

## V. Provisioning Domain Results and Analysis Section

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## A. Test Results: Provisioning Process Parity Evaluation (PPR10)

### 1.0 Description

The Provisioning Process Parity Evaluation is a review of the Verizon Pennsylvania (Verizon PA) processes, systems, and interfaces that provide provisioning of Competitive Local Exchange Carrier (CLEC) and Reseller orders. The focus of the evaluation is on the activities from the point the order is entered into the Verizon Service Order Processor (SOP) through the “downstream” systems, interfaces, and processes to the point of service activation. The SOP is the system that controls the service order flow. “Assignment” is the Verizon PA process of assigning the telephone numbers, office equipment and facilities required for the service ordered; “Translation” is the programming of the service and features in the switch; and “Dispatch/Service Activation” is the point where all items have been combined to provide the requested service. These three areas are included in the PPR10 evaluation.

The objective of this test was to evaluate the degree to which the provisioning environment supporting wholesale orders demonstrates parity within the provisioning environment for Verizon PA retail orders.

### 2.0 Methodology

This section summarizes the test methodology.

#### 2.1 Business Process Description

##### 2.1.1 Order Entry Process

For a description of the Order Entry Process, refer to PPR8.

##### 2.1.2 Provisioning Process — Assignment and Translations for Non-Designed Services

Orders for Plain Old Telephone Service (POTS) flow from the Service Order Processor (SOP) to the Service Order Analysis and Control (SOAC) system. SOAC controls the progress of service orders through the provisioning process. SOAC sends orders to: the Loop Facility Assignment and Control System (LFACS) for automated loop assignment, to the inventory system SWITCH/FOMS for automated office equipment assignment (FOMS-the Frame Operations Management System issues the automated office equipment orders to be worked), and to the Memory Administration Recent Change History (MARCH) for automated features assignment. SOAC returns status messages to SOP on loop and office equipment assignments.

According to Verizon PA, approximately 90% of POTS orders flow automatically through the assignment systems including the LFACS, the SWITCH/FOMS, and the (MARCH) System. The



maintenance jobs for both retail and wholesale orders. Field technicians also have the option to use Intelligent Field Access System (IFAS) terminals, which allow them to view orders and change basic assignments.

The MLACs also perform cross-audits between LFACS and the SWITCH/FOMS to eliminate discrepancies between these two databases. Every three weeks, one of the three MLACs takes a turn at being relieved from doing any RMA processing for one week in order to focus solely on field assist support and database cross-audit activities.

### ***Workflow Process for POTS RMAs in the MLAC***

There are over 280 RMA exception codes that can be generated by the SOAC, LFACS, and SWITCH/FOMS. The majority of these RMA exception codes will cause an RMA for a POTS order to be routed to one of the three Verizon PA MLACs for assignment. The Provisioning Analyst Workstation System (PAWS) is the work management system of the MLACs for processing RMAs. RMAs are retrieved from the queue in PAWS by Assignment Administrators (AAs) in the order of RMA date due. Hence, in distributing RMAs to AAs for processing, PAWS does not prioritize on the basis of whether the order is retail, wholesale, business, or residential but instead, PAWS prioritizes RMAs in the queue solely on the basis of date due. The MLAC uses the same processes for processing RMAs for retail and wholesale orders.

A POTS order may fall out for manual assignment, for the following reasons:

- ◆ “Exact match errors” in which there is some kind of problem with the service address information on the POTS order;
- ◆ The cable pair is defective;
- ◆ The feeder pair is assigned to the wrong terminal, due to the house address on the order being incorrect or the terminal in LFACS being incorrect;
- ◆ The telephone number (TN) for the order comes up in one of the databases as already assigned and working;
- ◆ LFACS may have the cable pair assigned to a particular switch port but the SWITCH/FOMS may not have the cable pair assigned to the same switch port;
- ◆ “Unable to assign a complete loop” (UACL) errors in which there is not a complete circuit from the central office (CO) to the network interface device (NID) at the customer premise;  
or

- ◆ “Interfering Station” errors in which LFACS or the SWITCH/FOMS operating system will indicate that there is already existing service to the service address listed on the service order.

Service order writing errors are always returned to the retail business offices or the Telecom Industry Services Operations Center (TISOC) as an Error Service Order Inquiry (ESOI). Each individual customer care center is responsible for correcting their respective ESOIs.

### ***Workflow Process in the Facilities Management Center (FMC)***

#### *Function of the FMC*

The FMC is responsible for outside plant engineering (for both retail and wholesale) which includes: 1) the allocation and assignment of loop assets to meet the requirements of a provisioning order; 2) the design of new loops; and 3) the detailed engineering design of the Inter-Office Facilities (IOF) infrastructure that is driven by high level engineering design requirements from the Verizon IOF group. The FMC becomes involved in the provisioning process when outside plant facilities are not available to satisfy an order for POTS, Special Services, or Access Services. The FMC processes Request for Manual Assignment (RMAs) for retail and wholesale orders.

#### ***Workflow Process for POTS RMAs in the FMC***

RMAs for POTS orders can be routed to the FMC by the MLAC through PAWS. The Loop Facility Assignment and Control System (LFACS) can also route RMAs for POTS to the FMC automatically. There are 12 LFACS error codes that cause an RMA to be routed to the FMC but the most prevalent errors among these 12 are: “Unable to Assign a Complete Loop (UACL),” “Terminal is Restricted,” “No Serving Terminal Exists,” and “Committed Pair is Defective.”

### ***Workflow Process in the Network Administration Center (NAC)***

#### *Function of the NAC*

There are three NACs in Pennsylvania that perform the following functions:

- ◆ Telephone Number (TN) Administration
- ◆ Office Equipment (OE) Administration (Analog)
- ◆ ISDN Equipment Administration
- ◆ Integrated Subscriber Loop Carrier (SLC) Equipment Administration

- ◆ Line Administration
- ◆ Switch Capacity Administration
- ◆ Trunk Administration
- ◆ Data Base Integrity
- ◆ Request For Manual Assignment (RMA) processing
- ◆ Traffic/Busy Studies for Retail Customers

#### ***Workflow Process for POTS RMAs in the NAC***

PAWS routes RMAs for POTS orders with the “Switch Port Cannot Be Assigned” RMA code to the MLAC for processing. The MLAC subsequently sends these RMAs to the NAC for resolution.

As soon as the switch port problem has been resolved for a retail or wholesale RMA, the switch port assignment information is sent by the NAC to the MLAC via PAWS for processing.

#### ***Workflow Process in the Recent Change Memory Administration Center (RCMAC)***

##### *Function of the RCMAC*

There are four RCMACs in Pennsylvania located in Pittsburgh, Altoona, Harrisburg, and Wayne, respectively. The RCMAC’s portion of Verizon PA’s Network Operations Center (NOC) is responsible for the administration of line translations to the switch based on service order requirements. The RCMACs process orders that fall out from the flow-through process as switch rejects and also line translations orders designed to fall out for manual handling. An order is routed to the RCMAC as a RMA. The RCMAC staff is also responsible for handling field assist calls from technicians and for participating in coordinated hot cuts.

Each of the four RCMACs manages translations for switches in an assigned geographical area within Pennsylvania. The four RCMACs in Pennsylvania are staffed with managers, team leaders, and Translation Administrators (TAs).

Approximately 80% of an RCMAC’s workload is creating line translations for Centrex orders. Additional translations work primarily includes the following:

- ◆ “To and From” (T&F) orders
- ◆ Multi-line hunt group orders

- ◆ ISDN orders
- ◆ Primary Inter-Exchange Carrier (PIC) changes
- ◆ Feature changes
- ◆ Adding direct inward dialing (DID)
- ◆ New lines and additional lines
- ◆ Disconnects
- ◆ Orders requiring triggers, i.e., Advanced Intelligent Network (AIN based) including hot cuts with Local Number Portability (LNP), and LNP only orders
- ◆ Projects that involve converting CLEC customers on Interim Number Portability (INP) to LNP

#### ***Workflow Process for POTS RMAs in the RCMAC***

After assignments have been completed, the next stage in the provisioning process for non-designed services is the creation and loading of translations into the switch. POTS orders may have the translations created by the MARCH system in an automated manner. However, a small percentage of POTS orders fall out of the flow-through line translation process and become RMAs. These orders are routed to the RCMAC for manual handling by TAs. TAs correct RMA orders in MARCH. The causes for translation RMAs on POTS orders include errors on the order such as working office equipment, working telephone number, a mistyped feature, or incompatible features, among others.

#### ***Workflow Process in the Customer Service Centers (CSC)***

##### *Function of the CSC*

The Customer Service Centers (CSC) are organized in a line of business structure: Consumer and Wholesale. In addition, there is a separate group called the CXM, which is responsible for conducting preventative maintenance.

CSC Wholesale Services is responsible for CLEC and Inter-Exchange Carrier (IXC) orders and trouble tickets. The Regional CLEC Maintenance Center (RCMC), located in Richmond, VA, is responsible for wholesale repair calls. The CSC Wholesale covers Pennsylvania and Delaware.

CSC Consumer is responsible for scheduling outside plant installation and maintenance dispatches for the Verizon retail customers, and “re-sellers” of Verizon services.

CSC Consumer has a Provisioning Group which is responsible for outside plant installation dispatches and is organized into two (2) sections: POTS Provisioning and Special Services Provisioning.

### *Workflow Process for POTS Orders in the CSC*

The typical reasons for a POTS provisioning order to require an outside plant dispatch are as follows:

- ◆ Installation of new loops
- ◆ Conversion of Integrated SLC to Universal SLC or copper pair
- ◆ Verification of dial tone at service terminal required
- ◆ Change the count on a terminal
- ◆ Line station and transfer
- ◆ New drop cable required
- ◆ Clearing a defective cable pair
- ◆ New or additional jacks required
- ◆ Inside wiring required

#### *2.1.3 Provisioning Process — Assignment, Circuit Design, and Translations for Designed Services*

Pre-order transaction loop qualifications for high capacity circuits are performed by design engineers in the Facilities Management Center (FMC). The retail business offices and the TISOC both use RequestNet (RequestNet is a system that tracks orders that are DS1 or higher, that are waiting for a response from an engineer) to inquire whether facilities are available for high capacity circuits. The verification of availability for the loop segments of the high capacity circuit is conducted by the FMC, whereas the verification of availability for the IOF segments of the high capacity circuit is conducted by the Verizon IOF Group.

Loop orders for designed Special Services circuits flow from SOP/DOE (Direct Order Entry System) to SOAC. Special Services circuits can potentially be designed in an automated manner with SOAC controlling the progress of orders through the provisioning process.



The CPC has the following major functional groups:

- ◆ Service Order Entry Control (SOEC) – the SOEC group takes service orders from the retail, general, and large business offices and enters them into SOP/DOE.
- ◆ Service Order Analysis & Control/Trunk Integrated Record Keeping System (SOAC/TIRKS) – the SOAC/TIRKS group processes Requests for Manual Assistance (RMA) on Special Services orders, and on Access Service orders.
- ◆ DS0 Design – the DS0 Design group designs DS0 circuits and issues the designs to the FMC. The DS0 Design group also provides field assist support.
- ◆ Hi-Caps – the Hi-Caps group designs DS1 and DS3 circuits and issues the designs to the FMC.
- ◆ Special Mechanized Loop Assignment Center (SMLAC) – the SMLAC services orders that are identified as unbundled and assigns loops and office equipment for Special Services orders that fall out of Verizon PA provisioning assignment systems for manual assignment. The SMLAC also provides field assist support to central office technicians and outside plant technicians.
- ◆ Company Inter-Office Facilities (IOF) Infrastructure – the Company IOF Infrastructure group designs IOF for Verizon infrastructure and IOF for small carriers.
- ◆ Message (MSG) Design – the MSG Design group creates designs for message trunks.
- ◆ Company Rearrangements – this group, which is located in the satellite CPC in Harrisburg, PA, creates designs for Verizon initiated outside plant cable rearrangements.
- ◆ Regional Operations Center (ROC) – the ROC group takes trouble calls from the field on new installations and takes expedite requests on Special Services provisioning orders from the retail general and large business offices.

The Service Order Processor (SOP) generates “critical dates” for Special Services orders, which are sequential provisioning deadlines that must be met by Work Centers to provision circuits within the prescribed intervals. The critical dates for Special Services circuits are as follows:

- ◆ Application Date (APP)
- ◆ Scheduled Issue Date (SID)
- ◆ Loop Assignment and Make-up (LAM) Date

- ◆ Design Layout Record Date (DLRD)
- ◆ Record Issue Date (RID)
- ◆ Designed, Verified, and Assigned (DVA) Date
- ◆ Wired and Office Tested (WOT) Date
- ◆ Frame Continuity Date (FCD)
- ◆ Plant Test Date (PTD)
- ◆ Date Due

The CPC is Record Issue Date (RID) driven. The CPC's objective in the provisioning process is to create and distribute circuit designs to downstream provisioning organizations through TIRKS on or before the order's RID. The retail and resale provisioning workflow processes in the CPC are executed by the SOEC group, the SOAC/TIRKS group, the SMLAC, the DS0 Design group, and the Hi-Cap group.

Facilities Management Center (FMC) – the FMC processes RMAs for DS-0 and DS-1 loops in accordance with loop make-up (LAM) dates. The Assignment Technicians (ATs) and single points of contact (SPOCs) perform the same type of activities to resolve the facility problem for a DS0 RMA that they follow to resolve a facility problem for a POTS RMA. Typical RMA errors for DS0 loops are:

- ◆ The facilities are loaded with bridge taps or coils.
- ◆ The facility is part of a subscriber loop carrier system but no design slots have been specified.
- ◆ There are no isolated pairs for the facility from the Service Access Cabinet (SAC) box to the serving terminal.
- ◆ The terminal that serves the customer is full.

The FMC does not receive many RMAs for DS1s but when they do occur, it is typically due to the “Unable to Assign a Complete Loop (UACL)” error. An RMA for a DS1 is processed by an AT and a design engineer.

### *Workflow Processes in the RCMAC*

Special Services orders that require translations are designed to fall out for manual handling in the RCMAC. These include orders for Centrex, Hometown Plus, Direct Inward Dialing (DID), and ISDN, among other complex services, which are all routed to the RCMAC by MARCH through TRACKER, the RCMAC's work management system. TRACKER queries MARCH every half-hour for orders that require manual handling and queues the orders to be worked by date due. TAs, who are assigned two to four central offices each, perform line translations work on the Special Services orders retrieved from TRACKER for their respective central offices.

### *Workflow Processes in the NCC*

Common block translations for Centrex orders are created by the Centrex team in the Network Control Center's (NCC) Translation Design and Provisioning Group. Centrex orders arrive in the NCC via TIRKS. The Centrex team creates mechanized electronic translation (MET) packets, which are stored in Mechanized Translations Systems (MTS).

The Network Control Center/Dispatch In (NCC/DI) group loads wiring and testing work for designed circuits to the central office technicians. The dispatches are scheduled by NCC/DI in accordance with the Wired and Office Tested (WOT) critical dates for Special Services circuit retail and wholesale orders.

In addition, the Network Control Center (NCC) is organized by function into a single work group responsible for the entire State of Pennsylvania. Listed below are the functions with locations performed by NCC Work Groups:

1. NCC/Switch—Surveillance: performed in Pittsburgh.
2. NCC/Switch—EWSA Analysis: performed in Pittsburgh.
3. NCC/Switch—DMS Analysis: performed in Harrisburg.
4. NCC/Switch—5E Analysis: performed in Philadelphia.
5. NCC/Trunk—Maintenance and Provisioning: performed in Allentown.
6. NCC/Translation Design and Provisioning: performed in Pittsburgh, Harrisburg, and Philadelphia (formerly Network Translation Group).
7. NCC/NTC—Network Trouble Center: performed in Harrisburg, Paoli, and Philadelphia.

8. NCC/DI—Dispatch in, Work Force Administration: performed in Harrisburg and Philadelphia.

### *Workflow Processes in the SSC*

The Special Services Center (SSC) is responsible for customer calls regarding retail and wholesale POTS receipts, installation and testing of Special Services circuits. There are two SSCs in Pennsylvania, one in Harrisburg and one in Philadelphia. The Senior Equipment Technicians (SET) that coordinate the circuit testing in these centers are organized into five groups:

- ◆ The first group is responsible for digital high speed data/xDSL, digital data 56k, ISDN Basic (if a repeater is required), private lines, and Frame Relay for Eastern and Western Pennsylvania;
- ◆ The second group is responsible for analog 4-wire data, Special Services circuits for PBX, DID, DOD, and 911 circuits in Eastern and Western Pennsylvania;
- ◆ The third group is responsible for high capacity circuits in Delaware and Pennsylvania;
- ◆ The fourth group is responsible for the coordination of disconnects; and
- ◆ The fifth group is responsible for provisioning analog/digital 56k and ISDN Basic circuits for central Pennsylvania and Delaware.

### *Workflow Process in the Customer Service Centers (CSC)*

All orders for high capacity circuits require the dispatch of a System Technician to the customer premise on the Plant Test Date (PTD) so that end-to-end circuit testing may be conducted. The Maintenance Administrators (MA) that handle Special Services installations review orders to ensure that SOP/DOE and the TIRKS circuit design Work Order Record Design (WORD) document are in synch, and to ensure that the wired and tested date (WOT) activities and frame continuity date (FCD) activities have been performed by the SSC and Central Office Technicians (COTs). The MA has to merge versions of orders if there have been changes issued to an order. Once the MA determines that the frame continuity date activities are complete, the MA submits the order to the FIM Group to be dispatched directly to the System Technicians' IFAS terminal.

Provisioning orders flow to a CSC in Work Force Administration/Dispatch Out (WFA/DO). WFA is the work force administration system that creates work orders. The Maintenance Administrators (MA) screen Special Services orders by:

- ◆ Comparing the WFA/DO orders to the SOP/DOE or Automated Service Order Processor (ASOP) orders to check for discrepancies;

- ◆ Reviewing the WORD circuit design document for Special Services circuits;
- ◆ Checking for errors in Common Language Location Identifier (CLLI) codes;
- ◆ Creating a fictitious cable pair for the order if a circuit is on fiber; and
- ◆ Checking “critical dates” for designed circuits.

## 2.2 Scenarios

Scenarios were not applicable to this test.

## 2.3 Test Targets & Measures

The test target for the Provisioning Process Parity Evaluation was the Verizon PA Provisioning Process. Processes, sub-processes, evaluation measures, and associated test cross-reference numbers are summarized in Table 10-1 which follows. The last column, “Test Cross-Reference,” indicates where the particular measures are addressed in Section 3.1 “Results & Analysis.”

**Table 10-1: Test Target Cross-Reference**

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Provisioning Process Parity	Evaluate Order entry process (Verizon PA internal)	Consistency and repeatability as compared to Retail	PPR-10-1, PPR-10-2, PPR-10-13, PPR-10-37, PPR-10-50, PPR-10-51
Provisioning Process Parity	Evaluate workflow management	Consistency and repeatability as compared to Retail	PPR-10-3, PPR-10-6, PPR-10-17, PPR-10-20, PPR-10-23, PPR-10-27, PPR-10-30, PPR-10-36, PPR-10-49
Provisioning Process Parity	Evaluate workforce management	Consistency and repeatability as compared to Retail	PPR-10-18, PPR-10-19, PPR-10-21, PPR-10-22, PPR-10-24, PPR-10-25, PPR-10-26, PPR-10-42, PPR-10-43, PPR-10-44, PPR-10-45, PPR-10-55, PPR-10-56, PPR-10-57

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Provisioning Process Parity	Evaluate assignment process	Consistency and repeatability as compared to Retail	PPR-10-7, PPR-10-8, PPR-10-9, PPR-10-10, PPR-10-11, PPR-10-12, PPR-10-31, PPR-10-32, PPR-10-33, PPR-10-34, PPR-10-39, PPR-10-47, PPR-10-48, PPR-10-53, PPR-10-59, PPR-10-60
Provisioning Process Parity	Evaluate service activation process	Consistency and repeatability as compared to Retail	PPR-10-4, PPR-10-5, PPR-10-28, PPR-10-29, PPR-10-35, PPR-10-38, PPR-10-46, PPR-10-52, PPR-10-58
Provisioning Process Parity	Evaluate service design process	Consistency and repeatability as compared to Retail	PPR-10-14, PPR-10-15, PPR-10-16, PPR-10-40, PPR-10-41, PPR-10-54, PPR-10-61, PPR-10-62

#### 2.4 Data Sources

The data collected for the test are summarized in Table 10-2 below.

**Table 10-2: Data Sources for Provisioning Process Parity Evaluation**

Document	File Name	Location in Workpapers	Source
Bellcore FACS Service Order Exception Message Performance Aid (Book 1), BR 753-303-221	Hard Copy	PPR-10-A-1	Verizon PA
Bellcore FACS Service Order Exception Message Performance Aid (Book 2), BR 753-303-221	Hard Copy	PPR-10-B-1	Verizon PA
Bellcore FACS Service Order Exception Message Performance Aid (Book 3), BR 753-303-221	Hard Copy	PPR-10-C-1	Verizon PA

Document	File Name	Location in Workpapers	Source
Bellcore March System User Job Aid for 5ESS Switches, Bellcore Practice Ja-54, Issue 9 (May 1999), Release 12.5	Hard Copy	PPR-10-D-1	Verizon PA
Bellcore MARCH System Administrator's Guide, Bellcore Practice E BR 190-537-100, Issue 9 (May 1999), Release 12.5	Hard Copy	PPR-10-E-1	Verizon PA
Bellcore Provisioning Service Order Methods and Procedures Volume 1, Bellcore Practice BR 753-303-433, Issue 5 (October 1997)	Hard Copy	PPR-10-F-1	Verizon PA
Bellcore Provisioning Service Order Methods and Procedures Section 23, Bellcore Practice BR 753-303-433, Issue 5 (October 1997)	Hard Copy	PPR-10-G-1	Verizon PA
MLAC Handbook Information	Hard Copy	PPR-10-H-1	Verizon PA
Verizon RCMAC Fundamental Course #NA0624	Hard Copy	PPR-10-I-1	Verizon PA
RCMAC MARCH Screen Printouts	Hard Copy	PPR-10-I-2	Verizon PA
RCMAC TRACKER Screen Printouts	Hard Copy	PPR-10-I-3	Verizon PA
RCMAC Results	Hard Copy	PPR-10-I-4	Verizon PA
Central/Western NOC Organization Charts	Hard Copy	PPR-10-I-5	Verizon PA

Document	File Name	Location in Workpapers	Source
Mid-Atlantic Systems	Hard Copy	PPR-10-I-6	Verizon PA
ISDN Provisioning Flows	Hard Copy	PPR-10-I-7	Verizon PA
WFA/DO OQS Reports	Hard Copy	PPR-10-I-8	Verizon PA
RCMAC Associate Appraisal Form	Hard Copy	PPR-10-I-9	Verizon PA
Verizon Complex Services Technology and Systems Support Library, TIRKS/CPC Methods	Hard Copy	PPR-10-I-10	Verizon PA
Internal CPC Documents	Hard Copy	PPR-10-I-11	Verizon PA
CPC Training	Hard Copy	PPR-10-I-12	Verizon PA
CPC Design Handbook	Hard Copy	PPR-10-I-13	Verizon PA
SSC T1 Turn Up Procedures	Hard Copy	PPR-10-I-14	Verizon PA
SSC DS3 Installation Guidelines	Hard Copy	PPR-10-I-15	Verizon PA
SSC DS3 Off Hour Procedures	Hard Copy	PPR-10-I-16	Verizon PA
SSC Primary Rate ISDN Installation Procedures For “D” and “B” Channels	Hard Copy	PPR-10-I-17	Verizon PA
SSC Disconnect Procedures (Analog, DDS, and ISDN Orders Only) (September 4, 1997)	Hard Copy	PPR-10-I-18	Verizon PA
SSC Disconnect – HICAP	Hard Copy	PPR-10-I-19	Verizon PA
PA PPR Interview Schedule	Hard Copy	PPR-10-I-20	Verizon PA
FMC Training Packets	Hard Copy	PPR-10-J-1	Verizon PA

Document	File Name	Location in Workpapers	Source
FMC Information Letters	Hard Copy	PPR-10-J-2	Verizon PA
FMC Methods and Procedures (M&P) – List of M&P Utilized in FMC	Hard Copy	PPR-10-J-3	Verizon PA
FMC Performance Specifications for AT and SPOC	Hard Copy	PPR-10-J-4	Verizon PA
FMC List of “L Codes”	Hard Copy	PPR-10-J-5	Verizon PA
FMC LFACS Routing Codes	Hard Copy	PPR-10-J-6	Verizon PA
FMC LAM Intervals	Hard Copy	PPR-10-J-7	Verizon PA
FMC Qualification Forms for ISDN, ADSL, DS1, And DS3	Hard Copy	PPR-10-J-8	Verizon PA
FMC Performance Measures for the Center	Hard Copy	PPR-10-J-9	Verizon PA
FMC Past Three (3) Months Center Performance Reports	Hard Copy	PPR-10-J-10	Verizon PA
FMC Description of AT Responsibilities and Tasks	Hard Copy	PPR-10-J-11	Verizon PA
FMC Past Three (3) Months Performance Reports	Hard Copy	PPR-10-J-12	Verizon PA
FMC Monthly FACS Frequency Report (FFREQ VER 22.1)	Hard Copy	PPR-10-J-13	Verizon PA
RCCC Mid-Atlantic 1999 Results	Hard Copy	PPR-11-A-1	Verizon PA

Document	File Name	Location in Workpapers	Source
RCCC OSSLOGS For KPMG Consulting Audit Of the Bethlehem And Locust Frames (Week of August 16, 1999 – August 20, 1999)	Hard Copy	PPR-11-B-1	Verizon PA
Verizon WFA/DI tickets for hot cuts observed by KPMG Consulting at the Bethlehem and Locust wire centers (August 16, 1999 – August 20, 1999)	Hard Copy	PPR-11-C-1	Verizon PA
Engineering Assistant Technical Reference Guide	Hard Copy	PPR-11-D-1	Verizon PA
Verizon Method & Procedure Release, Hot Cut Process, Doc. No. 1998-00328-OSP (June 18, 1998)	003280SP.doc	PPR-11-E-1	Verizon PA
Verizon Method & Procedure Release, Centrex Resellers, Doc. No. 1998-00329-OSP (June 19, 1998)	003290SP.doc	PPR-11-E-2	Verizon PA
Verizon Method & Procedure Release, Unbundled 2 Wire Digital Loop (ISDN, ADSL, and HDSL Qualified), Doc. No. 1998-00574-OSP (September 21, 1998)	005740SP.doc	PPR-11-E-3	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, Premature Disconnects, Document Number 1998-00325-OSP (June 1, 1999)	00325OSP.doc	PPR-11-E-4	Verizon PA
Verizon Complex Services Method of Procedure, RCCC TIRKS Provisioning for Unbundled Digital 1/0 Multiplexing (Low Speed Side), Draft (July 1999)	1-0UNEMUX.doc	PPR-11-E-5	Verizon PA
Verizon Method and Procedure Release, Operations Assurance and Support, Field Forces/CMPS, Wholesale & Resale I/M Field Support, Unbundled Analog Conversion from IDLC, Document Number 1999-00267-OSP (May 1, 1999)	1999-00267-OSP.doc	PPR-11-E-6	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Method and Procedure Release, Operations Support Systems, Implementation and Standardization, Conversion Coordination for Non-Design Unbundled Network Elements (UNE) for PA/DE, Potomac, and NJ (Provisioning), Document Number 1999-002MP-OSS (July 30, 1999) Issue B	1999-002MP-OSSB.doc	PPR-11-E-7	Verizon PA
Verizon 2 Wire Analog Loop Provisioning/South, Document Number RCO-98-0031 (May 24, 1999)	2wirelp.doc	PPR-11-E-8	Verizon PA
Verizon 2 Wire Analog Loop Provisioning/South, Document Number RCO-98-0031 (July 21, 1999)	2wlp721.doc	PPR-11-E-9	Verizon PA
Verizon Complex Services Method of Procedure, RCCC TIRKS Provisioning for Unbundled Digital 3/1 Multiplexing (Low Speed Side), Draft (December 1998)	3-1UNEMUX.doc	PPR-11-E-10	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon NSS Service Request Delivery & Activation RCMAC Translations Bulletin, Subject: Customized Routing for CLEC Service, Document Number NSA 97028WR (Revision 2) (June 5, 1997)	97-028wr1.doc	PPR-11-E-11	Verizon PA
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, Unbundled Primary Rate ISDN Port, Document Number 1999-00348-MDP (June 1, 1999)	99-00348.doc	PPR-11-E-12	Verizon PA
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, Unbundled Digital Hand-off Port Service, Document Number 1999-00349-MDP (June 1, 1999)	99-00349.doc	PPR-11-E-13	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, Unbundled Simplified Message Desk Interface Verizon South, Document Number 1999-00350-MDP (June 1, 1999)	99-00350.doc	PPR-11-E-14	Verizon PA
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, UNE Coin Port/UNE Coin PAL, Document Number 1999-00351-MDP (June 1, 1999)	99-00351.doc	PPR-11-E-15	Verizon PA
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, Unbundled Verizon (sic) Rate ISDN, Document Number 1999-00353-MDP (June 1, 1999)	99-00353.doc	PPR-11-E-16	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, Unbundled Switch Port Centrex Service, Document Number 1999-00354-MDP (June 1, 1999)	99-00354.doc	PPR-11-E-17	Verizon PA
Verizon Method and Procedure Release, Operations Assurance and Support, Maintenance and Dispatch Process, UNE Platform POTS/ISDN BRI, Document Number 1999-00357-MDP (June 1, 1999)	99-00357.doc	PPR-11-E-18	Verizon PA
Verizon RCMAC Translations Bulletin, Subject: Overview of UNESwitch Ports, Document # NSA 99-030RM/WR (May 5, 1999, Reissued - May 13, 1999)	99-030rmcc1.doc	PPR-11-E-19	Verizon PA
Regional CLEC Operations (Organization Chart) (July 1, 1999)	99mporg.ppt	PPR-11-E-20	Verizon PA
Management Performance Appraisal	Appraisl.doc	PPR-11-E-21	Verizon PA
NAC Reports	Arnold's reports.doc	PPR-11-E-22	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Assembly Room Service/Combo – RCCC South, Document Number RCO-98-0054 (October 18, 1998)	Assemblyrm.doc	PPR-11-E-23	Verizon PA
Verizon Unbundled Analog Switch Port - South, Document Number RCO-98-0059 (October 17, 1998)	aswport.doc	PPR-11-E-24	Verizon PA
Summary of January 1999 Audits	Audittotals.xls	PPR-11-E-25	Verizon PA
CBT Courses for Coordinator Training	CBTtrng.doc	PPR-11-F-1	Verizon PA
Verizon Unbundled Switch Line Port with Centrex Capabilities, Document Number RCO-98-0055 (October 19, 1998)	censwport.doc	PPR-11-F-2	Verizon PA
RCCC WFA/C–WFA/DI Handoff Chart	Chartwfa.doc	PPR-11-F-3	Verizon PA
Clerical Audit Quality	Clerical Audit Form.xls	PPR-11-F-4	Verizon PA
Verizon Unbundled Switch Coin Port, Document Number RCO-98-0057 (October 20, 1998)	coinport.doc	PPR-11-F-5	Verizon PA
Verizon Unbundled Switch Coin (PAL) Port, Document Number RCO-98-0056 (October 21, 1998)	coinswpt.doc	PPR-11-F-6	Verizon PA
CMC FAD Escalation	Visio-cmcsc.vsd	PPR-11-F-7	Verizon PA

Document	File Name	Location in Workpapers	Source
RCCC Completion Form	Comp499.doc	PPR-11-F-8	Verizon PA
RCCC Completion Form	CompJA499.doc	PPR-11-F-9	Verizon PA
RCCC Completion Form (April 19, 1999)	Compinst.doc	PPR-11-F-10	Verizon PA
CBT Courses for Coordinator Training	Coordobj.doc	PPR-11-F-11	Verizon PA
Verizon RCCC TIRKS Provisioning for Unbundled Digital DS1 Loops, Document Number MP-CPC-98017 (July 1998)	Cpcds1.doc	PPR-11-F-12	Verizon PA
Verizon Complex Services Method of Procedure, RCCC TIRKS Provisioning for Expanded Extended Loop Service (EEL) (April 1999)	CPCEELMP.doc	PPR-11-F-13	Verizon PA
Critical Date Definitions	critical.doc	PPR-11-F-14	Verizon PA
Customer Service Center Organization Chart (April 30, 1999)	CSCORG.doc	PPR-11-F-15	Verizon PA
Special Services – Past Due Completion Analysis Report Philadelphia/Harrisburg CPC's	CPgrph99.doc	PPR-11-F-16	Verizon PA
Wholesale Services IM Organizational List (June 30, 1999)	CSC-Whol ORG.xls	PPR-11-F-17	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon RCCC CSS LOOPS Provisioning/South, Document Number RCO-98-0030 (July 18, 1999)	CSSLp718.doc	PPR-11-F-18	Verizon PA
CTX T-1 Flow Appendix	Visio-CTX.vsd	PPR-11-F-19	Verizon PA
Curriculum Overview For Central Office Technician 1999	CurrCOT.doc	PPR-11-F-20	Verizon PA
Curriculum Overview For Maintenance Administrator 1999	CurrMA.doc	PPR-11-F-21	Verizon PA
Curriculum Overview For Engineering Assistant 1999	CurrEA.doc	PPR-11-F-22	Verizon PA
Verizon Outside Plant Network Services Staff Letter, Subject NOAccess Procedure Provisioning, Document Number PR-D97-068 (August 15, 1997)	D97-068.doc	PPR-11-F-23	Verizon PA
Verizon Unbundled Dedicated Trunk Port, Document Number RCO-98-0060 (February 5, 1999)	Dedtrkprt.doc	PPR-11-F-24	Verizon PA
Verizon Unbundled Dark Fiber, Document Number RCO-98-0044 (January 21 1999)	Drkfiber.doc	PPR-11-F-25	Verizon PA
DS0 Regional Flowchart	Visio-DS0.vsd	PPR-11-G-1	Verizon PA
Channelized T-1, T-3 Flow	Visio-Ds1chnl.vsd	PPR-11-G-2	Verizon PA

Document	File Name	Location in Workpapers	Source
Channelized T-1, T-3 Flow	Visio-Ds1chnl1.vsd	PPR-11-G-3	Verizon PA
Delayed Order Processing	Visio-Ds1dop.vsd	PPR-11-G-4	Verizon PA
Delayed Order Processing	Visio-Ds1dop1.vsd	PPR-11-G-5	Verizon PA
HICAP Loop Escalation Reference	Visio-DS1FMCesc.vsd	PPR-11-G-6	Verizon PA
Non-Channelized T-1, T-3 FLOW	Visio-Ds1chnl.vsd	PPR-11-G-7	Verizon PA
Non-Channelized T-1, T-3 FLOW	Visio-Ds1chnl1.vsd	PPR-11-G-8	Verizon PA
FMC RID Escalations	Visio-Fmcesc2.vsd	PPR-11-G-9	Verizon PA
FMC LAM Escalations	Visio-Fmcescl.vsd	PPR-11-G-10	Verizon PA
FMC LAM Escalations	Visio-Fmcescl1.vsd	PPR-11-G-11	Verizon PA
HICAP NETPRO Escalation Reference	Visio-NetProesc.vsd	PPR-11-G-12	Verizon PA
SMLAC	Visio-Smlac.vsd	PPR-11-G-13	Verizon PA
SMLAC-1	Visio-Smlac1.vsd	PPR-11-G-14	Verizon PA
SMLAC-2	Visio-Smlac2.vsd	PPR-11-G-15	Verizon PA
SMLAC-FA	Visio-Smlacfa.vsd	PPR-11-G-16	Verizon PA
SMLAC-FA1	Visio-Smlacfa1.vsd	PPR-11-G-17	Verizon PA
SMLAC-FA2	Visio-Smlacfa2.vsd	PPR-11-G-18	Verizon PA
SMLAC-FA3	Visio-Smlacfa3.vsd	PPR-11-G-19	Verizon PA
SOAC/TIRKS	Visio-Soactirk.vsd	PPR-11-G-20	Verizon PA
SOAC/TIRKS RMA Resolution	Visio-Soactirk1.vsd	PPR-11-G-21	Verizon PA
Verizon M&P Documentation, RCCC Coordinator's Guide Digital Handoff Port Service, Document Number RCO-98-0023 (July 23, 1998)	Ds1hand.doc	PPR-11-G-22	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Unbundled DS1 Transport – South, Document Number RCO-98-0040 S (October 7, 1998)	Ds1trans.doc	PPR-11-G-23	Verizon PA
DS3 Installation Guidelines	DS3 Installation Guidelines.doc	PPR-11-G-24	Verizon PA
DS3 Off Hour Procedures	DS3 Off Hour Procedures.doc	PPR-11-G-25	Verizon PA
Verizon Unbundled DS3 Transport – South, Document Number RCO-98-0039 S (October 6, 1998)	Ds3atrans.doc	PPR-11-H-1	Verizon PA
Verizon Unbundled DS3 Transport – South, Document Number RCO-98-0039 S (October 6, 1998)	Ds3trans.doc	PPR-11-H-2	Verizon PA
Verizon Unbundled DS3 Loop- RCCC South- Provisioning, Document Number RCO-99-1010 (May 18, 1999)	Ds3unelop.doc	PPR-11-H-3	Verizon PA
Verizon M&P Documentation, RCCC Coordinator's Guide Unbundled Loop Service, RCCC-South, Document Number RCO-98-0026 (May 18, 1999)	Dsirun.doc	PPR-11-H-4	Verizon PA
PA/DE Engineering Control Office (ECO) Design Work Lists	ECO.xls	PPR-11-H-5	Verizon PA
Escalation Code 1	ESCALATION Codes by Code1.xls	PPR-11-H-6	Verizon PA
RMAs Per Day	FEprod.xls	PPR-11-H-7	Verizon PA

Document	File Name	Location in Workpapers	Source
PA NETPRO DS0, DS1, AND DS3 FEPS Measurement Report-1998	FEPS.xls	PPR-11-H-8	Verizon PA
PA NETPRO DS0, DS1, AND DS3 FEPS Measurement Report-1999	FEPS.xls	PPR-11-H-9	Verizon PA
PA CPC 1999	FXDPA99.xls	PPR-11-H-10	Verizon PA
Jeopardies 1998	JepsRID.xls	PPR-11-H-11	Verizon PA
Jeopardies 1999	Jepsrid-b.xls	PPR-11-H-12	Verizon PA
MLAC Organization Chart	MLACORG.xls	PPR-11-H-13	Verizon PA
Internal CPC Documents	MP.xls	PPR-11-H-14	Verizon PA
Eastern PA NAC Performance Measurements and Objectives	NAC Performance Measure Obj.xls	PPR-11-H-15	Verizon PA
NetPro RMAs	NetPro_Doc_Response.xls	PPR-11-H-16	Verizon PA
Documentation Inventory	Nocil Index.xls	PPR-11-H-17	Verizon PA
PA/DE TFAS Priorities	PRIORITIES.xls	PPR-11-H-18	Verizon PA
PA/DE TFAS Priorities	PRIORITIES1.xls	PPR-11-H-19	Verizon PA
RCCC Mid-Atlantic Office Roster	RCCCORG.xls	PPR-11-H-20	Verizon PA
Regional Network Administration Report	Regional Summary.xls	PPR-11-H-21	Verizon PA
PA CPC 1999	Reslts99.xls	PPR-11-H-22	Verizon PA
RID Performance - Pennsylvania CPC	RIDMAY99.xls	PPR-11-H-23	Verizon PA
Special Clerks Audit Form	Speclrkaudit.xls	PPR-11-H-24	Verizon PA
Weekly Trend Report and Error Tracking Form (Sample)	STELLA 071299 REPORT.xls	PPR-11-H-25	Verizon PA

Document	File Name	Location in Workpapers	Source
Special Services Provisioning (May 1999)	Steps599.xls	PPR-11-I-1	Verizon PA
Special Services Provisioning (June 1999)	Steps699.xls	PPR-11-I-2	Verizon PA
Phila. Field Assistance Group 1999 Results	TFASrslt.xls	PPR-11-I-3	Verizon PA
Top Esc Code 1 with Code 2	Top Esc Code1 with Code2.xls	PPR-11-I-4	Verizon PA
PA/DE Network Modernization Center	TUB.xls	PPR-11-I-5	Verizon PA
WC ID For Pennsylvania	WCID_PA.xls	PPR-11-I-6	Verizon PA
Wholesale IM Organizational List	WHOLESALE ORGANIZATION.xls	PPR-11-I-7	Verizon PA
Vision of the Future eCompletion Job Aid (July 1999)	Ecompl.doc	PPR-11-I-8	Verizon PA
Verizon EEL – Transport (Verizon backbone) and M Loops – South, Document Number RCO-98-0022 (May 17, 1999)	Eelprov.doc	PPR-11-I-9	Verizon PA
Verizon EEL – Transport (Verizon backbone) and M Loops – South Provisioning, Document Number RCO-98-0022 (May 17, 1999)	Eelprov2.doc	PPR-11-I-10	Verizon PA
Escalation Report by Code	Escalation Report Detail.doc	PPR-11-I-11	Verizon PA
Expedite	Expedite.doc	PPR-11-I-12	Verizon PA
Expedite 1	Expedite1.doc	PPR-11-I-13	Verizon PA
Expedite 2	Expedite2.doc	PPR-11-I-14	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon M&P Documentation, Unbundled Extended Dedicated Trunk Port – Type I, Document Number RCO-98-0052 (February 5, 1999)	extdedtp.doc	PPR-11-I-15	Verizon PA
Verizon (sic) Unbundled Loop Provisioning Process	Newloop1.ppt	PPR-11-I-16	Verizon PA
Basic LNP Port-Out Process (without loop)	Portout1.ppt	PPR-11-I-17	Verizon PA
Verizon Outside Plant Network Services Staff Letter, Winback LNP Coordination Process, Document Number PR-F97-188 (November 17, 1997)	F97-1888.doc	PPR-11-I-18	Verizon PA
Facilities Management – Western/Central PA-WVA. Area (April 30, 1999)	FACILITIES MANAGEMENT ORG.doc	PPR-11-I-19	Verizon PA
Top 10 LFACS RMAs Special Services Pa/Del	FACSRMA.doc	PPR-11-I-20	Verizon PA
PA/DE SOAC/TIRKS Front End RMA Analysis	FErma.doc	PPR-11-I-21	Verizon PA
FMC RMA Codes	FMCrma.doc	PPR-11-I-22	Verizon PA
FMC RMA Codes	FMCrma1.doc	PPR-11-I-23	Verizon PA
FMC RMA Codes	FMCrma2.doc	PPR-11-I-24	Verizon PA
Verizon Circuit Provisioning Center HICAP Design Training Package (July 21, 1998)	HICAP Training Package-HRBG.doc	PPR-11-I-25	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Two Wire Analog Loop-Integrated SLC (IDLC) Conversions Provisioning, Document Number RCO-99-0014 (July 16, 1999)	IDLC721.doc	PPR-11-J-1	Verizon PA
Verizon Two Wire Analog Loop-Integrated SLC (IDLC) Conversions Provisioning, Document Number RCO-99-0014 (May 20, 1999)	Idlesou.doc	PPR-11-J-2	Verizon PA
Verizon Special Services Regional Critical Date Chart (365 days) Designed Services	Intervls.doc	PPR-11-J-3	Verizon PA
Verizon Special Services Regional Critical Date Chart (365 days) Designed Services	Intervls1.doc	PPR-11-J-4	Verizon PA
NAC Information	Introduction Page_Item194.doc	PPR-11-J-5	Verizon PA
Verizon Complex Services Method of Procedure, RCCC TIRKS Provisioning for Unbundled Dedicated IOF Transport, Draft (December 1998)	IOFTRANS.doc	PPR-11-J-6	Verizon PA
Verizon Unbundled Switch Port Basic Rate ISDN (BRI), Document Number RCO-98-0058 (October 21, 1998)	ISDNBRI.doc	PPR-11-J-7	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon M&P Documentation, RCCC Coordinator's Guide Primary Rate ISDN Port Service, Document Number RCO-98-0024 (July 23, 1998)	Isdnporth.doc	PPR-11-J-8	Verizon PA
Verizon Complex Services Method of Procedure, RCCC TIRKS Provisioning for Unbundled Primary Rate ISDN Service (July 1999)	Isdnpri.doc	PPR-11-J-9	Verizon PA
Verizon Unbundled Basic Rate ISDN Service, Document Number RCO-98-0027 (January 28, 1999)	Isdnso.doc	PPR-11-J-10	Verizon PA
LNA Switch Documents	LNA Switch Documents_Item 197.doc	PPR-11-J-11	Verizon PA
Verizon Local Number Portability Provisioning / South, Document Number RCO-98-0029 (July 20, 1999)	LNP720.doc	PPR-11-J-12	Verizon PA
Verizon Local Number Portability Provisioning/South, Document Number RCO-98-0029 (May 25, 1999)	LNPCorJA.doc	PPR-11-J-13	Verizon PA
Minutes of Corrective Action Team Meeting (July 13, 1999)	Min0713.doc	PPR-11-J-14	Verizon PA
Verizon Network Services Staff, Unbundled Loops, Document Number 085 (July 1999)	MP085-5.doc	PPR-11-J-15	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Unbundled MUX 3/1 (Low Speed side), Document Number RCO-98-0050 (November 9, 1998)	MUX31.doc	PPR-11-J-16	Verizon PA
PA/DE Network Modernization Center 6 <sup>th</sup> Floor, 210 Pine Street, Harrisburg	nmc.doc	PPR-11-J-17	Verizon PA
Regional Switching M&Ps Library	NOCIL 98-99_Item 198.doc	PPR-11-J-18	Verizon PA
Net Pro Organization Chart	NPG_OrgChart.doc	PPR-11-J-19	Verizon PA
Verizon Local Number Portability (PA/DE), Document Number NSA 98-12WR (August 12, 1998)	NSA98-012WR1.doc	PPR-11-J-20	Verizon PA
1999 CPC/NMC Balanced Scorecard – Objectives “9(99)9”	Obj99.doc	PPR-11-J-21	Verizon PA
NAC Organization Chart, Eastern Pennsylvania	Organization Chart 99_Item 195.doc	PPR-11-J-22	Verizon PA
WFAC: Worklog (OSSLOG)	OSSLOG.doc	PPR-11-J-23	Verizon PA
PA/DE SMLAC/CPC/NMC (April 1, 1999)	PACPCORG.doc	PPR-11-J-24	Verizon PA
Clerical Appraisal Components	Perfclerk.doc	PPR-11-J-25	Verizon PA
Verizon Performance Guide for Central Office Technicians, Document Number RCO-99-0025 (May 27, 1999)	Perfcot.doc	PPR-11-K-1	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Performance Guide for RCCC Engineering Assistants, Document Number RCO-98-0026 (June 9, 1999)	PerfEA69.doc	PPR-11-K-2	Verizon PA
Verizon RCCC Regional CLEC Coordination Center Performance Guide for MA Coordinators	PerfguideMA.doc	PPR-11-K-3	Verizon PA
Verizon Performance Guide for Plant Assignment Clerks, Document Number RCO-98-0027 (May 1, 1999)	Perfpac.doc	PPR-11-K-4	Verizon PA
RCCC Mid-Atlantic Performance Standards For M/A Screening	Perfscreener.doc	PPR-11-K-5	Verizon PA
RCCC Mid-Atlantic Performance Standards for RCCC Special Clerks	Perfspecclrk.doc	PPR-11-K-6	Verizon PA
Verizon Platform Services for CLECs – Rebundled, Document Number RCO-98-0053 (January 27, 1999)	Platform.doc	PPR-11-K-7	Verizon PA
1999 Performance Agreement for a Manager, RCCC-Mid Atlantic	PMH99PA.doc	PPR-11-K-8	Verizon PA
POTS Expedites Saturday, and Out of Hour Requests	POTS Expedite.doc	PPR-11-K-9	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Outside Plant Network Services Staff Letter, Subject New Format for Unbundled Loops, Document Number 1998-PR-0033 (February 23, 1998)	Pr-oo33.doc	PPR-11-K-10	Verizon PA
RCCC Prevention of Premature Disconnects South 16 Steps	Premdisco.doc	PPR-11-K-11	Verizon PA
Primary Rate ISDN Installation Procedures for “D” and “B” Channels	Primary Rate ISDN Installation Procedures.doc	PPR-11-K-12	Verizon PA
Verizon RCCC and CLEC Interface Guide, Document Number RCO-99-0028 (June 1, 1999)	Rcccclec.doc	PPR-11-K-13	Verizon PA
CPC Escalation Reminders	Remindr1.doc	PPR-11-K-14	Verizon PA
FMC Escalation Reminders	Remindr2.doc	PPR-11-K-15	Verizon PA
High Level RequestNet Process Flow	ReqNet.doc	PPR-11-K-16	Verizon PA
JOBAID-Restoral Process with LNP - South	Restorsou.doc	PPR-11-K-17	Verizon PA
SCREENER Audit Form	Screeneraudit.doc	PPR-11-K-18	Verizon PA
Associate Appraisal and Development Plan	SOACappr.doc	PPR-11-K-19	Verizon PA
SOAC/TIRKS RMA Analysis	SOACRMA.doc	PPR-11-K-20	Verizon PA
Specials Expedites, Saturday, and Out of Hour Requests	Specials Expedite Detail.doc	PPR-11-K-21	Verizon PA

Document	File Name	Location in Workpapers	Source
T1 Turn Up Procedures	T1 Turn Up Procedures.doc	PPR-11-K-22	Verizon PA
Verizon South CPC TFAS Problem Codes	TFAS.doc	PPR-11-K-23	Verizon PA
Front End (PA) Status Counts	TQS.doc	PPR-11-K-24	Verizon PA
Traffic Data M&P	TRAFFIC DATA MP_Item 197.doc	PPR-11-K-25	Verizon PA
Verizon NOC/DI Handbook	Hard Copy	PPR-11-L-1	Verizon PA
Plant Assignment Clerk RCCC Methods & Procedures	Hard Copy	PPR-11-M-1	Verizon PA
Verizon Network Service Staff Mechanized Provisioning Revision – 1, Bulletin # 049602 Verizon NJ, PA/DS, WVA, MD, VA, WA Subject: Unbundled Procedures (February 25, 1998)	unbaslac.doc	PPR-11-N-1	Verizon PA
Verizon Unbundled Multiplexer 1/0, Document Number RCO-98-0051 (October 21, 1998)	Unbmux10.doc	PPR-11-N-2	Verizon PA
Identifying Unbundled Products - Verizon South	UNBprod.doc	PPR-11-N-3	Verizon PA
Verizon Network Operations Center Information Letter, Unbundled Network Element (UNE) Conversions (Verizon South Only)	UNBJAv97.doc	PPR-11-N-4	Verizon PA

Document	File Name	Location in Workpapers	Source
Verizon Flow Error Tracking Form	V101.doc	PPR-11-N-5	Verizon PA
WFA Work Force Administration System	WFACscreening1.doc	PPR-11-N-6	Verizon PA
Verizon Conversion Coordination for Non-Design Unbundled Network Elements (UNE), Verizon South, Document Number MP-CTRS-99013 (June 6, 1999)	Wfaha721.doc	PPR-11-N-7	Verizon PA
Verizon Regional CLEC Operations, Subject: 2 Wire Analog Loop Including LNP and IDLC – South, Document Number RCO-99-0014, (Revision Date - November 18, 1999)	HotcutSO11151.doc	PPR-11-N-8	Verizon PA
CMC Escalation Contacts	CMCconts.doc	PPR-11-N-9	Verizon PA
Verizon Complex Services Method of Procedure, RCCC TIRKS Provisioning for Unbundled Digital Hand-Off, (Issue Date - February 5, 1999)	Ds1port.doc	PPR-11-N-10	Verizon PA
RCCC Cutover Job Aid Gary Wright (binder), TAB - SLC	Hard Copy	PPR-11-N-11	Verizon PA
Verizon RCCC-Regional CLEC/ITS Control Center, Unbundled Services	Hard Copy	PPR-11-N-12	Verizon PA
RCCC Office Roster Revision Date (January 14, 1999)	Hard Copy	PPR-11-N-13	Verizon PA

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DS-1/1/DS-3 Facility Record, Fiber SO# N8KW40195	Hard Copy	PPR-11-N-14	Verizon PA
RCCC WFAC: Worklist (OSSLST)	Hard Copy	PPR-11-N-15	Verizon PA
RCCC WFAC: Order Information (OSSOI)	Hard Copy	PPR-11-N-16	Verizon PA
RCCC Associate Appraisal And Development Plan (Maintenance Administrator)	Hard Copy	PPR-11-N-17	Verizon PA
Verizon Outside Plant Network Services Staff Letter, Unbundled Maintenance M&P, Document Number PR-D97-127 (August 26, 1997)	Hard Copy	PPR-11-N-18	Verizon PA
Verizon Outside Plant Network Services Staff Letter, Past Date Due JEP UNB/JEP LNP, Document Number PR-F97-208 (December 12, 1997)	Hard Copy	PPR-11-N-19	Verizon PA
Verizon Outside Plant Network Services Staff Letter, Competitive Local Exchange Carrier (CLEC) Provisioning, Document Number PR-D97-138 (August 21, 1997)	Hard Copy	PPR-11-N-20	Verizon PA
RCCC Grid Sheet Example	Hard Copy	PPR-11-N-21	Verizon PA
RCCC Completion Sheet Example	Hard Copy	PPR-11-N-22	Verizon PA

Document	File Name	Location in Workpapers	Source
RCCC FACS-SOP Responses, SOAC and SOP DOE Applications	Hard Copy	PPR-11-N-23	Verizon PA
RCCC Flow Thru (April 15, 1999)	Hard Copy	PPR-11-N-24	Verizon PA
RCCC TIRKS Update to: EA's (May 20, 1999)	Hard Copy	PPR-11-N-25	Verizon PA
RCCC WFA/C Job Aid Binder	Hard Copy	PPR-11-O-1	Verizon PA
RCCC Basic Design (binder), TAB – Error/JEP	Hard Copy	PPR-11-O-2	Verizon PA
Provisioning Coordination Process Evaluation Interview Guide	Intrv_guide_PA.doc	PPR-10-K-1	KPMG Consulting
TISOC Interview Summary	TISOC_intrvfinal.doc	PPR-10-K-2	KPMG Consulting
RCCC Interview Summary	RCCC_intrvfinal.doc	PPR-10-K-3	KPMG Consulting
RCMAC Interview Summary	RCMAC_intrvfinal.doc	PPR-10-K-4	KPMG Consulting
NOC Interview Summary	NOC_intrvfinal.doc	PPR-10-K-5	KPMG Consulting
MLAC Interview Summary	MLAC_intrvfinal.doc	PPR-10-K-6	KPMG Consulting
FMC Interview Summary	FMC_intrvfinal.doc	PPR-10-K-7	KPMG Consulting
Net Pro Interview Summary	Net Pro_intrvfinal.doc	PPR-10-K-8	KPMG Consulting
CSC Interview Summary	CSC_intrvfinal.doc	PPR-10-K-9	KPMG Consulting
NAC Interview Summary	NAC_intrvfinal.doc	PPR-10-K-10	KPMG Consulting
CPC Interview Summary	CPC_intrvfinal.doc	PPR-10-K-11	KPMG Consulting
SSC Interview Summary	SSC_intrvfinal.doc	PPR-10-K-12	KPMG Consulting

Document	File Name	Location in Workpapers	Source
CCIC Interview Summary	CCIC_intrvfinal.doc	PPR-10-K-13	KPMG Consulting
MCSC Interview Summary	MCSC_intrvfinal.doc	PPR-10-K-14	KPMG Consulting
CCIC Updated Interview Summary	CCIC_Pa_Follow_up_Int_Summary.doc	PPR-10-M-1	KPMG Consulting
CPC Updated Interview Summary	CPC_Pa_Follow_up_Int_Summary.doc	PPR-10-M-2	KPMG Consulting
CSC/Retail Updated Interview Summary	CSC_Retail_Pa_Follow_up_Int_Summary.doc	PPR-10-M-3	KPMG Consulting
CSC/Wholesale Updated Interview Summary	CSC_Wholesale_Pa_Follow_up_Int_Summary.doc	PPR-10-M-4	KPMG Consulting
FMC Updated Interview Summary	FMC_Pa_Follow_up_Int_Summary.doc	PPR-10-M-5	KPMG Consulting
IOF Updated Interview Summary	IOF_Pa_Follow_up_Int_Summary.doc	PPR-10-M-6	KPMG Consulting
MCSC Updated Interview Summary	MCSC__Pa_Follow_up_Int_Summary.doc	PPR-10-M-7	KPMG Consulting
MLAC Updated Interview Summary	MLAC__Pa_Follow_up_Int_Summary.doc	PPR-10-M-8	KPMG Consulting
NAC Updated Interview Summary	NAC__Pa_Follow_up_Int_Summary.doc	PPR-10-M-9	KPMG Consulting
NCC/TDP Updated Interview Summary	NCCTDP__Pa_Follow_up_Int_Summary.doc	PPR-10-M-10	KPMG Consulting
NCC/Trunk Updated Interview Summary	NCC_Trunk__Pa_Follow_up_Int_Summary.doc	PPR-10-M-10	KPMG Consulting
RCCC Updated Interview Summary	RCCC_Pa_Follow_up_Int_Summary.doc	PPR-10-M-11	KPMG Consulting
RCMAC Updated Interview Summary	RCMAC_Pa_Follow_up_Int_Summary.doc	PPR-10-M-12	KPMG Consulting
SSC Updated Interview Summary	SSC_Pa_Follow_up_Int_Summary.doc	PPR-10-M-13	KPMG Consulting

#### 2.4.1 Data Generation/Volumes

This test did not rely on data generation or volume testing.

### 2.5 *Evaluation Methods*

The Provisioning Process Parity Evaluation was conducted through a series of visits to Verizon PA centers involved in the provisioning process. Directors, first level managers, and front-line employees were interviewed to provide an understanding of the functions within each center.

Prior to conducting the test, a structured interview questionnaire and the detailed evaluation criteria were developed to facilitate the process and ensure consistency of approach. KPMG Consulting test evaluators received detailed information during interviews/walk-throughs regarding the center's processes, systems, documentation, and employee execution of the work. The interviewees received a summary of the interview notes and were given the opportunity to provide comments or clarification as appropriate.

During the interview process, each work group was asked if the systems used in their center differentiated between wholesale and retail in the processing and distribution of orders. KPMG Consulting observed the various queues of work in each of these centers. Generally, work queues are keyed from data elements on the service order, which correspond to a queue for employees to work either planned or unplanned fallout. The team reviewed Verizon PA provisioning process and system documentation.

### 2.6 *Analysis Methods*

The Provisioning Process Parity Evaluation included a checklist of evaluation criteria developed by the Test Manager during the initial phase of the Verizon Pennsylvania OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Provisioning Process Parity Evaluation.

The data collected were analyzed employing the evaluation criteria referenced above.

### 3.0 *Results Summary*

This section identifies the evaluation criteria and test results.

### 3.1 Results & Analysis

The results of this test are presented in Table 10-3 below.

**Table 10-3: PPR10 Evaluation Criteria and Results**

Test Cross-Reference	Evaluation Criteria	Result	Comments
<b>Parity in the Systems:</b>			
PPR-10-1	Work volumes within the SOP system are administered consistently between retail and wholesale.	Satisfied	The SOP system handles retail and wholesale work volumes in the same manner with the exception of some wholesale specific Universal Service Order Codes (USOCS).
PPR-10-2	The systems used in the TISOC are consistent and comparable to retail.	Satisfied	The TISOC has access to the systems available in the retail environment. The TISOC uses the same service order processing systems for CLEC orders as those used by Verizon PA retail Work Centers for Verizon PA retail orders.
PPR-10-3	Order processing and distribution from and within the SOP system are consistent between retail and wholesale.	Satisfied	SOP does not have separate ordering and distribution interfaces for wholesale and retail.
PPR-10-4	Work volumes within the MARCH system are administered consistently between retail and wholesale.	Satisfied	MARCH processes automated translations, and if manual work is required (RMAs), MARCH distributes it to TRACKER.  The MARCH system does not differentiate between wholesale and retail orders.
PPR-10-5	The systems used in the RCMAC are consistent and comparable to retail.	Satisfied	The RCMAC uses the same systems for wholesale and retail. Different systems are used, based on technology, (i.e., Centrex, ISDN, feature changes, etc.), which does not differentiate between wholesale and retail orders.
PPR-10-6	Order processing and distribution from and within the MARCH system are consistent between retail and wholesale.	Satisfied	MARCH processes and distributes orders to the switches based upon due date and due time for both retail and wholesale.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-7	Work volumes within the SOAC system are administered consistently between retail and wholesale.	Satisfied	SOAC controls the progress of service orders thru the provisioning process. SOAC sends orders to LFACS for automated loop assignment and to the inventory switch system for automated office equipment assignment. SOAC returns status messages to SOP on the loop and office equipment assignments.
PPR-10-8	Work volumes within the LFACS system are administered consistently between retail and wholesale.	Satisfied	LFACS records and houses outside plant facility records. These records are administered and processed consistently between retail and wholesale.
PPR-10-9	Work volumes within SWITCH/FOMS are administered consistently between retail and wholesale.	Satisfied	Work volumes are consistently administered between retail and wholesale. SWITCH/FOMS does not differentiate based upon wholesale or retail.
PPR-10-10	Work volumes within the TRACKER system are administered consistently between retail and wholesale.	Satisfied	Tracker processes and distributes work based on geography and does not differentiate between retail and wholesale.
PPR-10-11	Work volumes within the PAWS system are administered consistently between retail and wholesale.	Satisfied	PAWS distributes work volumes consistently between retail and wholesale orders to the MLAC, FMC and NAC according to the type of errors.
PPR-10-12	The systems used in the MLAC are consistent and comparable to retail.	Satisfied	The MLAC uses the same systems for wholesale and retail.
PPR-10-13	Order processing and distribution from and within the SOAC system are consistent between retail and wholesale.	Satisfied	SOAC processes and distributes based upon satisfying the needs of the assignment process and does not differentiate between retail and wholesale.
PPR-10-14	Work volumes within the TIRKS system are administered consistently between retail and wholesale.	Satisfied	Verizon uses TIRKS for design and assignment of high-capacity circuits. This system does not differentiate based upon wholesale or retail.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-15	The systems used in the CPC for retail circuit provisioning are consistent and comparable to the systems used for resale circuit provisioning.	Satisfied	The CPC uses the same systems for resale and retail, jobs are prioritized by Record Issue Date (RID).
PPR-10-16	The systems used in the CPC for retail circuit provisioning are consistent and comparable to the systems used for UNE circuit provisioning.	Satisfied	The CPC uses the same systems regardless of UNE or retail classification. Work is prioritized by RID for both UNE and retail.
PPR-10-17	Order processing and distribution from and within the TIRKS system are consistent between retail and wholesale.	Satisfied	TIRKS processes and distributes WORD design documents based upon RID regardless of the WORD document origin.
PPR-10-18	CSC work volumes within the Work Force Administration Control (WFA/C) and WFA/DO systems are administered consistently between retail and wholesale.	Satisfied	CSC work volumes within the WFA/C and WFA/DO systems are administered consistently between retail and wholesale and are prioritized by specific dates.
PPR-10-19	The systems used in the CSC for retail are consistent and comparable to the systems used for wholesale.	Satisfied	The systems used in the CSC for retail are the same as the systems used in the Wholesale Services CSC.
PPR-10-20	CSC order processing and distribution from and within the WFA/C and WFA/DO systems are consistent between retail and wholesale.	Satisfied	Order processing and distribution from and within the WFA/C and WFA/DO systems is consistent between retail and wholesale and are prioritized by specific dates.
PPR-10-21	CO work volumes within the Work Force Administration Dispatch In (WFA/DI) system are administered consistently between retail and wholesale.	Satisfied	The CO technician receives work via WFA/DI and SWITCH/FOMS systems. All work is processed in the same manner and, without investigation, the technician does not know if the order is wholesale or retail.
PPR-10-22	The systems used in the COs are consistent and comparable to retail.	Satisfied	The CO uses the same systems for wholesale and retail. The systems differentiate based on technology.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-23	CO order processing and distribution from and within the WFA/DI system are consistent between retail and wholesale.	Satisfied	CO order processing and distribution from and within the WFA/DI system is consistent between retail and wholesale.
PPR-10-24	Work volumes within the SWITCH/FOMS systems are administered consistently between retail and wholesale.	Satisfied	SWITCH/FOMS distributes work volume the same for both wholesale or retail.
PPR-10-25	Special Services Center (SSC) work volumes within the WFA systems are administered consistently between retail and wholesale.	Satisfied	SSC work volumes within the WFA systems are consistently administered between retail and wholesale. The work volumes are differentiated by region and/or type of service (i.e., Specials versus POTS).
PPR-10-26	The systems used in the SSC for circuit test and turn up are consistent and comparable to the systems used for wholesale circuit test and turn up.	Satisfied	The systems used in the SSC for circuit test and turn up are the same as the systems used in the Regional CLEC Coordination Center (RCCC) (for a complete description of the RCCC, see PPR11 Section 2.1) for circuit test and turn up.
PPR-10-27	SSC order processing and distribution from and within the WFA system is consistent between retail and wholesale.	Satisfied	SSC order processing and distribution from and within the WFA system is consistent between retail and wholesale. The systems differentiate by region and/or type of service (i.e., Specials versus POTS).
PPR-10-28	NCC associated work volumes within the WFA and MTS systems are administered consistently between retail and wholesale.	Satisfied	The loading of switch translations and activation is based on technology by geography for CO Technician dispatch for both wholesale and retail.
PPR-10-29	The systems used in the NCC are consistent and comparable to retail.	Satisfied	NCC uses TIRKS, MTS, and WFA. These systems are used for both wholesale and retail.
PPR-10-30	NCC associated order processing and distribution from and within WFA and MTS are consistent between retail and wholesale.	Satisfied	WFA and MTS do not differentiate between wholesale and retail.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-31	Work volumes distributed to the FMC via the SOAC system are administered consistently between retail and wholesale.	Satisfied	All work is executed by the FMC and is prioritized by date due. Facility assigners are geographically based and the processes are the same for both retail and wholesale.
PPR-10-32	The systems used in the FMC are consistent and comparable to retail.	Satisfied	The FMC uses the same systems regardless of wholesale or retail. The FMC systems differentiate based on type of service (i.e., Specials versus POTS).
PPR-10-33	Work volumes distributed to the NAC via PAWS are administered consistently between retail and wholesale.	Satisfied	PAWS does not differentiate between wholesale and retail.
PPR-10-34	The systems used in the NAC are consistent and comparable to retail.	Satisfied	The NAC uses the same systems for wholesale and retail. The primary mode of receipt for both wholesale and retail requests is by telephone. The NAC then receives a paper follow up for the work via fax.
PPR-10-35	Work volumes within the Inter-Office Facilities (IOF) systems are administered consistently between retail and wholesale.	Satisfied	The IOF systems do not differentiate between wholesale and retail.
PPR-10-36	The systems used in the RCCC are consistent and comparable to retail.	Satisfied	The systems used in the RCCC are the same as the systems used for retail.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<b>Parity in the Methods and Procedures:</b>			
PPR-10-37	Methods and procedures exist to support the TISOC operation and interaction with internal Verizon PA organizations.	Satisfied	Methods and procedures supporting the TISOC operation and interaction with internal Verizon PA organizations are available and distributed in the TISOC.  Order entry and coordination roles are performed in separate wholesale organizations, TISOC and RCCC, respectively. These two roles are performed in one of the following retail organizations, based on customer size: Major Customer Service Center (MCSC), General Business Service Center (GBSC), or Large Business Service Center (LBSC). No noticeable differences were observed between wholesale and retail.
PPR-10-38	Methods and procedures in the RCMAC are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the RCMAC are consistent, repeatable, and comparable between wholesale and retail. Manual translation work is prioritized by date due and tasks are assigned based on geography. Unless a technician investigates, he/she does not know if the order is retail or wholesale.
PPR-10-39	Methods and procedures in the MLAC are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the MLAC are consistent, repeatable, and comparable between wholesale and retail. Work, whether wholesale or retail, is prioritized based on date due.
PPR-10-40	Methods and procedures in the CPC are consistent, repeatable, and comparable between retail and resale.	Satisfied	Methods and procedures in the CPC are the same for retail and resale circuit provisioning. All work is prioritized by RID and all work processes are identical for wholesale and retail.
PPR-10-41	Methods and procedures in the CPC are consistent, repeatable, and comparable between retail and UNE.	Satisfied	Methods and procedures in the RCCC for UNEs are consistent, repeatable, and comparable to the methods and procedures in the CPC for retail. All work is prioritized by RID.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-42	Methods and procedures in CSC are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the CSC Wholesale center are consistent, repeatable, and comparable to methods and procedures in the CSC Retail center.
PPR-10-43	Methods and procedures in the CO are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the CO are consistent, repeatable, and comparable between wholesale and retail. All work is received via WFA/DI and SWITCH/FOMS systems and machine prioritized by the system based on the order of commitments. Central Office personnel can not differentiate wholesale orders from retail. The exception is hot cuts, which are for wholesale customers only.
PPR-10-44	Methods and procedures in the SSC are consistent, repeatable, and comparable between retail and resale.	Satisfied	Methods and procedures in the SSC are the same for retail and resale circuit test and turn up. The technicians are familiar with the methods and procedures, which are readily available.
PPR-10-45	Methods and procedures in the SSC are consistent, repeatable, and comparable between retail and UNEs.	Satisfied	Methods and procedures for circuit test and turn up in the RCCC for UNEs are consistent, repeatable, and comparable to the methods and procedures for circuit test and turn up in the SSC for retail.
PPR-10-46	Methods and procedures in the NCC are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the NCC are consistent, repeatable, and comparable between wholesale and retail. Orders are assigned to employees by Wire Center. Work is prioritized by work due and WOT and distributed to employees based on employee skills, not by customer.
PPR-10-47	Methods and procedures in the FMC are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the FMC are consistent, repeatable, and comparable between wholesale and retail. Wholesale and retail share the same escalation telephone number and process to provide 24 hour turn around. Neither wholesale nor retail are given priority over the other.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-48	Methods and procedures in the NAC are consistent, repeatable, and comparable between wholesale and retail.	Satisfied	Methods and procedures in the NAC are consistent, repeatable, and comparable between wholesale and retail. Work is prioritized by date due regardless of whether wholesale or retail. Processing of RMAs is identical between wholesale and retail.
PPR-10-49	Methods and procedures exist to support the RCCC operation and interaction with internal Verizon PA organizations.	Satisfied	Methods and procedures that support the RCCC operation and interaction with internal Verizon PA organizations are available and distributed in the RCCC.
<b>Parity in Execution:</b>			
PPR-10-50	The execution of work volumes in the TISOC is consistent as compared with retail centers.	Satisfied	The TISOC only processes CLEC orders. When comparing the TISOC to its retail counterparts (GBSC, LBSC, MCSC), work volumes are executed in a consistent and repeatable manner and are comparable between wholesale and retail.
PPR-10-51	The TISOC has similar hours of operation as Verizon PA retail.	Satisfied	The TISOC has the same hours of operation as Verizon PA retail: 8:00 a.m.-6:00 p.m. EST, Monday through Friday. Centers are closed on weekends and holidays.
PPR-10-52	Translation Administrators in the RCMAC execute work volumes in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	Translation Administrators are geographically dispersed, and the execution of orders by the RCMAC is equivalent for both retail and wholesale orders based on date due.
PPR-10-53	Assignment Administrators in the MLAC execute work volumes in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	All work executed by the MLAC is prioritized by date due. Assignment Administrators are in charge of both retail and wholesale orders; the processes for both retail and wholesale are the same.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-54	Assignment and design teams in the CPC execute work volumes in a consistent, comparable, and repeatable manner between retail and resale.	Satisfied	All work executed by the CPC is prioritized by RID and the processes are the same for both retail and wholesale orders.
PPR-10-55	Work volumes in CSC are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	CSC MA order assignment is geographically based. Installation work is geographically load balanced across technicians.
PPR-10-56	Administration in the Central Office of force to load of technicians is consistent between wholesale and retail.	Satisfied	The assignment of work in the CO is by due date and time, not based on wholesale or retail.
PPR-10-57	Work volumes in the Central Office are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	COTs execute work volumes based upon frame due date and frame due time. COTs receive work via WFA/DI and SWITCH/FOMS systems. All work is processed in the same manner and the technician is unaware whether the order is wholesale or retail.
PPR-10-58	Trunk provisioners in the NCC execute work volumes in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	Work volumes are assigned according to technology specialty of the NCC provisioner and not according to wholesale or retail.
PPR-10-59	Work volumes in the FMC are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	All work executed by the FMC is prioritized by date due. Facility Assigners are geographically based and the processes are the same for both wholesale and retail orders.
PPR-10-60	Work volumes in the NAC are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	Retail and wholesale orders are received primarily in the same manner, by telephone, with a followup paper fax.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PPR-10-61	Work volumes in NCC are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	Work volumes in NCC are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail. The loading of Switch Translations and activation is based on technology and geography for COT dispatch.
PPR-10-62	Work volumes in Inter-Office Facilities (IOF) systems are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail.	Satisfied	Work volumes in Inter-Office Facilities (IOF) are executed in a consistent, comparable, and repeatable manner between wholesale and Verizon PA retail. Once an order has been submitted for a DS1 or DS3 circuit, IOF involvement in the provisioning process is on an exception basis. If the inventory is available, TIRKS can design the circuit in an automated manner and the CPC, Carrier Account Team Center (CATC), or the RCCC would verify the correctness of the design, potentially without any involvement from the IOF group. If the Primary Digital Access Cross-Connect (PDAC) does not exist or has no spare capacity, the high capacity circuit order would fall out to the IOF group as a RMA.