

# VERIZON PENNSYLVANIA INC.

## APPENDIX A

~~June 1, 2003~~

**Date to be Changed**

June 1, 2003

Revised effective [insert date of implementation of PA PAP revisions] in accordance with the PA PUC order of [insert date] in Case No. M-00011468.

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Note: **BOLD** indicates Critical Measure

June 1, 2003

Revised effective [insert date of implementation of PA PAP revisions] in accordance with the PA PUC order of [insert date] in Case No. M-00011468.

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

<b>PO</b>	<b>Pre-Ordering</b>	<b>Weight</b>
PO-1-01-6020	Customer Service Record – EDI	2
PO-1-03-6020	Address Validation –EDI	2
<b>PO-2-02-6020</b>	<b>OSS Interface Availability - Prime - EDI</b>	<b>5</b>
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
<b>PO-2-02-6080</b>	<b>OSS Interface Availability - Prime - Web GUI</b>	<b>5</b>
<b>OR</b>	<b>Ordering</b>	
<b>OR-1-02-2320</b>	<b>% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs</b>	<b>10</b>
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	5
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	5
<b>OR-4-16-1000</b>	<b>% On Time PCN - 1 Business Day</b>	<b>5</b>
OR-4-17-1000	% On Time BCN - 2 Business Day	5
OR-5-03-2000	% Flow Through - Achieved – POTS	10
OR-6-03-2000	% Accuracy – LSRC	10
OR-1-04-2320	% OT LSRC -No Facil Ck(E -No Flow Thru)-POTS/Pre-Qual Cmplx	5
OR-1-06-2320	% OT LSRC/ASRC -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
OR-2-04-2320	% OT LSR Rej -No Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
OR-2-06-2320	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
<b>PR</b>	<b>Provisioning</b>	
<b>PR-3-01-2100</b>	<b>% Completed in 1 Day (1-5 lines - No Disp) - POTS Total</b>	<b>5</b>
<b>PR-4-05-2100</b>	<b>% Missed Appointment- VZ - No Dispatch - POTS</b>	<b>20</b>
<b>PR-4-04-2100</b>	<b>% Missed Appointment - VZ - Dispatch - POTS</b>	<b>10</b>
<b>PR-4-02-2100</b>	<b>Average Delay Days - Total – POTS</b>	<b>15</b>
PR-5-01-2100	% Missed Appointment - Facilities - POTS	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	5
<b>PR-6-01-2100</b>	<b>% Installation Troubles within 30 days - POTS</b>	<b>15</b>
<b>MR</b>	<b>Maintenance &amp; Repair</b>	
MR-1-01-6000	Average Response Time - Create Trouble	2
MR-1-06-6000	Average Response Time - Test Trouble (POTS only)	2
<b>MR-3-01-2110</b>	<b>% Missed Repair Appointments - Loop - Bus.</b>	<b>10</b>
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	5
<b>MR-4-08-2110</b>	<b>% Out of Service &gt; 24 Hours - POTS - Bus.</b>	<b>5</b>
<b>MR-3-01-2120</b>	<b>% Missed Repair Appointments - Loop - Res.</b>	<b>10</b>
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	10
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	5
MR-4-06-2120	% Out of Service > 4 Hours - POTS – Res.	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	5
<b>MR-4-08-2120</b>	<b>% Out of Service &gt; 24 Hours - POTS - Res.</b>	<b>5</b>
<b>MR-5-01-2100</b>	<b>% Repeat Reports w/in 30 days - POTS</b>	<b>10</b>
<b>BI</b>	<b>Billing</b>	
BI-1-02-1000	% DUF in 4 Business Days	5
<b>Total Weights For Resale MOE</b>		<b>263</b>

June 1, 2003

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

<b>PO</b>	<b>Pre-Ordering</b>	<b>Weight</b>
PO-1-01-6020	Customer Service Record – EDI	2
PO-1-03-6020	Address Validation –EDI	2
<b>PO-2-02-6020</b>	<b>OSS Interface Availability - Prime - EDI</b>	<b>5</b>
PO-1-01-6030	Customer Service Record - CORBA	2
PO-1-03-6030	Address Validation - CORBA	2
<b>PO-2-02-6030</b>	<b>OSS Interface Availability - Prime - CORBA</b>	<b>5</b>
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
<b>PO-2-02-6080</b>	<b>OSS Interface Availability - Prime - Web GUI</b>	<b>5</b>
<b>OR</b>	<b>Ordering</b>	
<b>OR-1-02-3140</b>	<b>% On Time LSRC - Flow Thru - Platform - 2hrs</b>	<b>10</b>
OR-2-02-3140	% On Time LSR Reject - Flow Thu - Platform	5
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	5
<b>OR-4-16-1000</b>	<b>% On Time PCN - 1 Business Day</b>	<b>5</b>
OR-4-17-1000	% On Time BCN - 2 Business Day	5
OR-5-03-3000	% Flow Through - Achieved - POTS	5
OR-6-03-3140	% Accuracy - LSRC - Platform	5
OR-1-04-3140	% OT LSRC -No Facil Check(Elec.-No Flow Thru) -Platform	5
OR-1-06-3140	% OT LSRC/ASRC -Facil Ck(Elec.-No Flow Thru) -Platform	2
OR-2-04-3140	% OT LSR Rej.-No Facil Ck (Elec.-No Flow Thru) -Platform	2
OR-2-06-3140	% OT LSR/ASR Rej. -Facil Ck(Elec.-No Flow Thru) -Platform	2
<b>PR</b>	<b>Provisioning</b>	
<b>PR-3-01-3140</b>	<b>% Completed in 1 Day (1-5 Lines - No Disp) - Platform</b>	<b>5</b>
<b>PR-4-05-3140</b>	<b>% Missed Appointment- VZ - No Dispatch - Platform</b>	<b>20</b>
<b>PR-4-04-3140</b>	<b>% Missed Appointment - VZ - Dispatch - Platform</b>	<b>10</b>
<b>PR-4-02-3100</b>	<b>Average Delay Days - Total - POTS</b>	<b>15</b>
PR-5-01-3140	% Missed Appointment - Facilities - Platform	5
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	5
<b>PR-6-01-3140</b>	<b>% Installation Troubles within 30 days - Platform</b>	<b>10</b>
<b>MR</b>	<b>Maintenance &amp; Repair</b>	
MR-1-01-6000	Avg. Response Time - Create Trouble	2
MR-1-06-6000	Avg. Response Time - Test Trouble (POTS only)	2
<b>MR-3-01-3144</b>	<b>% Missed Repair Appointments - Loop - Platform - Bus</b>	<b>10</b>
MR-3-02-3144	% Missed Repair Appointments - CO Platform - Bus	10
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5
MR-4-06-3144	% Out of Service > 4 Hours – Platform - Bus.	5
MR-4-07-3144	% Out of Service > 12 Hours - Platform - Bus.	5
<b>MR-4-08-3144</b>	<b>% Out of Service &gt; 24 Hours - Platform - Bus</b>	<b>5</b>
<b>MR-3-01-3145</b>	<b>% Missed Repair Appointments - Loop -Platform - Res</b>	<b>10</b>
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	10
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	5
MR-4-06-3145	% Out of Service > 4 Hours – Platform – Res.	5
MR-4-07-3145	% Out of Service > 12 Hours – Platform - Res.	5
<b>MR-4-08-3145</b>	<b>% Out of Service &gt; 24 Hours – Platform - Res</b>	<b>5</b>
<b>MR-5-01-3140</b>	<b>% Repeat Reports w/in 30 days - Platform</b>	<b>10</b>
<b>BI</b>	<b>Billing</b>	
BI-1-02-1000	% DUF in 4 Business Days	5
<b>Total Weights For UNE-Platform MOE</b>		<b>257</b>

June 1, 2003

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**Table A-1-3: Unbundled Network Elements – Loop - Mode of Entry Weights**

<b>PO</b>	<b>Pre-Ordering</b>	<b>Weight</b>
PO-1-01-6020	Customer Service Record - EDI	2
PO-1-03-6020	Address Validation -EDI	2
<b>PO-2-02-6020</b>	<b>OSS Interface Availability - Prime - EDI</b>	<b>5</b>
PO-1-01-6030	Customer Service Record - CORBA	2
PO-1-03-6030	Address Validation - CORBA	2
<b>PO-2-02-6030</b>	<b>OSS Interface Availability - Prime - CORBA</b>	<b>5</b>
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
<b>PO-2-02-6080</b>	<b>OSS Interface Availability - Prime - Web GUI</b>	<b>5</b>
<b>OR</b>	<b>Ordering</b>	
<b>OR-1-02-3331</b>	<b>% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs</b>	<b>10</b>
OR-2-02-3331	% On Time LSR Reject - Flow Thu - Loop/Pre-Qual	5
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	2
<b>OR-4-16-1000</b>	<b>% On Time PCN - 1 Business Day</b>	<b>2</b>
OR-4-17-1000	% On Time BCN - 2 Business Day	2
OR-5-03-3000	% Flow Through - Achieved – POTS	5
OR-6-03-3331	% Accuracy - LSRC – Loop	5
OR-1-04-3331	% OT LSRC -No Facil Ck(E -No F/T) -Loop/LNP	5
OR-1-06-3331	% OT LSRC/ASRC -Facil Ck(E -No F/T) -Loop/LNP	2
OR-2-04-3331	% OT LSR Rej -No Facil Ck(E -No F/T) -Loop/LNP	2
OR-2-06-3331	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -Loop/LNP	2
<b>PR</b>	<b>Provisioning</b>	
<b>PR-4-02-3100</b>	<b>Average Delay Days - Total – POTS</b>	<b>5</b>
<b>PR-4-04-3113</b>	<b>% Missed Appointment - VZ - Dispatch - Loop-New</b>	<b>20</b>
PR-5-01-3112	% Missed Appointment - Facilities - Loop	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	5
<b>PR-6-01-3112</b>	<b>% Installation Troubles within 30 days - Loop</b>	<b>10</b>
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut	15
PR-9-01-3520	% On Time Performance - Hot Cut	
<b>MR</b>	<b>Maintenance &amp; Repair</b>	
MR-1-01-6000	Avg. Response Time - Create Trouble	2
<b>MR-3-01-3112</b>	<b>% Missed Repair Appointments - Loop - Loop</b>	<b>10</b>
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	5
MR-4-07-3112	% Out of Service > 12 Hours – Loop	5
<b>MR-4-08-3112</b>	<b>% Out of Service &gt; 24 Hours – Loop</b>	<b>5</b>
<b>MR-5-01-3112</b>	<b>% Repeat Reports w/in 30 days - Loop</b>	<b>10</b>
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5
	<b>Total Weights For UNE-Loop MOE</b>	<b>181</b>

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**Table A-1-4: Interconnection - Mode of Entry Weights**

<b>OR</b>	<b>Ordering</b>	<b>Weight</b>
<b>OR-1-12-5020</b>	<b>% OT Firm Order Confirmations (&lt;=192 Forecasted Trunks)</b>	<b>5</b>
<b>OR-1-13-5000</b>	<b>% On Time Design Layout Record</b>	<b>10</b>
<b>OR-1-19-5020</b>	<b>% On Time Response - Request for Inbound Augment (&lt;=192)</b>	<b>5</b>
OR-2-12-5020	% On Time Trunk ASR Reject	5
<b>PR</b>	<b>Provisioning</b>	
<b>PR-4-07-3540</b>	<b>% On Time Performance - LNP only</b>	<b>20</b>
<b>PR-4-15-5000</b>	<b>% On Time Provisioning Trunks</b>	<b>20</b>
PR-5-01-5000	% Missed Appointment – Facilities	5
PR-5-02-5000	% Orders Held for Facilities >15 Days	5
<b>PR-6-01-5000</b>	<b>% Installation Troubles w/in 30 Days</b>	<b>10</b>
PR-8-01-5000	Open Orders in a Hold Status >30 Days	5
<b>MR</b>	<b>Maintenance &amp; Repair</b>	
MR-4-01-5000	Mean Time to Repair – Total	5
MR-4-05-5000	% Out of Service > 2 Hours	5
MR-4-06-5000	% Out of Service > 4 Hours	5
MR-4-07-5000	% Out of Service > 12 Hours	5
<b>MR-4-08-5000</b>	<b>% OOS &gt; 24 Hours</b>	<b>5</b>
<b>MR-5-01-5000</b>	<b>% Repeat Reports w/in 30 Days</b>	<b>10</b>
<b>NP</b>	<b>Network Performance</b>	
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	5
<b>NP-1-04-5000</b>	<b># of Final Trunk Groups Blocked 3 months</b>	<b>10</b>
<b>Total Weights For Interconnection MOE</b>		<b>140</b>

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Table A-1-5: DSL - Mode of Entry Weights

<b>PO</b>	<b>Pre-Ordering</b>	<b>Weight</b>
<b>PO-1-06-6020</b>	<b>Mechanized Loop Qualification – EDI</b>	<b>5</b>
PO-2-02-6020	OSS Interface Availability - Prime – EDI	5
<b>PO-1-06-6030</b>	<b>Mechanized Loop Qualification - CORBA</b>	<b>5</b>
PO-2-02-6030	OSS Interface Availability - Prime - CORBA	2
<b>PO-1-06-6080</b>	<b>Mechanized Loop Qualification - Web GUI</b>	<b>5</b>
PO-2-02-6050	OSS Interface Availability - Prime – Web GUI	2
PO-8-01-6000	% On Time - Manual Loop Qualification	2
PO-8-02-6000	% On Time - Engineering Record Request	2
<b>OR</b>	<b>Ordering</b>	
<b>OR-1-04-1341</b>	<b>% On Time LSRC -No Facil Ck (E -No FT) -2W Digital -UNE/Resale</b>	<b>2</b>
OR-1-06-1341	% OT LSRC/ASRC -Facility Ck (E -No FT) -2W Digital -UNE/Resale	2
<b>OR-2-04-1341</b>	<b>% On Time LSR Rej -No Facil Ck(E- No FT) -2W Digital -UNE/Resale</b>	<b>2</b>
OR-2-06-1341	% OT LSR/ASR Rej -Facility Ck(E -No FT) -2W Digital -UNE/Resale	2
<b>OR-1-04-3342</b>	<b>% On Time LSRC -No Facil Ck(E -No FT) -2W xDSL Loops</b>	<b>5</b>
OR-1-06-3342	% On Time LSRC/ASRC -Facility Check(Elec) -2W xDSL Loops	5
<b>OR-2-04-3342</b>	<b>% OT LSR Rej -No Facil Ck(E- No FT) -2W xDSL Loops</b>	<b>2</b>
OR-2-06-3342	% On Time LSR/ASR Rej -Facility Check(Elec) -2W xDSL Loops	2
<b>OR-1-04-3340</b>	<b>% OT LSRC -No Facility Check (E –No FT) -Line Share/Split</b>	<b>5</b>
OR-1-06-3340	% On Time LSRC/ASRC -Facility Ck(E -No FT) -Line Share/Split	5
<b>OR-2-04-3340</b>	<b>% OT LSR Rej -No Facil Ck(E- No FT) -Line Share/Split</b>	<b>2</b>
OR-2-06-3340	% OT LSR/ASR Rej -Facility Ck(E- No FT) -Line Share/Split	2
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	2
OR-4-16-1000	% On Time PCN - 1 Business Day	2
OR-4-17-1000	% On Time BCN - 2 Business Day	2
<b>PR</b>	<b>Provisioning</b>	
<b>PR-4-02-1341</b>	<b>Average Delay Days -Total -2W Digital -UNE/Resale</b>	<b>2</b>
<b>PR-4-04-1341</b>	<b>% Missed Appointment -Dispatch -2W Digital -UNE/Resale</b>	<b>2</b>
<b>PR-4-05-1341</b>	<b>% Missed Appointment -No Dispatch -2W Digital -UNE/Resale</b>	<b>2</b>
<b>PR-6-01-1341</b>	<b>% Install. Troubles w/in 30 Days -2W Digital Loops -UNE/Resale</b>	<b>2</b>
PR-8-01-1341	Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	2
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	10
<b>PR-4-02-3342</b>	<b>Average Delay Days -Total -2W xDSL Loops</b>	<b>10</b>
<b>PR-4-14-3342</b>	<b>% Completed On Time -2W xDSL Loops</b>	<b>10</b>
<b>PR-6-01-3342</b>	<b>% Installation Troubles w/in 30 Days -2W xDSL Loops</b>	<b>15</b>
PR-8-01-3342	Open Orders in Hold Status >30 Days -2W xDSL Loops	5
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split (**benchmark/parity)	10
<b>PR-4-02-3340</b>	<b>Average Delay Days -Total -Line Share/Split</b>	<b>10</b>
<b>PR-4-04-3340</b>	<b>% Missed Appointment -Dispatch -Line Share/Split</b>	<b>5</b>
<b>PR-4-05-3340</b>	<b>% Missed Appointment -No Dispatch -Line Share/Split</b>	<b>10</b>
<b>PR-6-01-3340</b>	<b>% Installation Troubles w/in 30 Days -Line Share/Split</b>	<b>15</b>
PR-8-01-3340	Open Orders in Hold Status >30 Days -Line Share/Split	5
<b>MR</b>	<b>Maintenance &amp; Repair</b>	
MR-1-01-6000	Average Response Time - Create Trouble	2
<b>MR-3-01-1341</b>	<b>% Missed Repair Appt -Loop -2W Digital -UNE/Resale</b>	<b>2</b>
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	2
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	2
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	2
<b>MR-4-04-1341</b>	<b>% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale</b>	<b>2</b>
MR-4-07-1341	% Out of Service > 12 Hours -2W Digital -UNE/Resale	2
<b>MR-5-01-1341</b>	<b>% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale</b>	<b>2</b>
<b>MR-3-01-3342</b>	<b>% Missed Repair Appt -Loop -2W xDSL Loops</b>	<b>5</b>
<b>MR-3-02-3342</b>	<b>% Missed Repair Appointment -CO -2W xDSL Loops</b>	<b>5</b>
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5
<b>MR-4-04-3342</b>	<b>% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops</b>	<b>5</b>
MR-4-07-3342	% Out of Service > 12 Hours -2W xDSL Loops	10
<b>MR-5-01-3342</b>	<b>% Repeat Reports w/in 30 Days -2W xDSL Loops</b>	<b>10</b>
<b>MR-3-01-3340</b>	<b>% Missed Repair Appointment -Loop -Line Share/Split</b>	<b>5</b>
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	5
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	5
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	5
<b>MR-4-04-3340</b>	<b>% Cleared (all troubles) w/in 24 Hours -Line Share/Split</b>	<b>5</b>
MR-4-07-3340	% Out of Service > 12 Hours - Line Share/Split	10
<b>MR-5-01-3340</b>	<b>% Repeat Reports w/in 30 Days -Line Share/Split</b>	<b>10</b>

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	<b>Total Weights For DSL MOE</b>	291
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**2. Mode of Entry: Dollars At Risk – \$50,490,000**

	<b>Resale</b>	<b>UNE - Platform</b>	<b>UNE - Loop</b>	<b>Trunks</b>	<b>DSL</b>
Monthly	\$280,500	\$2,524,500	\$561,000	\$280,500	\$561,000
Annual	\$3,366,000	\$30,294,000	\$6,732,000	\$3,366,000	\$6,732,000

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

**Table A-3-1: Resale**

**Table A-3-2: Unbundled Network Elements – Platform**

**Table A-3-3: Unbundled Network Elements -- Loop**

**Table A-3-4: Interconnection Trunks**

**Table A-3-5: DSL**

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Table A-3-1: Resale

- Maximum of \$3,366,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.24715
- Mid-point between minimum and maximum = -0.45858

Score Range		Monthly Dollars:
<	And ≥	
	-0.24715	\$0
-0.24715	-0.26941	\$56,100
-0.26941	-0.29166	\$67,911
-0.29166	-0.31392	\$79,721
-0.31392	-0.33617	\$91,532
-0.33617	-0.35843	\$103,342
-0.35843	-0.38068	\$115,153
-0.38068	-0.40294	\$126,963
-0.40294	-0.42519	\$138,774
-0.42519	-0.44745	\$150,584
-0.44745	-0.46970	\$162,395
-0.46970	-0.49196	\$174,205
-0.49196	-0.51421	\$186,016
-0.51421	-0.53647	\$197,826
-0.53647	-0.55872	\$209,637
-0.55872	-0.58098	\$221,447
-0.58098	-0.60323	\$233,258
-0.60323	-0.62549	\$245,068
-0.62549	-0.64774	\$256,879
-0.64774	-0.67000	\$268,689
-0.67000		\$280,500

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**Table A-3-2: Unbundled Network Elements - Platform**

- Maximum of \$30,294,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.25292
- Mid-point between minimum and maximum = -0.46146

Score Range		Monthly Dollars:
<	And ≥	
	-0.25292	\$0
-0.25292	-0.27487	\$504,900
-0.27487	-0.29682	\$611,195
-0.29682	-0.31877	\$717,489
-0.31877	-0.34073	\$823,784
-0.34073	-0.36268	\$930,079
-0.36268	-0.38463	\$1,036,374
-0.38463	-0.40658	\$1,142,668
-0.40658	-0.42853	\$1,248,963
-0.42853	-0.45048	\$1,355,258
-0.45048	-0.47244	\$1,461,553
-0.47244	-0.49439	\$1,567,847
-0.49439	-0.51634	\$1,674,142
-0.51634	-0.53829	\$1,780,437
-0.53829	-0.56024	\$1,886,732
-0.56024	-0.58219	\$1,993,026
-0.58219	-0.60415	\$2,099,321
-0.60415	-0.62610	\$2,205,616
-0.62610	-0.64805	\$2,311,911
-0.64805	-0.67000	\$2,418,205
-0.67000		\$2,524,500

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**Table A-3-3: Unbundled Network Elements - Loop**

- Maximum of \$6,732,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.24862
- Mid-point between minimum and maximum = -0.45931

Score Range		Monthly Dollars:
<	And ≥	
	-0.24862	\$0
-0.24862	-0.27080	\$112,200
-0.27080	-0.29298	\$135,821
-0.29298	-0.31515	\$159,442
-0.31515	-0.33733	\$183,063
-0.33733	-0.35951	\$206,684
-0.35951	-0.38169	\$230,305
-0.38169	-0.40387	\$253,926
-0.40387	-0.42604	\$277,547
-0.42604	-0.44822	\$301,168
-0.44822	-0.47040	\$324,789
-0.47040	-0.49258	\$348,411
-0.49258	-0.51475	\$372,032
-0.51475	-0.53693	\$395,653
-0.53693	-0.55911	\$419,274
-0.55911	-0.58129	\$442,895
-0.58129	-0.60347	\$466,516
-0.60347	-0.62564	\$490,137
-0.62564	-0.64782	\$513,758
-0.64782	-0.67000	\$537,379
-0.67000		\$561,000

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**Table A-3-4: Interconnection Trunks**

- Maximum of \$3,366,000 per year
- Maximum Credit Performance Score “X” = -1.00000
- Minimum threshold = -0.21429
- Mid-point between minimum and maximum = -0.60715

Score Range		Monthly Dollars:
<	And ≥	
	-0.21429	\$0
-0.21429	-0.27473	\$56,100
-0.27473	-0.33517	\$73,362
-0.33517	-0.39561	\$90,623
-0.39561	-0.45605	\$107,885
-0.45605	-0.51649	\$125,146
-0.51649	-0.57693	\$142,408
-0.57693	-0.63736	\$159,669
-0.63736	-0.69780	\$176,931
-0.69780	-0.75824	\$194,192
-0.75824	-0.81868	\$211,454
-0.81868	-0.87912	\$228,715
-0.87912	-0.93956	\$245,977
-0.93956	-1.00000	\$263,238
-1.00000		\$280,500

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Table A-3-5: DSL

- Maximum of \$6,732,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.23024
- Mid-point between minimum and maximum = -0.45012

Score Range		Monthly Dollars:
<	And ≥	
	-0.23024	\$0
-0.23024	-0.25339	\$112,200
-0.25339	-0.27653	\$135,821
-0.27653	-0.29968	\$159,442
-0.29968	-0.32282	\$183,063
-0.32282	-0.34597	\$206,684
-0.34597	-0.36911	\$230,305
-0.36911	-0.39226	\$253,926
-0.39226	-0.41540	\$277,547
-0.41540	-0.43855	\$301,168
-0.43855	-0.46169	\$324,789
-0.46169	-0.48484	\$348,411
-0.48484	-0.50798	\$372,032
-0.50798	-0.53113	\$395,653
-0.53113	-0.55427	\$419,274
-0.55427	-0.57742	\$442,895
-0.57742	-0.60056	\$466,516
-0.60056	-0.62371	\$490,137
-0.62371	-0.64685	\$513,758
-0.64685	-0.67000	\$537,379
-0.67000		\$561,000

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# **APPENDIX B**

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**Table B-1: Critical Measures:**

CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>										
<b>1</b>		<b>OSS Interface</b>	<b>\$631,155</b>	<b>\$179,529</b>	<b>\$140,257</b>	<b>\$140,257</b>				<b>\$1,091,197</b>
	PO-1-06-6020	Mechanized Loop Qualification - EDI				46,752				
	PO-1-06-6030	Mechanized Loop Qualification - CORBA				46,752				
	PO-1-06-6050	Mechanized Loop Qualification - Web GUI				46,752				
	PO-2-02-6020	OSS Interface Availability - Prime - EDI	210,385	59,843	70,128					
	PO-2-02-6030	OSS Interface Availability - Prime - CORBA	210,385	59,843						
	PO-2-02-6080	OSS Interface Availability - Prime - Web GUI	210,385	59,843	70,128					
<b>ORDERING</b>										
<b>2</b>		<b>% On Time Ordering Notification</b>	<b>\$631,155</b>	<b>\$179,529</b>	<b>\$140,257</b>	<b>\$140,257</b>	<b>\$134,646</b>	<b>\$27,442</b>		<b>\$1,253,285</b>
	OR-1-02-3140 OR-1-02-3331 OR-1-02-2320	% On Time LSRC -Flow Through	420,770	149,607	93,504					
	OR-1-04-1341	%OT LSRC-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl				15,584				
	OR-1-04-3342	%OT LSRC-No Fac Ck(E-No FT)-2W xDSL Loops				38,960				
	OR-1-04-3340	%OT LSRC-No Fac Ck(E-No FT)-Ln Share/Split				38,960				
	OR-1-12-5020	% On Time FOC					33,662			
	OR-1-13-5000	% On Time Design Layout Record					67,323			
	OR-1-19-5020	% OT Resp. -Req. for Inbound Aug. (<=192)					33,662			
	OR-2-04-1341	%OT LSR Rej-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl				15,584				
	OR-2-04-3342	%OT LSR Rej-No Fac Ck(E-No FT)-2W xDSL Loops				15,584				
	OR-2-04-3340	%OT LSR Rej-No Fac Ck(E-No FT) -Ln Share/Split				15,584				
	OR-4-16-1000	% On Time PCN - 1 Bus. Day	210,385	29,921	46,752					
	OR-1-04-1200	%OT LSRC-No Fac Ck(E-No FT)-All Spcls-UNE/Rsl						9,147		
	OR-1-06-1200	%OT LSRC/ASRC-Fac Ck(E-No FT)-All Spcls-UNE/Rsl						9,147		
	OR-2-04-1200	%OT LSR Rej-No Fac Ck(E-No FT)-UNE/Resale						4,574		
	OR-2-06-1200	%OT LSR/ASR Rej-Fac Ck (Elec) -UNE/Resale						4,574		
<b>PROVISIONING</b>										
<b>3</b>		<b>Installation Performance</b>	<b>\$631,155</b>	<b>\$179,529</b>	<b>\$140,257</b>	<b>\$140,257</b>	<b>\$134,646</b>	<b>\$104,278</b>		<b>\$1,330,122</b>
	PR-3-01-3140 PR-3-01-2100	% Completed in 1 Day (1-5 lines No Disp.)	52,596		10,789					
	PR-4-02-3100 PR-4-02-2100	Average Delay Days - Total	157,789	25,647	32,367					
	PR-4-02-1341	Average Delay Days - Total - 2W Digital				3,380				
	PR-4-02-3342	Average Delay Days - Total - 2W xDSL Loop				16,898				
	PR-4-02-3340	Average Delay Days -Total -Line Share/Split				16,898				
	PR-4-04-3140 PR-4-04-3113 PR-4-04-2100	% Missed Appointments -Dispatch	105,193	102,588	21,578					
	PR-4-04-1341	% Missed Appts - Disp - 2W Digital UNE/Resale				3,380				
	PR-4-04-3340	% Missed Appts - Disp - Line Share/Split				8,449				

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CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
	PR-4-05-3140 PR-4-05-2100	% Missed Appointments - No Dispatch	210,385		43,156					
	PR-4-05-1341	% Missed Appt -No Disp -2W Digital -UNE/Resale				3,380				
	PR-4-05-3340	% Missed Appt -No Disp -Line Share/Split				16,898				
	PR-4-14-3342	% Completed On Time - 2W xDSL Loops				16,898				
	PR-4-15-5000	% On Time Provisioning - Trunks					89,764			
	PR-6-01-3140 PR-6-01-3112 PR-6-01-2100 PR-6-01-5000	% Installation Troubles w/in 30 Days	105,193	51,294	32,367		44,882			
	PR-6-01-1341	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				3,380				
	PR-6-01-3342	% Install Trbls w/in 30 Days -2W xDSL Loops				25,348				
	PR-6-01-3340	% Install Trbls w/in 30 Days -Line Share/Split				25,348				
	PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale						4,574		
	PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale						4,574		
	PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale						4,574		
	PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale						4,574		
	PR-4-02-1200	Average Delay Days - Total -UNE/Resale						4,574		
	PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale						18,294		
	PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale						18,294		
	PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale						9,147		
	PR-8-01-1200	Open Orders in Hold Status>30 Days-UNE/Resale						4,574		
	PR-4-01-3510	% Missed Appointment - VZ - Total - EEL						9,147		
	PR-4-02-3510	Average Delay Days - Total - EEL						4,574		
	PR-8-01-3510	Open Orders in a Hold Status >30 Days -EEL						1,829		
	PR-4-01-3530	% Missed Appointment - VZ - Total - IOF						9,147		
	PR-4-02-3530	Average Delay Days - IOF						4,574		
	PR-8-01-3530	Open Orders in a Hold Status >30 Days -IOF						1,829		
<b>4</b>	PR-4-07-3540	<b>% On Time Performance - LNP</b>					<b>\$134,646</b>			<b>\$134,646</b>
<b>5</b>		<b>Hot Cut Performance</b>		<b>\$179,529</b>						<b>\$179,529</b>
	PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut								
	PR-9-01-3520	% On Time Performance - Hot Cut								
		<b>MAINTENANCE</b>								
<b>6</b>		<b>Maintenance Performance</b>	<b>\$631,155</b>	<b>\$179,529</b>	<b>\$140,257</b>	<b>\$140,257</b>	<b>\$134,646</b>	<b>\$36,589</b>		<b>\$1,262,433</b>
	MR-3-01-3144 MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	157,789		10,389					
	MR-3-01-3145 MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	157,789		25,973					
	MR-3-01-3112	% Missed Repair Appointments - Loop		21,121						
	MR-3-01-1341	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				6,098				
	MR-3-01-3342	% Missed Repr Appt -Loop -2W xDSL Loops				15,245				
	MR-3-01-3340	% Missed Repair Appoint -Loop -Line Share/Split				15,245				
	MR-4-04-1341	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				6,098				
	MR-4-04-3342	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				15,245				
	MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				15,245				

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CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
MR-4-08-3144 MR-4-08-2110 MR-4-08-5000	% Out of Service >24Hrs. - Bus.		78,894		25,973		44,882			
MR-4-08-3145 MR-4-08-2120	% Out of Service >24Hrs. - Res.		78,894		25,973					
MR-4-08-3112	% Out of Service >24Hrs. - Total			52,803						
MR-5-01-3140 MR-5-01-3112 MR-5-01-2100 MR-5-01-5000	% Repeat Reports within 30 Days		157,789	105,605	51,947		89,764			
MR-5-01-1341	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale					6,098				
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops					30,491				
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split					30,491				
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale							4,574		
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale							4,574		
MR-4-06-1216	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale							4,574		
MR-4-08-1216	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale							4,574		
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale							4,574		
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale							4,574		
MR-5-01-1200	% Repeat Reports w/in 30 days -Specials -UNE/Resale							9,147		
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04-5000	<b>Final Trunk Groups Blocked</b>					<b>\$134,646</b>			<b>\$134,646</b>
8		<b>Collocation</b>							<b>\$112,205</b>	<b>\$112,205</b>
	NP-2-01/2	% OT Response to Request for Collocation - Total							49,648	
	NP-2-05/6	% On Time - Physical Collocation - Total							57,592	
	NP-2-07/8	Average Delay Days - Total							4,965	
<b>RESOLUTION PROCESS</b>										
9		<b>Resolution Process</b>							<b>\$56,103</b>	<b>\$56,103</b>
	OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days							31,193	
	OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days							12,477	
	BI-3-04-1000	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days							1,170	
	BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							11,263	
		<b>Month Total</b>	<b>\$2,524,621</b>	<b>\$897,643</b>	<b>\$561,027</b>	<b>\$561,027</b>	<b>\$673,232</b>	<b>\$168,308</b>	<b>\$168,308</b>	<b>\$5,554,167</b>
		<b>Annual Total</b>	<b>\$30,295,455</b>	<b>\$10,771,717</b>	<b>\$6,732,323</b>	<b>\$6,732,323</b>	<b>\$8,078,788</b>	<b>\$2,019,697</b>	<b>\$2,019,697</b>	<b>\$66,650,000</b>

**Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.**

Note B: All bill credits in this section are at risk each month. Any bill credits assigned to a sub-metric that has no activity or is under development will be divided proportionately among the sub-metrics in the respective critical measures.

Note C: For Critical Measure No. 5 "Hot Cut Performance." No allocation of available bill credits is made between the sub-measures. If one sub-measure warrants an adjustment, the market adjustment percentage is applied to the entire amount of bill credits available. If both sub-measures indicate that bill credits are due to CLECs, the lower score will be used to calculate the bill credits due.

Note D: Metrics BI-3-04 and BI-3-05 will not be included in the Pennsylvania PAP, bill credits will not be due for these metrics, and any bill credits assigned to these metrics will be divided proportionately among the other metrics in Critical Measure No. 9, "Resolution Process," until all of the following conditions are met:

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- A permanent form of Metrics BI-3-04 and BI-3-05 is approved by New York PSC order for use in the New York Guidelines and New York PAP, and
- The New York PSC approved permanent form of these metrics is also approved by Pennsylvania Commission order for use in both the Pennsylvania Guidelines and the Pennsylvania PAP, and
- The metrics are implemented by Verizon PA in accordance with Pennsylvania Commission order.

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**Critical Measures Table B-2**

Weights for Network Performance, Resolution Timeliness and Specials

Network Performance		Weight
Maximum of \$1,346,465 at risk annually (1/12 in each month)		
NP-2-01/2	% OT Response to Request for Collocation – Total	5
NP-2-05/6	% On Time - Physical Collocation – Total	20
NP-2-07/8	Average Delay Days – Total	10
<b>Total</b>		<b>35</b>

Resolution Timeliness		Weight
Maximum of \$673,232 at risk annually (1/12 in each month)		
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	20
<b>Total</b>		<b>29</b>

Specials		Weight
Maximum of \$2,019,697 at risk annually (1/12 in each month)		
Ordering		
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	5
Provisioning		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	5
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale	5
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	5
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	5
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	10
PR-8-01-1200	Open Orders in a Hold Status > 30 Days -UNE/Resale	5
PR-4-01-3510	% Missed Appointment - VZ - Total – EEL	10
PR-4-02-3510	Average Delay Days - Total – EEL	5
PR-8-01-3510	Open Orders in a Hold Status >30 Days –EEL	2
PR-4-01-3530	% Missed Appointment - VZ - Total – IOF	10
PR-4-02-3530	Average Delay Days – IOF	5
PR-8-01-3530	Open Orders in a Hold Status >30 Days –IOF	2
Maintenance & Repair		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	10
<b>Total</b>		<b>184</b>

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# **APPENDIX C**

**June 1, 2003**

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## Performance Scores for Measures with Absolute Standards:

Table C-1

Metric #'s	Measure	0	-1	-2
PO-1-01-6020 PO-1-01-6030 PO-1-03-6020 PO-1-03-6030 PO-1-06-6020 PO-1-06-6030  MR-1-01-6000 MR-1-06-6000 <sup>1</sup>	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1-01-6050 PO-1-03-6050 <sup>2</sup>	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02-6020 PO-2-02-6030 PO-2-02-6080	OSS System Availability – Prime	≥ 99.5%	≥ 98% and < 99.5%	< 98%
See Table <sup>3</sup>	Metrics with 95% standards	≥ 95%	≥ 90% and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75% and < 80%	< 75%
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	≤ 0.25%	> 0.25% and ≤ 1%	> 1%
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Business Days	≥ 99%	≥ 94% and < 99%	< 94%
PR-4-04-1341	% Missed Appointment - VZ – Dispatch - 2 Wire xDSL	≤ 5%	> 5% and ≤ 10%	> 10%
PR-6-02-3520	% Installation Troubles Reported within 7 Days – Hot Cuts	≤ 2%	> 2% and ≤ 3%	> 3%
NP-2-07-6701 NP-2-07-6702 NP-2-08-6701 NP-2-08-6702	Collocation – Average Delay Days - Total	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-1-03- 6000NP-1-04- 6000	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

Example: If Verizon PA were to perform at 97.0% for PO-2-02-6020 OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

<sup>1</sup> Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

<sup>2</sup> Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

<sup>3</sup> The list of Metrics with a 95% Standard appears in Table C-2.

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**Table C-2: Performance Metrics with 95% Performance Standard**

<b><u>PO</u></b>	<b>Pre-Ordering</b>
8-01-6000	Average Response Time – Manual Loop Qualification
8-02-6000	Average Response Time – Engineering Record Response
<b><u>OR</u></b>	<b>Ordering</b>
1-02-2320	% On Time LSRC - Flow Through - POTS/Pre-qualified Complex – 2hrs
1-02-3140	% On Time LSRC- Flow Through – Platform – 2hrs
1-02-3331	% On Time LSRC - Flow Through – Loop/Pre-qualified – 2hrs
1-04-2320	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) – POTS/ Pre-qualified Complex
1-04-3140	% OT LSRC/ASRC - No Facility Check (Elec.-No Flow Through) – Platform
1-04-3331	% OT LSRC/ASRC - No Facility Check (Elec.-No Flow Through) – Loop/LNP
1-04-1200	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) – Specials
1-04-1341	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - 2 Wire Digital – UNE/Resale
1-04-3342	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL Loops
1-04-3340	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - Line Share/Line Split
1-06-2320	% On Time LSRC/ASRC-Facility Check (Electronic – No Flow Through) – POTS/Pre-qualified Complex
1-06-3140	% On Time LSRC/ASRC – Facility Check (Electronic – No Flow Through) – Platform
1-06-3331	% On Time LSRC/ASRC – Facility Check (Electronic – No Flow Through) – Loop/LNP
1-06-1200	% On Time LSRC/ASRC-Facility Check (Electronic – No Flow Through) – Specials
1-06-1341	% On Time LSRC/ASRC-Facility Check (Electronic – No Flow Through) – 2 Wire Digital-UNE/Resale
1-06-3342	% On Time LSRC/ASRC-Facility Check (Electronic – No Flow Through) – 2 Wire xDSL Loops
1-06-3340	% On Time LSRC/ASRC-Facility Check (Electronic – No Flow Through) – Line Share/Line Split
1-12-5020	% On Time Firm Order Confirmations
1-13-5000	% On Time Design Layout Record
1-19-5020	% On Time Response - Request for Inbound Augment (<=192)
2-02-2320	% On Time LSR Reject - Flow Through – POTS/Pre-qualified Complex
2-02-3140	% On Time LSR Reject - Flow Through – Platform
2-02-3331	% On Time LSR Reject - Flow Through – Loop/Pre-qualified
2-04-2320	% OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) – POTS/Pre-qualified Complex
2-04-3140	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) Platform
2-04-3331	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) Loop/LNP
2-04-1200	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) – Specials
2-04-1341	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) - 2 Wire Digital – UNE/Resale
2-04-3342	% OT LSR/ASR Rej. –No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL Loops
2-04-3340	% OT LSR/ASR Rej. –No Facility Check (Elec.-No Flow Through) - Line Share/Line Split
2-06-2320	% On Time LSR/ASR Reject-Facility Check (Electronic – No Flow Through) – POTS/ Pre-qualified Complex
2-06-3140	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow Through) – Platform
2-06-3331	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow Through) – Loop/LNP
2-06-1200	% On Time LSR/ASR Reject-Facility Check (Electronic - No Flow Through) – Specials
2-06-1341	% On Time LSR/ASR Reject-Facility Check (Electronic - No Flow Through) - 2 Wire Digital – UNE/Resale

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2-06-3342 % On Time LSR/ASR Reject-Facility Check (Electronic - No Flow Through) - 2 Wire xDSL Loops  
 2-06-3340 % On Time LSR/ASR Reject-Facility Check (Electronic - No Flow Through) - Line Share/Line Split  
 2-12-6000 % On Time Trunk ASR Reject

4-16-1000 % On time PCN – 1 Business Day  
 4-17-1000 % On time BCN – 2 Business Days  
 10-01-1000 % PON Exceptions Resolved w/in 3 Business Days  
 5-03-3000 % Flow Through Achieved - POTS  
 6-03-2000 % Accuracy - LSRC – POTS  
 6-03-3140 % Accuracy - LSRC - Platform  
 6-03-3331 % Accuracy - LSRC - Loop

**PR Provisioning**

3-03-3340 % Completed within 3 Days (1-5 lines) – Total - Line Share/Line Split  
 3-10-3342 % Completed within 6 Days (1-5 lines) – Total – 2-Wire xDSL Loops  
 4-07-3540 % On Time Performance - LNP only  
 4-14-3342 % Completed On Time -2W xDSL Loops

9-01-3520 % On Time Performance - Hot Cut

**BI Billing**

1-02-1000 % DUF in 4 Business Days  
 3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days  
 3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Acknowledgement.

**NP Network Performance**

2-01-6701 % OT Response to Request for Physical Collocation – New  
 2-01-6702 % OT Response to Request for Physical Collocation – Augment  
 2-02-6701 % OT Response to Request for Virtual Collocation – New  
 2-02-6702 % OT Response to Request for Virtual Collocation – Augment  
 2-05-6701 % On Time - Physical Location – New  
 2-05-6702 % On Time - Physical Location – Augment  
 2-06-6701 % On Time - Virtual Location – New  
 2-06-6702 % On Time - Virtual Location – Augment

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## Small Sample Size Scoring Procedures for Counted Variable Performance Measures with Absolute Standards for Use on CLEC Aggregate Results

### A. Allowable Misses:

For counted variables with benchmark standards, it is possible to have small sample sizes, such that just a single missed transaction within a report period can cause the measure to miss its benchmark. The plan recognizes that without an allowance for a single miss, the plan would effectively require perfection to avoid bill credits, which would be above the designated benchmark for the measure. Also, a single missed transaction does not demonstrate that the measure's performance warrants a performance score of either a "-1" or a "-2". Thus a "zero weight" will be assigned in any single miss situations as specified by the criteria below. This deems the measure as neither a "pass" nor a "miss" for the purposes of bill credit calculations. In addition, if there are only 2 missed transactions in any small sample situation described below, a performance score of -1 will be assigned to the measure, again due to the minimal number of missed transactions.

For Counted Variables with Benchmark Standards that have a small number of observations in a data month, the following scoring procedures will be used at the CLEC aggregate level only:

For counted variable metrics where higher performance is better ("HIB"), e.g., 95% on-time, or a 0.95 standard:

- for any HIB counted variable metric where  $n < \{1/[1-\text{standard}]\}$ , (for example, for a 95% standard,  $n < (1/[1-0.95])$  or  $n < 20$ )

- 0 misses is a "0" performance score
- 1 miss is a zero weight with no performance score
- 2 misses is a "-1" performance score
- more than 2 misses is a "-2" performance score

For counted variable metrics where lower performance is better ("LIB"), e.g., 5% missed appts, or a 0.05 standard:

- for any LIB counted variable metric where  $n < \{1/[\text{standard}]\}$ , (for example, for a 5% standard,  $n < (1/0.05)$  or  $n < 20$ )

- 0 misses is a "0" performance score
- 1 miss is a zero weight with no performance score
- 2 misses is a "-1" performance score
- more than 2 misses is a "-2" performance score

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Examples of what should be reported in the performance scores column for measures with a 95% or a 5% standard are shown in the table below for different combinations of misses and sample sizes:

Sample Size	Number of Misses			
	0	1	2	3 or more
1	0	Blank, Zero weight	NA	NA
2	0	Blank, Zero weight	-1	NA
3	0	Blank, Zero weight	-1	-2
4	0	Blank, Zero weight	-1	-2
5	0	Blank, Zero weight	-1	-2
6	0	Blank, Zero weight	-1	-2
7	0	Blank, Zero weight	-1	-2
8	0	Blank, Zero weight	-1	-2
9	0	Blank, Zero weight	-1	-2
10	0	Blank, Zero weight	-1	-2
11	0	Blank, Zero weight	-1	-2
12	0	Blank, Zero weight	-1	-2
13	0	Blank, Zero weight	-1	-2
14	0	Blank, Zero weight	-1	-2
15	0	Blank, Zero weight	-1	-2
16	0	Blank, Zero weight	-1	-2
17	0	Blank, Zero weight	-1	-2
18	0	Blank, Zero weight	-1	-2
19	0	Blank, Zero weight	-1	-2

## B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon PA may exercise pursuant to the small sample size table for performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon PA should not be allowed to exclude the event pursuant to the above table. Verizon PA will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon PA Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

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# **APPENDIX G**

**June 1, 2003**

June 1, 2003

Revised effective [insert date of implementation of PA PAP revisions] in accordance with the PA PUC order of [insert date] in Case No. M-00011468.

**Verizon Pennsylvania  
Performance Assurance Plan Report**

**UNE Platform**

**2003 Model**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	
		VZ	CLEC	VZ	CLEC					
PO-1-01-6020	Customer Service Record - EDI									
PO-1-03-6020	Address Validation -EDI									
PO-2-02-6020	OSS Interface Availability - Prime - EDI									
PO-1-01-6030	Customer Service Record - CORBA									
PO-1-03-6030	Address Validation - CORBA									
PO-2-02-6030	OSS Interface Availability - Prime - CORBA									
PO-1-01-6050	Customer Service Record - Web GUI									
PO-1-03-6050	Address Validation - Web GUI									
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI									
<b>OR Ordering</b>										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs									
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform									
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent									
OR-4-16-1000	% On Time PCN - 1 Business Day									
OR-4-17-1000	% On Time BCN - 2 Business Day									
OR-5-03-3000	% Flow Through - Achieved - POTS									
OR-6-03-3140	% Accuracy - LSRC - Platform									
OR-1-04-3140	% OT LSRC -No Facil Check(Elec.-No Flow Thru) -Platform									
OR-1-06-3140	% OT LSRC/ASRC -Facil Ck(Elec.-No Flow Thru) -Platform									
OR-2-04-3140	% OT LSR Rej.-No Facil Ck (Elec.-No Flow Thru) -Platform									
OR-2-06-3140	% OT LSR/ASR Rej. -Facil Ck(Elec.-No Flow Thru) -Platform									
<b>PR Provisioning</b>										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform									
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform									
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform									
PR-4-02-3100	Average Delay Days - Total - POTS									
PR-5-01-3140	% Missed Appointment - Facilities - Platform									
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform									
PR-6-01-3140	% Installation Troubles within 30 days - Platform									
<b>MR Maintenance &amp; Repair</b>										
MR-1-01-6000	Avg. Response Time - Create Trouble									
MR-1-06-6000	Avg. Response Time - Test Trouble (POTS only)									
<b>Stat. Score</b>										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus									
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus									
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus									
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus									
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus									
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus									
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus									
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res									
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res									
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res									
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res									
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res									
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res									
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res									
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform									
<b>BI Billing</b>										
BI-1-02-1000	% DUF in 4 Business Days									
"NA" - no activity "UD" - under development							Totals			

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

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**Verizon Pennsylvania  
Performance Assurance Plan Report**

**UNE LOOP**

**2003 Model**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Score
		VZ	CLEC	VZ	CLEC		Score	Score		
PO-1-01-6020	Customer Service Record - EDI									
PO-1-03-6020	Address Validation -EDI									
PO-2-02-6020	OSS Interface Availability - Prime - EDI									
PO-1-01-6030	Customer Service Record - CORBA									
PO-1-03-6030	Address Validation - CORBA									
PO-2-02-6030	OSS Interface Availability - Prime - CORBA									
PO-1-01-6050	Customer Service Record - Web GUI									
PO-1-03-6050	Address Validation - Web GUI									
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI									
<b>OR Ordering</b>										
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs									
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual									
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent									
OR-4-16-1000	% On Time PCN - 1 Business Day									
OR-4-17-1000	% On Time BCN - 2 Business Day									
OR-5-03-3000	% Flow Through - Achieved - POTS									
OR-6-03-3331	% Accuracy - LSRC - Loop									
OR-1-04-3331	% OT LSRC -No Facil Ck(E -No F/T) -Loop/LNP									
OR-1-06-3331	% OT LSRC/ASRC -Facil Ck(E -No F/T) -Loop/LNP									
OR-2-04-3331	% OT LSR Rej -No Facil Ck(E -No F/T) -Loop/LNP									
OR-2-06-3331	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -Loop/LNP									
<b>PR Provisioning</b>										
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score		
PR-4-02-3100	Average Delay Days - Total - POTS									
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New									
PR-5-01-3112	% Missed Appointment - Facilities - Loop									
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop									
PR-6-01-3112	% Installation Troubles within 30 days - Loop									
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut									
PR-9-01-3520	% On Time Performance - Hot Cut									
<b>MR Maintenance &amp; Repair</b>										
								Diff.		
MR-1-01-6000	Avg. Response Time - Create Trouble									
<b>Stat. Score</b>										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop									
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop									
MR-4-07-3112	% Out of Service > 12 Hours - Loop									
MR-4-08-3112	% Out of Service > 24 Hours - Loop									
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop									
MR-3-02-3112	% Missed Repair Appointments - CO - Loop									
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop									
									Totals	

"NA" - no activity "UD" - under development

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

June 1, 2003

Revised effective [insert date of implementation of PA PAP revisions] in accordance with the PA PUC order of [insert date] in Case No. M-00011468.

**Verizon Pennsylvania  
Performance Assurance Plan Report**

**RESALE**

**2003 Model**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC				
PO-1-01-6020	Customer Service Record - EDI								
PO-1-03-6020	Address Validation -EDI								
PO-2-02-6020	OSS Interface Availability - Prime - EDI								
PO-1-01-6050	Customer Service Record - Web GUI								
PO-1-03-6050	Address Validation - Web GUI								
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI								
<b>OR Ordering</b>									
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs								
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex								
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent								
OR-4-16-1000	% On Time PCN - 1 Business Day								
OR-4-17-1000	% On Time BCN - 2 Business Day								
OR-5-03-2000	% Flow Through - Achieved - POTS								
OR-6-03-2000	% Accuracy - LSRC								
OR-1-04-2320	% OT LSRC -No Facil Ck(E -No Flow Thru)-POTS/Pre-Qual Cmplx								
OR-1-06-2320	% OT LSRC/ASRC -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx								
OR-2-04-2320	% OT LSR Rej -No Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx								
OR-2-06-2320	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx								
<b>PR Provisioning</b>									
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total								
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS								
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS								
PR-4-02-2100	Average Delay Days - Total - POTS								
PR-5-01-2100	% Missed Appointment - Facilities - POTS								
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS								
PR-6-01-2100	% Installation Troubles within 30 days - POTS								
<b>MR Maintenance &amp; Repair</b>									
								Diff.	
MR-1-01-6000	Average Response Time - Create Trouble								
MR-1-06-6000	Average Response Time - Test Touble (POTS only)								
<b>BI Billing</b>									
BI-1-02-1000	% DUF in 4 Business Days								
								Totals	

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

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**Verizon PA**

**Performance Assurance Plan Report**

**DSL**

**2003 Model**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score
		VZ	CLEC	VZ	CLEC				
PO-1-06-6020	Mechanized Loop Qualification - EDI								
PO-2-02-6020	OSS Interface Availability - Prime - EDI								
PO-1-06-6030	Mechanized Loop Qualification - CORBA								
PO-2-02-6030	OSS Interface Availability - Prime - CORBA								
PO-1-06-6080	Mechanized Loop Qualification - Web GUI								
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI								
PO-8-01-6000	% On Time - Manual Loop Qualification								
PO-8-02-6000	% On Time - Engineering Record Request								
OR	Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score
		VZ	CLEC	VZ	CLEC				
OR-1-04-1341	% On Time LSRC -No Facil Ck (E -No FT) -2W Digital -UNE/Resale								
OR-1-06-1341	% OT LSRC/ASRC -Facility Ck (E -No FT) -2W Digital -UNE/Resale								
OR-2-04-1341	% On Time LSR Rej -No Facil Ck(E- No FT) -2W Digital -UNE/Resale								
OR-2-06-1341	% OT LSR/ASR Rej -Facility Ck(E -No FT) -2W Digital -UNE/Resale								
OR-1-04-3342	% On Time LSRC -No Facil Ck(E -No FT) -2W xDSL Loops								
OR-1-06-3342	% On Time LSRC/ASRC -Facility Check(Elec) -2W xDSL Loops								
OR-2-04-3342	% OT LSR Rej -No Facil Ck(E- No FT) -2W xDSL Loops								
OR-2-06-3342	% On Time LSR/ASR Rej -Facility Check(Elec) -2W xDSL Loops								
OR-1-04-3340	% OT LSRC -No Facility Check (E -No FT) -Line Share/Split								
OR-1-06-3340	% On Time LSRC/ASRC -Facility Ck(E -No FT) -Line Share/Split								
OR-2-04-3340	% OT LSR Rej -No Facil Ck(E- No FT) -Line Share/Split								
OR-2-06-3340	% OT LSR/ASR Rej -Facility Ck(E- No FT) -Line Share/Split								
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent								
OR-4-16-1000	% On Time PCN - 1 Business Day								
OR-4-17-1000	% On Time BCN - 2 Business Day								
PR	Provisioning	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score
		VZ	CLEC	VZ	CLEC				
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale								
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale								
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale								
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital Loops -UNE/Resale								
PR-8-01-1341	Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale								
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops								
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops								
PR-4-14-3342	% Completed On Time -2W xDSL Loops								
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops								
PR-8-01-3342	Open Orders in Hold Status >30 Days -2W xDSL Loops								
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split								
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split								
PR-4-02-3340	Average Delay Days -Total -Line Share/Split								
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split								
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split								
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split								
PR-8-01-3340	Open Orders in Hold Status >30 Days -Line Share/Split								
MR	Maintenance & Repair	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score
		VZ	CLEC	VZ	CLEC				
MR-1-01-6000	Average Response Time - Create Trouble								
		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score
		VZ	CLEC	VZ	CLEC				
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale								
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale								
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale								
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale								
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale								
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale								
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale								
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops								
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops								
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops								
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops								
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops								
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops								
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split								
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split								
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split								
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split								
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split								
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split								
"NA" - no activity      "UD" - under development						Totals			

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

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# Verizon Pennsylvania

2003 Model

## INTERCONNECTION (TRUNKS)

OR	Ordering	Performance		Observations		Perf.			Wgtd.	
		CLEC	VZ	VZ	CLEC	Score	Wgt.	Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)									
OR-1-13-5000	% On Time Design Layout Record									
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)									
OR-2-12-5020	% On TimeTrunk ASR Reject									
PR	Provisioning	VZ		VZ		Standard	Sample	Stat.		
PR-4-07-3540	% On Time Performance - LNP only					Deviation	Error	Score		
PR-4-15-5000	% On Time Provisioning - Trunks									
PR-5-01-5000	% Missed Appointment - Facilities									
PR-5-02-5000	% Orders Held for Facilities >15 Days									
PR-6-01-5000	% Installation Troubles w/in 30 Days									
PR-8-01-5000	Open Orders in a Hold Status >30 Days									
MR	Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total									
MR-4-05-5000	% Out of Service >2 Hours									
MR-4-06-5000	% Out of Service >4 Hours									
MR-4-07-5000	% Out of Service >12 Hours									
MR-4-08-5000	% Out of Service >24 Hours									
MR-5-01-5000	% Repeat Reports w/in 30 Days									
NP	Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months									
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months									
"NA" - no activity    "UD" - under development								Totals		

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

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Verizon Pennsylvania		2003 Model							
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
<b>1</b>	<b>OSS Interface</b>								
	PO-1-06 Mechanized Loop Qualification - EDI								
	PO-1-06 Mechanized Loop Qualification - CORBA								
	PO-1-06 Mechanized Loop Qualification - Web GUI								
	PO-2-02 OSS Interface Availability - Prime - EDI								
	PO-2-02 OSS Interface Availability - Prime - CORBA								
	PO-2-02 OSS Interface Availability - Prime - Web GUI								
<b>ORDERING</b>									
<b>2</b>	<b>% On Time Ordering Notification</b>								
	OR-1-02 % On Time LSRC -Flow Through								
	OR-1-04 %OT LSRC-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl								
	OR-1-04 %OT LSRC-No Fac Ck(E-No FT)-2W xDSL Loops								
	OR-1-04 %OT LSRC-No Fac Ck(E-No FT)-Ln Share/Split								
	OR-1-12 % On Time FOC								
	OR-1-13 % On Time Design Layout Record								
	OR-1-19 % OT Resp. -Req. for Inbound Aug. (<=192)								
	OR-2-04 %OT LSR Rej-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl								
	OR-2-04 %OT LSR Rej-No Fac Ck(E-No FT)-2W xDSL Loops								
	OR-2-04 %OT LSR Rej-No Fac Ck(E-No FT) -Ln Share/Split								
	OR-4-16 % On Time PCN - 1 Bus. Day								
	OR-1-04 %OT LSRC-No Fac Ck(E-No FT)-All Spcls-UNE/Rsl								
	OR-1-06 %OT LSRC/ASRC-Fac Ck(E-No FT)-All Spcls-UNE/Rsl								
	OR-2-04 %OT LSR Rej-No Fac Ck(E-No FT)-UNE/Resale								
	OR-2-06 %OT LSR/ASR Rej-Fac Ck (Elec) -UNE/Resale								
<b>PROVISIONING</b>									
<b>3</b>	<b>Installation Performance</b>								
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)								
	PR-4-02 Average Delay Days - Total								
	PR-4-02 Average Delay Days - Total - 2W Digital								
	PR-4-02 Average Delay Days - Total - 2W xDSL Loop								
	PR-4-02 Average Delay Days -Total -Line Share/Split								
	PR-4-04 Missed Appointments -Dispatch								
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale								
	PR-4-04 Missed Appts - Disp - Line Share/Split								
	PR-4-05 Missed Appointments - No Dispatch								
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale								
	PR-4-05 % Missed Appt -No Disp -Line Share/Split								
	PR-4-14 % Completed On Time - 2W xDSL Loops								
	PR-4-15 % On Time Provisioning - Trunks								
	PR-6-01 Installation Troubles w/in 30 Days								
	PR-6-01 % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale								
	PR-6-01 % Install Trbls w/in 30 Days -2W xDSL Loops								
	PR-6-01 % Install Trbls w/in 30 Days -Line Share/Split								
	PR-4-01 % Missed Appointment -VZ -DSO -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale								
	PR-4-02 Average Delay Days - Total -UNE/Resale								
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale								
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale								
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale								
	PR-8-01 Open Orders in Hold Status>30 Days-UNE/Resale								
	PR-4-01 % Missed Appointment - VZ - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 Open Orders in a Hold Status >30 Days -EEL								
	PR-4-01 % Missed Appointment - VZ - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 Open Orders in a Hold Status >30 Days -IOF								
<b>4</b>	<b>PR-4-07 % On Time Performance - LNP</b>								
<b>5</b>	<b>Hot Cut Performance</b>								
	PR-6-02 % Installation Troubles within 7 days - Hot Cut								
	PR-9-01 % On Time Performance - Hot Cut								

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MAINTENANCE										
6	<b>Maintenance Performance</b>									
	MR-3-01	Missed Repair Appointments - Loop - Bus.								
	MR-3-01	Missed Repair Appointments - Loop - Res.								
	MR-3-01	Missed Repair Appointments - Loop								
	MR-3-01	% Missed Repr Appt -Loop-2W Digitl-UNE/Resale								
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops								
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split								
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08	Out of Service >24Hrs. - Bus.								
	MR-4-08	Out of Service >24Hrs. - Res.								
	MR-4-08	Out of Service >24Hrs. - Total								
	MR-5-01	% Repeat Reports within 30 Days								
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale								
MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale									
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale									
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale									
MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale									
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04	<b>Final Trunk Groups Blocked</b>								
<b>NETWORK PERFORMANCE</b>										
8	<b>Collocation</b>									
	NP-2-01/	% OT Response to Request for Collocation - Total								
	NP-2-05/	% On Time - Physical Collocation - Total								
NP-2-07/	Average Delay Days - Total									
<b>RESOLUTION PROCESS</b>										
9	<b>Resolution Process</b>									
	OR-10-0	% PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-0	% PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.									
<b>Month Total</b>										

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**Critical Measure # 8 - Collocation**

NP Network Performance		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total				
NP-2-05/6	% On Time - Physical Collocation - Total				
NP-2-07/8	Average Delay Days - Total				

**Critical Measure - Specials**

OR Ordering		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale				
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale				
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale				
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale				

PR Provisioning		VZ	VZ	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale							
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale							
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale							
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale							
PR-4-02-1200	Average Delay Days - Total -UNE/Resale							
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale							
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale							
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale							
PR-8-01-1200	Open Orders in a Hold Status > 30 Days -UNE/Resale							
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL							
PR-4-02-3510	Average Delay Days - Total - EEL							
PR-8-01-3510	Open Orders in a Hold Status >30 Days -EEL							
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF							
PR-4-02-3530	Average Delay Days - IOF							
PR-8-01-3530	Open Orders in a Hold Status >30 Days -IOF							

MR Maintenance & Repair		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale				
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale				
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale				
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale				
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale				
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale				
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale				
"NA" - no activity "UD" - under development				Total	

**Critical Measure # 10 - Resolution Processes**

Resolution Process		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days				
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days				
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days				
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.				

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## Special Provision - UNE Ordering

2003 Model

	% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS		
OR-1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS		
OR-2-04-3320	% OT LSR Ref.<10 lines (Elec.-No Flow Through)-POTS		
OR-2-06-3320	% On Time LSR Reflect >= 10 Lines (Elec.) - POTS		

### Total Market Adj\*

\* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

## Special Provision - UNE Flow Through

PR-5-01-3000 % Flow Through - Total - POTS & Specials				OR-5-03-3000 % Flow Through - Achieved - POTS			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Month - 1				Month - 1			
Month - 2				Month - 2			
Month - 3				Month - 3			
Overall				Overall			

### Market Adjustment \*

\* For allocation, any Flow Through market adjustment is combined with the MOE UNE market adjustment allocation.

## Special Provision - Hot Cut - Loop Performance

	% On Time	Observations	% On Time	Observations
	Current Mo.		Prior Month	
PR-9-01-3520	% On Time Performance - Hot Cut			
		%Troubles	%Troubles	
			Prior Month	
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut			

Greater of - Tier I (2 mo) or Tier II (1mo) Total

### Market Adjustment \*

\* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

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## 2003 Model

% On Time    Observations    Mrkt Adj.

<b>PO-4-01-6660</b> % Change Management Notices sent on Time (type 3,4,5)
---

\* Cumulative number of delay days greater than 8 standard    **Delay Days\***    Observations

<b>PO-4-03-6600</b> Change Management Notice Delay 8 plus Days (type 1-5)
---

% Test Deck    Test Deck  
Wgt. Failure    Wgt.

<b>PO-6-01-6000</b> % Software Validation
---

\* Cumulative number of delay hours greater than 48 hour standard    **Delay Hours\***    Observations

<b>PO-7-04-6000</b> <b>Delay Hours - Failed/Rejected Test Deck Transactions</b> Transactions failed, no workaround
---

<b>Total Market Adjustment</b>
UNE allocation
Resale allocation

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

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# Verizon Pennsylvania

## PAP/CCAP Market Adjustment Summary

### 2003 Model

		<u>Weighted Score</u>	<u>Market Adjustment</u>
<b>MODE OF ENTRY</b>			
	Unbundled Network Elements - Platform		-
	Unbundled Network Elements - Loop		-
	Resale		-
	Digital Subscriber Lines		-
	Trunks		-
	<b>Mode of Entry Total</b>		<b>\$ -</b>
<b># CRITICAL MEASURES</b>			
1	OSS Interface		-
2	% On Time Ordering Notification		-
3	Installation Performance		-
4	% On Time Performance - LNP		-
5	Hot Cut Performance		-
6	Maintenance Performance		-
7	Final Trunk Groups Blocked		-
8	Collocation		-
9	Resolution Processes		-
	<b>Critical Measure Total</b>		<b>\$ -</b>
<b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
	UNE Ordering		-
	UNE Flow Through		-
	UNE Hot Cut Loop		-
	<b>Special Provision Total</b>		<b>\$ -</b>
	<b>CHANGE CONTROL</b>		<b>\$ -</b>
	<b>Grand Total</b>		<b>\$ -</b>

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

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# **APPENDIX H**

**June 1, 2003**

June 1, 2003

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## Special Provisions

### UNE Ordering Performance Measures:

Verizon PA will provide an additional \$1,345,833 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of \$336,458 for each metric missing the standard will be distributed like the bill credits under Critical Measures.<sup>1</sup> Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04-3320	% On Time LSRC/ASRC – No Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-1-06-3320	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-04-3320	% On Time LSR/ASR Reject – No Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-06-3320	% On Time LSR/ASR Reject – Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%

---

<sup>1</sup> Any bill credit amounts due for Special Provisions UNE Ordering are to be allocated between UNE-Platform and UNE-Loop in the same proportions as the totals at risk for the two modes in MOE. Then, within each mode, the amounts are to be allocated corresponding to each CLEC's UNE-Platform lines as a proportion of total UNE-Platform lines and each CLEC's UNE-Loops as a proportion of total UNE-Loops.

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**Flow Through:**

An additional \$6.73 million per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01-3000	% Flow Through – Total – UNE	≥ 80%
OR-5-03-3000	% Flow Through – Achieved – UNE	≥ 95%

For each measure, the UNE scores will be combined and reviewed on a calendar quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that calendar quarter, then one-fourth (1/4) of the annual amount will be credited to all CLECs purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE Platform, and UNE Loops.<sup>2</sup>

The following table demonstrates the calculation of calendar quarterly flow through performance:

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<sup>2</sup> For the calendar quarter in which the Pennsylvania PAP first becomes effective, bill credits under this section “Flow Through” will be calculated based upon the performance for the calendar month in which the Pennsylvania PAP becomes effective and the remaining calendar months (if any) in the calendar quarter in which the Pennsylvania PAP becomes effective. Any bill credits due for such calendar quarter will be pro-rated based on the duration of the measurement period (i.e., if the measurement is based on one month of performance data, the amount that would be due would be one-third of the full quarterly amount that would have been due had Verizon PA’s measured performance for that month been Verizon PA’s measured performance for a full calendar quarter).

**Quarterly Flow Through Performance:**

	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>	<b>Quarter Total</b>
<b>Total Orders that Flow Through</b> <i>UNE</i>	15000	18000	17000	50000
<b>Total Orders Processed</b> <i>UNE</i>	25000	21000	22000	68000
<b>Total % Flow Through - UNE Combined for Quarter:</b>				73.5%
<b>Total Orders Designed to Flow Through that Flow Through</b> <i>UNE</i>	15000	18000	17000	50000
<b>Total Orders Designed to Flow Through:</b> <i>UNE</i>	18000	19000	18000	55000
<b>Total % Achieved Flow Through – UNE Combined for Quarter:</b>				90.9%

In this example, neither metric met the performance threshold, therefore, \$1.68 million would have been credited to all CLECs purchasing UNEs.

**Additional Hot Cut Loop Performance Measures:**

An additional \$16.15 Million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01-3520 – “% On Time - Hot Cut Loop” and PR-6-02-3520 – “% Installation Troubles Reported within 7 Days – Hot Cut Loop.”<sup>3</sup> If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I Threshold	Tier II
PR-9-01-3520	% On Time Hot Cut Loop <sup>4</sup>	< 90%	< 85%
PR-6-02-3520	% Installation Troubles Reported within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon PA does not satisfy the above standards for two consecutive months, it will distribute \$672,917 to the affected CLECs. Under Tier II, if Verizon PA does not satisfy the above standards for a single month, it will distribute \$1,345,833 to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-9-01-3520	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-02-3520	% Installation Troubles Reported within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	\$1,345,833	\$672,917	\$0	\$0

In month 1, Verizon PA did not satisfy the more stringent requirements of Tier II and \$1,345,833 in bill credits would be due.

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<sup>3</sup> These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon PA does not satisfy that Critical Measure.

<sup>4</sup> % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

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In month 2, Verizon PA satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon PA failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon PA.)

In month 3 both the Tier I and II standards were met, Verizon PA would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon PA to fail these performance standards two months in a row. Verizon PA service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

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# **APPENDIX I**

**June 1, 2003**

June 1, 2003

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# **CHANGE CONTROL ASSURANCE PLAN**

**VERIZON PENNSYLVANIA INC.**

**June 1, 2003**

June 1, 2003

Revised effective [insert date of implementation of PA PAP revisions] in accordance with the PA PUC order of [insert date] in Case No. M-00011468.

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**TABLE I-A – CHANGE CONTROL MEASURES**

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**I. INTRODUCTION**

To ensure that Verizon Pennsylvania Inc. (“Verizon PA”), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon PA will undertake the actions set forth in this Change Control Assurance Plan (the “CCAP”). A total of \$16.82 million in bill credits will be at risk to CLECs if Verizon PA provides unsatisfactory service for the four measures in this Plan.

**II. THE CHANGE CONTROL MEASURES AND BILL CREDITS**

The following measures are included in this Plan:

1. PO-4-01-6660: % Change Management Notices Sent on Time;
2. PO-4-03-6600: Change Management Notice Delay 8 plus Days;
3. PO-6-01-6000: % Software Validation; and
4. PO-7-04-6000: Delay Hours - Failed/Rejected Test Transactions - No Workaround.

Attached hereto as Table I-A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements (“UNEs”) or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Table I-A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining “lines in service.” (See PAP Section II (C)(2))

Under this Change Control Assurance Plan, Verizon PA will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon PA

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exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01-6660, PO-4-03-6600, PO-6-01-6000 or PO-7-04-6000 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be \$6.73 million under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed \$6.73 million in any year,<sup>1</sup> an additional amount of \$10.09 million will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of \$16.82 million will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories.

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the PAP and the CCAP. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

### **III. MONTHLY REPORTS**

Each month Verizon PA will issue a report on its performance on the above measures to each CLEC providing service in Pennsylvania.<sup>2</sup> The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon PA must provide pursuant to the standards set forth in Table I-A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts

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<sup>1</sup> The "year" will be measured from the first day that the Pennsylvania PAP first went into effect (April 1, 2003).

<sup>2</sup> Verizon PA's performance on the other Change Control metrics will be reported in the monthly C2C reports.

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must inform Verizon PA as to which of their accounts should receive any bill credits for the Change Control measures.

**IV. REVIEWS, UPDATES AND AUDITS**

Annual reviews and updates will occur under this Plan until the Commission determines otherwise. However, Verizon PA and any other interested party, after consulting with Staff, may at any time recommend to the Commission modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. Verizon PA, CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, Staff will have the right from time to time, on 60-days notice to Verizon PA, to conduct an audit of data reported in the monthly reports.<sup>3</sup>

**V. EXCEPTION PROCESS**

Verizon PA will have the right to file a petition with the Commission seeking to have the standards contained in Table I-A waived or modified either for future or past periods. The Commission shall grant such a request if it determines that the application of one or more of the standards contained in Table I-A would not serve the public interest. The application of one or more parts of Table I-A would not serve the public interest if Verizon PA could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon PA's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon PA petition for an Exception. In the event the Commission rules in Verizon PA's favor, Verizon PA

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<sup>3</sup> Unlike most of the measures in the PAP, the recording of data for each of the measures in this Plan will be done manually.

will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

**VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS**

The Change Control Assurance Plan will have the same term as the Performance Assurance Plan. It will remain in effect, as modified from time to time by the Commission, until the Commission rescinds the Performance Assurance Plan or develops a replacement mechanism.

**VII. FULLY INTEGRATED DOCUMENT**

The terms and provisions of this Plan are submitted in their entirety to the Commission for approval. This Plan represents a fully integrated statement of the commitments Verizon PA will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Commission for approval on a piecemeal basis.

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**TABLE I-A  
PAGE 1**

**Change Control Performance Assurance Plan Measures**

PO-4-01-6660	<b>% Change Management Notices Sent on Time</b>			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	\$0	\$168,250	\$336,500
PO-4-03-6600	<b>Change Management Notice Delay 8 plus Days</b> (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	\$16,825 per day		
PO-6-01-6000	<b>% Software Validation</b> (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	\$0	\$67,300	\$673,000
PO-7-04-6000	<b>Delay Hours – Failed/Rejected Test Transactions – No Workaround</b> (See Note 2)			
	Performance Credit	\$33,650 per day Per Release		

Note 1: Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2: PO-7-04-6000 applies to failed Test Deck items executed by Verizon PA in PO-6-01-6000 and applies until all errors reported in PO-6-01-6000 are fixed.

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