

APPENDIX E

April 1, 2003

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1. For each MOE measure with a “parity” standard: Calculate Z or t score or perform permutation test (for small samples).¹
2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

<u>Statistical Score</u>	<u>Performance Score</u>
≤ -1.645	-2
< -0.8225 and > -1.645	-1
> -0.8225	0 ²

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (See Appendix C.)
4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (See Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill

¹ When “no activity occurs” in a metric the performance measure and its weight will be excluded from performance score.

² For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.³

5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate that will be paid to each CLEC if Verizon-PA's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

6. For example, assume the first two steps of the UNE Bill Credit Table were as follows:

Score	Mon. \$	Mon. Vol.	Mon. Rate
-0.30253	\$1,036,374	100,000	\$10.36
-0.32878	\$1,142,668	100,000	\$11.43

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would be entitled to a \$51,800 Bill Credit ($\$10.36 \times 5,000 = \$51,800$).

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total

³ The measurement units for UNEs and Resale are lines in service. For Interconnection, it is minutes in use. For Collocation, it is collocation cages installed in the month.

weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE, in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

April 1, 2003

Critical Measures Performance Scoring

A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.*, when aggregate CLEC performance falls below standard for a critical measure.

1. Calculate the total dollars available for Bill Credits per critical measure per month.

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount, for a performance difference of less than 1% to 100% of the amount for performance differences of 10% and greater.¹ A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is \$249,337.

**Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards**

<u>Statistical Score</u>		<u>Performance</u>	<u>Increment</u>	<u>Dollars</u>
<u>From</u>	<u>To</u>	<u>Score</u>		
	> -0.8225	0	0%	\$0
≤ -0.8225	> -0.9048	-1.0	50%	\$124,668
≤ -0.9048	> -0.9870	-1.1	55%	\$137,135
≤ -0.9870	> -1.0693	-1.2	60%	\$149,602
≤ -1.0693	> -1.1515	-1.3	65%	\$162,069
≤ -1.1515	> -1.2338	-1.4	70%	\$174,536
≤ -1.2338	> -1.3160	-1.5	75%	\$187,003
≤ -1.3160	> -1.3983	-1.6	80%	\$199,470
≤ -1.3983	> -1.4805	-1.7	85%	\$211,936
≤ -1.4805	> -1.5628	-1.8	90%	\$224,403
≤ -1.5628	> -1.6450	-1.9	95%	\$236,870
≤ -1.645		-2.0	100%	\$249,337

¹ For HOT Cut Performance, if either metric is below standard, the entire critical measure is treated as below standard.

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards ²

<u>% Performance</u>		<u>Performance</u>	<u>Increment</u>	<u>Dollars</u>
<u>From</u>	<u>To</u>	<u>Score</u>		
	≥ 95.0	0	0%	\$0
< 95.0	≥ 94.5	-1.0	50%	\$124,668
< 94.5	≥ 94.0	-1.1	55%	\$137,135
< 94.0	≥ 93.5	-1.2	60%	\$149,602
< 93.5	≥ 93.0	-1.3	65%	\$162,069
< 93.0	≥ 92.5	-1.4	70%	\$174,536
< 92.5	≥ 92.0	-1.5	75%	\$187,003
< 92.0	≥ 91.5	-1.6	80%	\$199,470
< 91.5	≥ 91.0	-1.7	85%	\$211,936
< 91.0	≥ 90.5	-1.8	90%	\$224,403
< 90.5	≥ 90.0	-1.9	95%	\$236,870
< 90.0		-2.0	100%	\$249,337

- 2. The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

Pursuant to table F-1-1, \$124,668 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1³

- 3. Determine which CLECs qualify for the market adjustment.**

For measures where the statistical score is used, the cutoff point for qualification is Verizon-PA's score on the critical measure +/- one sampling error (based upon the Verizon-PA sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon-PA's performance score was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

² For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

³ When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

4. **Calculate the individual market adjustments for qualified CLECs.**
 - a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.
 - b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.
 - c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

- B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months:
 1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less than $-.8225$ for z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.
 2. Determine each CLEC's Bill Credit Adjustment base. The CLEC's individual z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.
 3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that $1/3$ of the market would receive a Z or t-score of $-.8225$ or less or a performance score of -1 or less. This rate is multiplied by the CLEC's volume (*e.g.*, lines in services) to determine the amount to be credit to the CLEC for that critical measure.

APPENDIX G

April 1, 2003

Verizon PA 271 Backslide Report						Month					
Pre-Ordering		VZ	CLEC	RESALE				Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	Customer Service Record - EDI										
PO-1-01-	Customer Service Record - CORBA										
PO-1-01-	Customer Service Record - WEB GUI										
PO-1-02-6020	Due Date Availability - EDI										
PO-1-02-	Due Date Availability - CORBA										
PO-1-02-	Due Date Availability - WEB GUI										
PO-1-03-6020	Address Validation - EDI										
PO-1-03-	Address Validation - CORBA										
PO-1-03-	Address Validation - WEB GUI										
PO-1-04-6020	Product and Service Availability - EDI										
PO-1-04-	Product and Service Availability - CORBA										
PO-1-04-	Product and Service Availability - WEB GUI										
PO-1-05-6020	Telephone Number Availability and Reservation - EDI										
PO-1-05	TN Availability and Reservation - CORBA										
PO-1-05	TN Availability and Reservation - WEB GUI										
PO-2-02-6020	OSS Interface Availability - Prime - EDI										
PO-2-02-	OSS Interface Availability - Prime - CORBA										
PO-2-02-	OSS Interface Availability - Prime - WEB GUI										
PO-3-02-2000	% Answered within 30 Seconds - Ordering										
PO-3-04-2000	% Answered within 30 Seconds - Repair										
OR	Ordering			Observations							
OR-1-02-2320	% On Time LSRC - Flow Through - POTS - 2hrs										
OR-1-04-2100	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS										
OR-1-04-2200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials										
OR-1-06-2320	% On Time LSRC/ASRC - Facilities check (Electronic) - POTS										
OR-1-06-2200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials										
OR-2-02-2320	% On Time LSR Reject - Flow Through - POTS										
OR-2-04-2320	% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS										
OR-2-04-2200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials										
OR-2-06-2320	% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS										
OR-2-06-2200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials										
OR-4-09-2000	% SOP to Bill Completion Sent w/in 3 Business Days					VZ					
OR-5-03-2000	% Flow Through - Achieved - POTS & Specials					Standard					
PR	Provisioning	VZ	CLEC	VZ	CLEC	Deviation	Sampling	Stat.			
PR-3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS										
PR-3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS										
PR-4-01-2200	% Missed Appointment - VZ - Total - Specials										
PR-4-02-2100	Average Delay Days - Total - POTS										
PR-4-02-2200	Average Delay Days - Total - Specials										
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS										
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS										
PR-5-01-2100	% Missed Appointment - Facilities - POTS										
PR-5-01-2200	% Missed Appointment - Facilities - Specials										
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS										
PR-5-02-2200	% Orders Held for Facilities > 15 days - Specials										
PR-6-01-2100	% Installation Troubles within 30 days - POTS										
PR-6-01-2200	% Installation Troubles within 30 days - Specials										
MR	Maintenance & Repair							Diff.			
MR-1-01-2000	Average Response Time - Create Trouble										
MR-1-03-2000	Average Response Time - Modify Trouble										
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble										
MR-1-06-2000	Average Response Time - Test Trouble (POTS only)										
								Stat. Score			
MR-2-01-2200	Network Trouble Report Rate - Specials										
MR-2-02-2100	Network Trouble Report Rate - Loop (POTS)										
MR-3-01-2100	% Missed Repair Appointments - Loop										
MR-3-02-2100	% Missed Repair Appointments - Central Office										
MR-4-01-2200	Mean Time to Repair - Specials										
MR-4-02-2100	Mean Time to Repair - Loop Trouble										
MR-4-03-2100	Mean Time to Repair - CO Trouble										
MR-4-08-2100	% Out of Service > 24 Hours - POTS										
MR-4-08-2200	% Out of Service > 24 Hours - Specials										
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS										
MR-5-01-2200	% Repeat Reports w/in 30 days - Specials										
BI	Billing										
BI-1-02-2030	% DUF in 4 Business Days		89.00								
	"NA" - no activity "UD" - under development							Totals			
Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.											

Verizon PA 271 Backslide Report

DSL

Month

	Pre-Ordering	VZ	CLEC	Month		
				Diff.	Perf. Score	Wgt. Score
PO-1-06-	Facility Available/Loop Qualification - EDI					
PO-1-06-	Facility Available/Loop Qualification - WEBGUI					
PO-8-01-	Avg. Response Time - Manual Loop Qualification					
PO-8-02-	Avg. Response Time - Engineering Record Request					
OR	Ordering					
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital					
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL					
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -Line Share					
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital					
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire xDSL					
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share					
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital					
OR-2-04-	% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL					
OR-2-04-	% OT LSR/ASR Reject - no facilities check (E) - Line Share					
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital					
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL					
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) - Line Share					
PR	Provisioning					
PR-3-03-	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share					
PR-3-03-	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share					
PR-3-10-	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL					
PR-4-02-	Average Delay Days - Total - 2Wire Digital					
PR-4-02-	Average Delay Days - Total - 2Wire xDSL					
PR-4-02-	Average Delay Days - Total - Line Share					
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital					
PR-4-04-	% Missed Appointment- Dispatch - 2 Wire xDSL					
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share					
PR-4-05-	% Missed Appt. - No Disp. - Line Share					
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital					
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL					
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share					
MR	Maintenance & Repair					
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital					
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL					
MR-2-02-	Network Trouble Report Rate - Loop - Line Share					
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital					
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL					
MR-2-03-	Network Trouble Report Rate - CO - Line Share					
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire Digital					
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire xDSL					
MR-3-01-	% Missed Repair Appt. - Loop - Line Share					
MR-3-02-	% Missed Repair Appt. - CO - 2Wire Digital					
MR-3-02-	% Missed Repair Appt. - CO - 2Wire xDSL					
MR-3-02-	% Missed Repair Appt. - CO - Line Share					
MR-4-02-	Mean Time To Repair - Loop - 2Wire Digital					
MR-4-02-	Mean Time To Repair - Loop - 2Wire xDSL					
MR-4-02-	Mean Time To Repair - Loop - Line Share					
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital					
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL					
MR-4-03-	Mean Time To Repair - CO - Line Share					
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital					
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire xDSL					
MR-5-01-	% Repeat Reports w/in 30 Days - Line Share					
"NA" - no activity "UD" - under development				Totals	-98	

Observations
CLEC

VZ
Standard Deviation Sampling Error Stat. Score

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

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR Ordering		CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020	% On Time Firm Order Confirmations					
OR-1-13-5020	% On Time Design Layout Record					
OR-2-12-5000	% On Time Trunk ASR Reject					

PR Provisioning		VZ	Observations	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score
PR-4-01-5000	% Missed Appointment - VZ - Total										
PR-4-02-5000	Average Delay Days - Total										
PR-4-07-3540	% On Time Performance - LNP only										
PR-5-01-5000	% Missed Appointment - Facilities										
PR-5-02-5000	% Orders Held for Facilities > 15 Days										
PR-6-01-5000	% Installation Troubles w/in 30 Days										

MR Maintenance & Repair		CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
MR-4-01-5000	Mean Time to Repair - Total					
MR-5-01-5000	% Repeat Reports w/in 30 Days					

NP Network Performance		CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months					
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months					

Collocation

Performance Report for Critical Measure # 12

NP Network Performance		CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
NP-2-01-2000	% OT Response to Request for Physical Collocation - New					
NP-2-01-	% OT Response to Request for Physical Collocation - Augment					
NP-2-02-2000	% OT Response to Request for Virtual Collocation - New					
NP-2-02-	% OT Response to Request for Virtual Collocation - Augment					
NP-2-05-2000	% On Time - Physical Location -New					
NP-2-05-	% On Time - Physical Location -Augment					
NP-2-06-2000	% On Time - Virtual Location - New					
NP-2-06-	% On Time - Virtual Location - Augment					
NP-2-07-2000	Average Delay Days - Physical - New					
NP-2-07-	Average Delay Days - Physical -Augment					
NP-2-08-2000	Average Delay Days - Virtual - New					
NP-2-08-	Average Delay Days - Virtual - Augment					

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

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

Month	Verizon Pennsylvania CRITICAL MEASURES		Resale		UNE		Trunks		Collocation		DSL		Total
			%	\$	%	\$	%	\$	%	\$	%	\$	\$
PRE-ORDERING													
1	metric	OSS Interface											
	PO-1-01	Customer Service Record - EDI	X		X								
	PO-1-01	Customer Service Record - CORBA	X		X								
	PO-1-01	Customer Service Record - WEB GUI	X		X								
	PO-1-06	Facility Availability (Loop Qualification) - EDI									X		
	PO-1-06	Facility Availability (Loop Qualification) - WEB GUI									X		
	PO-2-02	OSS Interface Availability - Prime - EDI	X		X								
	PO-2-02	OSS Interface Availability - Prime - CORBA	X		X								
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	X		X								
ORDERING													
2		% On Time Ordering Notification											
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	X		X								
	OR-1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	X		X								
	OR-1-04	% On Time LSRC <10 Lines (E) -2Wire xDSL									X		
	OR-1-04	% On Time LSRC <10 Lines (E) -DSL Line Share									X		
	OR-1-06	% OT LSRC >=10 Lines (Electronic) - POTS	X		X								
	OR-2-02	% On Time LSR Reject - Flow Through - POTS	X		X								
	OR-2-04	% OT LSR Rej. <10 lines (Elec.-No Flow Through)-POTS	X		X								
	OR-2-04	% OT LSRC Reject <10 Lines (E) -2Wire xDSL									X		
	OR-2-04	% OT LSRC Rej. <10 Lines (E) -DSL Line Share									X		
	OR-2-06	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	X		X								
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	X		X								
PROVISIONING													
3		% Completed											
	PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share									X		
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL									X		
4a	PR-4-01	% Missed Appointment - VZ - Total - EEL											
4b		% Missed Appointment											
	PR-4-01	% Missed Appointment - VZ - Total - Specials	X		X								
	PR-4-01	% Missed Appointment - VZ - Total - Trunks					X						
	PR-4-02	Average Delay Days - Total - 2Wire xDSL									X		
	PR-4-02	Average Delay Days - Total - DSL Line Share									X		
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	X										
	PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops			X								
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL									X		
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	X										
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share									X		
5	PR-4-05	% Missed Appt. - VZ - No Disp. - Platform											
6		Hot Cut Performance											
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)			X								
	PR-6-02	% Troubles within 7 Days - Hot Cut			X								
7	PR-4-07	% On Time Performance - UNE LNP											
MAINTENANCE													
8		Missed Repair Appts.											
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL									X		
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share									X		
9		Mean Time To Repair											
	MR-4-01	Mean Time To Repair - Specials	X		X								
	MR-4-01	Mean Time To Repair - Trunks					X						
	MR-4-02	Mean Time To Repair - Loop - 2Wire xDSL									X		
	MR-4-02	Mean Time To Repair - Loop - Line Share									X		
	MR-4-02	Mean Time To Repair - Loop Trouble	X		X								
	MR-4-03	Mean Time To Repair - Central Office	X		X								
	MR-4-08	% Out Of Service > 24 Hours - POTS	X		X								
10		% Repeat Reports within 30 Days											
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	X		X								
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	X		X								
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL									X		
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share									X		
NETWORK PERFORMANCE													
11		Final Trunk Groups Blocked											
	NP-1-03	Blocked 2 months					X						
	NP-1-04	Blocked 3 months					X						
12		Collocation											
	NP-2-01/2	% On Time Response to Request for Collocation								X			
	NP-2-05/6	% On Time - Collocation								X			
	NP-2-07/8	Average Delay Days								X			
# of full share measures in category			Total										

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

Special Provision - UNE Ordering

Month

		% On Time	Observations	Market Adj.
OR-1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS			
OR-1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS			
OR-2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS			
OR-2-06-3320	% On Time LSR Reject >= 10 Lines (Elec.) - POTS			

Not enough \$\$'s in current month to fund market adjustment!! - check prior months

Total Market Adj.*

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

Special Provision - UNE Flow Through

PR-5-01-3000 % Flow Through - Total - POTS & Specials				OR-5-03-3112 % Flow Through - Achieved - POTS & Specials			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
Month - 1				Month - 1			
Month - 2				Month - 2			
Month - 3				Month - 3			
Overall				Overall			

Market Adjustment *

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

Special Provision - Hot Cut - Loop Performance

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

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

Market Adjustment *

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

Special Provision - Electronic Data Interface Measures

		% On Time	Observations
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days		
		% Reject	Observations
OR-3-02	% Resubmission Rejection		

Market Adjustment

		% On Time	Observations	Market Adj.
OR-4-09	% SOP to Bill Completion within 3 Business Days			

Total Market Adj.*

* For allocation, any EDI market adjustment is allocated to all CLEC's using the EDI interface based on the number of lines in service.

Month

Change Control Assurance Plan

		% On Time	Observations	Mrkt Adj.
PO-4-01	% Change Management Notices sent on Time (type 3,4,5)			
	* Cumulative number of delay days greater than 8 standard	Delay Days*	Observations	
PO-4-03	Change Management Notice Delay 8 plus Days (type 1-5)			
		% Test Deck Wgt. Failure	Test Deck Wgt.	
PO-6-01	% Software Validation			
	* Cumulative number of delay hours greater than 48 hour standard	Delay Hours*	Observations	
PO-7-04	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround			

Total Market Adjustment
Resale allocation
UNE allocation

Verizon Pennsylvania

PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.

Weighted
Score

Market
Adjustment

MODE OF ENTRY

Resale

Unbundled Network Elements

Trunks

Digital Subscriber Lines

Mode of Entry Total

CRITICAL MEASURES

- 1 OSS Interface
- 2 % On Time Ordering Notification
- 3 % Completed
- 4a % Missed Appointment - VZ - Total - EEL
- 4b % Missed Appointment
- 5 % Missed Appt. - VZ - No Disp.- Platform
- 6 Hot Cut Performance
- 7 % On Time Performance - UNE LNP
- 8 Missed Repair Appts.
- 9 Mean Time To Repair
- 10 % Repeat Reports within 30 Days
- 11 Final Trunk Groups Blocked
- 12 Collocation

Critical Measure Total

SPECIAL PROVISIONS

UNE Ordering

UNE Flow Through (Quarterly)

UNE Hot Cut Loop

EDI Measures

Special Provision Total

CHANGE CONTROL

Grand Total

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

271 Backslide Market Adjustment Summary - CLEC A

Month

MODE OF ENTRY	Weighted Score	Market Adjustment	Number of Units in Market	Market Adjust. Rate	Number of Units for CLEC A	Total Market Adjustment for CLEC A
Resale						
Unbundled Network Elements						
Trunks						
DSL						

TOTAL MOE \$ to CLEC A

\$0

CRITICAL MEASURES / EDI Special Provision

1	OSS Interface	Resale
1	OSS Interface	UNE
1	OSS Interface	DSL
2	% On Time LSRC - Flow Through - POTS - 2hrs	Resale
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	Resale
2	% OT LSRC >=10 Lines (Electronic) - POTS	Resale
2	% On Time LSR Reject - Flow Through - POTS	Resale
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	Resale
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	Resale
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	Resale
2	% On Time LSRC - Flow Through - POTS - 2hrs	UNE
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	UNE
2	% OT LSRC >=10 Lines (Electronic) - POTS	UNE
2	% On Time LSR Reject - Flow Through - POTS	UNE
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	UNE
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	UNE
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	UNE
2	% On Time LSRC <10 Lines (E) -2Wire xDSL	DSL
2	% On Time LSRC <10 Lines (E) -DSL Line Share	DSL
2	% OT LSRC Reject <10 Lines (E) -2Wire xDSL	DSL
2	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	DSL
3	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share	DSL
3	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL	DSL
4a	% Missed Appointment - BA - Total - EEL	UNE
4b	% Missed Appointment - BA - Total - Specials	Resale
4b	% Missed Appointment - BA - Total - Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - No Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - Specials	UNE
4b	% Missed Appointment - BA - Total - Dispatch - New Loop	UNE
4b	% Missed Appointment - BA - Total - Trunks	Trunks
4b	Average Delay Days - Total - 2Wire xDSL	DSL
4b	Average Delay Days - Total - DSL Line Share	DSL
4b	% Missed Appointment- Dispatch - 2Wire xDSL	DSL
4b	% Missed Appt. - No Disp. - DSL Line Share	DSL
5	% Missed Appointment - BA - No Dispatch - Platform	UNE
6	% On Time Performance / % Troubles Within 7 Days	Hot Cut
7	% On Time Performance - LNP	Trunks
8	% Missed Repair Appt. (Loop) - 2Wire xDSL	DSL
8	% Missed Repair Appt. (Loop) - DSL Line Share	DSL
9	Mean Time to Repair - Specials	Resale
9	Mean Time to Repair - Loop Trouble	Resale
9	Mean Time to Repair - Central Office	Resale
9	% Out of Service > 24 Hours - POTS	Resale
9	Mean Time to Repair - Specials	UNE
9	Mean Time to Repair - Loop Trouble	UNE
9	Mean Time to Repair - Central Office	UNE
9	% Out of Service > 24 Hours - POTS	UNE
9	Mean Time to Repair - Trunks	Trunks
9	Mean Time To Repair - Loop - 2Wire xDSL	DSL
9	Mean Time To Repair - Loop - Line Share	DSL
10	% Repeat Reports within 30 Days - POTS	Resale
10	% Repeat Reports within 30 Days - Specials	Resale
10	% Repeat Reports within 30 Days - POTS	UNE
10	% Repeat Reports within 30 Days - Specials	UNE
10	% Repeat Reports within 30 Days - 2Wire xDSL	DSL
10	% Repeat Reports within 30 Days - DSL Line Share	DSL
11	Final Trunk Group Blocked - 2 Months	Trunks
11	Final Trunk Group Blocked - 3 Months	Trunks
12	% On Time Response to Request for Collocation	Collocation
12	% On Time - Collocation	Collocation
12	Average Delay Days	Collocation

Special Provision - Electronic Data Interface Measures

ical Measure / EDI Special Provision \$ to CLEC A

\$0

APPENDIX H

April 1, 2003

Special Provisions

UNE Ordering Performance Measures:

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

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

Flow Through:

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

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

For each measure, the UNE scores will be combined and reviewed on a calendar quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that calendar quarter, then \$1.68 million will be credited to all CLECs purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops.¹

¹ For the calendar quarter in which this Pennsylvania PAP first becomes effective, bill credits under this section “Flow Through” will be calculated based upon the performance for the calendar month in which this Pennsylvania PAP becomes effective and the remaining calendar months (if any) in the calendar quarter in which this Pennsylvania PAP becomes effective. Any bill credits due for such calendar quarter will be prorated based on the duration of the measurement period (i.e., if the measurement is based on one month of performance data, the amount that would be due would be one-third of the full quarterly amount that would have been due had Verizon PA’s measured performance for that month been Verizon PA’s measured performance for a full calendar quarter).

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

Quarterly Flow Through Performance:

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

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

Additional Hot Cut Loop Performance Measures:

An additional \$16.15 Million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01 – “% On Time - Hot Cut Loop” and PR-6-02 – “% Installation Troubles within 7 Days – Hot Cut Loop.”² If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

² These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon-PA does not satisfy that Critical Measure.

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

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop ³	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

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

Example:

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

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

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

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

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

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon-PA’s operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$12.12 million per annum in bill credits is available for these three measures.

A. % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days

Verizon-PA will provide an additional \$673,333 in bill credits each month for a new measure “% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days.” If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon-PA’s request are rejected as duplicates, a credit of \$673,333 will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. A copy of the measure “% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days” is attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

³ % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

B. % SOP To Bill Completion Notice Sent Within 3 Business Days

Verizon-PA will provide an additional \$336,667 in bill credits each month for a new measure “% SOP to Bill Completion Notice Sent Within 3 Business Days.” A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
<p>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.</p>		
Exclusions:		
<ul style="list-style-type: none"> • 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 Special Provisions		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC aggregate 		<ul style="list-style-type: none"> • State
Products	<ul style="list-style-type: none"> • 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.

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
<p>Resale & UNE combined: <u>Completion Notification Response Time:</u> The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.</p>		
Exclusions:		
<ul style="list-style-type: none"> • VZ Test Orders • 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. • From OR-4-09; Complex Resale Orders 		
Performance Standard:		
OR-4-09: 90% threshold for Special Provision.		
Report Dimensions OR-4 Completion Notification		
Company:	Geography:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<ul style="list-style-type: none"> • State 	
Sub-Metrics		
OR-4-09	% SOP to Bill Completion Within 3 Business Days	
Products	<ul style="list-style-type: none"> • 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.

APPENDIX I

April 1, 2003

CHANGE CONTROL ASSURANCE PLAN

VERIZON PENNSYLVANIA INC.

April 1, 2003

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APPENDIX I-A – Change Control Measures

I. INTRODUCTION

To ensure that Verizon Pennsylvania Inc. (“Verizon-PA”), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon-PA will undertake the actions set forth in this Change Control Assurance Plan (the “C.C.A.P.”) after April 1, 2003. A total of \$16.82 million in bill credits will be at risk to CLECs if Verizon-PA provides unsatisfactory service for the four measures in this Plan.

II. THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures are included in this Plan:

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

Workaround.

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

Under this Change Control Assurance Plan, Verizon-PA will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon-PA exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01,

PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

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

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

III. MONTHLY REPORTS

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

¹ The "year" will be measured from the first day that the Pennsylvania PAP becomes effective.

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

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

IV. REVIEWS, UPDATES AND AUDITS

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

V. EXCEPTION PROCESS

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

³ Unlike the most of the measures in the P.A.P., the recording of data for each of the measures in this Plan will be done manually.

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

VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

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

VII. FULLY INTEGRATED DOCUMENT

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

Change Control Performance Assurance Plan Measures

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

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

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