Pennsylvania
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Verizon Reports

April 1, 2003

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INTRODUCTION

This section of the Pennsylvania State Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to Verizon—Pennsylvania, Inc. ("Verizon", "VZ", or "VZ-PA"). Comprehensive explanations of the standard's definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals are included within this document. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon Pennsylvania retail services and its wholesale products and services.

Verizon Pennsylvania will provide Performance Reports on a monthly basis to the Competitive Local Exchange Carriers (CLECs) that contact the Account Manager that Verizon Pennsylvania designated for that CLEC to make the appropriate arrangements to receive the reports.

Effectivewith Commission approval of these Guidelines, Verizon will report at the Pennsylvania state level for metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, PR-9, MR-2, MR-3, MR-4, and MR-5. Disaggregated geographical reports will no longer be provided in the monthly C2C reports. Verizon will continue to provide disaggregated geographical reports to CLECs that have existing interconnection agreements which require these reports. Additionally, CLECs may initiate a request for disaggregated geographical reports through the CLEC's Verizon Account Manager. Once the request is received, Verizon provides that CLEC with disaggregated reports, and will continue to do so until the CLEC issues a discontinue notice through the Account Manager.

URL References

Verizon references URLs, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. A copy of URL information in effect at the time of the filing is contained in Appendix L.

Test Ids

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

Verizon Affiliate Reporting

Verizon affiliate reporting (including VADI) is always excluded from CLEC aggregate data for all metrics.

Retail Analog Compare Table

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

	Wholesale Service	Retail Analog
Provisioning metrics -	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
Exceptions Noted below:	Resale POTS – Total	Retail POTS - Total
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform	Retail POTS – Total
	UNE POTS-Other	Retail POTS – Total
	UNE Loop	Retail POTS – Total
	UNE 2 Wire Digital Loop	Retail ISDN (2 wire digital)
	UNE 2 wire xDSL Loop	VADI Line Sharing
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 [1]
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 [1]
	UNE EEL – Loop	Retail DS1[1]
	UNE EEL	Retail DS1[1]
	Interconnection Trunks	IXC Feature Group D Trunks
	Specials – Total	Retail Specials - Total
Exceptions for provisioning:		
PR-1-09	UNE EEL and IOF	No retail compare. Refer to the EEL and IOF legends on the C2C report template for the performance standards.
PR-4-02	UNE 2 wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2 wire xDSL Loop	Retail POTS - Dispatched
PR-6	UNE 2 wire Digital	Retail POTS - Dispatched
PR-8	UNE 2 wire xDSL Loop	Retail Specials DS0
Maintenance Measures:	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform – Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence	Retail POTS – Residence
	UNE Platform – Business	Retail POTS – Business
	UNE Loop	Retail POTS – Total (Business and Residence)
	UNE 2 Wire Digital Loop	Retail POTS – Total (ALL)[2]
	UNE 2 wire xDSL Loop	Retail POTS – Total (ALL)[3]
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	Resale Specials (Total)	Retail Specials (Total)

[1] Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)
[2] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).
[3] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

	UNE Specials DS0 & below UNE Specials DS1 & above UNE Specials (Total)	Retail Specials DS0 & below Retail Specials DS1 & above Retail Specials (Total)
	Interconnection Trunks	IXC Feature Group D Trunks

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2
PO-9	Timeliness of Trouble Ticket Resolution	1

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

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

Response Time: For metrics PO-1-01 through 1-06, and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a successful Pre-Order transaction. **Note:** Successful transactions are those where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information.

For CLEC transactions, response time is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.

For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.

Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07, and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.

Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

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

Refer to web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf for a list of holidays Verizon recognizes. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces)*:* Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.
- WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail, plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:

The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.

For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the *Ente*r key is hit until a response from the Pre-Ordering OSS is received back on the display screen.

At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.

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

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ***ada***. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, ***excluding*** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

$\sum$ Response Times for each transaction divided by the Number of Transactions for each transaction type.

Note: For all PO-1 **Retail** sub-metrics, and for sub-metric PO-1-07, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:		
Company: • VZ Retail[4] • CLEC Aggregate • CLEC Specific (PO-1-09 only)	Geography: • Pennsylvania	
Products	CLEC Aggregate: • EDI • CORBA • WEB GUI **Note:** Metric PO-1-09 ***Parsed CSR*** does not go through the WEB GUI interface, therefore, sub-metric PO-1-09 does not report WEB GUI results.	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [5]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – DSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a rejected query.	Number of rejected query transactions.

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

[5] While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

Function:

PO-2 OSS Interface Availability

Definition:

This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.

Scheduled Availability is as follows:

- Prime Time: 6:00AM to 12:00AM EST Monday through Saturday, ***excluding*** major Holidays
- Non-Prime Time: 12:01AM to 5:59AM EST Monday through Saturday, and all day Sundays and Holidays.

Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the ***Observations*** column heading.

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

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance Electronic Bonding (EB). Each availability interface is measured separately. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

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:

Metric PO-2-02: $\geq$ 99.5%
Metric 2-03: no standard

Methodology – PO-2 OSS Availability

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 in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, CORBA and WEB GUI interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.
Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

PO-2 Formula:		
(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.		
Report Dimensions:		
Company: • CLEC Aggregate		Geography: • Each OSS Interface serving Pennsylvania (Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for Pennsylvania but also for other states.)
Products	• Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI • EDI • CORBA • Maintenance – Electronic Bonding	
Sub-Metrics – OSS Interface Availability		
PO-2-01	**Metric Not in Use in Verizon PA**	
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of prime-time hours in month (multiplied by the number of available interfaces) minus the Number of prime-time hours in month interface is not available.	Number of Prime-Time Hours in Month multiplied by the number of available interfaces.
PO-2-03	**OSS Interface Availability – Non-Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of non-prime-time hours in month (multiplied by the number of available interfaces) minus the Number of non-prime-time hours in month interface is not available.	Number of Non-Prime-Time Hours in Month multiplied by the number of available interfaces.

Function:

PO-3 Contact Center Availability

Definition:

This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.

This metric also includes **Speed of Answer – CLEC** centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).

Note: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator.

Speed of Answer is measured in seconds from the time a call enters the VZ ACD until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. VZ measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative.

The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD. For calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when a representative answers the call.

Exclusions:

Calls directed to and answered by dedicated representatives.

Performance Standard:

PO-3-02 and PO-3-04: 80% within 30 seconds
Center Hours of Operation:

Repair Help Desk: 24 hours per day – seven (7) days a week
Order Processing Assistance: 8:00AM to 6:00PM Monday through Friday.
Note: The Repair Help Desk is measured in metric PO-3-04. The Order Processing Assistance Center is measured in metric PO-3-02.

Refer to Verizon web-site http://www22.verizon.com/wholesale/lsp/bridge/0,2631-4support,FF.html for various center hours of operation schedules. After accessing the web-site, select a center to receive center-specific information.

Report Dimensions	
Company: CLEC Aggregate	Geography: Ordering: Pennsylvania, Delaware, Maryland, District of Columbia, Virginia, and West Virginia (combined data) Repair: Verizon East Verizon East includes: CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, MD, DC, VA, and WV.

Sub-Metrics		
PO-3-01	**Metric Not in Use in Verizon PA**	
PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	**Metric Not in Use in Verizon PA**	
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:

PO-4 Timeliness of Change Management Notice

Definition:

These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes.

Documentation is not considered available until all material changes are made.

Exclusions:

None.

Performance Standard:

PO-4-01: 95%
PO-4-02: No standard
PO-4-03: no delayed notices and documentation over eight (8) calendar days.

The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures.
* Regulatory changes will vary based on application law/regulatory rules.

Timeliness Standards:

Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[6]
Type 5 – CLEC originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 4 – Verizon originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 3 – Industry Standard	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, change notification and change confirmation is negotiated on an individual case basis through the Change Management Process. .
Type 1 – Emergency Maintenance	Notification before implementation	N/A

Report Dimensions

Company:	Geography:
CLEC Aggregate	Verizon South Verizon South includes: PA, NJ, DE, MD, DC, VA, WV

Products	Change Notification:	Change Confirmation
	• Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) – • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)	• Type 2 – Regulatory • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)

[6] Type one (1) change confirmation is not applicable.

Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**
	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.
PO-4-02	**Change Management Notice – Delay one (1) to seven (7) days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent one (1) to seven (7) days late.	
PO-4-03	**Change Management Notice – Delay eight (8) plus days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent eight (8) or more days late.	

Function:

PO-5 Average Notification of Interface Outage

Definition:

This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC.

Note: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.

Exclusions:

None.

Performance Standard:

Not more than: 20 minutes.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Verizon East Verizon East includes: CT, MA, ME, NH, NY, RI, VT, NJ, PA, VA, MD, DC, WV, and DE.

Sub-Metrics

PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:

PO-6 Software Validation

Definition:

This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics in the Pennsylvania Performance Assurance Plan (PAP) . Within the software validation metric, weight factors will be allocated among transaction types *(e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order)* and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

Verizon PA will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon PA will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon PA will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights.

For those months that Verizon does not execute the test deck, the C2C report Is populated with the notation ***R3*** to indicate the test deck is executed three (3) times per year.

Exclusions:

None.

Performance Standard:

PO-6-01: < = 5%

Report Dimensions:

Company:	Geography:
CLEC Aggregate	The Verizon PADE (Pennsylvania/Delaware) test deck results are reported for this sub-metric on the Pennsylvania C2C reports.

Sub-Metrics

PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:
PO-7 Software Problem Resolution Timeliness
Definition:
This metric measures Software Problem Resolution Timeliness. Verizon installs software CLEC-affecting releases three (3) times per year (usually during the months of February, June, and October). After each major CLEC-affecting software release, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Wholesale Customer Care Center (WCCC), those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals. PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a major CLEC-affecting software release. For those months that Verizon installs software releases, the C2C report is populated with data in accordance with the PO-7 calculations. For those months that Verizon does not install software releases, the C2C report is populated with the notation ***R3*** to indicate software releases are installed three (3) times per year.
Exclusions:
Failed Pre-order and Order transactions reported to the WCCC after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.
Performance Standard:
PO-7-01: >= 95% PO-7-02 and PO-7-04: 48 Hours PO-7-03: 10 days **Note:** The data value populated on the C2C report for PO-7-02, 7-03 and 7-04 represents the number of hours (or days) beyond the standard. ***For example,*** a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard.
Problem Resolution Timeliness Standard measured from time the trouble was reported to the WCCC (see Appendix O).
Report Dimensions:

Company:	Geography:
CLEC Aggregate	PO-7-01, PO-7-02, and PO-7-03: Verizon East PO-7-04: Pennsylvania, Delaware (combined data) Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and D.C.

Sub-Metrics		
PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	Number of production referrals resolved within timeliness standard.	Total number production referrals.
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with transaction rejects with no workaround.	
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Data Value**	
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with transaction rejects with a workaround.	
PO-7-04	**Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [7]	
Calculation	**Data Value**	
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with transaction rejects with no workaround for Test Deck Transactions.	

[7] This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:

PO-8 Manual Loop Qualification

Definition:

The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services *(e.g. 2W-xDSL)*, when such information is not available through an electronic database.

Exclusions:

- Weekend and major Holidays are excluded from the interval count.

Note: Weekend hours are from 5:00PM Friday to 8:00AM Monday. Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday.

- Digital Design Loops that require loop conditioning (HXMU code)
- Test CLEC Ids

Performance Standard:

PO-8-01: 95% within 48 Hours
PO-8-02: 95% within 72 Hours

Sub-Metrics

PO-8-01	**% On Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of manual loop qualification transactions.
PO-8-02	**% On Time– Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
The percent of EDI missing notifier trouble ticket PONs cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONs in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.		
Exclusions:		
• The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target. • Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.		
Performance Standard:		
90% threshold for PA PAP Special Provisions		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • Pennsylvania	
Products:		
• EDI Notifier Trouble Tickets		
Sub-Metrics		
PO-9-01	**% Missing Notifier Trouble Ticket PONs Cleared within 3 Bus. Days**	
Calculation	**Numerator**	**Denominator**
	Number of EDI missing notifier trouble ticket PONs in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONs submitted.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	8
OR-2	Reject Timeliness	6
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	4
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	3
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1
OR-10	PON Notifier Exception Resolution Timeliness	2

Function:

OR-1 Order Confirmation Timeliness

Definition:

This metric measures Order Confirmation Timeliness.

Resale and UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. **Note:** Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

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

Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines. **Note**: Effective October 2001, orders for UNE Specials DS0 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format.

Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.

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

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each SUPP.

Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

OR-1 Definition, continued:

Notes:

(1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.

(2) Verizon PA includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon PA's error in initial confirmation[8] in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.

(3) If no order confirmation time exists due to a missing order confirmation, Verizon PA will use the completion notification time.

(4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.

(5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

Resale and UNE:

- VZ Test Orders [9]
- Weekend and holiday hours (other than flow-through):
  - Weekend hours are from 5:00PM Friday to 8:00AM Monday.
  - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through).

–Verizon SOP scheduled downtime hours are as follows:

11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday
Exception: SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

[8] Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon PA reasons are not counted as resent confirmations.

[9] VZ-Test Orders – see Glossary.

<table>
<tr><th colspan="3">Report Dimensions</th></tr>
<tr><td colspan="2">Company:
• CLEC Aggregate [10]
• CLEC Specific</td><td>Geography:
• Pennsylvania</td></tr>
<tr><th colspan="3">Performance Standard: OR-1 Order Confirmation Timeliness</th></tr>
<tr><td colspan="3">OR-1-02, 1-04, 1-06, 1-08, 1-10, 1-12, and OR-1-19: 95% On Time according to the schedule below:
OR-1-13: 95%</td></tr>
<tr><td>Resale:</td><td>UNE:</td><td>Interconnection Trunks:</td></tr>
<tr><td>Electronically Submitted Orders:
POTS/Pre-Qualified Complex:
• Flow-through orders: two (2) hours
• Orders with no facility check: 24 hours
• Orders with facility check: 72 hours
Complex Services (requiring Manual Loop Qualification)
• 2- wire Digital Services: 72 hours
Special Services:
• Orders with no facility check : 48 hours
Order with facility check: 72 hours[10]
Faxed/Mailed Orders:
Not available for Resale</td><td>Electronically Submitted Orders:
POTS/Pre-Qualified Complex:
• Flow-Through Orders: two (2) hours
• Orders with no facility check: 24 hours
• Orders with facility check: 72 hours
Complex Services(requiring Manual Loop Qualification)
• 2-Wire Digital Services: 72 hours
• 2-Wire xDSL Loops: 72 hours
• 2-Wire xDSL Line Sharing/Line splitting: 72 hours
Special Services:
• Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE specials (UNE DS0 EELs >= 6 lines, UNE DS1 and above) received via ASR.
• Orders with facility check: 72 hours (includes UNE Specials DS0 EELs >= 6 lines, and UNE Specials DS1 and above)
Faxed/Mailed Orders: Add 24 hours to intervals above. Fax/Mail is not available for LSR orders: (UNE POTS and Complex (2Wire Digital, 2W xDSL Loop, and 2W xDSL Line Sharing/Line Splitting)).</td><td>Electronically Submitted Orders:
Firm Order Confirmation:
• ≤ 192 Trunks: 10 Business Days
• > 192 Trunks: Negotiated Process
Design Layout Record
• ≤ 192 Trunks: 10 Business Days
• > 192 Trunks: Negotiated Process
Inbound Augment Trunks:
• ≤ 192 Trunks accepted TGSRs: 10 Business Days
• <= 192 Trunks: denied responses for TGSRs received via e-mail: less than or equal to seven (7) business days.
• > 192 Trunks: Negotiated Process
Faxed/Mailed Orders: Add 24 hours to intervals above</td></tr>
</table>

[10] Excludes Verizon Advanced Data Incorporated

[10] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.

Sub-Metrics		
OR-1-01	**Metric Not in Use in Verizon PA**	
OR-1-02	**% On Time LSRC – Flow-through**	
Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	**Metric Not in Use in Verizon PA**	
OR-1-04	**% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-Qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials DS0
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	**Metric Not in Use in Verizon PA**	
OR-1-06	**% On Time LSRC/ASRC – Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[11] • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	**Metric Not in Use in Verizon PA**	

[11] UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	**% On Time ASRC - No Facility Check (Fax/Mail)**	
Products	UNE: • Specials DS0	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	**Metric Not in Use in Verizon PA**	
OR-1-10	**% On Time ASRC - Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[12] • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	**Metric Not in Use in Verizon PA**	
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks and Projects)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	**Metrics not in use in Verizon PA.**	

[12] Orders for UNE DS0 EELs (Loop and Backbone) for > = 6 lines require a facility check.

OR-1-19	**% On Time Response - Request for Inbound Augment Trunks** **Note:** This metric is a combined measure including both; denied TGSRs that have a seven (7)-day performance standard, and accepted TGSRs that have a 10-day performance standard.	
Products	• VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of requests for Inbound Augment Trunks with responses sent within the specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:

OR-2 Reject Timeliness

Definition:

This metric measures Reject Timeliness.

Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (Request Manager) or Fax date and time stamp. **Note:** Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Average Reject Response Time: The mean of all reject response times associated with a product group.

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

Notes:
(1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
(2) Measurements are based on rejected orders.
(3) VZ PA does not include cancelled orders in the measurements.
(4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month.
(5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

- VZ Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.

- Weekend and Holiday Hours (other than flow-through):
  - Weekend Hours are from 5:00PM Friday to 8:00AM Monday.
  - Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests.

- For OR-2-02: SOP scheduled downtime hours (Flow-through).
  Verizon SOP Scheduled downtime hours are as follows:

  11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday

  Exception: SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

Report Dimensions :

Company:	Geography:
• CLEC Aggregate [13] • CLEC Specific	• Pennsylvania

Performance Standard – Reject Timeliness		
OR-2-02, 2-04, 2-06, 2-08, 2-10, and 2-12: 95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* POTS: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): • Orders: 72 hours Special Services: [14] • Orders with no facility check: 48 hours • Orders with facility check: 72 hours **Faxed/Mailed Orders**: Not available for Resale	**Electronically Submitted Orders:** POTS*:* • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) *:* • 2Wire Digital Services 72 hours • 2Wire xDSL Loop: 72 hours • 2Wire xDSL Line Sharing/Linesplitting: 72 hours Special Services: [15] • Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs >= 6 lines, DS1 and above) received via ASR. • Orders with ≥ facility check: 72 hours (includes UNE DS0 EELs >= 6 lines and UNE DS1s and above) **Faxed/Mailed Orders**: Add 24 hours to intervals above. Not available for LSRs: UNE POTS and Complex (2Wire Digital, 2W xDSL Loop, and 2W xDSL Line Sharing/Line Splitting).	**Electronically Submitted Orders:** • ≤ 192 Trunks: less than or equal to seven (7) Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Metric Not in Use in Verizon PA**	
OR-2-02	**% On Time LSR Reject (Flow-through)**	
Products	Resale*:* • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

[13] Excludes Verizon Advanced Data Incorporated
[14] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.
[15] Also includes orders requiring facility verification as listed on the Verizon web-site . http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	**Metric Not in Use in Verizon PA**	
OR-2-04	**% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	**Metric Not in Use in Verizon PA**	
OR-2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	**Metric Not in Use in Verizon PA**	
OR-2-08	**% On Time Reject - No Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	**Metric Not in Use in Verizon PA**	

OR-2-10	**% On Time Reject – Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.
OR-2-11	**Metric Not in Use in Verizon PA**	
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard (less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected. The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering System (Request Manager (for LSRs), CAFÉ and EXACT (for ASRs)), not just those with associated CRIS completions. **Note:** Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.		
Exclusions:		
• VZ Test Orders		
Performance Standard:		
OR-3-01: No standard. OR-3-02: 95%		
Report Dimensions		
Company: • CLEC Aggregate [16] • CLEC Specific	Geography: • Pennsylvania	
Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	**% LSR Resubmission Not Rejected**	
Calculation	**Numerator**	**Denominator**
	Total EDI PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of EDI PONs already in Verizon's systems.	Total number of EDI PONs resubmitted at Verizon's request.

[16] Excludes Verizon Advanced Data Incorporated

Function:

OR-4 Timeliness of Completion Notification

Definition:

Refer to the *Definition* listed next to each OR-4 sub-metric (OR-4-09, OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.

Exclusions:

- Verizon Test Orders
- Orders not received through the Verizon Netlink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI.
- VADI orders
- For sub-metric OR-4-09 include the following exclusion: When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.
- For sub-metric OR-4-09 exclude Complex Resale orders.
- For sub-metric OR-4-11 only includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN.

Performance Standard:

For sub-metric OR-4-09: 90% threshold for PA PAP Special Provisions.
For sub-metric OR-4-11; 0.25% of PONs that received neither a PCN nor a BCN within two (2) business days from the SOP posting of the provisioning of the last service order associated with a specific PON.

For sub-metric OR-4-16: 95% of PCNs sent within one (1) business day.
For sub-metric OR-4-17: 95% of BCNs sent within two (2) business days.

Report Dimensions

Company:	Geography:
• CLEC Aggregate [17] • CLEC Specific	• Pennsylvania Note: Geography is state specific

Sub-Metrics Timeliness of Completion Notification

OR-4-01 through OR-4-08 and 4-10	**Metrics Not in Use in Verizon PA**	
OR-4-09	**% SOP to Bill Completion Within 3 Business Days**	
Products	• **EDI Orders**	
Calculation	**Numerator**	**Denominator**
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in Request Manager within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

[17] Excludes Verizon Advanced Data Incorporated

OR-4-11	% Completed orders with neither a PCN nor BCN sent	
Description	The percent of EDI PONs for which the last service order has been *provisioning completed* in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) business days after *provisioning completion*, the order will be captured here in this measure.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as *provisioning completed* in SOP.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in SOP in a month.
OR-4-12 through OR-4-15	**Metrics Not in Use in Verizon PA**	

Sub-Metrics Timeliness of Completion Notification, continued		
OR-4-16	**% Provisioning Completion Notifiers sent within one (1) Business Day**	
Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in the Verizon SOP system of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one business day of the Work Order Completion (WFA completion date) in SOP.	
Products	**CLEC Aggregate:** • **EDI**	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a PCN within one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.
OR-4-17	**% Billing Completion Notifiers sent within two (2) Business Days**	
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.	
Products	**CLEC Aggregate:** • **EDI**	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update..	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

Function:

OR-5 Percent Flow-Through

Definition:

This metric measures the percent of valid orders (LSRs) received through the electronic ordering interface (example includes: Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.

% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.

Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.

Exclusions:

- VZ Test Orders
- Verizon Advanced Data Incorporated (VADI)

From Achieved Flow-through:

- Orders not eligible to flow-through
  Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H.
- Orders with CLEC input errors in violation of published business rules

Performance Standard:

OR-5-01 No standard developed for total flow-through.
OR-5-03: 95% for % flow-through achieved

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Pennsylvania

Sub-Metrics

OR-5-01	**% Flow-through – Total**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow-through for specified product.	Total number of LSR records (orders) for specified product.
OR-5-02	**Metric Not in Use in Verizon PA**	
OR-5-03	**% Flow-through Achieved**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:

OR-6 Order Accuracy

Definition:

Order Accuracy is defined as the percentage of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of orders without VZ errors (Metric OR-6-01). Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03). LSR/DSR Orders are measured separately on an individual CLEC basis for accuracy of all information on a per line basis based on a random sampling performed for OR-6-04. (Metric OR-6-04).

Methodology:

For sub-metric OR-6-01, VZ uses a manual audit process of sampled orders. A random sample of approximately 400 orders for Resale, 400 orders for UNE Loop/Complex/LNP, and 400 orders for UNE Platform each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s). Refer to Appendix M for a list of fields reviewed by Verizon.

Verizon samples by centers that process CLEC orders and pulls 20 LSRs per center. Samples are identified using random number generation from Request Manager. Verizon then prints a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluates the FOC to determine if the information included is accurate.

For sub-metric OR-6-03, the measure is a percentage of all confirmations sent due to Verizon error against the total number of confirmations sent in the reporting month.

For sub-metric OR-6-04, LSR/DSR Orders are measured separately on an individual CLEC basis for accuracy of all information on a per line basis based on a random sampling performed for the sub-metric.

Exclusions:

- Orders entered by the CLEC that flow-through.
- Verizon Advanced Data Incorporated (VADI) Orders.
- Orders that are submitted via fax, when electronic capability is available.

Performance Standard:

OR-6-01, and OR-6-03 (interim measure) 95% orders without errors.
OR-6-03 (long term measure): not more than 5% of LSRCs resent due to Verizon error.
OR-6-04: 98% of white page listings submitted through LSR and DSR are to be error free.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific (OR-6-04 only)	OR-6-01: PA/DE OR-6-03 and OR-6-04: Pennsylvania

Sub-Metrics		
Products (OR-6-01, OR-6-03)	Resale	UNE: • Loop/Complex/LNP • Platform
OR-6-01	**% Service Order Accuracy**	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-02	**Metric Not in Use in Verizon PA**	
OR-6-03	**% Accuracy – LSRC (Long Term Measure)**	
Calculation	**Numerator**	**Denominator**
	Number of LSRCs resent due to error.	Number of LSRCs.
OR-6-04	**% Accuracy – LSR/DSR White Page Listing**	
Calculation	**Numerator**	**Denominator**
	Number of orders with no errors	Number of orders in random sample

Function:		
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days		
Definition:		
The percent of Resale, UNE Loop, and UNE Platform LSRs confirmed or rejected by Verizon within three (3) business days of receipt as a percent of total LSRs received. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. **Note:** This is a measure of completeness not timeliness. Source: Master PON File.		
Exclusions:		
• Cancelled orders. • LSRs that were supplemented prior to confirmation or rejection. • Edit Rejects (negative 99s) that are not eligible for confirmation or rejection. • Test Ids		
Report Dimensions		
Company: • CLEC Aggregate [18] • CLEC Specific	Geography: • Pennsylvania	
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01	**% Order Confirmation/Rejects Sent Within Three (3) Business Days**	
Products	Resale	UNE Platform UNE Loop
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

[18] Excludes Verizon Advanced Data Incorporated

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.		
Exclusions		
• Orders submitted by Web GUI Interface. • Orders not submitted electronically.		
Report Dimensions		
Company: • CLEC Aggregate [19] • CLEC Specific	Geography: • Pennsylvania	
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

[19] Excludes Verizon Advanced Data Incorporated

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator. This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.		
Exclusions:		
• Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.		
Report Dimensions		
Company: • CLEC Aggregate [20] • CLEC Specific	Geography: • Pennsylvania	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

[20] Excludes Verizon Advanced Data Incorporated

Function:

OR-10 PON Notifier Exception Resolution Timeliness

Definition:

The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days and ten (10) business days from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.

The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).

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

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

1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request).

2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated.

3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number.

4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC.

5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date.

CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM. For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.

Exclusions:

- Non NetLink EDI PON Exception Notifier Trouble Tickets.
- VADI PON Exception Notifier Trouble Tickets excluded from the CLEC aggregate.
- Any request for Notifier for orders due/complete more than 30 business days old.
- Orders for Products/Services that are not designed to produce the requested notifier (e.g. LIDB).

Performance Standard:

OR-10-01: 95% resolved within three (3) business days.
OR-10-02: 99% resolved within ten (10) business days.

Report Dimensions		
Company: • CLEC Aggregate (excluding VADI) • CLEC Specific • VADI (For commission viewing only)	Geography: • Pennsylvania These sub-metrics are reported at a state specific level.	
Sub-Metrics		
OR-10-01	**% of PON Exceptions Resolved Within Three (3) Business Days**	
Products for OR-10-01 and OR-10-02	All	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.
OR-10-02	**% of PON Exceptions Resolved Within ten (10) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within ten (10) business days.	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Section 3

Provisioning Performance

(PR)

	Function	Number of Sub-metrics
PR-1	Average Interval Offered	10
PR-2	Metrics not in use in Verizon PA	0
PR-3	Completed within Specified Number of Days (1-5 Lines)	7
PR-4	Missed Appointments	9
PR-5	Facility Missed Orders	4
PR-6	Installation Quality	3
PR-7	Metrics not in use in Verizon PA	0
PR-8	Open Orders in a Hold Status	2
PR-9	Hot Cut Performance	2

Function:

PR-1 Average Interval Offered

Definition:

This metric measures the average interval offered for completed and cancelled orders. For **POTS and Specials**, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line splitting.

Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.

Notes:
(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.
(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code[21]).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative intervals or intervals over 200 business days – indicative of typographical error).*
- Retail Suspend for non-payment and associated restore orders.
- Orders that have neither completed nor been cancelled.
- Orders requiring manual loop qualification.
  Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the ***Required*** field of the LR (indicating that a manual loop qualification is required).
- Disconnects are excluded from all sub-metrics ***except*** sub-metric PR-1-12 which measures disconnects.

[21] Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Performance Standard:		
PR-1-01 through PR-1-09 and PR-1-12 (except for both PR–1-01 and PR-1-02 UNE/2Wire xDSL Loops, UNE DSL Line Sharing, and UNE DSL Line Splitting and PR-1-09 UNE IOF, EEL – Backbone, and EEL – Loop): Parity with VZ Retail. PR-1-01 and 1-02, UNE/2Wire xDSL Loops: No Standard. PR-1-01 and 1-02, UNE DSL Line sharing, and UNE DSL Line Splitting: Parity with VADI PR-1-09 UNE IOF, UNE EEL – Backbone and EEL – Loop: No standard, Refer to the EEL and IOF legends on the C2C report templates. The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation . for the specific intervals offered for products and services. After accessing this web-site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.		
Report Dimensions		
Company: • VZ Retail • VADI [22] • CLEC Aggregate [23] • CLEC Specific	Geography: Pennsylvania	
Sub-Metrics – PR-1 Average Interval Offered		
PR-1-01	**Average Interval Offered – Total No Dispatch**	
Products	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services	UNE: • POTS - Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02	**Average Interval Offered – Total Dispatch**	
Products	Resale: • 2-Wire Digital Services	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.

[22] Reported for DSL metrics only
[23] Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-03	**Average Interval Offered – Dispatch one (1) to five (5) Lines**	
Products	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	**Average Interval Offered – Dispatch six (6) to nine (9) Lines**	
Products	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – DS0**	
Products	Resale*:* • Specials	UNE*:* • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – DS1**	
Products	Resale*:* • Specials	UNE*:* • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – DS3**	
Products	Resale*:* • Specials	UNE*:* • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-09	**Average Interval Offered – Total**		
Products	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for product group orders.		Number of orders for product group.
PR-1-10 and PR-1-11	**Metrics not in use in Verizon PA**		
PR-1-12	**Average Interval Offered – Disconnects**		
Products	Resale: • POTS (including Complex) • Specials	UNE*:* • POTS (including Complex) • Specials	
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for product group disconnect (D & F) orders.		Number of orders for product group.

Function:
PR-2 Metrics Not in Use in Verizon PA

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error).*
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.

- For sub-metrics PR-3-03, and PR-3-10 2 wire xDSL Loop, and PR-3-03 2 wire xDSL Line Sharing and 2 wire xDSL Line Splitting orders that require a manual loop qualification.
-

  Note: 2-wire xDSL Loop, Line Sharing, and Line Splitting orders that require manual loop qualification have an **R** populated in the ***Required*** field of the LSR (indicating that a manual loop qualification is required).

For 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and 2Wire xDSL Line Splitting only:

- Orders missed due to facility reasons.

Performance Standard:

PR-3-01, PR-3-06, and PR-3-09: Parity with VZ Retail.

PR-3-03: 2Wire xDSL Line Sharing, and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI
PR-3-08: Hot Cut Loop: 95%
PR-3-10 2Wire Digital Loops: Parity with VADI
PR-3-10 and PR-3-11: 2Wire xDSL Loops: 95%

Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

Sub-Metrics		
PR-3-01	**% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	**Metric Not in Use in Verizon PA**	
PR-3-03	**% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* • 2 Wire XDSL Line sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	**Metric Not in Use in Verizon PA**	
PR-3-05	**Metric Not in Use in Verizon PA**	
PR-3-06	**% Completed in three (3) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • Loop - New
Calculation	**Numerator**	**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	**Metric Not in Use in Verizon PA**	
PR-3-08	**% Completed in five (5) days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* Hot Cut Loops	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-09	**% Completed in five (5) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • Loop – New
Calculation	**Numerator**	**Denominator**
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-10	**% Completed in six (6) Days one (1) to five (5) Lines – Total**	
Products	UNE*:* • 2-Wire xDSL Loops • 2Wire Digital Loops	
Calculation	**Numerator**	**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	**% Completed in nine (9) Days one (1) to five (5) Lines – Total** [24]	
Products	UNE*:* • 2-Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.

[24] Interim performance measure. This metric will be removed upon completion of PO-8 metric.

Function:
PR-4 Missed Appointments
Definition:
This metric measures the Percent of Orders completed after the commitment date. **For LNP:** The percent of orders completed on time (not early) **DSL Loops** are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop. **Trunks:** Includes reciprocal trunks from VZ to CLEC. For PR-4-03, the percentage of trunks completed for which there was a missed appointment due to CLEC reasons. For PR-4-15, the percentage of trunks completed on or before the order due date. Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.
Exclusions:
• VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Orders that are not complete. (Orders are included in the month that they are completed) • Suspend for non-payment and associated restore orders. • LNP orders without office equipment which do not have a trigger order. • For PR-4-04, and PR-4-14 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and UNE DSL Line Splitting ***only*** exclude orders missed for facility reasons.
Performance Standard:
PR-4-01, 4-02, 4-04 and 4-05 (except Line Sharing, Line Splitting, and PR-4-02 CLEC Trunks, PR-4-04 and PR-4-14, UNE 2Wire xDSL Loops): Parity with VZ Retail [25] PR-4-02 CLEC Trunks: None – Analysis only. PR-4-03 and 4-08: No standard PR-4-07 LNP: 95% on Time PR-4-04 UNE 2Wire xDSL Loop: Not more than 5% PR-4-14 UNE 2Wire xDSL Loop: 95% on Time. PR-4-15: CLEC Trunks: 95% on Time UNE 2Wire xDSL Line Sharing and Line Splitting: Parity with VADI
Report Dimensions
Company: • VZ Retail • CLEC Aggregate • CLEC Specific Geography: • Pennsylvania

[25] % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics			
PR-4-01	**% Missed Appointment – Verizon – Total**		
Description	The percent of orders completed after the commitment date, due to Verizon reasons.		
Products	Resale: • DS0 • DS1 • DS3 • Specials Other	UNE: • EEL • IOF • DS0 • DS1 • DS3 • Specials Other	
Calculation	**Numerator**		**Denominator**
	Number of orders where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders completed for product group.
PR-4-02	**Average Delay Days – Total**		
Description	For orders/trunks missed due to Verizon reasons, the average number of days between the order DD and actual work completion date.		
Products	Resale: • POTS • 2-Wire Digital Services • Specials Total	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials Total • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Sum of the completion date minus DD for orders/trunks missed due to company reasons by product group.		Number of orders/trunks missed for company reasons, by product group.

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-03	**% Missed Appointment – Customer**		
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)		
Products	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of orders/trunks where the order completion date is greater than the order DD due to customer reasons for product group.		Number of orders/trunks completed for product group.
PR-4-04	**% Missed Appointment – Verizon – Dispatch**		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
Products	Resale: • POTS • 2-Wire Digital Services.		UNE: • Platform • Loop – New • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**		**Denominator**
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.		Number of Dispatched Orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-05	**% Missed Appointment – Verizon – No Dispatch**	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-06	**Metric Not in Use in Verizon PA. Measure moved to PR-9 metrics.**	
PR-4-07	**% On Time Performance – LNP Only**	
Description	Percent of all LNP orders (including both the Trigger and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP ***only*** orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Telephone Numbers disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Number of LNP orders (1 order = Trigger order and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.	Number of LNP orders completed (1 order = Trigger order and disconnect order).
PR-4-08	**% Missed Appointment – Customer – Due to Late Order Confirmation**	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • 2-Wire Digital Services. • Specials	UNE: • 2-Wire Digital Services. • 2-Wire xDSL Loops • Specials
Calculation	**Numerator**	**Denominator**
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-09 through PR-4-13	**Metric numbers not available in Pennsylvania.**	
PR-4-14	**% Completed On Time – 2-wire xDSL**	
Description	% of 2-wire x DSL Loop completed on time. Complete per VZ and CLEC. A 2Wire xDSL order is considered completed on time if: For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or : For CLECs that do ***not*** provide serial numbers; Verizon completed the service on the due date.	
Products	UNE • 2Wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the DD.	Number of completed orders minus any orders delayed for customer reasons
PR-4-15	**% On Time Provisioning – Trunks**	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:

PR-5 Facility Missed Orders

Definition:

These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. **Note:** The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.

Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.

Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

Facility Missed Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. **Note:** trunks are not dispatched.

Exclusions:

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders

- From PR-5-01 through PR-5-03: Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- From PR-5-04: Orders missed or delayed due to customer reasons.

Performance Standard:

PR-5-01 through PR-5-03 (except Line Sharing and Line Splitting): Parity with VZ Retail.
UNE DSL Line Sharing and Line Splitting: Parity with VADI
PR-5-04: No Standard. This is a diagnostic measure.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

Sub-Metrics

PR-5-01	**% Missed Appointment – Verizon – Facilities**		
Description	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.		
Products	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**	
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.	

Sub-Metrics (continued) Facility Missed Orders			
PR-5-02	**% Orders Held for Facilities > 15 Days**		
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.		
Products	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting.	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**	
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.	
PR-5-03	**% Orders Held for Facilities > 60 Days**		
Description	The Percent of trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. **Note:** trunks are not dispatched.		
Products	Trunks: • CLEC Trunks		
Calculation	**Numerator**	**Denominator**	
	Number of trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.	Number of trunks completed for product group.	
PR-5-04	**% Orders Cancelled (> five (5) days) after Due Date – Due to Facilities**		
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.		
Products	UNE: • Loop • 2Wire Digital Services • 2Wire xDSL Loops • Specials		
Calculation	**Numerator**	**Denominator**	
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons).	Number of orders completed or cancelled for the product group within the report month.	

Function:

PR-6 Installation Quality

Definition:

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.

Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via SERVICE automatically by CLEC. Source: NORD

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Formula:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.

Performance Standard:

PR-6-01: Parity with VZ Retail For Found Troubles

PR-6-02 UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days: 2%

PR-6-03: No standard

PR-6-01: UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	Resale: • POTS 2 wire digital services (ISDN) • Specials	UNE: • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks

Calculation	**Numerator**	**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

Sub-Metrics (continued) Installation Quality			
PR-6-02	**% Installation Troubles reported within seven (7) Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	UNE: • POTS – Loop Hot Cut		
Calculation	**Numerator**	**Denominator**	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.	
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).		
Products	Resale: • POTS • 2 wire Digital Services (ISDN) • Specials	UNE: • POTS – Loop • POTS – Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**	
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.	

Function:
PR-7 Metrics Not in Use in Verizon PA

Function:

PR-8 Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.

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

1. open orders that have passed the originally committed completion date due to VZ reasons; and,
2. open orders that have not been assigned a completion date due to VZ reasons.

Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Verizon Administrative orders.
- Orders that are complete or cancelled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation)
- Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.

Performance Standard:

Parity with Verizon Retail.

UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting performance standard is Parity with VADI..

Report Dimensions

Company	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

Sub-Metrics			
PR-8-01	**Open Orders in a Hold Status > 30 Days**		
Products	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.
PR-8-02	**Open Orders in a Hold Status > 90 Days**		
Products	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.

Function:

PR-9 Hot Cut Loops

Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).

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

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)) by close of intervals noted under Met Hot Cuts definition due to a Verizon reason (e.g. HFC, late turn-up, due date pushed out due to Verizon action).

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- Additional segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.

From PR-9-09 % Supplemented or Cancelled Orders at Verizon PA request:

- Hot Cuts where no CLEC dial tone was found on DD-2 test and the CLEC was notified of problem
- Hot Cuts where CLEC dial tone was found on DD-2 test and not present on the DD.

Performance Standard:

Hot Cuts:
PR-9-01: 95% completed within window
PR-9-08: No standard

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

one (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours
100 to 199 lines: four (4) Hours
200 plus lines: eight (8) Hours

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)[26]. Four (4) hour window applies to start time.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• Pennsylvania

[26] Only applicable if Verizon PA notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02 through PR-9-07	**Metrics not in use in Verizon PA**	
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	**Metric Not in Use in Verizon PA**	

Section 4

Maintenance & Repair Performance

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	3
MR-4	Trouble Duration Intervals	8
MR-5	Repeat Trouble Reports	1

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform. Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.		
Exclusions:		
• CLEC Create Transactions – complex create trouble transactions not available to retail. • EnView transactions		
Methodology:		
8:00AM to 5:00PM seven (7) days per week, no holiday exclusions. For VZ retail representatives: Retail performance is reported directly from Common Agent Desktop (CAD). Measurements begin when the CAD server receives a request from the GUI, and end when the CAD server sends a response to the GUI. The create, modify, and request cancellation of trouble transaction measurements, are the sum of the averages of the response times for the initial inquiry transaction (initiated from the blank Trouble Entry (TE) screen), and the requested create, modify, or cancel (initiated from the Trouble Report (TR) screen. The first measurement captures the response time from the time the CAD receives an inquiry request from the user, who enters a TN, and hits the ***ok*** button on the TE screen, until the data is received from LMOS and CAD sends a TR screen to the user. The second measurement captures the response time from the time CAD receives an "action" request from the user, to the time the LMOS information is received and sent to the GUI. The "action" request initiated from the TR screen can be a create, modify or cancel. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement. For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.		
Performance Standard:		
Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate	Geography: • Pennsylvania For Retail; All MR-1 sub-metrics are reported at a state specific level.	
Products	• Retail	• CLEC

Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:

MR-2 Trouble Report Rate

Definition:

This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).

UNE Loop is defined as 2-wire analog loop.

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

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

Exclusions:

- Report rate excludes subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on VZ official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Excluded from MR-2-02 and MR-2-03 for 2 wire xDSL Loops and Line sharing: Installation troubles

Performance Standard:

MR-2-01, MR-2-02, MR-2-03 Report Rate: Parity with Verizon Retail
UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR
MR-2-04, % Subsequent Reports: No standard
Parity to be assessed in conjunction with missed appointments.
MR-2-05, % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK)
No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**		
Products	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of all trouble reports with found network troubles.		Number of Lines or specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	**Network Trouble Report Rate – Loop**	
Products	Resale: • POTS • 2 wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	**Network Trouble Report Rate – Central Office**	
Products	Resale: • POTS • 2 wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.
MR-2-04	**% Subsequent Reports**	
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).	Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials	
Calculation	**Numerator**		**Denominator**
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), and No Trouble Found (NTF) for Specials.		Number of lines in service.

Function:

MR-3 Missed Repair Appointments

Definition:

These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).
Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched.

Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment interval
- Excludes subsequent reports (additional customer calls while the trouble is pending)
- *****Customer Premises Equipment (CPE) troubles
- *****Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** once and **OUT** once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics:
Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a *No Access* situation.

***** The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.

Performance Standard:

MR-3-01 and MR-3-02 (except 2Wire xDSL Line Sharing and UNE DSL Line Splitting) – Parity with VZ Retail.

MR-3-01 and MR-3-02 UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

MR-3-03 No standard

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**	
Products	Resale: • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting

Calculation	Numerator	Denominator
	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**	
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).	Number of Central Office Troubles (Disposition Code 05).
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).	Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	**Metric Not in Use in Verizon PA**	
MR-3-05	**Metric Not in Use in Verizon PA**	

Function:

MR-4 Trouble Duration Intervals

Definition:

This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

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

For **UNE Loop, UNE 2Wire Digital Loop, and UNE 2Wire xDSL Loop** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. ***For example,*** if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 08:00AM Monday. This applies to dispatched out tickets only.

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

Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for that product listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours).

For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network.

Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- For, Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** once and **OUT** once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

For troubles where the *stop clock* is used:

- the time period from when the *stop clock* is initiated until the time when the clock resumes.

Performance Standard:	
Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting). UNE Loop measurements will be compared to Retail Business and Residence combined. UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI	
Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Pennsylvania

Sub-Metrics – Trouble Duration Intervals			
MR-4-01	**Mean Time To Repair – Total**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-02	**Mean Time To Repair – Loop Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).
MR-4-03	**Mean Time To Repair – Central Office Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-04	**% Cleared (all troubles) within 24 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-05	**% Out of Service > 2 Hours**		
Products			Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).
MR-4-06	**% Out of Service > 4 Hours**		
Products	Resale: • POTS • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).
MR-4-07	**% Out of Service > 12 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2- Wire xDSL Linesplitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-08	**% Out of Service > 24 Hours**		
Products	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).
MR-4-09	**Metric Not in Use in Verizon PA**		
MR-4-10	**Metric Not in Use in Verizon PA**		

Function:

MR-5 Repeat Trouble Reports

Definition:

This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report with the exception of those exclusions listed in Section A below.
The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:

Section A:

A report is not scored as a ***repeat*** when the original reports are:

- For Loop troubles *(e.g. analog loop, 2Wire Digital Loops, and 2Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected.
    1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window.
    2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble is found in a second report that was dispatched in the opposite direction.

Section B:

Excluded from the ***repeat*** reports are:

- subsequent reports (additional customer calls while the trouble is pending)
- CPE troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric.

Performance Standard:

Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting)

UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Pennsylvania

MR-5 Sub-Metrics			
MR-5-01	**% Repeat Reports within 30 Days**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.

Section 5

Network Performance

(NP)

	Function	Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.] For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems. CLEC Trunks are dedicated final trunks carrying traffic from the VZ tandem to the CLEC.
Exclusions:
Trunks not included: • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded: • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements.
Performance Standard:
Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months. End User Standard: 602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls. 603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group. 603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific		Geography: • Pennsylvania
Products	Trunks: • CLEC Trunks	
Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:

NP-2 Collocation Performance

Definition:

This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff.

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions found on web-site: http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.

Refer to the state tariff in effect for interval information. The state tariffs are contained on web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing this web-site, select the desired state to access the state-specific tariffs.

Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:

- None

NP-2 Collocation Formula:		
Interval:∑ (Committed DD) minus the Application Date) divided by the Number of Arrangements. % On Time: Number of Arrangements completed on DD (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100. Delay Days: :∑ (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Arrangements where DD is missed. Milestone misses Milestone timeline attached in the appendix.		
Performance Standard:		
The collocation performance standards are based on the state tariff in effect for collocation. Refer to the web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals. NP-2-01, NP-2-02, NP-2-05 and NP-2-06 Physical and virtual: 95% On Time NP-2-032-04, 2-07 and 2-08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Pennsylvania	
Products NP-2-01 and NP-2-02	• New Applications • Augment Applications	
Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Physical Collocation where the initial response was due in report period.
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Virtual Collocation where the initial response was due in report period.
NP-2-03	**Average Interval – Physical Collocation**	
Products	• New Applications	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-04	**Average Interval – Virtual Collocation**	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	**% On Time – Physical Collocation**	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation arrangement due completion date and DD for missed Physical Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6

Billing Performance

(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy and Claims Processing	5
BI-6	Completeness of Usage Charges	2
BI-7	Completeness of Fractional Recurring Charges	2
BI-8	Non-Recurring Charge Completeness	2

Billing Performance (BI)

Function:		
BI-1 Timeliness of Daily Usage Feed		
Definition:		
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as VZ's. **Note:** • Verizon PA monitors the level of service order errors with the potential of delaying usage feeds; • Verizon PA monitors the timeliness of the usage feed to the process on a daily basis; and Verizon PA offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.		
Exclusions:		
Verizon Test Orders		
Formula:		
(Total usage records in "y" business days divided by the total records on file) multiplied by 100 **Note:** y = 4		
Performance Standard:		
Process is Designed at parity with Retail BI-1-02: 95% in Four (4) Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Pennsylvania	
Sub-Metrics		
BI-1-01	**Metric Not in Use in Verizon PA**	
BI-1-02	**% DUF in four (4) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-03	**Metric Not in Use in Verizon PA**	
BI-1-04	**Metric Not in Use in Verizon PA**	

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
Verizon Test Orders		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • Pennsylvania	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Number of carrier bills sent to CLEC [27] within 10 business days of bill date.	Number of Carrier Bills distributed.

[27] Sent to Carrier, unless other arrangements are made with CLEC

Function:

BI – 3 Billing Accuracy & Claims Processing

Definition:

- These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims. (Note specific content of acknowledgement and resolution statement to be discussed at an operational meeting date TBD). Business hours for receipt of billing claims are Monday through Friday, 8:00AM until 5:00PM, excluding Verizon legal holidays;
- CLEC billing adjustment claims received outside these business hours shall be considered received at 8:00AM on the first business day thereafter.
- Day of receipt shall be considered Day zero (0) for computing acknowledgement performance.
- Day of acknowledgement of a billing claim is considered Day zero (0) for computing resolution performance.

Exclusions:

- CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits.

Performance Standard:

BI-3-01 and BI-3-03: Parity with VZ Retail (excluding charges adjusted due to billing errors resulting from order activity post completion discrepancies).
BI-3-02: No standard.
BI-3-04: 95% within two (2) business days
BI-3-05: 95% within 28 calendar days (after acknowledgement).

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific (BI-3-01, BI-3-02, BI-3-03)	• Pennsylvania These sub-metrics are reported at a state specific level.

Sub-Metrics

BI-3-01	**% Billing Adjustments- Paper Bills**	
Calculation	**Numerator**	**Denominator**
	Count of dollars adjusted for billing errors on paper bill	Total Dollars Billed on paper bill
BI-3-02	**% Billing Adjustments – Number of Adjustments**	
Calculation	**Numerator**	**Denominator**
	Count of adjustments for billing errors	Total Bills
BI-3-03	**% Billing Adjustments- Electronic Bills**	
Calculation	**Numerator**	**Denominator**
	Count of dollars adjusted for billing errors on electronic bill	Total Dollars Billed on electronic bill

BI-3-04	% CLEC Billing Claims Acknowledged within two (2) Business Days	
Calculation	**Numerator**	**Denominator**
	Number of billing claims acknowledged during the month within two business days.	Total number of valid/complete billing adjustment claims acknowledged during the month.
BI-3-05	**% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement**	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims during the month resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims resolved during the month.

Function:		
BI – 6 Completeness of Usage Charges		
Definition:		
This measure captures the completeness of VZ usage charges and VZ usage billing errors that are itemized by date on the paper bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill. For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Usage charges shown on the bill that were recorded during the last two billing cycles) / (Total usage charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-6-01: No standard. Metric BI-6-02: Parity with VZ Retail.		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Pennsylvania	
Sub-Metrics		
BI-6-01	**% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	**% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

Function:		
BI – 7 Completeness of Fractional Recurring Charges		
Definition:		
This measure captures the completeness of VZ fractional recurring charges shown on the paper bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill. A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle). For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Fractional recurring charges shown on the bill that accrued in the last two billing cycles) / (Total fractional recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-7-01: No standard. Metric BI-7-02: Parity with VZ Retail.		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Pennsylvania	
Sub-Metrics		
BI-7-01	**% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	**% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

Function:		
BI – 8 Non-Recurring Charge Completeness		
Definition:		
This measure captures the completeness of VZ non-recurring charges shown on the paper bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill. For VZ Retail, VZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Non-recurring charges shown on the bill that accrued in the last two billing cycles) / (Total non-recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-8-01: No standard. **Metric BI-8-02:** Parity with VZ Retail.		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific	Geography: • Pennsylvania	
Sub-Metrics		
BI-8-01	**% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	**% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
• None		
Report Dimensions		
For metric OD-1-01 Operator Services – Speed of Answer Company: • Pennsylvania Retail (and Resale) • Pennsylvania CLEC (facility based and UNE-P) For metric OD-1-02 Directory Assistance – Speed of Answer • Pennsylvania Retail (and Resale) • Pennsylvania Operator Service Centers [28]	Geography: • Pennsylvania[29]	
Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

[28] If no PA CLEC traffic is handled by these centers, the data will not be reported.

[29] Operator Services CLEC results are reported combined for PA/DE. When Verizon implements state specific reporting capability for Operator Services in DE, results will be reported for PA only. Directory Assistance CLEC results are reported state specific for PA.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
Verizon PA does not have the capability to report this performance area.

Section 8

General and Miscellaneous Standards

(GE)

	Function	Number of Sub-metrics
GE-1	Directory Listing Verification Reports	5
GE-2	Poles, Ducts, Conduit and Rights of Way	0
GE-3	Timely and Accurate Provisioning of White Page Directory Listings LSRs and DSRs	2

General (GE)

Function:

GE-1 Directory Listing Verification Reports

Definition:

This metric measures the timeliness and accuracy of directory listing verification reports ("DLVR"), and corrections to the electronically transmitted DLVR that CLECs submit to correct errors in the DLVR. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The due date for CLEC submissions of corrections is 15 calendar days prior to the close out date for the directory. The due date for Verizon's corrected DLVR to CLECs is 10 calendar days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in VZ's CLEC and Reseller Handbooks, as supplemented by this performance metric.

This metric also measures the completeness and accuracy of the listings contained in Verizon's White Pages Directories.

Error means any omission of a directory listing for which the CLEC requested the inclusion of the listing in the directory; the inclusion of a directory listing for which the CLEC requested the exclusion of the listing in the directory; incorrect telephone number; incorrect address; incorrect name.

"Incorrect" means any deviation from the listing information contained in the LSR or DSR.

GE-1-01 will examine a statistically valid random sample of each individual CLEC's white pages listings contained in each DLVR to determine whether those listings were provisioned accurately in accordance with the CLEC's DSR/LSR. For LSR/DSR orders that select the "retain as is" or "ERL" field, Verizon PA must examine the listing information contained in the database prior to processing the CLEC order and subsequent to processing the CLEC order, to determine whether the CLEC order was provisioned accurately.

Exclusions:

- Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory.
- GE-1-02 Directory Listings that were provisioned accurately in accordance with the original DSR or LSR.

Performance Standard:

- GE-1-01 95% of DLVRs transmitted on or before the due date.
- GE-1-02 98% accuracy of DLVRs
- GE-1-03 98% of DLVR revisions transmitted on or before the due date
- GE-1-04 98% accuracy on DLVRs revisions
- GE-1-05 99% accuracy of White Page Listings

Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • VZ Affiliate Aggregate • VZ Affiliate Specific	Geography: • Pennsylvania	
Products	• All	
Sub-Metrics – GE-1 Directory Listing Verification Reports		
GE-1-01	**% of Directory Listing Verification Reports Furnished On-Time**	
Calculation	**Numerator**	**Denominator**
	Number of DLVRs due in the reporting period that are transmitted on or before the due date.	Total number of DLVRs due in the reporting period.
GE-1-02	**% Accuracy of DSR/LSR Inclusion in DLVRs**	
Calculation	**Numerator**	**Denominator**
	Number of CLEC specific listings included in the random sample of listings contained in each DLVR transmitted within the reporting period or the prior reporting period for which the due date for the submissions of DLVRs is within the reporting period, that were provisioned accurately in accordance with the original DSR/LSR.	Total Number of sampled CLEC specific listings.
GE-1-03	**% DLVR Corrections Furnished on Time**	
Calculation	**Numerator**	**Denominator**
	Number of DLVR revisions in the reporting period that are transmitted on or before the due date to the CLEC	Total number of DLVRs revisions due in the reporting period provided to Verizon by CLEC
GE-1-04	**% Accuracy of DLVR Corrections**	
Calculation	**Numerator**	**Denominator**
	Number of DLVR corrections for which no further CLEC request for correction is submitted within the reporting month.	Total number of DLVR corrections transmitted during the reporting month.
GE-1-05	**White Pages Errors and Omissions**	
Calculation	**Numerator**	**Denominator**
	Number of Lines of White Pages Errors in White Pages Directories previously identified in LVR on a per CLEC per Directory basis.	Total number of CLEC White pages listing lines in White pages directories appearing in an LVR for each directory on a per CLEC, per directory basis.

Note: GE-1 is a tracking metric for a trial period after which it will be evaluated to determine if it captures both the appropriate performance and measures it meaningfully.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon PA has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon PAwill respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon PA does not report this performance area.

Function:		
GE-3 Timely and Accurate Provisioning of White Page Directory Listings LSRs and DSRs		
Definition:		
Measurement of the timely and accurate provisioning of LSR and DSR Orders that result in the update of the directory assistance database and the database used for the publication of the directory white pages. The measurement is based on a statistically valid sampling of all LSR and DSR orders for each CLEC individually, performed monthly, to determine that the order was timely and accurately provisioned. Verizon and CLECs must mutually agree on the random sampling methodology.		
Exclusions:		
• VZ Test Orders • Orders submitted by a means other than EDI or WEB GUI (e.g. faxed or mailed orders), unless EDI or GUI is unavailable		
Performance Standard:		
Metric GE-3-01: 95% on time Metric GE-3-02: 98% of orders provisioned accurately.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • Pennsylvania	
Sub-Metrics		
GE-3-01	**Completion on Time**	
Products	ALL	
Calculation	**Numerator**	**Denominator**
	Number of orders processed for update to the directory assistance/white page listing database on time	Number of orders pulled for random sample on a per CLEC basis in a single month.
GE-3-02	**Accuracy of Processing**	
Products	ALL	
Calculation	**Numerator**	**Denominator**
	Number of lines in sample for each CLEC without errors when compared with the CLEC DSR/LSR	Number of orders pulled for random sample on a per CLEC basis in a single month.

Note: GE-3 is a tracking metric for a trial period after which it will be evaluated to determine if it captures both the appropriate performance and measures it meaningfully.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV].
Basic Edits	Front-end edits performed by Request Manager prior to order submission. Basic Edits performed against Request Manager provided source data include the following validations: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee. In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
CLEC Trunk requests	< = 192 Forecasted Trunks are requests for 192 trunks or less that are forecasted by the CLEC and are not projects. > 192 and Unforecasted Trunks are requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	**High Usage Trunks** carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon New York geographies. **Final Trunks**: (All Verizon except New York LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. **Final Trunks – Local** (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. **Final Trunks – IXC** (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: One (1) to nine (9) lines: one (1) hour 10 to 49 lines: two (2) hours 50 to 99 lines: three (3) hours 100 to 199 lines: four (4) hours 200 plus lines: eight (8) hours

Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	**High Usage Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end office to a Verizon Tandem Office **or** carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC. **Final Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office **or** carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold. **High Usage Trunks – VZ to CLEC Interconnection**: carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs. **Final Trunks – VZ to CLEC Interconnection**: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs. **High Usage Trunks – IXC Feature Group D**: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ. **Final Trunks – IXC Feature Group D;** carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).

Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (EDI, WebGUI) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby Verizon PA and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon PA requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon PA should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ six (6) lines:	In all geographic areas, a facility check is completed on orders greater than five (5) lines.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = **Y** on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Total (Business/Residence)	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, and PBX trunks.
POTS – Total (All)	POTS Services All includes Business (simple), Residence (simple) plus ISDN BRI (complex).
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.

Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project. For Special Services ordered via ASRs the following is considered a project: UNE IOF Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits. UNE Loop Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are : for DS1 = 10 or more circuits, for DS3 10 or more circuits. Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers or mergers): For additional information on Special Services projects, refer to the CLEC Handbook.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). Any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Includes: (a) orders to suspend Verizon Retail customer service for non-payment and to restore service suspended for non-payment; and (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to Verizon as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to Verizon's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.

Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.
VADI	Verizon Affiliate Data Incorporated (VADI) is either the separate data affiliate or the office or division within Verizon that provides retail xDSL services.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • ISDN Primary: Service Code Modifier (SCM) begins with "IB" • 2-Wire Digital Services • 2-Wire xDSL Services

Special Services	Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: • Service order classification of ordering master rec = 1 Provisioning: • CL_FID is not NULL Maintenance: • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access tariff filing.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.