

### **Order Accuracy:**

#### *Permanent Solution:*

Order accuracy performance will be completed using a manual sampling process whereby 20 completed Service Orders are selected each day using a random number generator within Request Manager. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Due Date
- Remarks (if applicable)

Includes all fields on service order that impact service. For example “optional fields” such as call forwarding to telephone number would be included as a “feature” field and be subject to review.

## **Appendix N**

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Pre-Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Pre-Ordering OSS Response Time</b>											
PO-1-01	VZ Retail & CLEC Agg	Customer Service Record	OSS	EDI	Final Metric			X			Apr-03
		Customer Service Record	OSS	CORBA	Final Metric			X			Apr-03
		Customer Service Record	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-02	VZ Retail & CLEC Agg	Due Date Availability	OSS	EDI	Final Metric			X			Apr-03
		Due Date Availability	OSS	CORBA	Final Metric			X			Apr-03
		Due Date Availability	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-03	VZ Retail & CLEC Agg	Address Validation	OSS	EDI	Final Metric			X			Apr-03
		Address Validation	OSS	CORBA	Final Metric			X			Apr-03
		Address Validation	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-04	VZ Retail & CLEC Agg	Product and Service Availability	OSS	EDI	Final Metric			X			Apr-03
		Product and Service Availability	OSS	CORBA	Final Metric			X			Apr-03
		Product and Service Availability	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-05	VZ Retail & CLEC Agg	TN Reservation	OSS	EDI	Final Metric			X			Apr-03
		TN Reservation	OSS	CORBA	Final Metric			X			Apr-03
		TN Reservation	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-06	VZ Retail & CLEC Agg	Facility Avail./Loop Qual. (when avail)	OSS	EDI	Final Metric			X			Apr-03
		Facility Avail./Loop Qual. (when avail)	OSS	CORBA	Final Metric			X			Apr-03
		Facility Avail./Loop Qual. (when avail)	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-07	VZ Retail & CLEC Agg	Rejected Query	OSS	EDI	Final Metric			X			Apr-03
		Rejected Query	OSS	CORBA	Final Metric			X			Apr-03
		Rejected Query	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-08	VZ Retail & CLEC Agg	% Timeouts	OSS	EDI	Final Metric			X			Apr-03
		% Timeouts	OSS	CORBA	Final Metric			X			Apr-03
		% Timeouts	OSS	WEBGUI	Final Metric			X			Apr-03
PO-1-09	VZ Retail & CLEC Agg	Parsed CSR	OSS	EDI	Final Metric			X			Apr-03
		Parsed CSR	OSS	CORBA	Final Metric			X			Apr-03
		Parsed CSR	OSS	WEBGUI	Final Metric			X			Apr-03
<b>OSS Availability</b>											
PO-2-02	CLEC Agg	OSS Interface Availability - Prime	OSS	RETAS/Pre-Ordering/Ordering WEBGUI	Final Metric			X			Apr-03
		OSS Interface Availability - Prime	OSS	EDI	Final Metric			X			Apr-03
		OSS Interface Availability - Prime	OSS	CORBA	Final Metric			X			Apr-03
		OSS Interface Availability - Prime	OSS	MAINT-EB	Final Metric			X			Apr-03
PO-2-03	CLEC Agg	OSS Interface Availability - Non Prime	OSS	RETAS/Pre-Ordering/Ordering WEBGUI	Final Metric			X			Apr-03
		OSS Interface Availability - Non Prime	OSS	EDI	Final Metric			X			Apr-03
		OSS Interface Availability - Non Prime	OSS	CORBA	Final Metric			X			Apr-03
		OSS Interface Availability - Non Prime	OSS	MAINT-EB	Final Metric			X			Apr-03
<b>Contact Center Availability</b>											
PO-3-02		% Answer within 30 Seconds - Ordering	Resale/UNE		Final Metric			X			Apr-03
PO-3-04		% Answer within 30 Seconds - Repair	Resale/UNE		Final Metric			X			Apr-03

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Pre-Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Change Management Notice</b>											
PO-4-01		% On Time Change Management Notice	OSS	1/2- Notice	Final Metric			X			Apr-03
		% On Time Change Management Notice	OSS	3/4/5- Notice	Final Metric			X			Apr-03
		% On Time Change Management Notice	OSS	2-Confirm	Final Metric			X			Apr-03
		% On Time Change Management Notice	OSS	3/4/5- Confirm	Final Metric			X			Apr-03
PO-4-02		Change Management Delay (1-7 Days late)	OSS	1/2- Notice	Final Metric			X			Apr-03
		Change Management Delay (1-7 Days late)	OSS	3/4/5- Notice	Final Metric			X			Apr-03
		Change Management Delay (1-7 Days late)	OSS	2-Confirm	Final Metric			X			Apr-03
		Change Management Delay (1-7 Days late)	OSS	3/4/5- Confirm	Final Metric			X			Apr-03
PO-4-03		Change Management Delay (8 + Days late)	OSS	1/2- Notice	Final Metric			X			Apr-03
		Change Management Delay (8 + Days late)	OSS	3/4/5- Notice	Final Metric			X			Apr-03
		Change Management Delay (8 + Days late)	OSS	2-Confirm	Final Metric			X			Apr-03
		Change Management Delay (8 + Days late)	OSS	3/4/5- Confirm	Final Metric			X			Apr-03
<b>Notification of Interface Outages</b>											
PO-5-01	CLEC Agg	Average Notification of Outages	OSS		Final Metric			X			Apr-03
<b>Software Validation</b>											
PO-6-01	CLEC Agg	Software Validation	OSS		Final Metric			X			Apr-03
<b>Software Resolution Timeliness</b>											
PO-7-01	CLEC Agg	% Software Resolution Timeliness	OSS		Final Metric			X			Apr-03
PO-7-02	CLEC Agg	Delay Hours-Software Resolution-No Workaround	OSS		Final Metric			X			Apr-03
PO-7-03	CLEC Agg	Delay Days-Software Resolution-Workaround	OSS		Final Metric			X			Apr-03
PO-7-04	CLEC Agg	Delay Hours-Failed Test Deck Transactions	OSS		Final Metric			X			Apr-03
<b>Manual Loop Qualification</b>											
PO-8-01		% On Time-Manual Loop Qualifications			Final Metric			X			Apr-03
PO-8-02		% On Time-Engineering Record Request			Final Metric			X			Apr-03
<b>Timeliness of Trouble Ticket Resolution</b>											
PO-9-01		% Missing Notifier Trbl Tckt PONs Cird w/in 3 Bus. Days	EDI		Final Metric			X			Apr-03

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Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Order Confirmation Timeliness</b>											
OR-1-02	CLEC Agg &	% On Time LSRC - Flow Through	Resale	POTS/ Pre-Qual Complex	Final Metric			X			Apr-03
	CLEC Specific	% On Time LSRC - Flow Through	UNE	Loop/LNP	Final Metric			X			Apr-03
		% On Time LSRC - Flow Through	UNE	Platform	Final Metric			X			Apr-03
OR-1-04	CLEC Agg &	% On Time LSRC - No Fac. Check - No Flow(E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X			Apr-03
	CLEC Specific	% On Time LSRC - No Fac. Check - No Flow(E)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. Non DS0, DS1, DS3	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. DS0	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. DS1	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. DS3	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	Loop/LNP	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	2Wire xDSL-Loop	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	Spec. DS0	Final Metric			X			Apr-03
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	Platform	Final Metric			X			Apr-03

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Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
OR-1-06	CLEC Agg & CLEC Specific	% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. Non DS0, DS1, DS3	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. DS0	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. DS1	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. DS3	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Loop/LNP	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	2Wire xDSL-Loop	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. Non DS0, DS1, DS3	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. DS0	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. DS1	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. DS3	Final Metric			X			Apr-03
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Platform	Final Metric			X			Apr-03
OR-1-08	CLEC Agg & CLEC Specific	% On Time ASRC - No Fac. Check (Fax/Mail)	UNE	Spec. DS0	Final Metric			X			Apr-03
OR-1-10	CLEC Agg & CLEC Specific	% On Time ASRC - Fac. Check (Fax/Mail)	UNE	Spec. Non DS0, DS1, DS3	Final Metric			X			Apr-03
		% On Time ASRC - Fac. Check (Fax/Mail)	UNE	Spec. DS1	Final Metric			X			Apr-03
		% On Time ASRC - Fac. Check (Fax/Mail)	UNE	Spec. DS3	Final Metric			X			Apr-03
OR-1-12	CLEC Agg & CLEC Specific	% On Time FOC	Resale	Trunks <=192	Final Metric			X			Apr-03
		% On Time FOC	UNE	Trunks > 192	Final Metric			X			Apr-03
OR-1-13	CLEC Agg & CLEC Specific	% On Time DLR	Trunks	CLEC Trunks	Final Metric			X			Apr-03
OR-1-19		% On Time Response-Request for Inbound Aug Trunks	Trunks	CLEC Trunks	Final Metric			X			Apr-03
		% On Time Response-Request for Inbound Aug Trunks	Trunks	CLEC Trunks	Final Metric			X			Apr-03
<b>Reject Timeliness</b>											
OR-2-02	CLEC Agg & CLEC Specific	% On Time LSR Reject - Flow Through	Resale	POTS/ Pre-Qual Complex	Final Metric			X			Apr-03
		% On Time LSR Reject - Flow Through	UNE	Loop/LNP	Final Metric			X			Apr-03
		% On Time LSR Reject - Flow Through	UNE	Platform	Final Metric			X			Apr-03
OR-2-04	CLEC Agg & CLEC Specific	% On Time LSR Reject - No Fac. Check (E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	Resale	Specials	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	UNE	Loop/LNP	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	UNE	Platform	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	UNE	2Wire xDSL-Loop	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X			Apr-03
		% On Time LSR Reject - No Fac. Check (E)	UNE	Specials	Final Metric			X			Apr-03
OR-2-06	CLEC Agg & CLEC Specific	% On Time LSR/ASR Reject - Fac. Check (E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	Resale	Specials	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	Loop/LNP	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	Platform	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	2Wire xDSL-Loop	Final Metric			X			Apr-03
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order										Appendix N	C2C Guideline Version
Ordering											
Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	Specials	Final Metric			X			Apr-03
OR-2-08	CLEC Agg & CLEC Specific	% On Time Reject - No Fac. Check (Fax)	UNE	Specials	Final Metric			X			Apr-03
OR-2-10	CLEC Agg & CLEC Specific	% On Time Reject - Fac. Check (Fax)	UNE	Specials	Final Metric			X			Apr-03
OR-2-12	CLEC Agg & CLEC Specific	% On Time Trunk ASR Reject	Trunks	CLEC Trunks	Final Metric			X			Apr-03
<b>% Rejects</b>											
OR-3-01	CLEC Agg & CLEC Specific	% Rejects	Resale		Final Metric			X			Apr-03
		% Rejects	UNE		Final Metric			X			Apr-03
OR-3-02	CLEC Agg & CLEC Specific	% LSR Resubmission Not Rejected	Resale		Final Metric			X			Apr-03
		% LSR Resubmission Not Rejected	UNE		Final Metric			X			Apr-03
<b>Completion Notification</b>											
OR-4-09	CLEC Aggregate	% SOP to Bill Completion Within 3 Business Days	EDI		Final Metric			X			Apr-03
OR-4-11	CLEC Aggregate	% Completed orders with neither a PCN nor BCN sent	EDI		Final Metric			X			Apr-03
OR-4-16	CLEC Aggregate	% PCNs sent within one (1) business day	EDI		Final Metric			X			Apr-03
OR-4-17	CLEC Aggregate	% BCNs sent within two (2) business days	EDI		Final Metric			X			Apr-03
<b>% Flow Through</b>											
OR-5-01	CLEC Agg	% Flow Through - Total	Resale		Final Metric			X			Apr-03
		% Flow Through - Total	UNE		Final Metric			X			Apr-03
OR-5-03	CLEC Agg	% Flow Through - Achieved	Resale		Final Metric			X			Apr-03
		% Flow Through - Achieved	UNE		Final Metric			X			Apr-03
<b>% Order Accuracy</b>											
OR-6-01	CLEC Agg	% Service Order Accuracy	Resale		Final Metric			X			Apr-03
		% Accuracy - Orders	UNE	Loop/Complex /LNP	Final Metric			X			Apr-03
		% Accuracy - Orders	UNE	Platform	Final Metric			X			Apr-03
OR-6-03	CLEC Agg	% Accuracy - LSRC	Resale		Final Metric			X			Apr-03
		% Accuracy - LSRC	UNE	Loop/Complex /LNP	Final Metric			X			Apr-03
		% Accuracy - LSRC	UNE	Platform	Final Metric			X			Apr-03
OR-6-04	CLEC Agg & CLEC Specific	% Accuracy - LSR/DSR White Page Listing		All DL Listings	UD						
		% Accuracy - LSR/DSR White Page Listing									
<b>% Order Confirmation/Rejects Sent Within 3 Business Days</b>											
OR-7-01	CLEC Agg & CLEC Specific	% Order Confirmation/Rejects Sent Within 3 Business Days	Resale		Final Metric			X			Apr-03
		% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Loop	Final Metric			X			Apr-03
		% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Platform	Final Metric			X			Apr-03
<b>Acknowledgement Timeliness</b>											
OR-8-01	CLEC Agg & CLEC Specific	% Acknowledgements On Time	Resale		Final Metric			X			Apr-03
		% Acknowledgements On Time	UNE		Final Metric			X			Apr-03
<b>Order Acknowledgement Completeness</b>											
OR-9-01	CLEC Agg & CLEC Specific	% Acknowledgement Completeness	Resale		Final Metric			X			Apr-03
		% Acknowledgement Completeness	UNE		Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Avg. Offered Interval</b>											
PR-1-01	VZ Retail &	Avg. Offered Interval -Total No Dispatch	Retail	Res. POTS	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval -Total No Dispatch	Retail	Bus POTS	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval -Total No Dispatch	Retail	POTS-Total	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	Resale	Res. POTS	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	Resale	Bus POTS	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	Resale	2Wire Digital	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	UNE	Platform	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire Digital	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
PR-1-02	VZ Retail &	Avg. Offered Interval - Total Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - Total Dispatch	Retail	VZ Line Sharing	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - Total Dispatch	Resale	2Wire Digital	Final Metric			X			Apr-03
		Avg. Offered Interval - Total Dispatch	UNE	2Wire Digital	Final Metric			X			Apr-03
		Avg. Offered Interval - Total Dispatch	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		Avg. Offered Interval -Total Dispatch	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		Avg. Offered Interval -Total Dispatch	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
PR-1-03	VZ Retail &	Avg. Offered Interval - Dispatch (1-5 lines)	Retail	Res. POTS	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - Dispatch (1-5 lines)	Retail	Bus POTS	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - Dispatch (1-5 lines)	Retail	POTS-Total	Final Metric			X			Apr-03
		Avg. Offered Interval - Dispatch (1-5 lines)	Resale	Res. POTS	Final Metric			X			Apr-03
		Avg. Offered Interval - Dispatch (1-5 lines)	Resale	Bus POTS	Final Metric			X			Apr-03
		Avg. Offered Interval - Dispatch (1-5 lines)	UNE	Platform	Final Metric			X			Apr-03
		Avg. Offered Interval - Dispatch (1-5 lines)	UNE	Loop	Final Metric			X			Apr-03
PR-1-04	VZ Retail &	Avg. Offered Interval - Dispatch (6-9 lines)	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - Dispatch (6-9 lines)	Resale	POTS	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - Dispatch (6-9 lines)	UNE	Platform	Final Metric			X			Apr-03
		Avg. Offered Interval - Dispatch (6-9 lines)	UNE	Loop	Final Metric			X			Apr-03
PR-1-05	VZ Retail &	Avg. Offered Interval - Dispatch (>= 10 lines)	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - Dispatch (>= 10 lines)	Resale	POTS	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - Dispatch (>= 10 lines)	UNE	Platform	Final Metric			X			Apr-03
		Avg. Offered Interval - Dispatch (>= 10 lines)	UNE	Loop	Final Metric			X			Apr-03
PR-1-06	VZ Retail &	Avg. Offered Interval - DS0	Retail	Specials	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - DS0	Resale	Specials	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - DS0	UNE	Specials	Final Metric			X			Apr-03
PR-1-07	VZ Retail &	Avg. Offered Interval - DS1	Retail	DS1	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - DS1	Resale	DS1	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - DS1	UNE	DS1	Final Metric			X			Apr-03
PR-1-08	VZ Retail &	Avg. Offered Interval - DS3	Retail	DS3	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - DS3	Resale	DS3	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - DS3	UNE	DS3	Final Metric			X			Apr-03
PR-1-09	VZ Retail &	Avg. Offered Interval - Total	Retail	FGD IXC	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Offered Interval - Total	Retail	DS3	Final Metric			X			Apr-03
	CLEC Specific	Avg. Offered Interval - Total	Retail	DS1	Final Metric			X			Apr-03
		Avg. Offered Interval - Total	UNE	IOF	Final Metric			X			Apr-03
		Avg. Offered Interval - Total	UNE	EEL- Backbone	Final Metric			X			Apr-03
		Avg. Offered Interval - Total	UNE	EEL- Loop	Final Metric			X			Apr-03
		Avg. Offered Interval - Total	CLEC Trunks	Interconn.	Final Metric			X	</192 Trunks		Apr-03
		Avg. Offered Interval - Total	CLEC Trunks	CLEC Trunks	Final Metric			X	>192 and unforecasted Trunks		Apr-03
PR-1-12	VZ Retail &	Avg. Interval Offered- Disconnects	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	Avg. Interval Offered- Disconnects	Retail	Specials	Final Metric			X			Apr-03
	CLEC Specific	Avg. Interval Offered- Disconnects	Resale	POTS	Final Metric			X			Apr-03



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Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Avg. Interval Offered- Disconnects	Resale	Specials	Final Metric			X			Apr-03
		Avg. Interval Offered- Disconnects	UNE	POTS	Final Metric			X			Apr-03
		Avg. Interval Offered- Disconnects	UNE	Specials	Final Metric			X			Apr-03

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Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>% Completed within X Days</b>											
PR-3-01	VZ Retail &	% Completed w/in 1 Day (1-5 lines) No Disp.	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	% Completed w/in 1 Day (1-5 lines) No Disp.	Resale	POTS-Total	Final Metric			X			Apr-03
	CLEC Specific	% Completed w/in 1 Day (1-5 lines) No Disp.	UNE	Platform	Final Metric			X			Apr-03
PR-3-03	VZ Retail &	% Completed w/in 3 Days (1-5 lines) No Disp.	Retail	VZ Line Sharing	Final Metric			X			Apr-03
	CLEC Agg &	% Completed w/in 3 Days (1-5 lines) No Disp.	UNE	2Wire- xDSL Line Sharing	Final Metric			X			Apr-03
	CLEC Specific	% Completed w/in 3 Days (1-5 lines) No Disp.	UNE	2Wire- xDSL Line Splitting	Final Metric			X			Apr-03
PR-3-06	VZ Retail &	% Completed w/in 3 Days (1-5 lines) Dispatch	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	% Completed w/in 3 Days (1-5 lines) Dispatch	Resale	POTS-Total	Final Metric			X			Apr-03
	CLEC Specific	% Completed w/in 3 Days (1-5 lines) Dispatch	UNE	Platform	Final Metric			X			Apr-03
		% Completed w/in 3 Days (1-5 lines) Dispatch	UNE	Loop	Final Metric			X			Apr-03
PR-3-08	VZ Retail &	% Completed w/in 5 Days (1-5 lines) - No Dispatch	UNE	Hot Cut Loop	Final Metric			X			Apr-03
	CLEC Agg &										
	CLEC Specific										Apr-03
PR-3-09	VZ Retail &	% Completed w/in 5 Days (1-5 lines) - Dispatch	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	% Completed w/in 5 Days (1-5 lines) - Dispatch	Resale	POTS-Total	Final Metric			X			Apr-03
	CLEC Specific	% Completed w/in 5 Days (1-5 lines) - Dispatch	UNE	Platform	Final Metric			X			Apr-03
		% Completed w/in 5 Days (1-5 lines) - Dispatch	UNE	Loop	Final Metric			X			Apr-03
PR-3-10	VZ Retail &	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
	CLEC Agg &	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire Digital (ISDN)	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
PR-3-11	VZ Retail &	% Completed w/in 9 Days (1-5 lines) Total	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
	CLEC Agg &										
	CLEC Specific										Apr-03
<b>% Missed Appointments</b>											
PR-4-01	VZ Retail &	% Missed Appt. - VZ - Total	Retail	Spec. Othr	Final Metric			X			Apr-03
	CLEC Agg &	% Missed Appt. - VZ - Total	Retail	DS0	Final Metric			X			Apr-03
	CLEC Specific	% Missed Appt. - VZ - Total	Retail	DS1	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Retail	DS3	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Resale	Spec. Othr	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Resale	DS0	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Resale	DS1	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Resale	DS3	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	UNE	EEL	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	UNE	IOF	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	UNE	Spec. Othr	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	UNE	DS0	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	UNE	DS1	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	UNE	DS3	Final Metric			X			Apr-03
		% Missed Appt. - VZ - Total	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-4-02	VZ Retail &	Average Delay Days - Total	Retail	POTS	Final Metric			X			Apr-03
	CLEC Agg &	Average Delay Days - Total	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
	CLEC Specific	Average Delay Days - Total	Retail	Specials	Final Metric			X			Apr-03
		Average Delay Days - Total	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		Average Delay Days - Total	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		Average Delay Days - Total	Retail	DS0	Final Metric			X			Apr-03
		Average Delay Days - Total	Retail	DS1	Final Metric			X			Apr-03
		Average Delay Days - Total	Retail	DS3	Final Metric			X			Apr-03
		Average Delay Days - Total	Resale	POTS	Final Metric			X			Apr-03
		Average Delay Days - Total	Resale	2Wire Digital	Final Metric			X			Apr-03
		Average Delay Days - Total	Resale	Specials	Final Metric			X			Apr-03

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Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Average Delay Days - Total	UNE	POTS	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	2Wire Digital	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	2Wire- xDSL Line Sharing	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	2Wire- xDSL Line Splitting	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	EEL	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	IOF	Final Metric			X			Apr-03
		Average Delay Days - Total	UNE	Specials	Final Metric			X			Apr-03
		Average Delay Days - Total	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-4-03	VZ Retail &	% Missed Appt. - Customer	Retail	POTS	Final Metric			X			Apr-03
	CLEC Agg &	% Missed Appt. - Customer	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
	CLEC Specific	% Missed Appt. - Customer	Retail	Specials	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Retail	DS1	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Retail	DS3	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Resale	POTS	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Resale	Specials	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	POTS	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	IOF	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	EEL	Final Metric			X			Apr-03
		% Missed Appt. - Customer	UNE	Specials	Final Metric			X			Apr-03
		% Missed Appt. - Customer	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-4-04	VZ Retail &	% Missed Appt. - Dispatch	Retail	POTS	Final Metric			X			Apr-03
	CLEC Agg &	% Missed Appt. - Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
	CLEC Specific	% Missed Appt. - Dispatch	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	Resale	POTS	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	UNE	Platform	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	UNE	Loop-New	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - Dispatch	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
PR-4-05	VZ Retail &	% Missed Appt. - No Dispatch	Retail	POTS	Final Metric			X			Apr-03
	CLEC Agg &	% Missed Appt. - No Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
	CLEC Specific	% Missed Appt. - No Dispatch	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - No Dispatch	Resale	POTS	Final Metric			X			Apr-03
		% Missed Appt. - No Dispatch	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - No Dispatch	UNE	Platform	Final Metric			X			Apr-03
		% Missed Appt. - No Dispatch	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - No Dispatch	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - No Dispatch	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
PR-4-07	VZ Retail &	% On Time - UNE LNP	UNE	LNP	Final Metric			X			Apr-03
	CLEC Agg &										Apr-03
	CLEC Specific										Apr-03
PR-4-08	CLEC Agg &	% Missed Appt. - Customer - Late LSRC	Resale	2Wire Digital	Final Metric			X			Apr-03
	CLEC Specific	% Missed Appt. - Customer - Late LSRC	Resale	Specials	Final Metric			X			Apr-03

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Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% Missed Appt. – Customer – Late LSRC	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. – Customer – Late LSRC	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Missed Appt. – Customer – Late LSRC	UNE	Specials	Final Metric			X			Apr-03
PR-4-14	CLEC Agg & CLEC Specific	% Completed On Time	UNE	2Wire xDSL	Final Metric			X			Apr-03
PR-4-15	VZ Retail & CLEC Agg & CLEC Specific	% On Time Provisioning- Trunks	Trunks	CLEC Trunks	Final Metric			X			Apr-03
<b>% MA - Facilities</b>											
PR-5-01	VZ Retail & CLEC Agg & CLEC Specific	% Missed Appt. - Facilities	Retail	POTS	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Retail	Specials	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Resale	POTS	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Resale	Specials	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	Loop	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	Platform	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	Specials	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		% Missed Appt. - Facilities	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-5-02	VZ Retail & CLEC Agg & CLEC Specific	% Orders Missed for Facilities > 15 Days	Retail	POTS	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Retail	Specials	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Resale	POTS	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Resale	Specials	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	Loop	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	Platform	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	Specials	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 15 Days	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-5-03	VZ Retail & CLEC Agg & CLEC Specific	% Orders Missed for Facilities > 60 Days	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% Orders Missed for Facilities > 60 Days	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-5-04	CLEC Agg & CLEC Specific	% Orders Cancelled > 5 days after DD for Facilities	Retail	POTS-Total	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	Retail	Specials	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	UNE	POTS- Loop	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Orders Cancelled > 5 days after DD for Facilities	UNE	Specials	Final Metric			X			Apr-03
<b>% Installation Quality</b>											
PR-6-01	VZ Retail & CLEC Agg & CLEC Specific	% Installation Troubles Rept. W/in 30 Days	Retail	POTS-Total	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Retail	POTS-Dispatched	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Retail	Specials	Final Metric			X			Apr-03

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		% Installation Troubles Rept. W/in 30 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Resale	POTS	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Resale	Specials	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	POTS-Loop	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	Platform	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	UNE	Specials	Final Metric			X			Apr-03
		% Installation Troubles Rept. W/in 30 Days	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-6-02	CLEC Agg & CLEC Specific	% Installation Troubles Rept. W/in 7 Days	UNE	Hot Cut Loop	Final Metric			X			Apr-03
PR-6-03	VZ Retail & CLEC Agg & CLEC Specific	% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	POTS-Total	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	POTS-Dispatched	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	Specials	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Resale	POTS	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Resale	Specials	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	POTS-Loop	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	Platform	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	Specials	Final Metric			X			Apr-03
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Trunks	CLEC Trunks	Final Metric			X			Apr-03
<b>Open Orders in a Hold Status</b>											
PR-8-01		Open Orders in a Hold Status >30 Days	Retail	POTS	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Retail	Specials	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Retail	Specials DS0	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Resale	POTS	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Resale	Specials	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Resale	2Wire Digital	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	POTS	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	Specials	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	2Wire Digital	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	EEL	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	UNE	IOF	Final Metric			X			Apr-03
		Open Orders in a Hold Status >30 Days	Trunks	CLEC Trunks	Final Metric			X			Apr-03
PR-8-02		Open Orders in a Hold Status >90 Days	Retail	POTS	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Retail	Specials	Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Open Orders in a Hold Status >90 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Retail	Specials DS0	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Resale	POTS	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Resale	Specials	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Resale	2Wire Digital	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	POTS	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	Specials	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	2Wire Digital	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	EEL	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	UNE	IOF	Final Metric			X			Apr-03
		Open Orders in a Hold Status >90 Days	Trunks	CLEC Trunks	Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Hot Cuts</b>											
PR-9-01		% On Time Performance	UNE	Hot Cut Loop	Final Metric			X			Nov-99
PR-9-08		Average Duration of Service Interruption	UNE	Hot Cut Loop	Final Metric			X			Nov-99

Metric Availability: Carrier to Carrier and 271 Order										Appendix N	
Maintenance										Change in Report Month	C2C Guideline Version
Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment		
<b>Response Time</b>											
MR-1-01	VZ Retail &	Average Response Time - Create Trouble	OSS	Retail	Final Metric			X		Apr-03	
	CLEC Agg	Average Response Time - Create Trouble	OSS	CLEC	Final Metric			X		Apr-03	
MR-1-02	VZ Retail &	Average Response Time - Status Trouble	OSS	Retail	Final Metric			X		Apr-03	
	CLEC Agg	Average Response Time - Status Trouble	OSS	CLEC	Final Metric			X		Apr-03	
MR-1-03	VZ Retail &	Average Response Time - Modify Trouble	OSS	Retail	Final Metric			X		Apr-03	
	CLEC Agg	Average Response Time - Modify Trouble	OSS	CLEC	Final Metric			X		Apr-03	
MR-1-04	VZ Retail &	Average Response Time - Cancel Trouble	OSS	Retail	Final Metric			X		Apr-03	
	CLEC Agg	Average Response Time - Cancel Trouble	OSS	CLEC	Final Metric			X		Apr-03	
MR-1-05	VZ Retail &	Average Response Time - Trouble Report History	OSS	Retail	Final Metric			X		Apr-03	
	CLEC Agg	Average Response Time - Trouble Report History	OSS	CLEC	Final Metric			X		Apr-03	
MR-1-06	VZ Retail &	Average Response Time - Test Trouble POTS	OSS	Retail	Final Metric			X		Apr-03	
	CLEC Agg	Average Response Time - Test Trouble-POTS	OSS	CLEC	Final Metric			X		Apr-03	
<b>Network Trouble Report Rate</b>											
MR-2-01	VZ Retail &	Network Trouble Report Rate (Total)	Retail	Specials	Final Metric			X		Apr-03	
	CLEC Agg &	Network Trouble Report Rate (Total)	Retail	IXC FGD Trunks	Final Metric			X		Apr-03	
	CLEC Specific	Network Trouble Report Rate (Total)	Resale	Specials	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Total)	UNE	Specials	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Total)	Trunks	CLEC Trunks	Final Metric			X		Apr-03	
MR-2-02	VZ Retail &	Network Trouble Report Rate (Loop)	Retail	POTS-Total	Final Metric			X		Apr-03	
	CLEC Agg &	Network Trouble Report Rate (Loop)	Retail	2Wire Digital (ISDN)	Final Metric			X		Apr-03	
	CLEC Specific	Network Trouble Report Rate (Loop)	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	Retail	2Wire-line share	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	Resale	POTS	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	Resale	2Wire Digital	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	UNE	Platform	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	UNE	Loop	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	UNE	2Wire Digital	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	UNE	2Wire xDSL-loop	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	UNE	2Wire xDSL- Line Sharing	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Loop)	UNE	2Wire xDSL- Line Splitting	Final Metric			X		Apr-03	
MR-2-03	VZ Retail &	Network Trouble Report Rate (Central Office)	Retail	POTS-Total	Final Metric			X		Apr-03	
	CLEC Agg &	Network Trouble Report Rate (Central Office)	Retail	2Wire Digital (ISDN)	Final Metric			X		Apr-03	
	CLEC Specific	Network Trouble Report Rate (Central Office)	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	Retail	2Wire-line share	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	Resale	POTS	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	Resale	2Wire Digital	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	UNE	Platform	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	UNE	Loop	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	UNE	2Wire Digital	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	UNE	2Wire xDSL-loop	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	UNE	2Wire xDSL- Line Sharing	Final Metric			X		Apr-03	
		Network Trouble Report Rate (Central Office)	UNE	2Wire xDSL- Line Splitting	Final Metric			X		Apr-03	
MR-2-04	VZ Retail &	% Subsequent Reports	Retail	POTS-Total	Final Metric			X		Apr-03	
	CLEC Agg &	% Subsequent Reports	Retail	2Wire Digital (ISDN)	Final Metric			X		Apr-03	
	CLEC Specific	% Subsequent Reports	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
		% Subsequent Reports	Retail	2Wire-line share	Final Metric			X		Apr-03	
		% Subsequent Reports	Resale	POTS	Final Metric			X		Apr-03	
		% Subsequent Reports	Resale	2Wire Digital	Final Metric			X		Apr-03	
		% Subsequent Reports	UNE	Platform	Final Metric			X		Apr-03	
		% Subsequent Reports	UNE	Loop	Final Metric			X		Apr-03	
		% Subsequent Reports	UNE	2Wire Digital	Final Metric			X		Apr-03	
		% Subsequent Reports	UNE	2Wire xDSL-loop	Final Metric			X		Apr-03	
		% Subsequent Reports	UNE	2Wire xDSL- Line Sharing	Final Metric			X		Apr-03	
		% Subsequent Reports	UNE	2Wire xDSL- Line Splitting	Final Metric			X		Apr-03	
MR-2-05	VZ Retail &	% CPE/TOK/FOK Trouble Reports	Retail	POTS-Total	Final Metric			X		Apr-03	
	CLEC Agg &	% CPE/TOK/FOK Trouble Reports	Retail	2Wire Digital (ISDN)	Final Metric			X		Apr-03	
	CLEC Specific	% CPE/TOK/FOK Trouble Reports	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
		% CPE/TOK/FOK Trouble Reports	Retail	2Wire-line share	Final Metric			X		Apr-03	
		% CPE/TOK/FOK Trouble Reports	Retail	Specials	Final Metric			X		Apr-03	
		% CPE/TOK/FOK Trouble Reports	Resale	POTS	Final Metric			X		Apr-03	



Metric Availability: Carrier to Carrier and 271 Order										Appendix N	
Maintenance										Change in Report Month	C2C Guideline Version
Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment		
		% CPE/TOK/FOK Trouble Reports	Resale	2Wire Digital	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	Resale	Specials	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	Platform	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	Loop	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire Digital	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
		% CPE/TOK/FOK Trouble Reports	UNE	Specials	Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order										Appendix N	
Maintenance										C2C	
Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	Guideline Version
% Missed Repair Appointments											
MR-3-01	VZ Retail & CLEC Agg & CLEC Specific	% Missed Repair Appt. (Loop)	Retail	Res. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Retail	Bus. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Retail	POTS-Total	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Resale	Res. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Resale	Bus. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	Platform-Bus	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	Platform-Res	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	Loop	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% Missed Repair Appt. (Loop)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
MR-3-02	VZ Retail & CLEC Agg & CLEC Specific	% Missed Repair Appt. (Central Office)	Retail	Res. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Retail	Bus. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Retail	POTS-Total	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Resale	Res. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Resale	Bus. POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	Platform-Bus	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	Platform-Res	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	Loop	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
MR-3-03	VZ Retail & CLEC Agg & CLEC Specific	% Missed Repair Appt. (FOK,TOK,CPE)	Retail	POTS-Total	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	Resale	POTS	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	Platform	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	Loop	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
Trouble Duration Intervals											
MR-4-01	VZ Retail & CLEC Agg & CLEC Specific	Mean Time to Repair (Total)	Retail	POTS-Total	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Retail	Specials (DS1 and DS3)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Resale	POTS	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Resale	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Resale	Specials (DS1 and DS3)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Resale	2Wire Digital	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	UNE	Platform	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	UNE	Loop	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	UNE	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	UNE	Specials (DS1 and DS3)	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	UNE	2Wire Digital	Final Metric			X			Apr-03
		Mean Time to Repair (Total)	Trunks	CLEC Trunks	Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
MR-4-02	VZ Retail &	Mean Time to Repair (Loop)	Retail	Res. POTS	Final Metric			X			Apr-03
	CLEC Agg &	Mean Time to Repair (Loop)	Retail	Bus. POTS	Final Metric			X			Apr-03
	CLEC Specific	Mean Time to Repair (Loop)	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	Retail	2Wire xDSL-loop	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	Resale	Res. POTS	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	Resale	Bus. POTS	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	Resale	2Wire Digital	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	Platform-Bus	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	Platform-Res	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	Loop	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	2Wire Digital	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		Mean Time to Repair (Loop)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03

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Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version	
MR-4-03	VZ Retail & CLEC Agg & CLEC Specific	Mean Time to Repair (Central Office)	Retail	Res. POTS	Final Metric			X			Apr-03	
		Mean Time to Repair (Central Office)	Retail	Bus. POTS	Final Metric			X			Apr-03	
			Mean Time to Repair (Central Office)	Retail	2Wire Digital (ISDN)	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	Retail	2Wire xDSL-loop	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	Resale	Res. POTS	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	Resale	Bus. POTS	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	Resale	2Wire Digital	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	UNE	Platform-Bus	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	UNE	Platform-Res	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	UNE	Loop	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	UNE	2Wire Digital	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	UNE	2Wire xDSL-loop	Final Metric			X		Apr-03	
			Mean Time to Repair (Central Office)	UNE	2Wire xDSL- Line Sharing	Final Metric			X		Apr-03	
		Mean Time to Repair (Central Office)	UNE	2Wire xDSL- Line Splitting	Final Metric			X		Apr-03		
MR-4-04	VZ Retail & CLEC Agg & CLEC Specific	% Cleared w/in 24 Hours (Total)	Retail	POTS-Total	Final Metric			X			Apr-03	
		% Cleared w/in 24 Hours (Total)	Retail	IXC FGD Trunks	Final Metric			X			Apr-03	
			% Cleared w/in 24 Hours (Total)	Retail	Specials (Non DS0 and DS0)	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Retail	Specials (DS1 and DS3)	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Retail	2Wire Digital (ISDN)	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Resale	POTS	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Resale	Specials (Non DS0 and DS0)	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Resale	Specials (DS1 and DS3)	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	Resale	2Wire Digital	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	UNE	Platform	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	UNE	Loop	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	UNE	2Wire Digital	Final Metric			X		Apr-03	
			% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL-loop	Final Metric			X		Apr-03	
		% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL- Line Sharing	Final Metric			X		Apr-03		
		% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL- Line Splitting	Final Metric			X		Apr-03		
		% Cleared w/in 24 Hours (Total)	UNE	Specials (Non DS0 and DS0)	Final Metric			X		Apr-03		
		% Cleared w/in 24 Hours (Total)	UNE	Specials (DS1 and DS3)	Final Metric			X		Apr-03		
		% Cleared w/in 24 Hours (Total)	Trunks	CLEC Trunks	Final Metric			X		Apr-03		
MR-4-05	VZ Retail & CLEC Agg & CLEC Specific	% OOS > 2 Hours	Retail	IXC FGD Trunks	Final Metric			X			Apr-03	
		% OOS > 2 Hours	Trunks	CLEC Trunks	Final Metric			X			Apr-03	
MR-4-06	VZ Retail & CLEC Agg & CLEC Specific	% OOS > 4 Hours	Retail	POTS-Total	Final Metric			X			Apr-03	
		% OOS > 4 Hours	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03	
			% OOS > 4 Hours	Retail	Specials (DS1 and DS3)	Final Metric			X		Apr-03	
			% OOS > 4 Hours	Retail	IXC FGD Trunks	Final Metric			X		Apr-03	
			% OOS > 4 Hours	Resale	POTS	Final Metric			X		Apr-03	
			% OOS > 4 Hours	Resale	Specials (Non DS0 and DS0)	Final Metric			X		Apr-03	
			% OOS > 4 Hours	Resale	Specials (DS1 and DS3)	Final Metric			X		Apr-03	
			% OOS > 4 Hours	UNE	Platform	Final Metric			X		Apr-03	
			% OOS > 4 Hours	UNE	Specials (Non DS0 and DS0)	Final Metric			X		Apr-03	
			% OOS > 4 Hours	UNE	Specials (DS1 and DS3)	Final Metric			X		Apr-03	
			% OOS > 4 Hours	Trunks	CLEC Trunks	Final Metric			X		Apr-03	
	MR-4-07	VZ Retail & CLEC Agg & CLEC Specific	% OOS > 12 Hours	Retail	POTS-Total	Final Metric			X			Apr-03
			% OOS > 12 Hours	Retail	2Wire Digital	Final Metric			X			Apr-03
				% OOS > 12 Hours	Retail	2Wire xDSL-loop	Final Metric			X		Apr-03
			% OOS > 12 Hours	Retail	VZ Line Sharing	Final Metric			X		Apr-03	
			% OOS > 12 Hours	Retail	IXC FGD Trunks	Final Metric			X		Apr-03	
		% OOS > 12 Hours	Resale	POTS	Final Metric			X		Apr-03		

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% OOS > 12 Hours	Resale	2Wire Digital	Final Metric			X			Apr-03
		% OOS > 12 Hours	UNE	Platform	Final Metric			X			Apr-03
		% OOS > 12 Hours	UNE	Loop	Final Metric			X			Apr-03
		% OOS > 12 Hours	UNE	2Wire Digital	Final Metric			X			Apr-03
		% OOS > 12 Hours	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% OOS > 12 Hours	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% OOS > 12 Hours	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
		% OOS > 12 Hours	Trunks	CLEC Trunks	Final Metric			X			Apr-03
MR-4-08	VZ Retail &	% OOS > 24 Hours	Retail	Res. POTS	Final Metric			X			Apr-03
	CLEC Agg &	% OOS > 24 Hours	Retail	Bus. POTS	Final Metric			X			Apr-03
	CLEC Specific	% OOS > 24 Hours	Retail	POTS-Total	Final Metric			X			Apr-03
		% OOS > 24 Hours	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% OOS > 24 Hours	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% OOS > 24 Hours	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
		% OOS > 24 Hours	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03
		% OOS > 24 Hours	Retail	Specials (DS1 and DS3)	Final Metric			X			Apr-03
		% OOS > 24 Hours	Resale	Res. POTS	Final Metric			X			Apr-03
		% OOS > 24 Hours	Resale	Bus. POTS	Final Metric			X			Apr-03
		% OOS > 24 Hours	Resale	2Wire Digital	Final Metric			X			Apr-03
		% OOS > 24 Hours	Resale	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03
		% OOS > 24 Hours	Resale	Specials (DS1 and DS3)	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	Platform-Bus	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	Platform-Res	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	Loop	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	2Wire Digital	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	Specials (Non DS0 and DS0)	Final Metric			X			Apr-03
		% OOS > 24 Hours	UNE	Specials (DS1 and DS3)	Final Metric			X			Apr-03
		% OOS > 24 Hours	Trunks	CLEC Trunks	Final Metric			X			Apr-03
<b>Maintenance Quality</b>											
MR-5-01	VZ Retail &	% Repeat Reports w/in 30 Days	Retail	POTS-Total	Final Metric			X			Apr-03
	CLEC Agg &	% Repeat Reports w/in 30 Days	Retail	IXC FGD Trunks	Final Metric			X			Apr-03
	CLEC Specific	% Repeat Reports w/in 30 Days	Retail	Specials	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	Retail	VZ Line Sharing	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	Resale	POTS	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	Resale	Specials	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	Resale	2Wire Digital	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	UNE	Platform	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	UNE	Loop	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	UNE	2Wire Digital	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	UNE	2Wire xDSL-loop	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Apr-03
		% Repeat Reports w/in 30 Days	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Network Performance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Final Trunk Blockage</b>											
NP-1-01	VZ Retail &	% Final Trunk Groups Exceeding Blocking (adj)	Interconn.	Final Trunks	Final Metric			X			Apr-03
	CLEC Agg &	% Final Trunk Groups Exceeding Blocking (adj)	Retail	Final Trunks	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-1-02	VZ Retail &	% Final Trunk Groups Exc. Blocking (Total)	Interconn.	Final Trunks	Final Metric			X			Apr-03
	CLEC Agg &	% Final Trunk Groups Exc. Blocking (Total)	Retail	Final Trunks	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-1-03	VZ Retail &	# of Final Trunk Groups Blocked 2 Months	Interconn.	Final Trunks	Final Metric			X			Apr-03
	CLEC Agg &	# of Final Trunk Groups Blocked 2 Months	Retail	Final Trunks	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-1-04	VZ Retail &	# of Final Trunk Groups Blocked 3 Months	Interconn.	Final Trunks	Final Metric			X			Apr-03
	CLEC Agg &	# of Final Trunk Groups Blocked 3 Months	Retail	Final Trunks	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
<b>Collocation</b>											
NP-2-01	CLEC Agg &	% On Time Response for Request (Physical)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-02	CLEC Agg &	% On Time Response for Request (Virtual)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-03	CLEC Agg &	Average Interval Completed (Physical)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-04	CLEC Agg &	Average Interval Completed (Virtual)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-05	CLEC Agg &	% On Time Completion (Physical)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-06	CLEC Agg &	% On Time Completion (Virtual)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-07	CLEC Agg &	Average Delay Days (Physical)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03
NP-2-08	CLEC Agg &	Average Delay Days (Virtual)	Interconn.	Collocation	Final Metric			X			Apr-03
	CLEC Specific										Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Billing											Change in Report Month	C2C Guideline Version
Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment			
<b>Timeliness of Usage Feed</b>												
BI-1-02	CLEC Agg & CLEC Specific	% DUF in 4 Business Days	CLEC		Final Metric			X				Apr-03
<b>Timeliness of Carrier Bill</b>												
BI-2-01	CLEC Agg	Timeliness of Carrier Bill	CLEC		Final Metric			X				Apr-03
<b>Billing Accuracy</b>												
BI-3-01	CLEC Agg	% Billing Adjustments- Paper Bills	CLEC		Final Metric			X				Apr-03
BI-3-02	CLEC Agg	% Billing Adjustments – Number of Adjustments	CLEC		Final Metric			X				Apr-03
BI-3-03	CLEC Agg	% Billing Adjustments- Electronic Bills	CLEC		Final Metric			X				Apr-03
BI-3-04	CLEC Agg	% CLEC Billing Claims Ack'd within 2 bus. Days	CLEC		Final Metric			X				Apr-03
BI-3-05	CLEC Agg	% CLEC Billing Claims Reslv'd within 28 cal. days	CLEC		Final Metric			X				Apr-03
<b>Completeness of Usage Charges</b>												
BI-6-01	CLEC Agg	% Completeness of Usage Charges – Including Order A	CLEC		Final Metric			X				Apr-03
BI-6-02	CLEC Agg	% Completeness of Usage Charges – Excluding Order	CLEC		Final Metric			X				Apr-03
<b>Completeness of Fractional Recurring Charges</b>												
BI-7-01	CLEC Agg	% Completeness of Fractional Recurring Charges – Incl	CLEC		Final Metric			X				Apr-03
BI-7-02	CLEC Agg	% Completeness of Fractional Recurring Charges – Excl	CLEC		Final Metric			X				Apr-03
<b>Non-Recurring Charge Completeness</b>												
BI-8-01	CLEC Agg	% Completeness of Non-Recurring Charges – Including	CLEC		Final Metric			X				Apr-03
BI-8-02	CLEC Agg	% Completeness of Non-Recurring Charges – Excluding	CLEC		Final Metric			X				Apr-03

Metric Availability: Carrier to Carrier and 271 Order

Appendix N

Operator Services

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
Operator Services											
OD-1-01	Retail	Average Speed of Answer - Operator Services	OS/DA		Final Metric			X			Apr-03
	CLEC	Average Speed of Answer - Operator Services	OS/DA		Final Metric			X			Apr-03
OD-1-02	Retail	Average Speed of Answer - Directory Assistance	OS/DA		Final Metric			X			Apr-03
	CLEC	Average Speed of Answer - Directory Assistance	OS/DA		Final Metric			X			Apr-03



Metric Availability: Carrier to Carrier and 271 Order

Appendix N

General

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
<b>Directory Listing Verification Reports</b>											
GE-1-01	CLEC Agg	% of Directory Listing Verification Reports Furnished	CLEC	All DL Listings	UD						Apr-03
	CLEC Specific										
	VZ Affil Agg										
	VZ Affil Spec										
GE-1-02	CLEC Agg	% Accuracy of DSR/LSR Inclusion in DLVRs	CLEC	All DL Listings	UD						Apr-03
	CLEC Specific										
	VZ Affil Agg										
	VZ Affil Spec										
GE-1-03	CLEC Agg	% DLVR Corrections Furnished on Time	CLEC	All DL Listings	UD						Apr-03
	CLEC Specific										
	VZ Affil Agg										
	VZ Affil Spec										
GE-1-04	CLEC Agg	% Accuracy of DLVR Corrections	CLEC	All DL Listings	UD						Apr-03
	CLEC Specific										
	VZ Affil Agg										
	VZ Affil Spec										
GE-1-05	CLEC Agg	White Pages Errors and Omissions	CLEC	All DL Listings	UD						Apr-03
	CLEC Specific										
	VZ Affil Agg										
	VZ Affil Spec										
<b>Timely and Accurate Provisioning of White Page Directory Listings LSRs and DSRs</b>											
GE-3-01	CLEC Agg	Completion on Time		All DL Listings	UD						Apr-03
GE-3-02	CLEC Specific	Accuracy of Processing		All DL Listings	UD						Apr-03
	VZ Affil. Agg										
	VZ Affil. Spec										

## Appendix O

**Verizon East - Pennsylvania**  
**Quality Baseline Validation Test Deck - LSOG5**  
**Summary Metrics**

October

**Function:** PO-6 Software Validation

**Definition:** The Pennsylvania LSOG5 test deck will be executed by Verizon at the start of the QA and at the completion of QA. Within 1 day, following a non-emergency software release to production as communicated through Change Management, VZ will execute the test deck in production using training mode, and VZ will report the number of test deck transactions that are rejected or otherwise fail while executing the test. Each failed transaction will be multiplied by the transaction's weight factor.

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

For the months that Verizon does NOT execute the test deck, VZ will provide the summary metrics file only with the current value of R3 populated in the file. The performance for these months should be populated with R3 and the observations should be NA.

R3 = Reported 3X per year.                      NA = No Activity

**Exclusions:** None

**Performance Standard:** ≤ 5%

**Calculation:** 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.

**QUALITY BASELINE VALIDATION TEST DECK**

**Performance Standard = 5.00%**  
**Current Value = 0.00%**

**METRICS**

<b>Pre-Order</b>	<b>25% of total weight</b>	<b># of Scenarios</b>	<b>26</b>
Customer Service Record	40% of pre-order		5
Due Date Availability	12% of pre-order		1
Address Validation	12% of pre-order		5
Product & Service Availability/Directory Listings	12% of pre-order		7
TN Availability Order Reservation	12% of pre-order		3
Facility Availability (Loop Qual.)	12% of pre-order		5
	100%		

<b>Order</b>	<b>75% of total weight</b>	<b># of Scenarios</b>	<b>49</b>
Resale	20% of orders		18
Platform	40% of orders		15
UNE	40% of orders		16
	100%		

Total Scenarios      75

Verizon East - Pennsylvania  
Quality Baseline Validation Test Deck - LSOG5  
Detail Metrics  
October

PRE-ORDER									
Scenario	Transaction	Scenario Description	Systems	Date Tested	Resolution Date	Status	Weight	Score	
1	TN Availability Order Reservation	Reserve a single TN	Legacy	10/20/02	---	PASS	1.00%	0%	
2	TN Availability Order Reservation	Exchange a TN that is currently reserved for another one	Legacy	10/20/02	---	PASS	1.00%	0%	
3	TN Availability Order Reservation	Return a specific TN from reservation	Legacy	10/20/02	---	PASS	1.00%	0%	
4	Due Date Availability	Select a due date	Legacy	10/20/02	---	PASS	3.00%	0%	
5	Product & Service Availability/Directory Listing	Perform a Product Service Availability Inquiry	Legacy	10/20/02	---	PASS	0.43%	0%	
6	Address Validation	Validate Address by using the full address as the input for the transaction	CORBA & Legacy	10/20/02	---	PASS	1.20%	0%	
7	Address Validation	Validate an Address by using a TN as the input for the transaction	Legacy	10/20/02	---	PASS	0.60%	0%	
8	Address Validation	Validate address using partial address as the input (Direct)	Legacy	10/20/02	---	PASS	0.60%	0%	
9	Address Validation	Validate address using partial address as the input (Conversational)	Legacy	10/20/02	---	PASS	0.60%	0%	
10	Product & Service Availability/Directory Listing	Request a Directory Listing for a Business Multi-line Listing	Legacy	10/20/02	---	PASS	0.43%	0%	
11	Product & Service Availability/Directory Listing	Request a Directory Listing using a TN for a residence	Legacy	10/20/02	---	PASS	0.43%	0%	
12	Product & Service Availability/Directory Listing	Request a Directory Listing using an exact match for a name	Legacy	10/20/02	---	PASS	0.43%	0%	
13	Product & Service Availability/Directory Listing	Request a Caption Header by finding name	Legacy	10/20/02	---	PASS	0.43%	0%	
14	Facility Availability (Loop Qualification)	Perform a loop qualification transaction for a Basic Loop	Legacy	10/20/02	---	PASS	0.60%	0%	
15	Facility Availability (XDSL Qualification)	Allows the user to qualify facilities for XDSL Loops prior to placing an	CORBA & Legacy	10/20/02	---	PASS	1.20%	0%	
16	Customer Service Record	Retrieve a parsed CSR for a Retail customer	CORBA & Legacy	10/20/02	---	PASS	4.00%	0%	
17	Customer Service Record	Retrieve a non-parsed CSR for a Retail customer	Legacy	10/20/02	---	PASS	2.00%	0%	
18	Customer Service Record	Retrieve a parsed CSR for a Retail customer with ALI code	Legacy	10/20/02	---	PASS	2.00%	0%	
19	Customer Service Record	Retrieve a non-parsed CSR for a Resale customer	Legacy	10/20/02	---	PASS	2.00%	0%	
20	Facility Availability/Loop Make-Up	Allows the user to determine loop make-up criteria prior to placing an	CORBA & Legacy	10/20/02	---	PASS	1.20%	0%	
21	Product & Service Availability/Service Analyzer	Allows a Reseller to query the Service Analyzer database to determine a monthly rate for the PUP.	CORBA & Legacy	10/20/02	---	PASS	0.86%	0%	
<b>PRE-ORDER TOTAL</b>							<b>25.00%</b>	<b>0.00%</b>	

**Verizon East - Pennsylvania**  
**Quality Baseline Validation Test Deck - LSOG5**  
**Detail Metrics**  
 October

<b>ORDER</b>									
<b>Scenario</b>	<b>Transaction</b>	<b>Scenario Description</b>	<b>Systems</b>	<b>Date Tested</b>	<b>Resolution Date</b>	<b>Status</b>	<b>*Weight</b>	<b>Score</b>	
1	Resale	CLEC small business, 10 line Centrex customer migrates all 10 lines "as is" to a CLEC providing Resale Centrex service.	Legacy	10/20/02	---	PASS	0.83%	0%	
2	Resale	CLEC medium/large business, 10 line Resale Centrex customer places 2 of the 10 lines into a call pick-up group.	Legacy	10/20/02	---	PASS	0.83%	0%	
3	Resale	VZ retail business, 4 line ISDN BRI customer migrates to a CLEC and adds 1 new ISDN BRI line to his account.	Legacy	10/20/02	---	PASS	0.83%	0%	
4	Resale	CLEC small business new customer orders ISDN BRI line.	Legacy	10/20/02	---	PASS	0.83%	0%	
5	Resale	New CLEC business customer orders 3 POTS lines using Resale POTS service with 2 of the lines being caption listed. Call waiting is added to the two listed lines.	Legacy	10/20/02	---	PASS	0.83%	0%	
6	Resale	CLEC Measured Business, 3 line Resale POTS customer changes the TN on the first line and also changes the listing from being unlisted to listed.	Legacy	10/20/02	---	PASS	0.83%	0%	
7	Resale	CLEC Measured Business, three line unlisted Resale POTS customer moves from one apartment to another (in the same building).	Legacy	10/20/02	---	PASS	0.83%	0%	
8	Resale	VZ retail Residence, single line POTS customer migrates "as is" to a CLEC providing Resale POTS service. The retail customer has a unlisted number.	Legacy	10/20/02	---	PASS	0.83%	0%	
9	Resale	CLEC Measured business, Resale multi-line customer adds call forwarding to one of the lines.	Legacy	10/20/02	---	PASS	0.83%	0%	
9S	Resale	After the original order for Scenario 9 is submitted to VZ, a modification to the order is submitted to change the due date.	Legacy	10/20/02	---	PASS	0.83%	0%	
10	Resale	CLEC Measured business, Resale multi-line customer disconnects 1 line.	Legacy	10/20/02	---	PASS	0.83%	0%	
11	Resale	CLEC suspends a Resale business customer for non-payment.	Legacy	10/20/02	---	PASS	0.83%	0%	
12	Resale	CLEC restores a Resale POTS Business customer that was suspended for non-payment.	Legacy	10/20/02	---	PASS	0.83%	0%	
13	Resale	VZ retail business, 2 line POTS customer migrates 1 of 2 lines "as specified" to a CLEC Resale POTS service. The VZ account has call waiting on both lines. During the migration, the customer leaves the auxiliary line with VZ. During the migration the customer wishes to do the following to the migrated line: remove call waiting and change the PIC and LPIC.	Legacy	10/20/02	---	PASS	0.83%	0%	
14	Resale	VZ retail business, multi-line POTS customer migrates all lines to a CLEC providing Resale POTS service. The VZ account has call waiting. During the migration, the customer adds call forwarding and removes call waiting from the main TN and adds call forwarding on an auxiliary line.	Legacy	10/20/02	---	PASS	0.83%	0%	
15	Resale	CLEC small measured business, 3 line Resale POTS customer places all 3 lines into a circular hunt group.	Legacy	10/20/02	---	PASS	0.83%	0%	
16	Resale	CLEC residence, Resale single line customer changes class of service from 1MR to 1FR.	Legacy	10/20/02	---	PASS	0.83%	0%	
17	Resale	CLEC business, Resale multi-line customer moves all 3 lines from one location to another (outside move). The listing on the main line is changed from unlisted to listed. New listings are created for the additional lines.	Legacy	10/20/02	---	PASS	0.83%	0%	
18	Platform	VZ small business, single line ISDN BRI customer migrates "as is" to a CLEC providing ISDN BRI service.	Legacy	10/20/02	---	PASS	2.00%	0%	
19	Platform	New CLEC residence customer orders a single listed POTS line using Platform POTS service. The customer wants call waiting and call forwarding on the line.	Legacy	10/20/02	---	PASS	2.00%	0%	
20	Platform	CLEC residence, single line Platform POTS customer adds call waiting and call forwarding II to the line.	Legacy	10/20/02	---	PASS	2.00%	0%	

**Verizon East - Pennsylvania**  
**Quality Baseline Validation Test Deck - LSOG5**  
**Detail Metrics**  
 October

21	Platform	VZ retail residence, single line POTS customer migrates "as specified" to a CLEC providing Platform POTS service. During the migration, the customer wishes to add call blocking to the line.	Legacy	10/20/02	---	PASS	2.00%	0%
22	Platform	CLEC business, multi-line Platform POTS customer changes the listing from being unlisted to listed.	Legacy	10/20/02	---	PASS	2.00%	0%
23	Platform	CLEC business, multi- line POTS customer adds a POTS line.	Legacy	10/20/02	---	PASS	2.00%	0%
24	Platform	An existing Platform business customer partially migrates a 2 line customer with Circular Hunting from one CLEC to another CLEC. The customer wishes to migrate the auxiliary line with a listing. During the migration, the customer adds caller id to the migrated line and removes hunting.	Legacy	10/20/02	---	PASS	2.00%	0%
25	Platform	CLEC residence, customer disconnects service.	Legacy	10/20/02	---	PASS	2.00%	0%
26	Platform	CLEC Business, 2 line listed Platform POTS customer moves to a different location within the same Serving Wire Center area and adds one more line. The customer wishes to put all 3 lines in a circular hunt group.	Legacy	10/20/02	---	PASS	2.00%	0%
27	Platform	CLEC business, single line listed Platform POTS customer changes the PIC.	Legacy	10/20/02	---	PASS	2.00%	0%
27S	Platform	After the original order for Scenario 27 is submitted to VZ, a modification to the order is submitted to add a feature and blocking.	Legacy	10/20/02	---	PASS	2.00%	0%
28	Platform	VZ retail business, multi-line hunt group customer migrates "as is" to a CLEC.	Legacy	10/20/02	---	PASS	2.00%	0%
29	Platform	CLEC small business new customer orders POTS service with circular hunting and complex listing.	Legacy	10/20/02	---	PASS	2.00%	0%
30	UNE	New CLEC small business customer orders 4 POTS lines, to be provided by the CLEC using 4 UNE Analog Loops, cross-connected to the collocated CLEC cage. The CLEC will provide the TNs to the customer. The customer requests 1 listing.	Legacy	10/20/02	---	PASS	1.88%	0%
31	UNE	VZ retail business 3 line listed POTS customer migrates to a CLEC providing UNE Analog Loop service. During the migration, the customer retains the VZ TNs using LNP and changes the listing.	Legacy	10/20/02	---	PASS	1.88%	0%
32	UNE	CLEC small business customer adds an analog loop.	Legacy	10/20/02	---	PASS	1.88%	0%
32J	UNE	After the original order is submitted to VZ, an electronic jeopardy is returned showing no access to end user premises.	Legacy	10/20/02	---	PASS	1.88%	0%
32S	UNE	After the original order for Scenario 32 is submitted to VZ, a modification to the order is submitted to cancel the order.	Legacy	10/20/02	---	PASS	1.88%	0%
33	UNE	CLEC small business customer migrates 3 lines to loop service and changes the TN on the directory listings to a new CLEC TN.	Legacy	10/20/02	---	PASS	1.88%	0%
34	UNE	UNE Analog loop business customer disconnects loop.	Legacy	10/20/02	---	PASS	1.88%	0%
35	UNE	CLEC small business, new customer orders xDSL loop.	Legacy	10/20/02	---	PASS	1.88%	0%
36	UNE	CLEC small business customer changes service from Analog Loop to premium link to use for ISDN.	Legacy	10/20/02	---	PASS	1.88%	0%
37	<b>Scenario removed from the Test Deck. Reserved for a new scenario.</b>		N/A	NA	N/A	N/A	N/A	N/A
38	UNE	New CLEC residence customer requests installation of a 2 Wire ADSL-R sub loop.	N/A	10/20/02	---	PASS	1.88%	0%
39	Platform	VZ retail business, 2 line POTS customer migrates 1 of 2 lines "as specified" to CLEC Platform POTS service. The customer migrates the main line and leaves the auxiliary line with VZ. During the migration, the customer requests a new listed line.	Legacy	10/20/02	---	PASS	2.00%	0%
40	UNE	VZ retail residence, single line POTS customer adds a CLEC providing xDSL to their existing VZ POTS line service.	Legacy	10/20/02	---	PASS	1.88%	0%
41	UNE	CLEC residence, single line Platform POTS customer adds a DLEC to an existing Platform account.	Legacy	10/20/02	---	PASS	1.88%	0%
42	Platform	VZ retail residence, single line POTS customer adds a CLEC providing xDSL to their existing VZ POTS line service.	Legacy	10/20/02	---	PASS	2.00%	0%
43	UNE	VZ retail residence requests 2W ADSL-R linesharing unbundled subloop	Legacy	10/20/02	---	PASS	1.88%	0%
44	UNE	VZ retail residence, single line POTS customer adds a CLEC providing xDSL at a Remote Terminal.	Legacy	10/20/02	---	PASS	1.88%	0%
45	UNE	New CLEC business customer requests installation of xDSL and Voice at the same time at a Remote Terminal. The same CLEC will provide Voice and DATA.	Legacy	10/20/02	---	PASS	1.88%	0%

**Verizon East - Pennsylvania  
Quality Baseline Validation Test Deck - LSOG5**

**Detail Metrics**

October

46	UNE	New CLEC business customer requests installation of xDSL and Voice at the same time at a Remote Terminal. The same CLEC will provide Voice and DATA.	Legacy	10/20/02	---	PASS	1.88%	0%
<b>ORDER TOTAL</b>							<b>75.00%</b>	<b>0.00%</b>

<b>GRAND TOTAL</b>							<b>100.00%</b>	<b>0.00%</b>
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**\*For scenarios tested in more than one system the weight is multiplied by the number of systems tested**

Reserved For Future Use



Reserved For Future Use

## **New York Carrier Working Group Statement of Purpose & Guidelines for Participation**

Reviewing and revising Case 97-C-0139 Carrier-to-Carrier guidelines for performance metrics in the state of New York is primary purpose of this group. Carrier Working Group will address only those issues that pertain to the state of New York or are common to New York and other states.

Party participation in the Carrier Working Group is limited to ILECs, CLECs, Commission staffs, and Consultants sponsored by any of the preceding entities. Active participants are requested to acknowledge their understanding of the Guidelines for Participation by providing their signature at the bottom of this document.

While parties understand that consensus does not mean unanimous approval, the group recognizes that it has historically operated most effectively by modifying resolutions of issues to the maximum extent possible to achieve unanimity and minimizing the number of issues left to the Commission for decision.

### **General Guidelines:**

- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.
  
- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

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Participant Signature