a for OS/DA billing other than those assoc	to ILEC, business to business communications, notice to iated with end user services such as UNE-P and resale.
Performance S	tandard: Resale Local Resale Tothand UNC: Pari	
UNE Port c UNE Platfc UNE Platfc	: Parity with Retail Foll and UNE Platform Toll: Parity with Retail frm Local: Parity with Retail Local form Access: Parity with Retail Access (IX for Jointly provided switched access: State	(C switched access)
Report Dimens	ions:	
Company:		Geography:
CLECCLECILEC (Aggregate Specific if analog applies) Affiliate	Geography: • Statewide
CLEC CLEC ILEC ILEC	Aggregate Specific if analog applies)	
CLECCLECILEC (Aggregate Specific if analog applies)	
CLEC CLEC ILEC ILEC Sub-Metrics -	Aggregate Specific if analog applies) Affiliate Usage Timeliness • Resale Local • Resale Toll	
CLEC CLEC ILEC ILEC Sub-Metrics BI-1-05 Products	Aggregate Specific if analog applies) Affiliate Usage Timeliness • Resale Local • Resale Toll • UNE IntraLATA & InterLA • UNE IntraLATA & InterLA • UNE Platform Access	Statewide
CLEC CLEC ILEC ULEC Sub-Metrics BI-1-05	Aggregate Specific if analog applies) Affiliate Usage Timeliness • Resale Local • Resale Toll • UNE IntraLATA & InterLA' UNE Platform Access • UNE Platform Access	Statewide Statewide TA combined, excluding UNE Platform (CNR-Port-and Denominator Count of All Messages available for
CLEC CLEC ILEC ILEC Sub-Metrics BI-1-05 Products	Aggregate Specific if analog applies) Affiliate Usage Timeliness Resale Local Resale Toll UNE IntraLATA & InterLA UNE IntraLATA & InterLA UNE Platform Access UNE Platform Access UNE Platform Local Numerator Sum of Data Set Transmission Availab Date minus Date of Message Recordin	Statewide Statewide TA combined, excluding UNE Platform (UNE Port and Denominator Denominator Count of All Messages available for Transmission in Reporting Period
CLEC CLEC ILEC ILEC ILEC Jub-Metrics BI-1-05 Products Calculation	Aggregate Specific if analog applies) Affiliate Usage Timeliness • Resale Local • Resale Toll • UNE IntraLATA & InterLA • UNE IntraLATA & InterLA • UNE Platform Access • UNE Platform Access • UNE Platform Local Numerator Sum of Data Set Transmission Availab Date minus Date of Message Recordin	Statewide Statewide TA combined, excluding UNE Platform (CNE-Port-and Denominator Delility Count of All Messages available for Transmission in Reporting Period

Number of usage records available for	Count of All Messages available for
transmission, where the difference between	Transmission in Reporting Period
Data Set Transmission Availability Date and	
the Date of Message Recording is six days or	
Less.	

CA JPSA

BI-2 Wh	olesale Bill Timeliness (formerly PM 3	60)
Definition:		
	stures the elapsed number of calendar days betw If transmission of the associated invoice transmi	
Business Rules:		
	ludes only mechanized bills.	
	Cycle Close = Bill Date	
Notes:		
	izon legacy system billing data feeds do not sup	port the disaggregation of UNE and Resale major
	group types. Verizon will report the results for H	
result.		
	mechanized media other than the CLISC mallbu d (made available) to the CLEC's maniframe or	
Exclusions:		
• Re		
- 110.	sults for exiting CLECS. This may include, but is	not limited to, service disconnects and
		not limited to, service disconnects and
adjustm	ents of dollars billed in previous months.	
adjustm ● Exi		
adjustm Exi notice to	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to	ILEC, business to business communications,
adjustm • Exi notice to • Res resale.	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat	ILEC, business to business communications,
adjustm • Ext notice to • Res resale. • Pap	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom I	ILEC, business to business communications,
adjustm	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom I andard:	ILEC, business to business communications,
adjustm • Ext notice to • Res resale. • Pap	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom I andard:	ILEC, business to business communications,
adjustm • Exi notice te • Re: resale. • Pap Performance St 99% within 10 c	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom I andard: alendar days	ILEC, business to business communications,
adjustm Exi notice to resale. Pap Performance St 99% within 10 c Report Dimensi	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom I andard: alendar days ons:	ILEC, business to business communications, ed with end user services such as UNE-P and bill diskette bill.
adjustm Exi notice to resale. Par Performance St 99% within 10 c Report Dimensi Company:	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to to LEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom I andard: alendar days ons: Geog	ILEC, business to business communications, ed with end user services such as UNE-P and Sill diskette bill.
adjustm • Exi notice to • Res resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC A	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to to LEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Geog	ILEC, business to business communications, ed with end user services such as UNE-P and bill diskette bill.
adjustm • Ext notice to • Res resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC 4 • CLEC 5	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to to ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associate there bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific Geog	ILEC, business to business communications, ed with end user services such as UNE-P and Sill diskette bill.
adjustm • Ext notice to • Re: resale. • Pap Performance St 99% within 10 c Report Dimens Company: • CLEC 4 • CLEC 5 • ILEC A	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to to ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associate there bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific Geog	ILEC, business to business communications, ed with end user services such as UNE-P and Sill diskette bill.
adjustm • Exi notice ta • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC A • CLEC S • ILEC A Sub-Metrics –	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate Geog	ILEC, business to business communications, ed with end user services such as UNE-P and Bill diskette bill.
adjustm • Exi notice ta • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC 4 • CLEC 5 • ILEC A Sub-Metrics – BI-2-01	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate Wholesale Bill Timeliness	ILEC, business to business communications, ed with end user services such as UNE-P and Sill diskette bill.
adjustm • Exi notice ta • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC A • CLEC S • ILEC A Sub-Metrics –	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate • Resale and UNE combined	ILEC, business to business communications, ed with end user services such as UNE-P and Sill diskette bill.
adjustm • Exi notice te • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC A • CLEC A • LLEC A Sub-Metrics – BI-2-01 Products	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate Wholesale Bill Timeliness	ILEC, business to business communications, ed with end user services such as UNE-P and bill diskette bill. raphy: • Statewide
adjustm • Exi notice ta • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC A • CLEC S • ILEC A Sub-Metrics – BI-2-01	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate • Resale and UNE combined	ILEC, business to business communications, ed with end user services such as UNE-P and still diskette bill. raphy: • Statewide Denominator
adjustm • Exi notice te • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC 4 • CLEC 4 • CLEC 4 • ILEC A Sub-Metrics – BI-2-01 Products	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate Wholesale Bill Timeliness • Resale and UNE combined • Facilities/Interconnection	ILEC, business to business communications, ed with end user services such as UNE-P and bill diskette bill. raphy: • Statewide Denominator Total Count of Invoices
adjustm • Exi notice te • Re: resale. • Pap Performance St 99% within 10 c Report Dimensi Company: • CLEC A • CLEC A • LLEC A Sub-Metrics – BI-2-01 Products	ents of dollars billed in previous months. ting CLEC to be determined by CLEC notice to b ILEC by the CPUC, FCC or by court decree. sults for OS/DA billing other than those associat per bill, magnetic bill, CD ROM bill or Custom H andard: alendar days ons: Aggregate Specific ffiliate Wholesale Bill Timeliness • Resale and UNE combined • Facilities/Interconnection Numerator	ILEC, business to business communications, ed with end user services such as UNE-P and still diskette bill. raphy: • Statewide Denominator

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CA JPSA

RI-3 Bill	Function:					
BI-3 Bill Accuracy (formerly PM 34)						
Definition:	Definition:					
•	entage of the total bill amount that is not	t adjusted	by correcting service orders or adjustments for			
the month.						
Notes						
	 Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major 					
	• verizon regacy system onling data recus do not support the disaggregation of ONE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total					
result.						
Exclusions:						
	ges resulting from externally mandated	billing ch	anges that the ILEC cannot reasonably			
	t in a timely manner.	•••••• <u>•</u> •••				
Results f	or exiting CLECs. This may include, but		nited to, service disconnects and adjustments of			
			rmined by CLEC notice to ILEC, business to			
	communications, notice to ILEC by the					
	transactions not submitted in connection		end user services such as UNE-P and resale.			
	nce of actual customers.		pre-ordering, ordering, provisioning or			
		ment bary	een the ILEC and CLFC, where the adjustments			
			tion does not include adjustments made as a			
result of	a settlement on a bill adjustment claim.					
the second s	Performance Standard:					
			Resale and UNE:- 97% Facilities/Interconnection:- 95%			
	Facilities/Interconnection 93%					
Report Dimensio	ns:					
Company:		Geogra				
Company: • CLE	C Aggregate	Geogra	phy: • Statewide			
Company: CLE CLE	C Aggregate C Specific	Geogra				
Company: CLE CLE LLE LLE	C Aggregate C Specific C (if analog applies)	Geogra				
Company: CLE CLE LLE LLE	C Aggregate C Specific C (if analog applies) C Affiliate	Geogra				
Company: CLE CLE ILE ILE Sub-Metrics –	C Aggregate C Specific C (if analog applies) C Affiliate	Geogra				
Company: CLE CLE ILE ILE Sub-Metrics	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined–					
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Char					
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Char • Recurring Charges					
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Char • Recurring Charges • Usage					
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Char • Recurring Charges • Usage • Facilities/Interconnection	ges				
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Char • Recurring Charges • Usage • Facilities/Interconnection • Non-Recurring Char	ges				
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Charges • Usage • Facilities/Interconnection • Non-Recurring Charges	ges				
Company: CLE CLE ILE ILE Sub-Metrics BI-3-01	C Aggregate C Specific C (if analog applies) C Affiliate Bill Accuracy • Resale and UNE combined– • Non-Recurring Char • Recurring Charges • Usage • Facilities/Interconnection • Non-Recurring Char	ges				

Function:			
BI-6 Usage Completeness (formerly PM 31)			
Definition:			
Measures the p	ercentage of usage charges appearing on th	he correct	#-next available bill.
			he disaggregation of UNE and Resale major esale and UNE service group types as a total
Exclusions:			
 dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Summarized charges. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 			
	Facilities/Interconnection: 95%		
Report Dimensions:			
• CI • IL	LEC Aggregate LEC Specific EC (if analog applies) EC Affiliate	Geogra	• Statewide
Sub-Metrics –			
BI-6-01 Usage Completeness			
Products	 Resale and UNE combined Facilities/Interconnection 		
Calculation	Numerator		Denominator
	Count of usage charges on the bill that recorded within last 4530 days	were	Total count of usage charges on the bill.

Function:			
BI-7 Recurring Charge Completeness (formerly PM 32)			
Definition:			
Measures the per	Measures the percentage of fractional recurring charges appearing on the correctnext available bill.		
 Business Rules: The effective date of the recurring charge must be within one month 4530 days of the bill date for the charge to appear on the concentrat available bill. Excludes late charges resulting from externally mandated billing charges that the ILEC can not reasonably implement in a timely manage. 			
<u>Notes</u> : Verizon	will compare CLEC regults to a statistic	مالير برمازم	
Exclusions:	will compare CLEC results to a statistic	ally valid	sample of verizon results.
 dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard: Parity for-Resale and UNE: Parity with Retail Facilities/Interconnection: - 90%			
• CLI • ILE	enstation of the second	Geogra • Sta	iphy: iphy: iewide
Sub-Metrics -			
BI-7-01 Recurring Charge Completeness			
Products	 Resale UNE Facilities/Interconnection 		
Calaulatian	Numerator		Denominator
Calculation	Dollar amount of fractional recurring of		Denominator

Function:			
BI-8 Non-Recurring Charge Completeness (formerly PM 33)			
Definition:			
Measures the per-	Measures the percentage of non-recurring charges appearing on the correctnext available bill.		
Business Rules:	Duringge Dulog		
	ctive date of the non-recurring charge m	ust be wit	hin one arouth 4530 days of the hill date for the
charge to	• The effective date of the non-recurring charge must be within one month 4530 days of the bill date for the charge to appear on the correctness available bill.		
*······ili sodgeder	* Excludes late energy resulting from externally mandaled billing changes that the U.F.C can not reasonably		
•	m in a binely manner.		
 Opticitied 	bill-next available bill		
Exclusions:			
Late cha	rges resulting from externally mandated	billing ch	anges that the ILEC cannot reasonably
	ent in a timely manner.		
 Results f dollars b 	for exiting CLECs. This may include, bu illed in previous months.	it is not hi	nited to, service disconnects and adjustments of
		to ILEC.	business to business communications, notice to
ILEC by	the CPUC, FCC or by court decree.		
 Results f 	for OS/DA billing other than those assoc	iated with	end user services such as UNE-P and resale.
 Any test 	transactions not submitted in connection	n with the	pre-ordering, ordering, provisioning or
maintena	ance of actual customers.		
Performance Sta	ndard:		
	and UNE: Parity with Retail	<u></u>	<u>rator la posto contratave contrato i distributo e poli do politiko e activito da seguro da seguro da seguro da</u>
Benchmark for Fa	acilities/Interconnection: - 90%		
Report Dimensions:			
Company:		Geogra	nhv:
CLEC Specific			
• ILEC (if analog applies)			
ILEC Affiliate			
Sub-Metrics – BI-8-01 Non-Recurring Charge Completeness			
BI-8-01 Non-Recurring Charge Completeness Products • Resale			
	• Kesaie • UNE		
Facilities/Interconnection			
Calculation	Numerator		Denominator
	Dollar amount of non-recurring charge	es that	Total dollar amount of non-recurring charges
	are on the correct next available bill*		that are on bill

CA JPSA

Database Update Performance

Function:			
GE-4 E911/911 MS Database Update (formerly PM 39)			
Definition:			
Measures the per-	centage of E911/911 database updates con	mpleted v	vithin 48 hours.
-	-	•	
Business Rules:			
	t gateway updates, the processing interva		
	•	ipdate rej	ects, the new interval starts when the update is
re-suomi	tted to the gateway.		
Exclusions:			
	transactions not submitted in connection	with the	nre ordering ordering provisioning or
	ince of actual customers.	with the	pre-ordering, ordering, provisioning or
maintene	ince of actual customers.		
Performance Sta	indard:		
Direct gateway in	put: 48 hours		
	-		
Report Dimensio	ons:		
Company: Geography:			
CLEC Aggregate Statewide			
CLEC Specific			
• ILEC (if analog applies)			
ILEC Affiliate			
Sub-Metrics –			
GE-4-01 E911/911 MS Database Update			
Products	Direct gateway input updates		
Calculation	Numerator		Denominator
	Number of valid records updated withir	1 48	Total number of valid records updated
	hours		
CA JPSA

Collocation Performance

CA JPSA

NP-2	n: Percent On Time to Respond to a Collocation Request (formerly PM 40 and PM
NP-2 41))	Torout On This to Respond to a Consection Request (formerly 131 to and 136
Definiti	measures the percent of CLEC collocation requests that are responded to on time by the ILEC.
2-01	mental and bettern of and contraction reduces and and techonary to an ante of the 1920.
NP-2-05	measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Busines	s Rules:
•	For NP-2-01, includes all <u>new and</u> augment requests.
•	For NP-2-01, if the CLEC makes a change to size, location, additional AC or DC or HVAC, in their
-	application within or after the applicable standard, the clock is restarted from the revised application receipt date
•	Following are the types of changes that trigger the restarting of the 10 day clock:
	 Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility.
	 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 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
	 Major Building Modifications construction activities are as follows: Asbestos abatement on a room or floor of a building
	 Construction of new interior partitions (walls) and doors to accommodate new HVAC system
	 Construction required to accommodate restroom access or modifications per code.
	 Construction required to accommodate restroom access or modifications per code. Construction or modification of building to facilitate proper emergency egress from the space per code.
	• Electrical wiring of space per code requirements.
•	For NP-2-05, interval begins when ILEC approves the application and has received, from CLEC, financ payment or bond.
\$	For NP-2-08. If a CLFC delays the collocation installation, the collocation interval shall be increased by
-14	the number of days of CLLC delay (resulting in an adjusted interval). If the ILEC completes the requisi installation by the adjusted interval, it will have met its obligation.
•	For NP-2-05, interval begins when ILEC approves the application and has received, from CLEC, financ
-	payment or bond.
•	For NP-2-05, the request is complete when the ILEC sends a notice, in a form agreed upon by both parti
	along with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy.
*	For NP-2-05, when an extended interval has been mutually negotiated, the extended interval will be tracked. If the extended interval is met, the order commitment will be counted as met. If the extended
	interval is missed, the order commitment will be counted as missed.
NT-+	
Notes:	For NP-2-01, interval to begin upon receipt of valid request per published ILEC collocation guidelines.
•	Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff char affecting the intervals in this measure. The subject line of the notice must say "JPSA Affecting Tariff
	Change."

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	CA JPSA	······································
Any test maintena For NP-2 Performance Sta NP-2-01: 95% with NP-2-05 New - 90	hin time intervals set in its tariffs % compliance within time intervals set in its ta	riffs
	ation - 95% within time intervals set in its tarif	fs a contrastante contractor de la contractor
Report Dimensio		<u>Andread and a statement of the statement o</u>
Company: CLEC A CLEC Sp ILEC Af	ggregate e	raphy: Statewide
Sub-Metrics -		
NP-2-01	% On Time to Respond to a Collocation Rec	uest (formerly PM 40)
Products	All Collocation, includes Caged,	
Calculation	Numerator	Denominator
	Number of Requests Completed in X Calenda Days Interval	r Count of Requests Completed due in Reporting Period
NP-2-05	Time to Provide a Collocation Arrangement	(formerly PM 41)
Products	 All Collocation – New (All), include All Collocation – Augment (All), include 	s Caged, Cageless and Pinysical
Calculation	Numerator	Denominator
	# of Collocation Arrangements Completed in "X" Interval	Total Number of Collocation Arrangements Completed During the Reporting Period

CA JPSA

Interface Performance

Function:
 PO-2 Percent of Time Interface is Available (OSS Interface Availability) (formerly PM 42)
Definition:
Measures percent of time OSS Interface is available compared to scheduled availability.
 WPTS (Nationwide): This is a measure of WPTS OSS availability based upon Scheduled Availability. Scheduled Availability is as follows: Prime Time: 0.20:00:00 to 43(2):403(2)
Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
For WPTS, Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (WCCC) with EnView reported outages. Verizon measures CLEC reported outages based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).
The Wholesale Customer Care Center receives OSS availability trouble reports from CLECs, and logs each trouble into a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.
 Business Rules: Outage hours are obtained from outage reports Any change requests for extended availability during the reporting period are added to the scheduled hour WPTS: The EnView methodology is a follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but En View detected and outage, the EnView outage is included as if the entire CLEC population experienced the outage. WPTS: EnView measurement of the EDI, CORBA and Web GUI aka LSI/W interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction typ separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.
 Notes: Verizon captures data on a nationwide basis and reports national results at a state level. ILECs will agree to document any calculation of partial availability. Reported by interface type for all-interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance) i.c., WISE, EDI
Exclusions:
 For WPTS: Not applicable if CLECs are not using WPTS in the state. The following exclusions apply: Troubles reported but not found in VZ's systems. Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center. Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines. Performance Standard: Standard – 99.50% (for all interfaces)

Report Dimensio		
Company:		eography:
CLEC Aggregate		• Statewide ⁶
 ILEC (if analog applies) 		
 ILEC Af 	filiate	
Products	▹ EDI ⊕SI	
	n Aid Loop () and	
	 EDI Pre-Onler 	
	• EUM Ordonius	
	* COHRALGOD Quel	
	CORBA-Pro-Order	
	* WISE Pre-Order	
	· Wast Ordering	
	• A-SE Ropair	
	* 441SE-CSI-Requests	
	WHSE Loop Qual	
	* 1.81	
	 · · · · · · · · · · · · · · ·	
	• E	
Sub-Metrics		
PO-2-02	% of Time Interface is Available	
Calculation	Numerator	Denominator
	Number of scheduled interface available h	ours Scheduled system available hours.
	minus unscheduled interface unavailable	
	hours.	

⁶ Note: WPTS is one system and is measured at the national level. The same performance will be reported in all Verizon States.

Function:			
PO-3 Cen	ter Responsiveness (formerly Pl	M 44)	
Definition:		9. J.49	
Measures the ave	rage time it takes the ILEC's work center	r to answ	er a call.
VerizonVerizon	ed by individual queue, if applicable, in e captures data on a nationwide basis and reports two repairs centers: 1) Designed red) Services	reports na	
Exclusions:			
	transactions not submitted in connection ance of actual customers.	with the	pre-ordering, ordering, provisioning or
Performance Sta			
Ordering Center	I – average 20 seconds rs: I – average 17 seconds		
Report Dimensio	ons:		
	ggregate `analog applies)	Geogra •	phy: Statewide
Sub-Metrics -			
PO-3-02	Center Responsiveness -Ordering		
Products	Ordering		
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer - I and Time of Call Receipt)	Date	Total calls answered by center.
PO-3-04			
Products	Repair (Non-Designed/Non-E	ngineere	d)
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer - Date and Time of Call Receipt)		Total calls answered by center.
PO-3-05	Center Responsiveness - BRC (Busine		ir Center)
Products	BRC (Designed Engineered S	ervices)	proventi ki
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer mi Date and Time of Call Receipt)	nus	Total calls answered by center.

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Change Management Performance

Function	
PO-4	Percent of Timely and Compliant Change Management Notices (formerly PM
45)	ու ավերջանություններին է ու երկերություններին ու երկերություններին ու երկերություններին է երկերություններին էր
Definitio	
impleme	ric measures the percent of Change Management Notices and associated documentation sent before ntation according to prescribed timeliness standards within prescribed timeframes. Notices include ons and confirmations.
Docume	ntation is not considered available until all material changes are made.
Business	Rules:
•	The Timelines standards for the sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. Verizon will comply with applicable Change Management Processes and Procedures.
	Verizon will comply with applicable Change Management Processes and Procedures as documented in Verizon's "Wholesale Network Services OSS Interface Change Management Process" version 2.1 dated April 5, 2001, or subsequent successor documents. This documents) will be made as allable to the CLEC community.
Notes:	Results reported are for Verizon West (fGTE).
•	Reported by total of change notifications and confirmations for Types 3, 4 and 5 combined. Change Management Notices are considered compliant if appropriate documentation is made available on or before the date of the notice.
Exclusio	
•	Regulatory mandates as described in the CMP documentation
	Emergency fixes
•	CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by ILEC identified by the CLEC)
•	ILEC-initiated enhancements/changes to requirements for which it requests that this Performance
	Measurement does not apply and CLECs agree
٠	Enhancements/changes other than those that do not eliminate existing functionality or require material
	CLEC_functional software or process changes. Changes to Error Messages and changes to codes used within interface fields
-	Sumpes to 21101 Intersuger and enanger to every used thank interface fields

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Performance Standard:				
90% compliant notifications and confirmationsnotices sent on time.				
· 装饰和张台镇环境场· · · · · · · · · · · · · · · · · · ·				
	Change type Change Notification - Interval between notification and implementation Change Confirmation - Final Economication - wabability balance implementation			
Type 5 – CLEC originated <u>Change Notification</u> : \geq 73 calendar days prior to implementation, the draftfor business rules are published, \geq 66 calendar days prior to implementation, the draft for technical specifications are published. <u>Change Confirmation</u> : \geq 45 calendar days, prior to implementation, the final business rules, technical specifications and error massage documentation are published.				
Type 4 – Verizon originated Change Notification: \geq 73 calendar days attor to implementation, the drattfor business rules are published, \geq 66 calendar days prior to implementation, the draftfor technical specifications are published. Change Confirmation: >= 45 calendar days prior to implementation, the final business rules, technical specifications and error message documentation are published.				
Type 3 – Industry Standard <u>Change Notification</u> \geq 73 calendar days prior to implementation, the draftfor business rules are published, \geq 66 calendar days prior to implementation, the draftfor technical specifications are published. <u>Change Confirmation</u> : >= 45 calendar days prior to implementation, the final business rules, technical specifications and error message documentation are published.				
Report Dimensio	ms .			
Company: Geography		p hy: Statewide		
Sub-Metrics -				
	% of Timely & Compliant Change Manageme	nt Notices		
Products	Notifications/Confirmations			
Calculation	Numerator Number of compliant change management notifications and confirmations of the sent within the appropriate interval in the reporting period	Denominator Total number of change management notifications and confirmations notices sent during the reporting period		

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Reporting Process

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based, i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days of website publication of the monthly results or within thirty days of the CLEC's request, which ever is later.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC 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 ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by SBC/California and Verizon with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC 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 CLECs and the Public Utilities 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 CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable 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 CLECs. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior months' raw data within one business day. Raw data requests for previous months will be provided in a negotiated interval. Verizon will provide the requested data within 30 days.

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Auditing

Initial Audit:

(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:

A comprehensive Annual Audit will be conducted of the ILECs' 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, except as noted below A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

- 1. Jointly defining the Request for Proposal;
- 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 Request for Proposal.

The Committee will convene every <u>sis-twelve</u> months to discuss and determine the timing and <u>score of any</u> Annual Audit. Provided, any party may request that the committee convene before the 12th month but not earlier then the 6th month following the last meeting of the committee, to discuss whether an Annual Audit is necessary. In such event, the party seeking the earlier meeting will be responsible for calling the meeting, providing a conference call-in number and/or meeting location, and providing all legal notices applicable thereto. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

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 the OSS OII service list.

No Annual Audit shall commence within 12 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 12 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 CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC 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 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, 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.

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The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

In the case of Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of Verizon's national systems, processes and procedures shall be determine on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all Verizon states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by Verizon and the CLECs as set forth in the paragraph above.

Mini – Audits:

In addition to an annual audit, SBC/California, Verizon and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC 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 a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC 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 a CLEC 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 (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section He) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC 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 CLEC 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. Parties agree that the issue of whether the ILEC is "materially" at fault will be based on the parameters of failure to perform: "materially" at fault

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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 50% of the measures in a major service category the ILEC is "materially" at fault (i.e., 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), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

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

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Review Procedures

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around January 17, 2004 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90-day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

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California OSS OII Performance Measurements Service Order Types

- New Service Installations
- Service Migrations without Changes
- Service Migrations with Changes
- Move and Change activities
- Feature Changes
- Service Disconnects

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Definition of Terms

TERM	DEFINITION
Automatic Location Information (ALI) Basic Hot Cut	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases. Basic Hot Cuts include Coordinated Conversions and Coordinated Hot Cuts.
Batch Hot Cut	The live transfer of a VZ provided dial tone customer to a CLEC Loop. Verizon Technicians complete cross-wire work. Verizon provides notice to NPAC for Port activation. Batch hot cuts are scheduled on a wire center basis and not on fixed intervals. A "Batch" may include multiple CLECs' orders. Batch Hot Cuts must be identified on the LSR according to published business rules
Cageless Collocation	Shall have meaning set forth in FCC 1 st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport <u>Came Camps</u>	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.

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TERM	DEFINITION
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.
Coordinated Hot Cut	The live transfer of a VZ provided dial tone customer to a CLEC Loop. Verizon Technicians complete cross-wire work either on an open telephone bridge, or by contact before and after the cut with the CLEC. Port is activated by CLEC. Orders 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. Coordinated Hot Cuts are applicable to Basic Hot Cut process.
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.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Designed Services	Designed services are services requiring engineering intervention.
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.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
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.

TERM	DEFINITION
Held Order	An order for which the ILEC has issued a FOC, but whose
High Bandwidth Line Sharing UNE	due date has passed without it being completed. The frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit switched
	voiceband transmissions.
Hot Cut	The live transfer of a VZ provided dial tone customer to a CLEC Loop. Basic - (Coordinated Conversion or Coordinated Hot Cut) Batch - (Coordinated Conversion) Large job - (Coordinated Conversion)
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
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
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.
Large Job Hot Cut	A Coordinated Hot Cut specified on the LSR as a large job. Intervals for Large Jobs are negotiated and may occur over multiple days. Large Jobs are specified by a CLEC and include multiple orders within the same central office.
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).
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.

TERM	DEFINITION
Meet Point Billing	A billing arrangement used when two or more LECs jointly
-	provide access to and from an interexchange carrier (IEC) for
	inter LATA traffic. This arrangement can be Single Bill,
	where one LEC bills the IEC on behalf of both LECs and
	remits payment to the other LEC or Multiple Bill, where each
	LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due
	date on an order has been missed.
<u>Nor Oestaned Services</u>	Services that do not require inventoried equipment and/or facilities. Non Designed Services include, but may not be limited to the following: UNF. Loop Non-Designed Products Non Design 2-Wire Loop, 2- Wire ISDN BRI Capable. Non Designed ADSI. Capable 2-Wire Loops, Non Designed xDSL Capable 2-Wire Loops, Line Sharing: and UNE Platform Simple Non Designed Products UPLAT 2-Wire
	Analog Loop Start, UPLAT 2-Wire Analog Ground Start
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
D	numbers.
Permanent Number Portability (also	A network technology which allows end user customers to retain their telephone number when moving their service
known as Local or Long Term Number Portability)	between local service providers. This technology does not
Fortability)	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
Than Old Telephone Service (1015)	services. Can include feature capabilities (e.g., CLASS
	features).
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
č	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 CLECs
	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
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC
	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Query Types Recurring Charge	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC

TERM	DEFINITION
Reject	A status that can occur to a CLEC submitted local service
Reject	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 Group Type	The designation used to identify a category of similar
	services, .e.g., UNE loops
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 Order Type	The designation used to identify the major types of
	provisioning activities associated with a 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.
Specials	Services that require engineering design intervention.
	Designed services include, but may not be limited to the
	following: Resale Specials Designed Products - ISDN - BRI.
	DID. Centrex, PBX, ISDN-PRI, Advanced Services, DID
	Resale PBX (trunk), Advanced Intelligent Service: UNE
	Loop Designed Products - Designed 2 Wire Loop, 2-Wire
	ISDN BRI Capable, Designed 4-Wire Loop, ISDN Capable
	4-Wire Loops, DS1 Wire Loops, 56kpbs capable 4-Wire
	Loops; and UNE Platform Complex Designed Products
	UPLAT BRI ISDN, UPLAT DS-1-DID, UPLAT DS-1-
	DOD, UPLAT DS-1 DIOD, UPLAT DS-1 Direct
	Interface, UPLAT ISDN PRI 23 B+ D, UPLAT ISDN
	PRI-24B.
Standard Interval	The interval that the ILEC quotes to its customers with
	respect to how long it will take to provision a service request.
	These intervals are standardized by specific service type and
	type of service modification requested ILECs publish these
	standard intervals in documents used by their own service
	representatives as well as ordering instructions provided to
	CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and
Cubesqueet Barrente	workload. They may change as frequently as twice a day.
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".
Summarized Charges	Billing charges that are aggregated on the bill, rather than
Summarized Charges	individually itemized, e.g., local usage minutes on resale or
	retail calls, which are listed on the bill as "xx" minutes with
	no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and
	among Central Office switches.
	among Central Office Switches.

TERM	DEFINITION
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
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
Seriam official (administrative) lines	Verizon official tadministrative) lines are lines used by Verizon employees or contractors to conduct official company business.
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CA JPSA

Glossary of Acronyms

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
СКТ	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	
	Common Object Request Broker Architecture (Pre-ordering standard)
СРЕ	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
D\$1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I. N, T, C,M	Service Order Types - I (install-GTE), N(new-PB), T(to or
1, 10, 1, C, 101	transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
ISDN	
	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination
	center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service
	order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

CA JPSA

Jeopardy Missed Appointment Codes

Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
18	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1 W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above

CA JPSA

Disposition Codes

	VERIZON
01	LOCAL NUMBER PORTABILITY
04	NETWORK FACILITIES
04	NETWORK FACILITIES
05	COIN/COINLESS
05	E911
05	
06	OUTSIDE PLANT
07	INTEDOFFICE FACILITIES
0/	INTEROFFICE FACILITIES
09	SERVICE ORDER
10	RECORDS
10	RECORDS
11	CARRIER (FIELD) OR CONCENCENTRATOR
12	CENTRAL OFFICE
12	
13	TEST OKAY
15	CAME CLEAR
16	CUSTOMER
17	EXCLUDE
17	EXCLUDE
17 18	EXCLUDE REFERRED OUT

CA JPSA

Implementation Schedule

Upon Commission approval of the 2004 and 2005/2006 Review acreed to changes (submitted by the Settling Parties), the approved changes will be implemented as follows:

To make better use of its information Technology resources, in 2005 Verizon plana-to adopted a process that movides for quarterly updates to its Wholesale measurement systems. At propent, Varizon contemplates making updates to its Wholesale measurement systems for the Februar-2005 data-mends, for which performance reports will be issued at the end of March 2005. Updates are also proposed in the May 2005 state month, the which previous even and there even even and the state of the Advance of the Advance 2002 2005 data month. An which performance reports will be issued at the end of Sectorober 2005. In order for Vorizon to include the revised CA IPSA changes in a quarterly update. Verizon will need to receive a Commission order approving same no later than the 15th day of the second fourth calendar month prior to the calendar month in which the quarterly update is to be implemented. For instance, if on or prior to March June 15, 20056 the Commission issues an order approving the revised CA JPSA (midelines, Verizon, will implement the revised CA, IPSA Guidelines for the Mas-2005 October 2006 data month. for which performance reports will be issued at the end of June 2005. November 2006. If between Akara 46, 2005 and June 15: 2005 the Commission-essues an order approving the technol CA 495.4 Unidelines. Weiken will inviction the researd CA IPSA Guidelines for the Austric 2005 data month, to region performance reports with be issued at the end of September 2005. These is implementation intervals will be is needed in order to allow Verizon to undertake the complex work of making the system and process. changes necessary to perform and report the modified measurements. They It will also allow Verizon to test whether these oftenges have been properly made.

(END OF APPENDIX III)

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Consensus Items

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
1	Executive Summary	NA	NA	Under Auditing and Review Procedures section replace language "can be found in sections III and IV" with	Ensures consistency with reformatted version.	Administrative Clarification	Agreed	
2	Reservation of Rights	NA	NA	"are provided in this document." Under ILECs section 3 rd bullet added word "be" between should and viewed.	Grammatical Correction	Administrative Clarification	Agreed	
3	General Exclusions	NA	NA	Add list of general exclusions.	Clarifies common exclusions for all PMs.	Administrative Clarification	Agreed	
4	Performance Metric Number Cross Reference Table	NA	NA	Add Performance Metric Number Cross Reference Table.	Provides reference to new metric numbering.	Administrative Clarification	Agreed	
5	Product Codes	NA	NA	Add Product Code chart.	Provides reference to new product codes.	Administrative Clarification	Agreed	
6	Retail	NA	NA	Add Retail Analog chart.	Provides reference to retail analogs	Administrative Clarification	Agreed	

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Consensus Items

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
7	Performance	NA	NA	Under Notes	Ensures	Administrative	Agreed	
	Metric			section replace	consistency with	Clarification		
	Number			language	reformatted			
	Cross			"documented in	version.			
	Reference			Section VIII				
	Table			(Implementation				
				Schedules)" with				
				"provided in the				
				Implementation				
				Schedule				
	3			chapter."				
8	1 (PO-1)	Address	Calculation,	Replace	Language	Administrative	Agreed	
		Verification	Performance	reference to	clarification.	Clarification		
			Standard and	"Legacy" system	Legacy systems			
		TN Selection	Business	with "Retail" in	have been replaced			
			Rules	Performance	and it is more			
		Service Availability		Standard and	appropriate to refer			
				Business Rules	to Retail.			
		Due Date		sections.				

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#	1 (DO 1)		CATEGORY	CHANGE		CHANGE		
9	1 (PO-1)	Address	Notes	Add language to	Requests for	Administrative	Agreed	
		Verification		the Notes section	Preordering	Clarification		
				indicating that	information are			
		TN Selection		the retail	processed through			
				measurement is	Verizon's COFEE			
		Service Availability		based on COFEE	(Converged			
				data.	Ordering Front End			
		Due Date			Engine) and NOCV			
					(National Order			
					Collection Vehicle)			
					systems. For			
					measurement			
					purposes, only			
					COFFE data is			
					included because it			
					is a Client/Server			
					application that			
					works as a GUI to			
					NOCV and is			
					analogous to the			
					wholesale system			
					and process.			
					NOCV is a			
					mainframe system			
					for which a number			
					of different			
					processes are			
			-		executed to			
					complete a pre-			
					order request. It is			
					not possible to			
					capture timestamps			
					from when a user			
					hits the enter key to			
					when they receive a			
					response, response			
					time can only be			
					approximated.			

Consensus Items

05/15/06

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Consensus Items

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
# .			CATEGORY	CHANGE		CHANGE		
10	1 (PO-1)	All	Exclusions	Modified definition of batch transmission.	Clarification on batch transmission definition.	Administrative Clarification	Agreed	
11	1 (PO-1)	All	Exclusion	Add language for exclusion covered in Business Rules for electronic pre-order query response times that originate outside the published system hours.	Business Rule states "Elapsed time for fully electronic sub- measures tracked during published system hours". The addition of this exclusion will provide further clarification on the exclusion of electronic pre-order query response times sent outside published system hours.	Administrative Clarification	Agreed	Verizon to add web location for published hours in JPSA document.
12	2, 3 (OR-1, OR-2)	All	Definition	Replaced the word "measurable" with "performance."	Provides consistency with new format.	Administrative Clarification	Agreed	

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Consensus Items

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
13	2 (OR-1)	Standalone Directory Listings	Products (Reported By) Performance Standard	Add Standalone Directory Listings as a distinct product within the Measurable Standard and remove reference to stand alone directory listings in the reported by section.	Standalone Directory Listings are currently reported as a separate product.	Administrative Clarification	Agreed	
14	4 (OR-5)	All	Business Rules	Added the following Business Rules: 1) Includes only confirmed LSRs and 2) Excludes all rejected orders.	Language clarification on current metric calculation.	Administrative Clarification	Agreed	
15	4 (OR-5)	All product subtypes	Notes	Remove second bullet from Notes section regarding system upgrade targeted for May 2003.	System upgrade was implemented. Note is obsolete.	Administrative Clarification	Agreed	
16	4 (OR-5)	All	Products (Reported By)	Consolidate reported product types into Resale and UNE.	Ensures consistency with reporting in East; dissaggregation by service type results in low volumes.	Process	Agreed	Agreement reached to disaggregate by Resale, UNE –P, UNE Loop and UNE Other

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE	:	4
17	7,8 (PR-2, PR-3)	All	Exclusions Business Rules	Add Projects to list of exclusions; removed following business rule "Verizon will not exclude projects." (This rule is currently documented under PR-2).	Volume of projects with longer intervals is expected to increase. Similar to SBC, Verizon should have this exclusion.	Process	Agreed	
18	7 ((PR-2)	UNE Loop Services	Exclusion	Delete the reference to "SBC/California only" from "For UNE Loop Services, feature- only orders are excluded from retail analog."	This exclusion should apply to both companies, in that it is as appropriate to apply the exclusion to Verizon as to SBC/California. Verizon believes this was simply an oversight in the production of the JPSA, in that the exclusion is meant to apply to each Company, but only for UNE Loop services.	Administrative Clarification	Agreed	

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Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
19	7 (PR-2)	UNE subloop and Dark Fiber	Business Rules	Delete the Business Rules bullet "For Verizon, results for UNE subloop and Dark Fiber will be tracked diagnostically."	Duplicate language with Business Rules.	Administrative Clarification	Agreed	
20	7 (PR-2)	Interconnection Trunks	Notes	Remove the following note: "For interconnection trunks, the current measurable standard for Verizon at parity to be reviewed and benchmarks considered for the next performance review."	Verizon's position is that where there is a valid analog, the analog is used for parity performance standard.	Administrative Clarification	Agreed	
21	11A (PR-4- 16)	All product subtypes	Business Rules	Add the word "not" to the following business rule: "Loop Acceptance Test is <i>not</i> completed on or before due date."	Ensures consistency with the measure.	Administrative Clarification	Agreed	

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Consensus Items

Item	РМ	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
22	13, 14 (PR- 5-05, PR-4- 02)	Interconnection Trunks	Notes	Remove the following note: "For interconnection trunks, the current measurable standard for Verizon at parity to be reviewed and benchmarks considered for the next performance review."	Where there is a valid analog, the analog is used for parity performance standard.	Administrative Clarification	Agreed	
23	15, 15A (PR-6-04, PR-6-05)	All	Products (Reported by)	Remove condition to report by service affecting and out of service	Level of disaggregation is not required based on low volumes of activity being reported. It is sufficient and reasonable to measure based on product/service group category. It is irrelevant whether the trouble is service affecting or OOS.	Process	Agreed	
Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) **Process and Administrative Clarification Changes**

Consensus Items SUBMEASURE(S) MEASURE PROPOSED RATIONALE TYPE of Status Comments CATEGORY CHANGE CHANGE

<u> </u>			CAILOONI	CHANGE		CHANGE		
24	16 (PR-6- 01)	All	Exclusions	Modify following exclusion, "Trouble Reports received on the due date for orders other than for new installations" to "Trouble Reports received on the due date."	Trouble reports received on the due date are captured in PR-6-04 (PM15) and would be double counted if also included in PR-6-01 (PM16).	Process	Agreed	
25	17 (PR-6- 02)	All	Exclusions	Add exclusion for troubles received on the order due date.	Ensures consistency with PR-6-01 (PM16). Trouble reports received on the due date are captured in PR-6-04 (PM15) and would be double counted if also included in PR-6-02 (PM17).	Process	Agreed	
26	19, 20, 21, 22, 23 (MR-2, MR- 3, MR-4, MR-5)	All product subtypes	Definition	Added Network Trouble Disposition Codes to measure definition.	Provides clarification on network troubles.	Administrative Clarification	Agreed	

Item

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PM

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item :	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
27	19, 20, 21,	All product	Business	For the Business	While "Came	Administrative	Agreed	
	22	subtypes	Rules	Rule "Includes	Clear" is a	Clarification	-	
	(MR-2, MR-			Test okay (TOK)	disposition similar			
	3, MR-4)			and Found Okay	to Test okay, it			
				(FOK)", add the	differs in that it			
				further	addresses a			
				disposition	situation where an			
				"Came Clear" as	initial test might			
				a category to be	indicate some			
				included in these	trouble on the line,			
				results.	but subsequently			
					the line becomes			
					free of trouble even			
					though no repairs			
					are instituted.			
					Because it is a			
					disposition much			
	l l				like but somewhat			
					different than Test			
					Okay and Found			
					Okay, it should be			
				ļ	added to the current			
					Business Rule.			

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#	A TAF	SUDMEASURE(S)	CATEGORY		KAHUNALE		Status	Comments
#28	19 (MR-2)	UNE Loop xDSL	Notes	CHANGE Formatted Notes section to separate bullet for Verizon retail analog information: "The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division "	Consistency in documentation.	CHANGE Administrative Clarification	Agreed	
29	19, 20, 21, 22, 23 MR-2, MR- 3, MR-4, MR-5)	All product subtypes	Exclusion	Add Exclusion for Verizon's official (administrative) lines.	Verizon official services are handled differently than normal retail service and they should not be included in the normal retail results.	Administrative Clarification	Agreed	Verizon will add the following definition for Verizon official (administrative) lines, "Verizon official (administrative) lines are lines used by Verizon employees or contractors to conduct official company business."
30	20 (MR-3)	NA	Title	Changed title to read, " Percentage of Customer Troubles Not Resolved Within Estimated Time."	Corrects grammar of title.	Administrative Clarification	Agreed	

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#		:	CATEGORY	CHANGE		CHANGE		
31	20 (MR-3)	NA	Exclusions	Capitilized "c" in Customer Caused Misses in Exclusion section.	Consistency in documentation.	Administrative Clarification	Agreed	
32	20 (MR-3_	NA	Business Rules	Added the word "in" in Business Rules as follows, "Includes a miss in those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time."	Grammatical correction	Administrative Clarification	Agreed	
33	21 (MR-4)	NA	Business Rules	Remove word "is" from Business Rules section as follows, "Includes in the time interval calculation [is] any ILEC delay.	Grammatical correction.	Administrative Clarification	Agreed	
34	20, 21, 23 (MR-3, MR- 4-01, MR-5)	All	Products	Add NXX Codes to product list.	CA PUC Order Correcting Errors; Decision 03-12-030 December 5, 2003.	Administrative Clarification	Agreed	

Consensus Items

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE	in the second second	CHANGE	E States	
35	24 (NP-1-	All product	Business	Under the	This change would	Administrative	Agreed	
	02)	subtypes	Rules	Business Rules,	just reflect current	Clarification	-	
				second bullet,	practice, as today			
				add the words	Verizon only			
				"upon CLEC	makes this			
				request", such	information			
				that the bullet	available upon the			
				would read: "	CLEC's request.			
				ILEC will make	As currently			
				available <i>upon</i>	worded, the			
				CLEC request	Business Rule			
				detailed	suggests some on-			
				information	going, affirmative			
				[continue with	duty by the ILEC			
				current	to provide the			
				language]"	information, yet			
					Verizon has always			
					understood that the			
					information should			
					be provided only if			
					it is requested by a			
					CLEC.			

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
36	25 (NP-1- 04)	All product subtypes	Exclusions	The current Exclusions, bullets 3-5, should be adjusted such that the exclusions in the bullets are applicable to both Verizon and SBC/California. Currently, bullet 3 applies to both companies, but bullets 4 and 5 state that they only are applicable to SBC/California. The third bullet should be dropped, and reference in bullets 4 and 5 indicating that they only apply to SBC/California should be deleted.	Ensures consistency with East trunk blockage exclusions and consistency with SBC.	Process	Agreed	Verizon will implement a West notification process similar to that which is to be implemented in the East. Verizon will add the following note to the guidelines, "VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. The notification states that VZ identified a blocked trunk group due to CLEC reasons, and that the trunk group will be excluded from VZ performance. Verizon will make the exclusion automatically unless the CLEC responds back within two business days with documentation indicating that Verizon's information on the condition is inaccurate.

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

ltem	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#	·		CATEGORY	CHANGE		CHANGE		
37	28 (BI-1)	All product subtypes	Definition	Modify the measure Definition by adding the words "by the switch" between "data" and "generated", and by clarifying that the end of the measurement period is when the data is "made available" as opposed to being "sent" to the	"By the switch" clarifies how the data is generated. Electronic data is not always "sent" to a CLEC. In some cases the data is retrieved by the CLEC after it is "made available."	Administrative Clarification	Agreed	Verizon will add a clarification to the definition section based on media type.
38	28 (BI-1)	UNE IntraLATA and InterLATA combined excluding UNE Platform	Performance Standard	CLEC. Reformat the Performance Standard and add clarification language to UNE IntraLATA and InterLATA combined, excluding UNE Platform to show exact parity comparisons for the different services that are reported (e.g., Resale Local, Toll, etc.)	This change more accurately describes the parity comparisons applicable to the reported services under this Measure.	Administrative Clarification	Agreed	

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
39	28 (BI-1)	Jointly Provided	Calculation	Added	Current formula	Administrative	Agreed	
		Switched Access		calculation to	did not align with a			
				accommodate	benchmark			
				benchmark	standard.			
				standard for				
				Jointly Provided				ļ
				Switched Access.				
40	30 (BI-2)	All product	Definition	Modify the	This change is	Administrative	Agreed.	Verification will add
		subtypes		measure	requested because	Clarification		clarification based on media
				Definition by	the ILEC does not			type.
				replacing the	"transmit" all			
				clause	electronic bills to			
				"successful	CLECs. In some			
				transmission of	cases, the bill is			
				the associated	made available and			
				invoice: with	retrieved			
				"transmission	electronically by			
				availability date	the CLEC.			
				of the bill."]

Consensus Items

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
41	30 (BI-2)	All product subtypes	Performance Standard	Change the Performance Standard from "99% within 10 calendar days" to "98% within 10 business days."	Ensures consistency with East performance standard. This is a national standard used throughout Verizon's operation. There have not been any demonstrated harms to competition or CLECs by use of this slightly reduced standard. It was also the standard applicable in the FCC measures.	Process	Withdrawn	
42	30 (BI-2)	All product subtypes	Calculation	In the Calculation, replace "transmitted" in both numerator and denominator with "made available.".	Electronic data is not always "sent" to a CLEC. In some cases the data is retrieved by the CLEC after it is "made available."	Administrative Clarification	Agreed.	Verizon will add clarification based on media type.

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
43	34 (BI-3)	All product subtypes	Exclusions	Add new exclusion, "Any billing adjustments that result from an agreement between the ILEC and the CLEC, where the adjustments were not completed to correct errors in billing."	Ensures consistency with SBC/California.	Process	Agreed	Verizon will add the following language to the proposed exclusion, "This exclusion does not include adjustments made as a result of a settlement on a bill adjustment claim."
44	31 (BI-6)	All product subtypes	Definition	Modify the measure Definition by replacing "correct bill" with "next available bill."	Ensures consistency with East measure. The "next available bill" is a more accurate description of what is being measured. Usage is delivered on the "next available bill", rather than the "correct bill."	Administrative Clarification	Agreed	
45	31, 32, 33 (BI-6, BI-7, BI-8)	Resale and UNE	Performance Standard	Add "Parity with Retail" to the Performance Standard.	Clarify language on parity comparison for Resale and UNE services.	Administrative Clarification	Agreed	

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE	Status	Comments
46	31 (BI-6)	All product	Calculation	Calculation	Billing cycles	Process	. Segurard	Verizon will change the
		subtypes		should be	occur on		Withdrawn	language to reflect a
				changed to allow	approximately a 30			numerator calculation of
				60 days (instead	day period. The			"Count of usage charges on
				of 30 days) in	bill at the end of			the bill that were recorded
1				which to post	such a cycle will			within last 4630 days."
				usage.	not capture usage			-
					toward the end of			
					the 30 day billing			
					period because it is			
					physically			
					impossible to do			
					so. That is, given			
					bill cycle 1 usage			
					occurs from days 1-			
					30. When the bill			
					is produced, usage			
					from days 1-20			
					may be captured,			
					but usage on days			
					20-30 is not			
					reflected until the			
					"next bill", which			
					would be up to 40			
					days after the usage occurred.			
					Permitting 60 days			
					to post usage			
					allows us to put on "the next bill" any			
;					usage in a 30 day			
					cycle that was not			
					reflected on the bill			
					at the end of that			
					cycle.			
	<u> </u>			I				li

Verizon PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
47	32,33 (BI-7, BI-8)	All product subtypes	Definition and Calculation	Modify the measure Definition and the Calculation by replacing "correct bill" with "next available bill."	This is the same change requested in BI-6 (PM 31).	Process	Agreed Withdrawn	Verizon will change the language to reflect the effective date of the charge must be within 4530 days of the bill date for the charge to appear on the next available bill.
48	32, 33 (BI-7, BI-8)	All product subtypes	Business Rules	Change the Business Rule to make clear that charges should appear within 2 months, not the current one month, for the same reasons as explained for BI- 6 (PM 31) concerning the change from 30 days to 60 days. Also, in the Business Rule refer to the "next available bill" rather than the "correct bill" for reasons already explained.	Billing cycles occur on approximately a 30 day period. The bill at the end of such a cycle will not capture charges toward the end of the 30 day billing period because it is physically impossible to do so. Permitting 60 days to post charges allows us to put on "the next bill" any charges in a 30 day cycle that was not reflected on the bill at the end of that cycle.	Process	Ygterðd <u>Wniikirawn</u>	Verizon will change the language to reflect the effective date of the charge must be within <u>see</u> days of the bill date for the charge to appear on the next available bill.

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
		SUDMEASURE(S)			AIIONALE		Status	Comments
<u>#</u> 49	32, 33 (BI-7, BI-8)	All product subtypes	CATEGORY Business Rules	CHANGE Remove from business rules the following: Excludes late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a	Duplicate language already specified in Exclusion section.	CHANGE Administrative Clarification	Agreed	
50	40 (NP-2- 01)	All product subtypes	Business Rules	timely manner. Modify 2 nd bullet of Business Rules section to include <i>new</i> and augment requests.	Clarification on types of collocation included in metric.	Administrative Clarification	Agreed	
51	40 (NP-2- 01)	All product types	Calculation	Change denominator to "Count of requests <i>due</i> in reporting period."	Ensure consistency of measure with East.	Process	Agreed	
52	40, 41 (NP- 2-01, NP-2- 05)	All product subtypes	Products (Report By)	Add language specifying the types of collocation reported in the Products section, i.e., All Collocation (Caged, Cageless, Physical)	Clarifies product types included in metric.	Administrative Clarification	Agreed	

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
53	41 (NP-2-	All product	Business	Add business	Clarification of	Administrative	Agreed	•
	05)	subtypes	Rules	rule for delays	metric process.	Clarification	_	
				due to CLEC.				
54	41 (NP-2-	All product	Business	Under the	Ensure consistency	Process	Agreed	Verizon will remove
	05)	subtypes	Rules	Business Rules,	with East business		_	redundant exclusion.
				add a Business	rules and			
				Rule for Verizon	consistency with			
				that is essentially	SBC. The same			
	-			the same as the	rule regarding			
				rule applicable to	negotiated			
				SBC/California	commitments that			
				regarding	applies to			
				mutually	SBC/California			
				negotiated	should also be			
				commitments.	applicable to			
					Verizon. Verizon			1
					follows much the			
					same process as			
					SBC/California			
					regarding such		ļ	
					commitments, and			
					there is no reason			
					the Business Rule			
					should not apply to			
					each ILEC.			

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE	and the second second	CHANGE		
55	42 (PO-2)	All interface types	Products (Report By)	Change from reporting by pre- ordering, ordering and maintenance to reporting by interface, i.e. WISE, EDI, CORBA, LSI and WPTS.	Definition is based on interface availability not loss of functionality (i.e, preorder, order or maintenance). In addition, this change would make this measure consistent with Verizon's reporting of OSS interface availability in the East. Architecture has changed since initial development of these measures; no longer have separate servers.	Process	Agreed	
56	45 (PO-4)	All	Calculation Products (Reported By) Performance Standard Exclusions Business Rules	Updated language per CA PUC order adopting minor modifications to VZ CA PM 45.	Approval of Joint Motion of Verizon California Inc and Participating CLECS Requesting Adoption of Minor Modifications to Measure 45, Change Management; adopted January 2004.	Administrative Clarification	Agreed	

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE	La Alexandre de Calendario	
57	2, 3, 4, 5, 6,	NA	Products	Remove UNE	There has been no	Process	Agreed	
	7, 11, 12,			Port as a product	activity in Verizon			
	13, 14, 17,			from all	for any state.			
	19, 20, 21,			applicable				
	23 (OR-1,			measures.				
	OR-2, OR-5,							
	PR-7-01,							
	PR-7-02,							
	PR-4-01,							
	PR-4-02,							
	PR-5-01,							
	PR-5-05,							
	PR-6-02,							
	MR-2, MR-							
	3, MR-4-							
	01,MR-4-							
	08, MR-5)							

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#	<u> </u>		CATEGORY	CHANGE		CHANGE		
58	Auditing	NA	NA	Change requirement for a meeting of the Joint Steering Committee for audits from 6 months to 12 months.	The current JPSA calls for a meeting of the Joint Steering Committee for audits every 6 months. This should be changed to an annual meeting in that reviews every 6 months are unnecessary and a burden to all parties.	Administrative Clarification	Agreed.	Verizon will add the following language, "The committee will convene every twelve months to discuss and determine the timing and scope of any Annual Audit. Provided, any party may request that the committee convene before the 12 th month but not earlier then the 6 th month following the last meeting of the committee, to discuss whether an Annual Audit is necessary. In such event, the party seeking the earlier meeting will be responsible for calling the meeting, providing a conference call- in number and/or meeting location, and providing all legal notices applicable thereto."
59	Auditing	NA	NA	Removed reference to Section IIc.	Ensures consistency with new format.	Administrative Clarification	Agreed	
60	Definition of Terms	NA	NA	Changed term – Common Transport to Common Transport Trunk Groups.	Make language consistent with measure description.	Administrative Clarification	Agreed	

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Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#			CATEGORY	CHANGE		CHANGE		
61	Definition of Terms	NA	NA	Add Specials, Designed Services and Non Designed Services to Definition of Terms	Provides clarification.	Administrative Clarification	Agreed	Verizon will modify the definition for designed services as follows, "Designed services are services requiring engineering intervention."
62	Reports	All	NA	Change reporting structure to include CLEC aggregate reports and positive reporting (reporting regardless of activity).	Ensures consistency with East reporting structure.	Administrative Clarification	Agreed	
63	All	All	All	Reformat guidelines consistent with format of VZ east guidelines	Clarifies guidelines applicable to only VZ. Ensures consistency with Verizon East format.	Administrative Clarification	Agreed	
64								Moved to Non-Consensus document
65	42 (PO-2)	PO-2-02	Definition	Modify WPTS prime time from 7am to 8 pm EST to 06:00:00 to 23:59:59 EST	Ensures consistency with NY.	Process	Agreed	

	Consensus Items									
Item	PM	SUBMEASURE(S)		PROPOSED	RATIONALE	TYPE of	Status	Comments		
#			CATEGORY	CHANGE		CHANGE				
66	2.3.4.5.6.	08-1-02. OR-1-04.	Producis	Remove UNE-	Per TRO-TRRO] Process	Agread			
	2.11.12	08-1-05 08-1-06		Platform						
	13, 14, 15,	010-1-07-018-2-02.								
	<u>15A 16.17.</u>	08-2-04, OR-2-05.	1							
	19,26,24,	OR-2-96. OR-2-07.								
	22.13.38	OR-5-01, OR-5-03,								
	<u> 198-1-965</u>	PR-2-(P), PR-4-01,								
	2.08-5	PR-4-02. PR-5-01.								
	PR-2, PR-4.	PR-5-05, PR-6-01,				-				
	198-5, PR-6,	PR-9-02, PR-6-04.								
	PR-7. MR-2.	PR-6-05_PR-7-01.								
	MR-S. MR-	PR-7-02 MR-2-01,								
	4. MR-5.	NK-3-01 NR-4-								
	84.11	01 MR-4-08 MR-								
		5-01, 81-1-05								
67	2.3.4.5.6.	OR-1-02, OR-1-04,	Producis	Renove UNE	Par (160 Tilko	Process	Alleri			
	7.8.11.12	OR-1-66, OR-2-02,		Line Sharing						
	<u>1.1.14.15.</u>	<u>08-2-04, 08-2-06,</u>								
	15.8.16.19,	<u>OR-5-01, OR-5-03.</u>								
	20, 24, 23	PR-2-09, PR-3-12.								
	(OR-1.08-	PR-4-01. PR-4-02								
	2. OR-5.	PR-5-01, PR-5-05.								
	<u>PR-2, PR-4,</u>	PR-6-01. PR-6-04.								
	PR-5, PR-6.	PR-6-65, PR-7-01,								
	PR-7. MR-2,	PR-7-02. MR-2-01.						ļ ,		
	MR-3 MR-	MR-3-01, MR-4-			1					
	4, MR-5)	01. MR-5-01						1		

	Consensus items										
Item #	РМ	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments			
<u>68</u>	11, 14, 16, 11, 14, 16, 10, 24, 21, (OR-1, 10R- 1, 10R-2, 10R- 4, 10R-2, 10R- 1, MR-2, 10R- 1, MR-4, MR-5)	OR-1-12, OR-2- 12 PR-2-09, PR-4- 01, PR-4-92, PR-7- 01, PR-7-02, MR-2- 01, MR-3-04, MK- 1-01, MR-3-01	Products	Remove Dark Fiber	<u>Per TRO/TRO</u>	Process	Agread				
4. 	NA	NA.	<u>General</u> Exclusions	Addest note cegariling eilmination of UNE- Platform from UNE product category	Per TRO TRICO	Process	Agreed				