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Approved as Recommended  
and so Ordered  
by the Commission

(Signed)

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KATHLEEN H. BURGESS  
Secretary

Issued & Effective May 14, 2015  
Commissioner Gregg C. Sayre, recused

STATE OF NEW YORK  
DEPARTMENT OF PUBLIC SERVICE

April 29, 2015

TO: THE COMMISSION

FROM: CWG STAFF TEAM - Office of Telecommunications, Office of Market and Regulatory Economics, Office of Accounting, Audits and Finance and Office of General Counsel

SUBJECT: CASE 97-C-0139 - Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies.

SUMMARY OF

RECOMMENDATION: It is recommended that the Commission approve the proposed modifications to the Inter-Carrier Service Quality Guidelines. These modifications include 13 administrative changes and 108 specific performance measurement process changes (metric deletions).

BACKGROUND

The Inter-Carrier Service Quality Guidelines (C2C Guidelines) establish standards and metrics for measuring and reporting Verizon New York Inc.'s (Verizon) and Frontier of Rochester, Inc's (Frontier) inter-carrier service quality performance.<sup>1</sup> The C2C Guidelines provide the metrics and performance standards applicable to Verizon's and to Frontier's

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<sup>1</sup> Case 97-C-0139, Order Adopting Inter-Carrier Service Quality Guidelines (issued February 16, 1999).

wholesale operations. They include comprehensive explanations of the standards' definitions, reporting levels, measurement methodologies, geography covered, current product intervals, and glossary and appendices that provide further explanatory material.

Since the adoption of the C2C Guidelines in 1999, the Carrier Working Group (CWG), with an active membership that includes Department of Public Service Staff (Staff) and the major incumbent local exchange carriers (ILECs) and competitive local exchange carriers (CLECs) operating in New York State, meets regularly to discuss issues relating to the Guidelines. From time-to-time the CWG has collaboratively recommended modifications to the C2C Guidelines to reflect changes in market conditions; the most recent modification occurred by Commission Order dated December 1, 2010. CWG is now proposing new consensus changes, as discussed below, for additional modifications to the C2C guidelines. Staff recommends that the Commission adopt these proposed modifications.

#### DISCUSSION

The Commission has periodically ordered modifications to the C2C Guidelines to address industry changes, competitive issues, technological improvements, and other factors. In an effort to keep the C2C Guidelines current, numerous proposed modifications are recommended here.

The proposed modifications to the C2C Guidelines are classified into two categories: non-process changes of an administrative nature; and, changes that affect the manner in which a performance measurement is processed (i.e., whether and/or how a measurement is calculated). The modifications discussed herein consist of 13 administrative changes and 108 process changes (metric deletions). These modifications were

discussed and reviewed at a number of CWG meetings. The CWG unanimously reached consensus on all of the proposed changes.

Pursuant to the State Administrative Procedures Act, a Notice of Proposed Agency Action to modify the C2C Guidelines was published in the State Register on October 15, 2014 (SAPA No. 97-C-0139SP34). No comments were received.

Administrative Changes

The 13 proposed administrative modifications to the C2C Guidelines are detailed in Section A of the Attachment hereto. In sum, these changes are as follows: (1) update C2C Guidelines' Appendix - Table; (2) update the URL links listed in the Guidelines; (3) remove references to the toll-free Help Desk number; (4) update the URL for access to the Help Desk; (5) update the Pre-Ordering Performance table to reflect that the PO-7 (Software Problem Resolution Timeliness) and PO-8 (Manual Loop Qualification) metrics have one sub-metric each; (6) update the Ordering Performance table to correct the alignment of the names of the metric functions; (7) replace text describing actual Service Order Processor (SOP) Downtimes with an URL for the OR-1-02 sub-metric (% on time LSRC - Flow Through) to direct readers to the current SOP Availability; (8) replace text describing SOP start times during exceptional circumstances (exception clause) for the OR-1-02 sub-metric with an URL to direct readers to the post release SOP availability; (9) replace text describing actual SOP Downtimes with an URL for OR-2-02 (% On Time Local Service Request (LSR) Reject (Flow-through)) and Local Service Request (LSRC) - Flow Through) to direct readers to the current SOP availability; (10) replace text to the exception clause for OR-2-02 with an URL to direct readers to the post release SOP start times; (11) delete Appendix G - Disposition Code and Cause Code data and mark the appendix as 'Reserved for Future Use' as the Guidelines' URL

page states the most current description of the Disposition Codes and Cause Codes; (12) delete Appendix H - 'Flow Through Ordering Scenarios and mark the appendix as 'Reserved for Future Use' as the Guidelines URL page points to the most current Flow Through Ordering Scenarios; and (13) update Appendix O to reflect the current testing scenarios as, over time, the products in the Test Deck have changed.

Process Changes (Metric Deletions)

The CWG performed an analysis to determine whether to delete or consolidate C2C metrics with little or no activity. The CWG analyzed reported metric date and identified the minimum and maximum operational volumes that occurred during the 12-month period between March 2013 and February 2014. A general annual benchmark of 20 CLEC observations or less was used to flag "low volume" metrics for consideration by the CWG for possible deletion. Process changes, as detailed in Section B of the Attachment hereto, are proposed for 108 of the total of 341 sub-metrics in the current C2C Guidelines. These process modifications are organized according to the general categories (e.g., Order Confirmation Timeliness, Pre-Ordering Performance, Maintenance and Repair, and Network Performance) in the C2C Guidelines. The process changes involve the removal of those low volume or no activity metrics which the CWG agreed could be deleted. Some of the reasons for the lack of metric activity included changes in the industry which resulted in wholesale products no longer being ordered or in wholesale interfaces no longer used by certain CLECs.

1. Pre-Ordering Performance

The PO-2 (OSS Interface Availability) metrics are measurements of the time during which the OSS Interface is

actually available as a percentage of scheduled availability.

## 2. Ordering Performance

The OR-1 (Order Confirmation Timeliness) metrics measure the amount of time elapsed between receipt of a valid order request and receipt of a service order confirmation acknowledgement. There are many sub-metrics associated with this metric that have product specific deviations (e.g., Resale Specials DSO, DS1, DS3 and UNE Specials DSO, DS1, DS3, 2-Wire xDSL Loop, Non-DSO, DS1 & DS3). Depending on the specific product, an order request with six or more associated lines may or may not require a physical facility check.

The OR-2 (Reject Timeliness) metrics measures the amount of elapsed time between receipt of a valid order request and the receipt of a service order reject acknowledgement.

## 3. Provisioning Performance

PR-1 (Average Interval Offered) metrics measure the average number of business days between the order date and the committed completion date.

The PR-3 (Completed Within a Specific Number of Days) metrics measure the percent of POTS orders completed in specified numbers of business days, between application and work completion dates.

The PR-4 (Missed Appointments) performance metrics measure the percent of orders completed after the due date.

The PR-5 (Facility Missed Orders) metrics measure facility missed orders with calculations for the report month including orders complete in the billing system.

The PR-6 (Installation Quality) metrics measure the percent of lines/circuits/trunks installed where a reported trouble was found in the Verizon network within 30 days of order completion.

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The PR-8 (Percent Open Orders in a Hold Status) metrics measure the number of open orders that, at the close of the reporting period, remain in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.

4. Maintenance and Repair Performance

The MR-1 (Response Time OSS Maintenance Interface) metrics measures the response time defined as the time, in seconds, that elapses from receipt of a request at Verizon's access platform to issuance of a response from Verizon's access platform.

The MR-2 (Trouble Report Rate) metrics measure the total initial contact, via a customer direct call or a customer referred call, per 100 lines/circuits/trunks in service.

The MR-3 (Missed repair Appointments) metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed.

The MR-4 (Trouble Duration Intervals) performance metrics measure the average interval from when the trouble is received to when the trouble is cleared for various products.

The MR-5 (Repair Trouble Reports) metrics measure the percent of troubles closed that have an additional trouble closed within 30 days for which a network trouble is found.

5. Network Performance

The NP-1 (Percent final Trunk Group Blockage) performance metric measures the percent of dedicated one-way Final Trunk Groups (FTGs) carrying traffic from Verizon's tandem to the CLEC that exceed blocking design threshold.

The NP-2 (Collocation Performance) metric includes physical collocation arrangement products ordered and provisioned via state tariffs.

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There are 15 proposed administrative modifications to the Process Changes referenced in Section C of Attachment 1. In sum, as a result of metric deletions, there is no longer a need

for them to be referenced and they are as follows: (1) update the table regarding OR-13 "% of Large Job Hot Cut Project Negotiations Completed"; (2) the PR-1-09 UNE EEL and IOF metrics will be removed; (3) removal of the 6701 Product Code due to the deletion of the NP-1-01 and NP-1-02 metrics; (3) move Products listed under Metrics for PO-2 and update the reported products; (5) update the table regarding PR-1 and PR-3 so the table reflects the accurate number of sub-metrics; (6) remove the text regarding EEL and IOF due to the removal of PR-1-09-3511, PR-1-09-3513 and PR-1-09-3530; (7) remove references to PR-1-04, PR-1-05 and PR-1-13; (8) remove the references to PR-1-09 UNE IOF, UNE-EEL-Loop and UNE-EEL Backbone; (9) remove references to PR-3-11, PR-3-12 and PR-3-13; (10) remove references to PR-3-10-3341, PR-3-11, PR-3-12 and PR-3-13; (11) remove references to PR-2-2-Wire Digital; (12) update the table regarding MR-1 as it will change from 12 to 10 sub-metrics; (13) remove references to MR-1-04 and MR-1-09; adjust the references to MR-2-01 Performance Standards; (14) update the table regarding NP-1 and (15) remove the text regarding NP-1-01 and NP-1-02.

#### CONCLUSION

The proposed modifications agreed to by the CWG are reasonable and will streamline the C2C Guidelines to incorporate industry practices, and facilitate compliance. The proposed modifications represent the consensus recommendations of the CWG and should be adopted by the Commission. The CWG will continue to evaluate metric performance and propose modifications to the C2C guidelines on an as needed basis.

#### RECOMMENDATION

It is recommended that:

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1. The proposed modifications to the Inter-Carrier Service Quality Guidelines (C2C Guidelines) consisting of 13

administrative changes and 108 process changes be adopted consistent with the discussion herein.

2. Within 30 days hereto Verizon New York Inc. should file with the Secretary an original and one copy and serve each party to the Inter-Carrier Service Quality Guidelines with the corrections, changes and additions adopted herein.

3. This case should be continued.

Respectfully submitted,

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**Section A –Administrative Changes to the Guidelines**

<b>C2C Guidelines</b>	<b>Appendix - Table</b>	
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*Change Proposed:* Update entries in Table.

Appendix	Topic
A	Reserved for Future Use <del>Specials and Trunk Maintenance Code Descriptions</del>
B	Provisioning Codes 
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Reserved for Future Use <del>Repair Disposition Codes</del>
H	Reserved for Future Use <del>Flow-Through Order Scenarios</del>

*Rationale:* The information will now be available from the updated links on the URL page. The information on the web link is kept current (Appendix G & H). Updated label for Appendix A to reflect ‘Reserved for Future Use’.

<b>C2C Guidelines</b>	<b>URL References</b>	
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*Change Proposed:* Update URL Links

*Rationale:* Over time the URLs listed in the guidelines have become out of date. The guidelines are revised to reflect the valid URLs.

<b>C2C Guidelines</b>	<b>General Notes</b>	
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- Change Proposed:* Under CLEC Performance Reports and Raw Data, remove reference to 800 number.

- phone (800) 959-9995
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*Rationale:* The 800 number no longer exists. Contact with the Verizon helpdesk can be made through the e-mail address listed.

- Change Proposed:* URL for help desk information is outdated.

Old:

[http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance\\_measures/1,,perf\\_meas\\_ug-pmhomepage,00.html](http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance_measures/1,,perf_meas_ug-pmhomepage,00.html)

New:

[http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance measures/CLEC-Performance-Measures.html](http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance%20measures/CLEC-Performance-Measures.html)

*Rationale:* The guidelines are updated to reflect the current URL regarding Help Desk Information.

<b>C2C Guidelines</b>	<b>Section 1</b>	<b>Pre-Ordering Performance</b>
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1. *Change Proposed:* Update table regarding PO-7 and PO-8.

*Rationale:* PO-7 and PO-8 should reflect one sub-metric each.

<b>C2C Guidelines</b>	<b>Section 2</b>	<b>Ordering Performance</b>
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1. *Change Proposed:* Update table regarding Metrics and Functions.

*Rationale:* The alignment of the names of the functions was corrected.

<b>C2C Guidelines</b>	<b>OR-1 Order Confirmation Timeliness</b>	<b>Exclusions</b>
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1. *Change Proposed:* Remove text describing actual SOP Downtimes and add URL.

From:  
For OR-1-02: SOP scheduled ~~downtime~~ hours (flow-through).

Verizon SOP scheduled hours are as follows:

To:  
For OR-1-02: SOP scheduled hours (flow-through).

Verizon SOP scheduled hours are found at the following URL:

<http://www22.verizon.com/wholesale/systemsmeasures/local/systems/avail/east/verizon-east-system-availability-and-forecast.html>

*Rationale:* URLs will replace the text and direct readers to the current SOP Availability.

2. *Change Proposed:* Modify exception clause.

From:

**Exception:** SOP downtime may be extended for significant SOP releases, (e.g. NPA splits). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines. For NY/NE, the 3<sup>rd</sup> Saturday of each month is a scheduled release. **SOP will have a late start the following Sunday at 9:00 AM**

To:

**Exception:** SOP downtime may be extended for significant SOP releases, (e.g. NPA splits). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines. For NY/NE, the 3<sup>rd</sup> Saturday of each month is a scheduled release. **SOP start time following a release can be found at the above link.**

*Rationale:* URLs will replace the text and direct readers to the post release SOP availability.

C2C Guidelines	<b>OR-2 Reject Timeliness</b>	<b>Exclusions</b>
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1. *Change Proposed:* Remove text describing actual SOP Downtimes and add URL.

From:

For OR-2-02: SOP scheduled ~~downtime~~ hours (flow-through).

Verizon SOP scheduled hours are as follows:

To:

For OR-2-02: SOP scheduled hours (flow-through).

Verizon SOP scheduled hours are found at the following URL:

**<http://www22.verizon.com/wholesale/systemsmeasures/local/systems/avail/east/verizon-east-system-availability-and-forecast.html>**

*Rationale:* URLs will replace the text and direct readers to the current SOP availability.

2. *Change Proposed:* Modify exception clause.

From:

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

release through VZ Change Management Guidelines. For NY/NE, the 3<sup>rd</sup> Saturday of each month is a scheduled release. **SOP will have a late start the following Sunday at 9:00 AM.**

To:

**Exception:** SOP downtime may be extended for significant SOP releases, (e.g. NPA splits). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines. For NY/NE, the 3<sup>rd</sup> Saturday of each month is a scheduled release. **SOP start time following a release can be found at the above link.**

*Rationale:* URLs will replace the text and direct readers to the post release SOP start times.

<b>C2C Guidelines Appendices</b>	<b>Appendix G</b>	
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1. *Change Proposed:* Delete Disposition Code and Cause Code data from Appendix ‘G’ and mark the appendix as ‘Reserved for Future Use’.

*Rationale:* The Guidelines URL page points to the most current description of Disposition codes and Cause Codes.

<b>C2C Guidelines Appendices</b>	<b>Appendix H</b>	
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1. *Change Proposed:* Delete ‘Flow Through Ordering Scenarios’ from Appendix ‘H’ and mark the appendix as ‘Reserved for Future Use’.

*Rationale:* The Guidelines URL page points to the most current Flow Through Ordering Scenarios.

<b>C2C Guidelines Appendices</b>	<b>Appendix O</b>	
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1. *Change Proposed:* Update Appendix ‘O’ to reflect the current testing scenarios

*Rationale:* Over time, the products tested in the Test Deck have changed. The scenarios now tested must be reflected in the Appendix.

### Section B –Changes to the Guidelines Requiring a Process Change

No Volume	Metrics that had no activity	
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1. *Change Proposed:* Deletion of metrics from multiple domains that have shown no activity.

METRIC_ID	METRIC_DESC	PRODUCT_DESC
MR-1-09-6095	% On-Time - Status Trouble	TAXI
OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE Specials DS0
OR-1-06-3341	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	UNE 2-Wire Digital Services
OR-1-19-5030	% On Time Response - Request for Inbound Augment Trunks	Verizon Inbound Augment Trunks (> 192 Trunks)
OR-13-01-3523	% of Large Job Hot Cut Project Negotiations Completed	UNE Loop - Large Job Hot Cut
PO-2-02-6060	OSS Interface Availability - Prime Time	Maintenance - Electronic Bonding Interface
PO-2-03-6060	OSS Interface Availability - Non-Prime Time	Maintenance - Electronic Bonding Interface
PR-1-02-2341	Average Interval Offered - Total Dispatch	Resale 2-Wire Digital Services
PR-1-09-3210	Average Interval Offered - Specials DS0	UNE Specials DS0
PR-1-09-3511	Average Interval Offered - Total	UNE EEL Backbone
PR-4-01-2211	% Missed Appointment - Verizon - Total	Resale Specials DS1
PR-4-01-2213	% Missed Appointment - Verizon - Total	Resale Specials DS3
PR-4-01-3210	% Missed Appointment - Verizon - Total	UNE Specials DS0
PR-4-01-3213	% Missed Appointment - Verizon - Total	UNE Specials DS3
PR-4-02-2200	Average Delay Days - Total	Resale Specials
PR-4-02-2341	Average Delay Days - Total	Resale 2-Wire Digital Services
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Resale 2-Wire Digital Services
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Resale 2-Wire Digital Services
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Resale 2-Wire Digital Services
PR-6-01-2341	% Installation Troubles reported within 30 Days	Resale 2-Wire Digital Services
PR-6-03-2341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale 2-Wire Digital Services
PR-6-03-3341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire Digital Services
PR-8-01-2200	Percent Open Orders in a Hold Status > 30 Days	Resale Specials
PR-8-01-2341	Percent Open Orders in a Hold Status > 30 Days	Resale 2-Wire Digital Services

*Rationale:* Research determined that a number of metrics did not show any activity over the 12 months reviewed. Some of the reasons for the lack of activity included the fact that the Industry has changed and the product is no longer ordered or the application is not

used or had been retired. The CWG agreed that these particular metrics with no activity should be deleted.

<b>Low Volume</b>	<b>MR Metrics that had little to no activity</b>	<b>Maintenance</b>
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1. *Change Proposed:* Removal of the MR Metrics listed because of very low to no activity in the 12 months reviewed.

METRIC ID	METRIC DESC	PRODUCT DESC
MR-1-04-6050	Average Response Time - Request Cancellation of Trouble	LSI-TA
MR-2-01-2200	Network Trouble Report Rate	Resale Specials
MR-2-02-2341	Network Trouble Report Rate - Loop	Resale 2-Wire Digital Services
MR-2-03-2341	Network Trouble Report Rate - Central Office	Resale 2-Wire Digital Services
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	Resale Specials
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	Resale 2-Wire Digital Services
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire Digital Loops
MR-3-01-2341	% Missed Repair Appointment - Loop	Resale 2-Wire Digital Services
MR-3-02-2341	% Missed Repair Appointment - Central Office	Resale 2-Wire Digital Services
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	Resale POTS
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	Resale 2-Wire Digital Services
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	UNE 2-Wire Digital Loops
MR-4-01-2216	Mean Time To Repair - Total	Resale Specials (Non DS0 & DS0)
MR-4-01-2217	Mean Time To Repair - Total	Resale Specials (DS1 & DS3)
MR-4-01-2341	Mean Time To Repair - Total	Resale 2-Wire Digital Services (ISDN)
MR-4-01-3216	Mean Time To Repair - Total	UNE Specials (Non DS0 & DS0)
MR-4-01-3341	Mean Time To Repair - Total	UNE 2-Wire Digital Loops
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Resale 2-Wire Digital Services
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Resale 2-Wire Digital Services
MR-4-04-2216	% Cleared (all troubles) within 24 Hours	Resale Specials (Non DS0 & DS0)
MR-4-04-2217	% Cleared (all troubles) within 24 Hours	Resale Specials (DS1 & DS3)
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Resale 2-Wire Digital Services
MR-4-04-3216	% Cleared (all troubles) within 24 Hours	UNE Specials (Non DS0 & DS0)
MR-4-06-2216	% Out of Service > 4 Hours	Resale Specials (Non DS0 & DS0)
MR-4-06-2217	% Out of Service > 4 Hours	Resale Specials (DS1 & DS3)
MR-4-06-3216	% Out of Service > 4 Hours	UNE Specials (Non DS0 & DS0)
MR-4-07-2341	% Out of Service > 12 Hours	Resale 2-Wire Digital Services

MR-4-08-2216	% Out of Service > 24 Hours	Resale Specials (Non DS0 & DS0)
MR-4-08-2217	% Out of Service > 24 Hours	Resale Specials (DS1 & DS3)
MR-4-08-2341	% Out of Service > 24 Hours	Resale 2-Wire Digital Services
MR-4-08-3216	% Out of Service > 24 Hours	UNE Specials (Non DS0 & DS0)
MR-5-01-2200	% Repeat Reports within 30 Days	Resale Specials
MR-5-01-2341	% Repeat Reports within 30 Days	Resale 2-Wire Digital Services

*Rationale:* A number of MR metrics reflected low activity over the 12 months reviewed because the products had little inventory, were not utilized or ordered, or the transactions were not performed. The CWG agreed that these particular MR metrics with low activity should be deleted.

<b>Low Volume</b>	<b>PR Metrics that had little to no activity</b>	<b>Provisioning</b>
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- Change Proposed:* Removal of the PR Metrics listed that reflected very low or no activity in the 12 months reviewed.

METRIC_ID	METRIC_DESC	PRODUCT_DESC
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Resale 2-Wire Digital Services
PR-1-01-3341	Average Interval Offered - Total No Dispatch	UNE 2-Wire Digital Services
PR-1-02-3341	Average Interval Offered - Total Dispatch	UNE 2-Wire Digital Services
PR-1-03-2120	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Residence
PR-1-04-2100	Average Interval Offered - Dispatch six (6) to nine (9) Lines	Resale POTS
PR-1-04-3112	Average Interval Offered - Dispatch six (6) to nine (9) Lines	UNE POTS Loop
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Resale POTS
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines)	UNE POTS Loop
PR-1-09-2210	Average Interval Offered - Specials DS0	Resale Specials DS0
PR-1-09-3512	Average Interval Offered - Total	UNE EEL Loop
PR-1-09-3530	Average Interval Offered - Total	UNE IOF
PR-1-13-3529	Average Interval Offered - Hot Cuts - No Dispatch	UNE POTS Loop - Basic Hot Cut (21 lines and greater)
PR-3-06-2100	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	Resale POTS
PR-3-09-2100	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	Resale POTS
PR-3-10-3341	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2-Wire Digital Loops
PR-3-11-3528	% Completed in 10 Business Days	UNE POTS Loop Basic Hot Cut (11 to 20 lines)
PR-3-12-3531	% Completed in 15 Business Days	UNE POTS Loop Large Job Hot Cut (1-5 lines)
PR-3-12-3532	% Completed in 15 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more lines)
PR-3-13-3531	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (1-5 lines)
PR-3-13-	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (6 or

3532		more lines)
PR-4-01-2210	% Missed Appointment - Verizon - Total	Resale Specials DS0
PR-4-02-3200	Average Delay Days - Total	UNE Specials
PR-4-03-2200	% Missed Appointment - Customer	Resale Specials
PR-4-03-2341	% Missed Appointment - Customer	Resale 2-Wire Digital Services
PR-4-03-3341	% Missed Appointment - Customer	UNE 2-Wire Digital Services
PR-4-03-3530	% Missed Appointment - Customer	UNE IOF
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	UNE 2-Wire Digital Services
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Resale 2-Wire Digital Services
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Resale Specials
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	UNE 2-Wire Digital Services
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Resale Specials
PR-5-02-3341	% Orders Held for Facilities > 15 Days	UNE 2-Wire Digital Services
PR-6-01-2200	% Installation Troubles reported within 30 Days	Resale Specials
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale POTS
PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale Specials
PR-6-03-5000	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Interconnection Trunks (CLEC)
PR-8-01-2100	Percent Open Orders in a Hold Status > 30 Days	Resale POTS
PR-8-01-3112	Percent Open Orders in a Hold Status > 30 Days	UNE POTS Loop

*Rationale:* Research determined that a number of PR metrics showed little activity over the 12 months reviewed. A major reason for the lack of activity is that the Industry has changed. The CWG agreed that these particular PR metrics with low activity should be deleted.

<b>Low Volume</b>	<b>Other Metrics that had little to no activity</b>	
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1. *Change Proposed:* Removal of additional metrics from various domains that reflected very low activity over the 12 months reviewed.

METRIC ID	METRIC DESC	PRODUCT DESC
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	CLEC Trunks
NP-1-02-5000	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	CLEC Trunks
NP-2-01-6701	% On Time Response to Request for Physical Collocation	Collocation - New Applications
NP-2-05-6701	% On Time - Physical Collocation	Collocation - New Applications
OR-1-04-2214	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale Specials (Non DS0, Non DS1 & Non DS3)



OR-1-04-2341	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale 2-Wire Digital Services
OR-1-04-3341	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE 2-Wire Digital Services
OR-1-06-2214	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale Specials (Non DS0, Non DS1 & Non DS3)
OR-1-06-2341	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)	Resale 2-Wire Digital Services
OR-2-04-2200	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale Specials
OR-2-06-2200	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale Specials
OR-2-06-2341	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale 2-Wire Digital Services
PO-2-03-6080	OSS Interface Availability - Non-Prime Time	Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined

*Rationale:* Research determined that a number of NP, OR and PO metrics showed little activity over the 12 months reviewed. A major reason for the lack of activity is that the Industry has changed. The CWG agreed that these particular NP, OR and PO metrics with low activity should be deleted.

**Section C –Administrative Changes Due to Proposed Process Changes in Section B Above**

<b>C2C Guidelines</b>	<b>Section 2</b>	<b>Ordering Performance</b>
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- Change Proposed:* Update table regarding OR-13.

*Rationale:* OR-13 – ‘% of Large Job Hot Cut Project Negotiations Completed’ will be deleted. Therefore the entry will be removed from the table.

<b>C2C Guidelines</b>	<b>Retail Analog Table</b>	
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- Change Proposed:* PR-1-09 UNE EEL and IOF metrics will be removed.

*Rationale:* The metrics PR-1-09-3511(EEL-Backbone), PR-1-09-3513(EEL-Loop), PR-1-09-3530(IOF) will be removed from the guidelines. Thus, the exception entry in the table for that metric/product is no longer necessary.

<b>C2C Guidelines</b>	<b>Product Code Information</b>	
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- Change Proposed:* Removal of 6701 Product Code.

*Rationale:* With the deletion of the NP-1-01 and NP-1-02 metrics the product code is no longer used in the guidelines.

<b>C2C Guidelines</b>	<b>PO-2 OSS Interface Availability</b>	<b>Products</b>
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1. *Change Proposed:* Move Products list under Metrics for PO-2 and update to reflect reported products.

*Rationale:* PO-2-02-6060 and PO-2-03-6060 (Maintenance – Electronic Bonding Interface) Metrics the PO-2-03-6080(Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined) – metrics will be removed. The list of Products for the 2 metrics is no longer common. Therefore, the products will be listed separately under each metric.

<b>C2C Guidelines</b>	<b>Section 3</b>	<b>Provisioning Performance</b>
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1. *Change Proposed:* Update table regarding PR-1 and PR-3.

*Rationale:* Upon metric removal, the table must be updated to reflect the accurate number of sub-metrics. PR-1 will change from 7 to 4 sub-metrics, and PR-3 will change from 9 to 5 sub-metrics.

<b>C2C Guidelines</b>	<b>PR-1 Average Interval Offered</b>	<b>Definition:</b>
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1. *Change Proposed:* Remove text regarding EEL and IOF.

**“EEL and IOF are reported separately from Specials in sub-metric PR-1-09.”**

*Rationale:* Upon Removal of PR-1-09-3511(EEL-Backbone), PR-1-09-3513(EEL-Loop), PR-1-09-3530(IOF), there is no longer a need for this entry in the Definition.

<b>C2C Guidelines</b>	<b>PR-1 Average Interval Offered</b>	<b>Performance Standard:</b>
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1. *Change Proposed:* remove references to PR-1-04, PR-1-05 and PR-1-13.

*Rationale:* Upon Removal of PR-1-04, PR-1-05 and PR-1-13 there is no longer a need for reference to a performance standard for these metrics.

2. *Change Proposed:* remove references to PR-1-09 UNE IOF, UNE – EEL –Loop and UNE-EEL Backbone

*Rationale:* Upon Removal of PR-1-09-3511(EEL-Backbone), PR-1-09-3513(EEL-Loop), PR-1-09-3530(IOF), there is no longer a need for an entry in the performance standard for these metrics.

<b>C2C Guidelines</b>	<b>PR-3 Completed within Specified Number of Days</b>	<b>Exclusions:</b>
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- Change Proposed:* remove references PR-3-11, PR-3-12, and PR-3-13.

From:

Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. (This exclusion applies to all PR-3 sub-metrics except PR-3-08, ~~PR-3-11, PR-3-12, and PR-3-13~~).

To:

Coordinated cut-over Unbundled Network Elements such as loops or number portability orders (This exclusion applies to all PR-3 sub-metrics except PR-3-08).

*Rationale:* Upon Removal of PR-3-11, PR-3-12 and PR-3-13, there is no longer a need for reference to these metrics in the exclusion statement.

<b>C2C Guidelines</b>	<b>PR-3 Completed within Specified Number of Days</b>	<b>Performance Standard:</b>
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- Change Proposed:* remove references to PR-3-10-3341, PR-3-11, PR-3-12 and PR-3-13.

*Rationale:* Upon Removal of PR-3-10-3341, PR-3-11, PR-3-12 and PR-3-13, there is no longer a need for reference to a performance standard for these metrics.

<b>C2C Guidelines</b>	<b>PR-4 Missed Appointments</b>	<b>Exclusions:</b>
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- Change Proposed:* remove references to PR-4 2-Wire Digital.

From:

For ~~PR-4-04-2-Wire Digital~~, and PR-4-14 UNE 2-Wire xDSL Loop **only** exclude orders missed for facility reasons

To:

For PR-4-14 UNE 2-Wire xDSL Loop **only** exclude orders missed for facility reasons

*Rationale:* Upon Removal of PR-4-04-2241 and PR-4-04-3341, there is no longer a need for reference to these metrics in the exclusion statement.

<b>C2C Guidelines</b>	<b>Section 4</b>	<b>Maintenance &amp; Repair Performance</b>
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- Change Proposed:* Update table regarding MR-1.

*Rationale:* Upon metric removal, table must be updated to reflect accurate number of sub-metrics. MR-1 will change from 12 to 10 sub-metrics.

<b>C2C Guidelines</b>	<b>MR-1 Response Time OSS Maintenance Interface</b>	<b>Performance Standard:</b>
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- Change Proposed:* remove references to MR-1-04 and MR-1-09.

*Rationale:* Upon Removal of MR-1-04 and MR-1-09, there is no longer a need for reference to a performance standard for these metrics.

<b>C2C Guidelines</b>	<b>MR-2 Trouble Report Rate</b>	<b>Performance Standard:</b>
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- Change Proposed:* Adjust the references to MR-2-01 Performance Standards.

From:

**MR-2-01:** For UNE Specials -- No Standard

**MR-2-01:** Except for UNE Specials -- Parity With VZ Retail

To:

**MR-2-01:** For UNE Specials, Trunks -- No Standard

**MR-2-01:** Except for UNE Specials -- Parity With VZ Retail

Based on a consensus decision in 2009, the CWG had agreed to remove the parity standard for all the MR-2-01 Metrics. Due to administrative issues the MR-2-01-5000 and MR-2-01-2200 metrics were not included in the consensus recommendation submitted to the Commission.

The CWG has agreed to proceed with the change for the MR-2-01-5000 metric to 'No Standard'. As noted above in Section B, it is recommended that MR-2-01-2200 be removed due to low volumes or activity.

*Rationale:* Upon Removal of MR-2-01-2200, and MR-2-01-5000 changing to 'No Standard' the Performance Standard information must be updated to reflect the changes in the metrics.

<b>C2C Guidelines</b>	<b>Section 5</b>	<b>Network Performance</b>
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1. *Change Proposed:* Update table regarding NP-1.

*Rationale:* Upon the removal of two NP submetrics, pursuant to the above recommendation in Section B, the table in this section of the guidelines must be updated to reflect the accurate number of sub-metrics. NP-1 will change from 4 to 2 sub-metrics.

<b>C2C Guidelines</b>	<b>NP-1 Percent Final Trunk Group Blockage</b>	<b>Definition:</b>
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1. *Change Proposed:* Remove text regarding NP-1-01 and NP-1-02.

~~For the NP-1 metrics, trunk groups exceeding a 2% threshold require action to prevent future blocking.~~

~~The NP-1-01 and NP-1-02 sub-metrics include all FTGs provisioned per CLEC request regardless of whether or not the CLEC utilizes the FTG.~~

*Rationale:* Upon Removal of MR-1-04 and MR-1-09, there is no longer a need for reference to a performance standard for these metrics.

<b>C2C Guidelines</b>	<b>MR-2 Trouble Report Rate</b>	<b>Performance Standard:</b>
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2. *Change Proposed:* Adjust the references to MR-2-01 Performance Standards..

From:  
**MR-2-01:** For UNE Specials -- No Standard  
**MR-2-01:** Except for UNE Specials -- Parity With VZ Retail

To:  
**MR-2-01:** For UNE Specials, Trunks -- No Standard  
~~**MR-2-01:** Except for UNE Specials -- Parity With VZ Retail~~

Based on a consensus decision in 2009, the CWG had agreed to remove the parity standard for all the MR-2-01 Metrics. Due to administrative issues the MR-2-01-5000 and MR-2-01-2200 metrics were not included in the consensus recommendation submitted to the Commission.

The CWG has agreed to proceed with the change for the MR-2-01-5000 metric to ‘No Standard’. As noted above in Section B, it is recommended that MR-2-01-2200 be removed due to low volumes or activity.

*Rationale:* Upon Removal of MR-2-01-2200, and MR-2-01-5000 changing to ‘No Standard’ the Performance Standard information must be updated to reflect the changes in the metrics.

<b>C2C Guidelines</b>	<b>Section 5</b>	<b>Network Performance</b>
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2. *Change Proposed:* Update table regarding NP-1.

*Rationale:* Upon the removal of two NP submetrics, pursuant to the above recommendation in Section B, the table in this section of the guidelines must be updated to reflect the accurate number of sub-metrics. NP-1 will change from 4 to 2 sub-metrics.

<b>C2C Guidelines</b>	<b>NP-1 Percent Final Trunk Group Blockage</b>	<b>Definition:</b>
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2. *Change Proposed:* Remove text regarding NP-1-01 and NP-1-02.

~~For the NP-1 metrics, trunk groups exceeding a 2% threshold require action to prevent future blocking.~~

~~The NP-1-01 and NP-1-02 sub-metrics include all FTGs provisioned per CLEC request regardless of whether or not the CLEC utilizes the FTG.~~

STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

CASE 97-C-0139 - Proceeding on Motion of the Commission to  
Review Service Quality Standards for Telephone  
Companies.

ERRATA NOTICE

(Issued June 8, 2015)

The Commission's Order Approving Modifications to the Inter-Carrier Service Quality Guidelines, issued and effective May 14, 2015, contained two typographical errors. First, on page 7, item (11), Metric PR-4-02, is the metric to be removed from the Guidelines. This was incorrectly shown as PR-2-2 in the Order. The correct text in the Order is as follows: "(11) remove references to PR-4-02 Wire Digital."

Second, on Attachment page 13, the rationale for the proposed change in the NP-1 (Percent Final Trunk Group Blockage) metric should reference removal of NP-1-01 and NP-1-02 rather than MR-1-04 and MR-1-09 as currently shown. The correct text in the attachment is as follows: "Rationale: Upon removal of NP-1-01 and NP-1-02, there is no longer a need for reference to a performance standard for these metrics."

(SIGNED)

KATHLEEN H. BURGESS  
Secretary