LARGE FILING SEPERATOR SHEET

CASE NUMBER: 98-1398-TP-AMT

FILE DATE: 10/18/07

SECTION: 3 OF 4

NUMBER OF PAGES: 200

DESCRIPTION OF DOCUMENT:

JOINT SETTLEMENT AGREEMENT

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Verizon

clarification to the definition section based on media type. Comments Verizon will add a Status Agreed Agreed Administrative Administrative CHANGE TYPE of Clarification Clarification some cases the data under this Measure. RATIONALE describes the parity is retrieved by the "made available," This change more Consensus Items Electronic data is not always "sent" reported services data is generated. clarifies how the applicable to the CLEC after it is "By the switch" to a CLEC. In comparisons accurately Platform to show language to UNE adding the words the data is "made opposed to being "sent" to the Standard and add and by clarifying the measurement excluding UNE comparisons for services that are PROPOSED "by the switch" and "generated" IntraLATA and between "data" reported (e.g., Resale Local, period is when CHANGE that the end of Definition by available" as Reformat the Performance clarification the different InterLATA exact parity Modify the combined, Toll, etc.) measure CLEC CATEGORY MEASURE Performance Standard Definition SUBMEASURE(S) combined excluding UNE IntraLATA and InterLATA UNE Platform All product subtypes 28 (BI-1) 28 (BI-1) PM Item # 37 38

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes
Consensus Items

	RATIONALE TYPE of Status Comments	CHANGE	Current formula Administrative Agreed	did not align with a	benchmark	standard,				ve Agreed.	requested because Clarification clarification based on media	the ILEC does not	"transmit" all	electronic bills to	CLECs. In some	cases, the bill is	made avaitable and	retrieved	electronically by	the CLEC.	
Cons	ROPOSED RECORD	RY CHANGE	Added	calculation to dic	accommodate ber	benchmark sta	standard for	Jointly Provided	Switched Access.	Modify the Th	measure	Definition by the	replacing the "tr		"successful CI	transmission of cas	the associated ma	invoice: with ret	"transmission ele	availability date the	of the bill."
	MEASURE	CATEGORY	Calculation						_	Definition											
	SUBMEASURE(S)		Jointly Provided	Switched Access						All product	subtypes	.						•••			
	PM		28 (BI-1)	-						30 (BI-2)											
	Item	#	39					_		40											

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes
Consensus Items

SUBMEASURE(S) MEASURE PROPOS CATEGORY CHANG All product Standard fre "99% within calendar day "98% within business day "98% within business day "98% within the subtypes All product Calculation in the calculation replace "transmitted both numerical denominant den					STEP CHANGE
Performance Standard Calculation	PROPOSED	KATIONALE	I Y F E OI	Status	Comments
Performance Standard Calculation	CHANGE		CHANGE		
Standard	nge the	Ensures	Process	Withdrawn	
Calculation	Performance	consistency with			-
Calculation	Standard from	East performance	_		
Calculation	"99% within 10	standard. This is a			
Calculation	calendar days" to	national standard			
Calculation	"98% within 10	used throughout			
Calculation	business days."	Verizon's	-		
Calculation	_	operation. There			
Calculation		have not been any			
Calculation		demonstrated			
Calculation		harms to			
Calculation		competition or			
Calculation		CLECs by use of			
Calculation		this slightly			
Calculation		reduced standard.			
Calculation		It was also the			
Calculation		standard applicable			
Calculation		in the FCC			
Calculation		measures.			
	je je	Electronic data is	Administrative	Agreed.	Verizon will add
	Calculation,	not always "sent"	Clarification		clarification based on media
both nu and den	ace	to a CLEC. In			type.
both nu and den	"transmitted" in	some cases the data			
and den	both numerator	is retrieved by the			
	and denominator	CLEC after it is			
THE COLOM	with "made	"made available."			
available."	lable.".				

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes
Consensus Items

Γ														ī		_											1				_
	Comments	Verizon will add the	following language to the	proposed exclusion, "This	exclusion does not include	adjustments made as a result	of a settlement on a bill	adjustment claim."					•											•							
	Status	Agreed						_							Agreed													Agreed			
	TYPE of CHANGE	Process													Administrative	Clarification												Administrative	Clarification		
Consensus riems	RATIONALE	Ensures	consistency with	SBC/California.											Ensures	consistency with	East measure. The	"next available	bill" is a more	accurate	description of what	is being measured.	Usage is delivered	on the "next	available bill",	rather than the	"correct bill."	Clarify language on	parity comparison	for Resale and	UNE services.
- 1	PROPOSED CHANGE	Add new	exclusion, "Any	billing	adjustments that	result from an	agreement	between the	ILEC and the	CLEC, where the	adjustments were	not completed to	correct errors in	billing."	Modify the	measure	Definition by	replacing	"correct bill"	with "next	available bill."							Add "Parity with	Retail" to the	Performance	Standard.
	MEASURE	Exclusions													Definition													Performance	Standard		
	SUBMEASURE(S)	All product	subtypes												All product	subtypes	•											Resale and UNE			
	PM	34 (BI-3)													31 (BI-6)	· ·												31, 32, 33	(BI-6, BI-7,	BI-8)	
	Item #	43													44													45			

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes
Consensus Items

	Comments	Verizon will change the	o too flow of once were	ranguage to remote a	indirection calculation of	"Count of usage charges on	the bill that were recorded	within last 🚓 🛬 days."																													
	Status	distance of the second of the		Wind the Winds of																																	
	TYPE of	Process							-																												
Consensus Items	RATIONALE	Billing cycles	Dilling cycles	occur on	approximately a 50	day period. The	bill at the end of	such a cycle will	not capture usage	toward the end of	the 30 day billing	period because it is	physically	impossible to do	so. That is, given	bill cycle 1 usage	occurs from days 1-	30. When the bill	is produced, usage	from days 1-20	may be captured,	but usage on days	20-30 is not	reflected until the	"next bill", which	would be up to 40	days after the usage	occurred.	Permitting 60 days	to post usage	allows us to put on	"the next bill" any	usage in a 30 day	cycle that was not	reflected on the bill	at the end of that	cycle.
- 1	PROPOSED	Calculation	Calculation	suomid be	changed to allow	60 days (instead	of 30 days) in	which to post	usage.	1																											
	MEASURE	Calculation	Calculation																																	•	
	SUBMEASURE(S)	A II amoduot	ionnoud in	snotypes																																	
	PM	31 (0) (5)	(0-10)				-																														
	Item	# 27	7						_				_	_																							

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

	Comments		Verizon will change the	language to reflect the	effective date of the charge	must be within 45 12 days of	the bill date for the charge to	appear on the next available	bill.		Verizon will change the	language to reflect the	effective date of the charge	must be within 4530 days of	the bill date for the charge to	appear on the next available	bill.															and the same of th
	Status		ما ما المام								in the second	The second secon																				
	TYPE of	CHANGE	Process								Process																					
Consensus Items	RATIONALE		This is the same	change requested in	BI-6 (PM 31).						Billing cycles	occur on	approximately a 30	day period. The	bill at the end of	such a cycle will	not capture charges	toward the end of	the 30 day billing	period because it is	physically	impossible to do	so. Permitting 60	days to post	charges allows us	to put on "the next	bill" any charges in	a 30 day cycle that	was not reflected	on the bill at the	end of that cycle.	
ŭ	PROPOSED	CHANGE	Modify the	measure	Definition and	the Calculation	by replacing	"correct bill"	with "next	available bill."	Change the	Business Rule to	make clear that	charges should	appear within 2	months, not the	current one	month, for the	same reasons as	explained for BI-	6 (PM 31)	concerning the	change from 30	days to 60 days.	Also, in the	Business Rufe	refer to the "next	available bill"	rather than the	"correct bill" for	reasons already	explained.
	MEASURE	CATEGORY	Definition and	Calculation							Business	Rules			_																	
	SUBMEASURE(S)		All product	subtypes	:							subtypes																·				
	PM		32,33 (BI-7,	BI-8)							32, 33 (BI-7,	BI-8)																				
	Item	#	47							_	48																	_				į

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Verizon

Comments Status Agreed Agreed Agreed Agreed Administrative Clarification Administrative Administrative CHANGE TYPE of Clarification Clarification Process Ensure consistency of measure with East. Duplicate language already specified in types of collocation included in metric. RATIONALE Exclusion section. Clarifies product types included in metric. Consensus Items Clarification on business rules the Modify 2nd bullet charges resulting mandated billing Products section, changes that the include new and Rules section to PROPOSED from externally implement in a denominator to Add language specifying the requests due in following: Excludes late timely manner. reported in the Remove from ILEC cannot of Business Collocation collocation reasonably reporting period." "Count of Cageless, Physical) augment types of i.e., All requests. Change (Caged, MEASURE CATEGORY (Report By) Calculation Business Rules Business Rules Products SUBMEASURE(S) All product types All product subtypes All product subtypes All product subtypes 32, 33 (BI-7, BI-8) 2-01, NP-2-05) 40, 41 (NP-40 (NP-2-01) 40 (NP-2-01) Ε Item # 49 \$ 5 52

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes Consensus Items

_																											
	Comments		•			Verizon will remove	redundant exclusion.																				
	Status		Agreed			Agreed																					
	TYPE of	CHANGE	Administrative	Clarification		Process																					
Consensus Items	RATIONALE		Clarification of	metric process.		Ensure consistency	with East business	rules and	consistency with	SBC. The same	rule regarding	negotiated	commitments that	applies to	SBC/California	should also be	applicable to	Verizon. Verizon	follows much the	same process as	SBC/California	regarding such	commitments, and	there is no reason	the Business Rule	should not apply to	each ILEC.
3	PROPOSED	CHANGE	Add business	rule for delays	due to CLEC.	Under the	Business Rules,	add a Business	Rule for Verizon	that is essentially	the same as the	rule applicable to	SBC/California	regarding	mutually	negotiated	commitments.										
	MEASURE	·	Business	Rufes		Business	Rules										-									-	
	SUBMEASURE(S)		All product	subtypes	1	All product	subtypes	,																			
	PM	 	41 (NP-2-	05)	`	41 (NP-2-	05)	`																			
	Item	#	53			54																					

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes

Verizon

Comments Status Agreed Agreed Administrative CHANGE TYPE of Clarification Process Verizon's reporting CLECS Requesting RATIONALE Definition is based availability not loss (i.e, preorder, order Adoption of Minor initial development make this measure East. Architecture Motion of Verizon has changed since of these measures; California Inc and Consensus Items availability in the Approval of Joint of OSS interface or maintenance). Modifications to adopted January 2004. In addition, this separate servers. of functionality consistent with no longer have change would Management; Participating Measure 45, on interface Change CORBA, LSI and modifications to VZ CA PM 45. reporting by prelanguage per CA PROPOSED maintenance to adopting minor CHANGE Change from ordering and interface, i.e. WISE, EDI, reporting by PUC order ordering, Updated WPTS. CATEGORY (Reported By) MEASURE Performance (Report By) Calculation Exclusions Business Rules Products Products Standard SUBMEASURE(S) All interface types ¥ 42 (PO-2) 45 (PO-4) PM Item 55 56

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA)

Process and Administrative Clarification Changes

г		-					_				_	_							-
	Comments																		
	Status		Agreed																
	TYPE of	CHANGE	Process																
Consensus Items	RATIONALE		There has been no	activity in Verizon	for any state.		_												
ŭ	PROPOSED	CHANGE	Remove UNE	Port as a product	from all	applicable	measures.												
	MEASURE	CATEGORY	Products																
	SUBMEASURE(S) MEASURE		NA																
	PM		2, 3, 4, 5, 6,	7, 11, 12,	13, 14, 17,	19, 20, 21,	23 (OR-1,	OR-2, OR-5,	PR-7-01,	PR-7-02,	PR-4-01,	PR-4-02,	PR-5-01,	PR-5-05,	PR-6-02,	MR-2, MR-	3, MR-4-	01,MR-4-	08, MR-5)
	Item	#:	57																

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Process and Administrative Clarification Changes
Consensus Items

		!		נ	Consensus mems			
Item	PM	SUBMEASURE(S)	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
#±			CALEGURI	CHANGE		CHANGE		
28	Auditing	NA	NA	Change	The current JPSA	Administrative	Agreed.	Verizon will add the
				requirement for a	calls for a meeting	Clarification		following language, "The
				meeting of the	of the Joint			committee will convene
				Joint Steering	Steering			every twelve months to
				Committee for	Committee for			discuss and determine the
				audits from 6	audits every 6	_		timing and scope of any
				months to 12	months. This			Annual Audit. Provided,
				months.	should be changed			any party may request that
					to an annual			the committee convene
					meeting in that			before the 12th month but not
					reviews every 6			earlier then the 6th month
					months are			following the last meeting of
					unnecessary and a			the committee, to discuss
					burden to all			whether an Annual Audit is
					parties.			necessary. In such event,
					~ ·			the party seeking the earlier
								meeting will be responsible
					_			for calling the meeting,
								providing a conference call-
								in number and/or meeting
					_			Continue and arranging all
								location, and providing an
								thereto "
9	Anditing	NA A	Ϋ́	Removed	Ensures	Administrative	Agreed	
`	9		1	reference to	consistency with	Clarification)	
				Section IIc.	new format.			
9	Definition of	NA	ZA	Changed term –	Make language	Administrative	Agreed	
	Terms			Common	consistent with	Clarification		
_			~	Transport to	measure			•
				Common	description.			
				Transport Trunk				
				Groups.				

APPENDIX I

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA)
Process and Administrative Clarification Changes
Consensus Items

Conse	EASURE(S) MEASURE PROPOSED RATIONALE TYPE of Status Comments CATEGORY CHANGE	NA Add Specials, Provides Administrative Agreed Verizon will modify the Designed Services and Non Services to Definition of Terms Administrative Agreed Verizon will modify the definition for designed services as follows, "Designed services are services to permitten of Terms Administrative	NA Change reporting Ensures Administrative Agreed structure to consistency with charification include CLEC East reporting and positive reporting (reporting regardless of activity).	All Reformat Clarifies guidelines applicable to only consistent with VZ. Ensures format of VZ east consistency with guidelines Verizon East format.	Moved to Non-Consensus document	Definition Modify WPTS Ensures Process Agreed prime time from consistency with 7am to 8 pm EST NY.
	SUBMEASURE(S) MEASUI	NA NA	All	Aji		PO-2-02 Definition
	Item PM S	Definition of Terms	62 Reports	63 All A	64	65 42 (PO-2)

Attachment D

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA)

Process and Administrative Clarification Changes

Consensus Items Verizon

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	Comments		
	Status	Name of the second of the seco	<u> त्रिश्चल्य</u> ं
	TYPE of	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Process
onsensus Items	RATIONALE	Pgr (RO 73RQ	Per JROJIRRO
~	PROPOSED	Remarks Self	Ene Sharing.
	MEASURE	Parkots	STOCK TO THE PROPERTY OF THE P
	SUBMEASURE(S)	OR. 402, OR. 1-04, OR. 1-04, OR. 1-04, OR. 1-04, OR. 2-02, OR. 2-02, OR. 2-02, OR. 2-02, OR. 2-01, OR. 2-02, OR. 2-0	OR-1-02, OR-1-04 OR-1-06, OR-2-05 OR-2-04, OR-2-06 OR-3-01, OR-3-03 PR-3-01, PR-3-03 PR-5-01, PR-3-03 PR-6-01, PR-3-04 PR-6-01, PR-3-04 PR-6-05, PR-2-01 PR-5-01, MR-3-01
	PM		2.3.4.5.6. 2.8.11.12. 15.14.15. 15.4.16.10. 2.0R-1.0R- 2.0R-5. PR-2.PR-4. PR-5.PR-6. PR-5.PR-6. PR-5.NR-2. NR-5.NR-2.
	Item	* 00	77

PROPOSAL FOR MODIFICATIONS TO THE CA JOINT PARTIAL SETTLEMENT AGREEMENT (JPSA) Verizon

Process and Administrative Clarification Changes Consensus Items

				١	COURTER AICTURE			
Item	PM	SUBMEASURE(S) MEASURE	MEASURE	PROPOSED	RATIONALE	TYPE of	Status	Comments
# ±			CATEGORY	CHANGE		CHANGE		
003 503	23. 5. 5. 5. 5. 5. 5. 5. 5. 5. 5. 5. 5. 5.	0 Cyclin OB-24 D. CR. 12-402, PR-24 C. CR. 12-402, PR-24 Q. CR. 1-02, NR-24 91, 238-5-01, NR-24 4-01, MR-5-01,	\$50 p. 4.64	Table Date.	P\$	1 1 1 5 30		
<u> </u>	X:	Ŋ	General Exclusions	Added note regerding thin instrument of the product of the control	PerTSOFIRRO	Process	<u> विद्यादत्</u>	

Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

California
Proposed in Florida
Proposed in Illinois
Proposed in Indiana
Proposed in North Carolina
Proposed in Ohio
Proposed in Oregon
Proposed in Washington

Filed May 15, 2006

Table of Contents

INTRODUCTI	ION	5
EXECUTIVE	SUMMARY	6
RESERVATIO	ON OF RIGHTS	10
GENERAL EX	CLUSIONS	11
PERFORMAN	NCE METRIC NUMBER CROSS REFERENCE TABLE	12
PRODUCT CO	DDES	15
RETAIL ANA	LOG	18
PRE-ORDERI	NG PERFORMANCE	20
PO-1 RESPO	NSE TIME OSS PRE-ORDERING INTERFACE (FORMERLY PM 1)	21
PO-1-02	Average Response Time – Due Date Availability	21 22
PO-1-02 PO-1-03		
	Average Response Time – Address Validation	
PO-1-04	Average Response Time – Service Availability	
PO-1-05	Average Response Time - Telephone Number Selection	
PO-1-06	Average Response Time – Mechanized Loop Qualification	
PO-1-07	Average Response Time - CSI Request - Manual	
PO-1-08	Average Response Time – CSI Request - Electronic	
PO-1-09	Average Response Time – Rejected/Failed Inquiries	
PO-1-10	Percent Timeouts	23
ORDERING F	PERFORMANCE	24
OR-1 FO	C/LSC Notice Timeliness (Order Confirmation Timeliness) (Formerly PM 2)	25
OR-1-02	LSC Notice Timeliness - Flow Through	26
OR-1-04	% On Time LSC < 10 Lines (Non-Designed – No Flow Through)	
OR-1-05	% On Time LSC < 10 Lines (Designed Services - No Flow Through)	
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed - No Flow Through)	
OR-1-07	% On Time LSC->= 10 Lines (Designed Services - No Flow Through)	
OR-1-12	FOC Notice Timeliness.	
OR-1-13	Held and Denied Interconnection Trunk Request	
	ECT TIMELINESS (FORMERLY PM 3)	
OR-2-02	Reject Timeliness – Flow Through	
OR-2-04	% On Time LSR Reject - < 10 Lines (Non-Designed – No Flow Through)	
OR-2-05	% On Time LSR Reject - < 10 Lines (Designed – No Flow Through)	
OR-2-06	% On Time LSR Reject - >= 10 Lines (Non-Designed – No Flow Through)	
OR-2-07	% On Time LSR Reject - >= 10 Lines (Non-Designed - No Flow Through)	
OR-2-12	Reject Timeliness	
	LETION NOTICE INTERVAL (FORMERLY PM 18)	
OR-4-18	Completion Notice Interval	
	COMPLETON WATER THE VAL	
OR-5-01	% Flow Through Orders – Received Electronically.	
OR-5-03	% Flow Through Orders – Currently Programmed	
		· · · · · · · · · · · · · · · · · · ·

OR-11 PERC	ENT MECHANIZED LINE LOSS NOTIFICATIONS (FORMERLY P	
M 18A)	35	
OR-11-01		
	G PERFORMANCE	
	GE COMPLETED INTERVAL (FORMERLY PM 7)	
PR-2-06	Average Completed Interval - DS0	
PR-2-07	Average Completed Interval – DSI	
PR-2-08	Average Completed Interval - DS3	
PR-2 - 09	Average Completed Interval - Total	38
	T COMPLETED WITHIN STANDARD INTERVAL (FORMERLY PM 8)	
PR-3-12	% Completed w/in Standard Interval	40
	APPOINTMENTS (FORMERLY PM 11, PM 11A AND PM 14)	41
PR-4-01	% Due Dates Missed (formerly PM 11)	
PR-4-02	Held Order Interval (formerly PM 14)	
PR-4-16	Loop Acceptance Testing (LAT) Not Completed On Time (formerly PM 11A)	
	Y MISSED ORDERS (FORMERLY PM 12 AND PM 13)	
PR-5-01	% Due Dates Missed Due to Lack of Facilities (formerly PM 12)	
PR-5-05	Delay Order Interval to Completion Date (formerly PM 13)	
PR-6 INSTALI PR-6-01	ATION QUALITY (FORMERLY PM 16, PM 17, PM 15, PM 15A AND PM 10)	
	% Troubles in 30 days for Special Services Orders (formerly PM 16)	
PR-6-02 PR-6-04	% Troubles in 7 Days for Non-Special Orders (formerly PM 17)	
PR-6-05	Provisioning Trouble Reports (formerly PM 15)	49 50
PR-6-06	Average Time to Restore Provisioning Troubles (formerly PM 15A)LNP Network Provisioning (formerly PM 10)	50
	DY REPORTS (FORMERLY PM 5 AND PM 6)	
PR-7-01	% Orders Jeopardized (formerly PM 5)	
PR-7-02	Jeopardy Notices Returned by Required Interval (formerly PM 6)	
	INATED CUSTOMER CONVERSION AS A PERCENTAGE ON-TIME (FORMERLY PM 9)	
PR-9-01	Coordinated Customer Conversion as Percentage On-Time	
	-	
	CE PERFORMANCE	
MR-2 Custon	MER TROUBLE REPORT RATE (FORMERLY PM 19)	56
MR-2 - 01	Customer Trouble Report Rate	57
MR-3 PERCEN	ITAGE OF CUSTOMER TROUBLES NOT RESOLVED WITHIN ESTIMATED TIME (FORMERLY PM 2	0) 58
MR-3-01	% Customer Trouble not Resolved w/in Estimated Time	59
MR-4 Troubi	E DURATION INTERVALS (FORMERLY PM 21 AND PM 22)	
MR - 4-01	Average Time to Restore (formerly PM 21)	
MR-4-08	POTS OOS < 24 Hours (formerly PM 22)	62
	NCY OF REPEAT TROUBLES IN 30 DAY PERIOD (FORMERLY PM 23)	63
MR-5-01	% Repeat Reports within 30 Days	64
NETWORK PI	ERFORMANCE	65
NP-1 PERCEN	IT BLOCKING ON COMMON TRUNKS (FORMERLY PM 24 AND PM 25)	66
NP-1-02	% Blocking on Common Trunks (formerly PM 24)	
NP-1-04	% Blocking on Interconnection Trunks (formerly PM 25)	
	OADED BY LERG EFFECTIVE DATE (FORMERLY PM 26)	68
NP-6-01	NXX Loaded by LERG Effective Date	
	FORMANCE	
	TIMELINESS (FORMERLY PM 28)	
BI-1-05	Usage Timeliness	
BI-1-06	Usage Timeliness - % DUF within 6 Days	70

BI-2 WHOLESALE BILL TIMELINESS (FORMERLY PM 30) 71 BI-2-01 Wholesale Bill Timeliness 71 BI-3 BILL ACCURACY (FORMERLY PM 34) 72 BI-3-01 Bill Accuracy 72
B1-3-01 Bill Accuracy
B1-3-01 Bill Accuracy
BI-6 USAGE COMPLETENESS (FORMERLY PM 31)
BI-6-01 Usage Completeness 73
BI-7 RECURRING CHARGE COMPLETENESS (FORMERLY PM 32)
BI-8 Non-RECURRING CHARGE COMPLETENESS (FORMERLY PM 33)
B1-8-01 Non-Recurring Charge Completeness 75
DATABASE UPDATE PERFORMANCE76
GE-4 E911/911 MS DATABASE UPDATE (FORMERLY PM 39)
GE-4-01 E911/911 MS Database Update
COLLOCATION PERFORMANCE78
NP-2 PERCENT ON TIME TO RESPOND TO A COLLOCATION REQUEST (FORMERLY PM 40 AND PM 41))
NP-2-01 % On Time to Respond to a Collocation Request (formerly PM 40)80
NP-2-05 Time to Provide a Collocation Arrangement (formerly PM 41)
INTERFACE PERFORMANCE81
PO-2 PERCENT OF TIME INTERFACE IS AVAILABLE (OSS INTERFACE AVAILABILITY) (FORMERLY PM 42)82
PO-2-02 % of Time Interface is Available
PO-3 CENTER RESPONSIVENESS (FORMERLY PM 44)
PO-3-02 Center Responsiveness -Ordering84
PO-3-04 Center Responsiveness - Repair84
PO-3-05 Center Responsiveness - BRC (Business Repair Center)84
CHANGE MANAGEMENT PERFORMANCE85
PO-4 PERCENT OF TIMELY AND COMPLIANT CHANGE MANAGEMENT NOTICES (FORMERLY PM 45)86
PO-4-01 % of Timely & Compliant Change Management Notices
REPORTING PROCESS88
AUDITING 89
REVIEW PROCEDURES92
CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS SERVICE ORDER TYPES93
DEFINITION OF TERMS94
GLOSSARY OF ACRONYMS100
JEOPARDY MISSED APPOINTMENT CODES
DISPOSITION CODES103
IMPLEMENTATION SCHEDULE 104

CA JPSA

Introduction

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS Oll") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown.

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals. The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for periodic reviews. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- · other analogs and the benchmarks
- auditing and reporting
- · review procedures

A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

CA JPSA

Executive Summary

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OH/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

 "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Red 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert, granted, 118 S. Ct. 879 (1998).

³ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

⁴ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

CA JPSA

- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- o Address Verification/Dispatch Required
- o Request for Telephone Number
- o Request for Customer Service Record
- Service Availability
- Service Appointment Scheduling (due date)
- o Loop Qualification
- o PIC
- o Facility Availability
- o Rejected/Failed Inquiries

Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

CA JPSA

Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

Network Performance

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

Collocation

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

• Data Base Updates

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information, which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

Interfaces

CA JPSA

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures are provided in the Auditing or Review Procedures chapter.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

CA JPSA

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CA JPSA

General Exclusions

Test IDs/Transactions.

Test IDs are excluded from all Carrier to Carrier metric calculations. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers are excluded from the metrics.

Verizon Affiliate Reporting

Verizon affiliate reporting (including Data Services Network Operations (DSNO) formerly known as VADI) is always excluded from CLEC aggregate data for all metrics.

Internally generated LSRs/ASRs and Service Orders

Internally Generated LSRs/ASRs are excluded from the Ordering metrics.

Internally Generated Service Orders are excluded from the Provisioning metrics.

Unbundled Network Elements (UNE)

Except for Billing measures BI-2, BI-3, BI-6, BI-7 and BI-8, UNE products do not include Wholesale Advantage (formerly UNE-P) or Line Sharing transactions.

CA JPSÁ

Performance Metric Number Cross Reference Table

New Measure #	Old Measure #	DOMAIN/MEASURE	
<i>H</i>		PRE-ORDERING	
PO-1	1	Response Time OSS Pre-Ordering Interface	
		ORDERING	
OR-1	2	FOC/LSC Notice Timeliness (Order Confirmation Timeliness)	
OR-2	3	Reject Timeliness	
OR-5	4	Percentage of Flow Through Orders	
		PROVISIONING	
PR-7-01	5	Percentage of Orders Jeopardized	
PR-7-02	6	Jeopardy Notices Returned by Required Interval	
PR-2	7	Average Completed Interval	
PR-3	8	Percent Completed within Standard Interval	
PR-9	9	Coordinated Customer Conversion	
PR-6-06	10	LNP Network Provisioning	
PR-4-01	11	Percent of Due Dates Missed	
PR-4-16	11A	Loop Acceptance Testing (LAT) Not Completed On Time	
PR-5-01	12	Percent Due Dates Missed Due to Lack of Facilities	
PR-5-05	13	Delay Order Interval to Completion Date	
PR-4-02	14	Held Order Interval	
PR-6-04	15	Provisioning Trouble Reports	
PR-6-05	15A	Average Time to Restore Provisioning Troubles	
PR-6-01	16	Percentage Troubles in 30 Days for Special Services Orders	
PR-6-02	17	Percent Troubles in 7 days for Non-Special Orders	
OR-4-18	18	Completion Notice Interval	
OR-11	18A	Percent Mechanized Line Loss Notifications	
		MAINTENANCE	
MR-2	19	Customer Trouble Report Rate	
MR-3	20	Percent of Customer Trouble not Resolved within Estimated Time	
MR-4-01	21	Average Time to Restore	
MR-4-08	22	POTS Out of Service less than 24 Hours	
MR-5	23	Frequency of Repeat Troubles in 30 day period	
WIC-5		NETWORK PERFORMANCE	
NP-1-02	24	Percent Blocking on Common Trunks	
NP-1-04	25	Percent Blocking on Interconnection Trunks	
NP-6	26	NXX Loaded by LERG Effective Date	
-	27	Measure Deleted	
		BILLING	
BI-I	28	Usage Timeliness	
-	29	Measure Deleted	
B1-2	30	Wholesale Bill Timeliness	
B1-6	31	Usage Completeness	
BI-7	32	Recurring Charge Completeness	
B1-8	33	Non-Recurring Charge Completeness	
BI-3	34	Bill Accuracy	
-	35	Timeliness of Billing Completion Notices – SBC/California Only	
-	36	Measure Deleted	
		DATABASE UPDATES	
ſ-	37	Database Update Interval (SBC/California Only)	

Attachment A

APPENDIX II

CA JPSA

New Old Measure Measure #		DOMAIN/MEASURE	
#	Wicasule #		
-	38	Percent Database Accuracy (SBC/California Only)	
GE-4	39	E911/911 MS Database Update	
		COLLOCATION	
NP-2	40	Percent On Time to Respond to a Collocation Request	
NP-2-05	41	Time to Provide a Collocation Arrangement	
-		INTERFACES	
PO-2	42	Percent of Time Interface is Available (OSS Interface Availability)	
	43	Measure Deleted	
PO-3	44	Center Responsiveness	
		CHANGE MANAGEMENT	
PO-4	45	Percent of Timely and Compliant Change Management Notices	

CA JPSA

NOTES:

- 1. These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.
- 2. Details regarding implementation schedules for new measures are provided in Implementation Schedule chapter.

CA JPSA

Product Codes

Sub-Code	Wholesale Product		
1000	Resale and UNE combined		
1030	Standalone Directory Listings		
1050	Resale and UNE Combined - Billing Usage Charges		
1060	Resale and UNE Combined - Billing Recurring Charges		
1070	Resale and UNE Combined - Billing Non-Recurring Charges		
1400	Resale, UNE and Interconnection Facilities combined		
2000	Resale		
2006	Resale Local Usage		
2007	Resale Toll Usage		
2110	Resale POTS - Business		
2111	Resale POTS – Business Dispatch		
2112	Resale POTS – Business No Dispatch		
2120	Resale POTS - Residence		
2121	Resale POTS – Residence Dispatch		
2122	Resale POTS – Residence No Dispatch		
2200	Resale Specials		
2201	Resale Specials - Dispatch		
2202	Resale Specials - No Dispatch		
3000	UNE		
3052	UNE IntraLATA and InterLATA combined Usage		
3112	UNE POTS - Loop		
3121	UNE POTS - Other		
3200	UNE Specials		
3220	UNE Loop Designed		
3221	UNE Loop Designed DS0		
3222	UNE Loop Designed DS1		
3223	UNE Loop Designed DSI and above		
3224	UNE Loop Designed DS3 and above		
3235	UNE Loop Designed - DS0 - Dispatch		
3236	UNE Loop Designed – DS0 – No Dispatch		
3237	UNE Loop Designed - DS1 - Dispatch		
3238	UNE Loop Designed - DS1 - No Dispatch		
3239	UNE Loop Designed - DS3 and above - Dispatch		
3240	UNE Loop Designed – DS3 and above – No Dispatch		
3241	UNE Loop Designed – DS1 and above – Dispatch		
3242	UNE Loop Designed – DS1 and above – No Dispatch		
3300	UNE Complex		
3342	UNE Loop xDSL Capable		
3348	UNE Loop xDSL Capable – Dispatch		
3349	UNE Loop xDSL Capable – No Dispatch		
3350	UNE Loop IDSL Capable		
3351	UNE Loop IDSL Capable – Dispatch		
3352	UNE Loop IDSL Capable - No Dispatch		
3381 3382	UNE Loop xDSL Capable – Conditioned – Dispatch		
3383	UNE Loop xDSL Capable - Conditioned - No Dispatch		
3384	UNE Loop xDSL Capable - Non Conditioned - Dispatch		
3500	UNE Loop xDSL Capable – Non Conditioned – No Dispatch		
3513	Additional UNE Services UNE EEL – DS0 New		
3514	UNE EEL – DS0 New UNE EEL – DS0 Conversion		
2214	TOMB BBC - D20 COUNTYOU		

CA JPSA

Sub-Code	Wholesale Product	
3515	UNE EEL – DS1 New	
3516	UNE BEL – DSI Conversion	
3517	UNE EEL – DS3 and above New	
3518	UNE EEL – DS3 and above Conversion	
3520	UNE Loop Coordinated Hot Cut – Basic	
3521	UNE Loop Coordinated Hot Cut – Dispatch	
3523	UNE Loop Coordinated Hot Cut – Large Job	
3524	UNE Loop Coordinated Hot Cut – No Dispatch	
3525	UNE Loop Batch Hot Cut	
3526	UNE Loop Batch Hot Cut – Dispatch	
3527	UNE Loop Batch Hot Cut - No Dispatch	
3540	LNP	
3541	LNP – Dispatch	
3542	LNP – No Dispatch	
3555	UNE Loop Non-Designed	
3559	UNE EEL – DS0 – New - Dispatch	
3561	UNE EEL – DS3 and above (New & Conversion)	
3562	UNE EEL – DS0 (New & Conversion)	
3563	UNE EEL - DSI (New & Conversion)	
3564	UNE EEL – DS1 and below (New & Conversion)	
3565	UNE EEL – DS0 – New – No Dispatch	
3566	UNE EEL – DS0 – Conversion – Dispatch	
3567	UNE EEL - DS0 - Conversion - No Dispatch	
3568	UNE EEL – DS1 – New – Dispatch	
3569	UNE BEL – DS1 – New – No Dispatch	
3570	UNE Subloop	
3571	UNE Loop Non-Design Dispatch	
3572	UNE Loop Non-Design No Dispatch	
3574	UNE EEL DSI Conversion – Dispatch	
3575	UNE EEL DSI Conversion - No Dispatch	
3576	UNE EEL DS3 and above – New – Dispatch	
3577	UNE EEL DS3 and above - New - No Dispatch	
3578	UNE EEL DS3 and above – Conversion – Dispatch	
3579	UNE EEL DS3 and above - Conversion - No Dispatch	
3581	UNE Subloop – Dispatch	
3582	UNE Subloop - No Dispatch	
3583	UNE EEL DS0 - New and Conversion - Dispatch	
3584	UNE EEL DS0 - New and Conversion - No Dispatch	
3585	UNE EEL DS1 – New and Conversion – Dispatch	
3586	UNE EEL DS1 - New and Conversion - No Dispatch	
3587	UNE EEL DS3 and above New and Conversion - Dispatch	
3588	UNE EEL DS3 and above – New and Conversion - No Dispatch	
3603	UNE Transport – DS0	
3604	UNE Transport – DS1	
3605	UNE Transport – DS1 and below	
3606	UNE Transport – DS3 and above	
3607	UNE Transport – DS1 and below – Dispatch	
3608	UNE Transport - DS1 and below - No Dispatch	
3609	UNE Transport – DS3 and above – Dispatch	
3610	UNE Transport – DS3 and above – No Dispatch	
3611	UNE Transport - DS0 - Dispatch	

CA JPSA

Sub-Code	Wholesale Product		
3612	UNE Transport – DS0 – No Dispatch		
3613	UNE Transport – DS1 – Dispatch		
3614	UNE Transport – DS1 – No Dispatch		
3650	UNE Transport/EEL Projects		
5000	CLEC Trunks/Interconnection Facilities		
5001	Interconnection Trunks - Dispatch		
5002	Interconnection Trunks - No Dispatch		
5003	Interconnection Trunks - Not out of Service		
5004	Interconnection Trunks - Out of Service		
5005	Interconnection Trunks - Out of Service - Dispatch		
5006	Interconnection Trunks – Out of Service – No Dispatch		
5007	Interconnection Trunks - Not Out of Service - Dispatch		
5008	Interconnection Trunks - Not Out of Service - No Dispatch		
5050	Facilities/Interconnection Billing Non-Recurring Charges		
5051	Facilities/Interconnection Billing Recurring Charges		
5052	Facilities/Interconnection Billing Usage Charges		
5090	Jointly Provided Switched Access		
5100	Interconnection Trunks – ILEC to CLEC end office		
5200	Interconnection Trunks – ILEC tandem to CLEC end office		
5300	Common and Shared Trunk Groups		
5350	IC Trunk Projects		
6000	Systems Metrics		
6010	WPTS		
6020	EDI		
6030	CORBA		
6070	Electronic		
6071	Other/Manual		
6072	WISE		
6085	LSI		
6090	EDI/CORBA combined		
6660	Change Notification & Confirmation - Industry Standard, Verizon Originated and TC		
	Originated		
6700	Collocation		
6701	Collocation – New applications		
6702	Collocation – Augment applications		
6703	Collocation – Physical - All		
7000	NXX Codes		
7001	NXX Codes - Dispatch		
7002	NXX Codes - No Dispatch		

CA JPSA

Retail Analog

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

Provisioning metrics -	Wholesale Service	Retail Analog
ALL where parity is	Resale POTS - Residence	Retail POTS - Residence
standard		
	Resale POTS – Business	Retail POTS – Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	B1 Dispatched Non-designed
	UNE Loop Designed -DS0	DS0 Service
	UNE Loop Designed - DS1	DS1 Service
	UNE Loop Designed - DS1 and	DS1 and above
	above	
	UNE Loop Designed - DS3 and	DS3 and above service
	above	
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable –	Retail ISDN BRI
	Conditioned	
		Retail ISDN BRI
	Conditioned	
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport – DS0	DS0 Service
	UNE Transport – DS1	DS1 Service
	UNE Transport – DS1 and below	
	UNE Transport - DS3 and above	DS3 and above service
	Interconnection Trunks	ILEC Dedicated Trunks
	LNP	Retail POTS - Total Business & Residence,
		Non-Dispatched
	EEL (New and Conversions) –	DS0 Service
	DS0	
	EEL (New and Conversions) -	DS1 Service
	DS1	
	EEL (New and Conversions) –	DS3 and above service
	DS3 and above	
	EEL DS0 – New	DS0 new orders
	EEL DS0 - Conversion	DS0 change orders
	EEL DS1 - New	DS1 new orders
	EEL DS1 - Conversion	DS1 change orders
	EEL DS3 and above - New	DS3 and above new orders
	EEL DS3 and above - Conversion	
	UNE - Coordinated Hot Cut	Retail POTS New Line Orders
<u> </u>	UNE - Batch Hot Cut	Retail POTS New Line Orders

CA JPSA

Maintenance metrics:	Wholesale Service	Retail Analog
ALL where parity is standard	Resale POTS - Residence	Retail POTS – Residence
	Resale POTS – Business	Retail POTS – Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	Retail POTS Residence and Business Dispatched
	UNE Loop Designed - DS0	DS0
	UNE Loop Designed – DS1 and above	DS1 and above
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport - DS1 and below	DS1 and below service
	UNE Transport - DS3 and above	DS3 and above service
	LNP	Retail POTS – Total Business and Residence Non Dispatched
	EEL - DS0	DS0 Service
	EEL – DS1	DS1 Service
	EEL - DS3 and above	DS3 and above service

CA JPSA

Pre-Ordering Performance

CA JPSA

Function:

PO-1 Response Time OSS Pre-Ordering Interface (formerly PM 1)

Definition:

This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Inquiry (Mechanized and Manual)
- Service Availability
- Service Appointment Scheduling (due date)
- Rejected/Failed inquires
- Timeouts (included in query interval and also reported separately on a diagnostic basis)
- Loop qualification
 - o Loop Qual (Mechanized)

Business Rules:

- Pre-order query transaction time intervals are measured as total transaction time.
- Fully electronic pre-order query response times will be measured for the WISE and CORBA systems.
- Excludes non-business days.
- Elapsed time for fully electronic sub-measures tracked during published system hours.
- Mechanized Loop Qualification is measured in seconds.
- Verizon does not report Retail System Transaction Time for rejected/failed inquiries.
- Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries.
- Time-outs A time-out is a query for which the requested information or an error message is not provided within 60 seconds.
- Verizon Retail data is based on COFEE data.

Notes:

- The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period.
- Verizon will supply all available loop qualification data, however Verizon will not support manual engineering query for loop qualification.
- The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for variations in functionality and additional security requirements of the interface.
- Timeouts will be included in the query interval and also will be reported diagnostically until next
 Performance Measurement Review. Based on reported time out data, a determination will be made regarding whether to exclude time outs.
- Products are reported by query type and by interface type, including fax.
- The published system hours can be found on the following URL:
 http://www22.verizon.com/wholesale/clecsupport/content/1, wise-wise_apps-wise_availability,00.html

Exclusions:

- CSI requests (both manual and mechanized) for greater than 30 working telephone numbers.
- Rejected manual requests
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a group of orders that are 'batched' together and sent in a single transmission to the gateway.

- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Electronic pre-order query response times that originate outside the published system hours.

CA JPSA

Performance Standard:

Mechanized Standard:

PO-1-02 through PO-1-05: Retail Time + not more than 5 seconds

PO-1-08: 95% w/in 20 seconds

PO-1-09 and PO-1-10: No standard. Reported diagnostically.

Manual CSIs

PO-1-07: 95% w/in 8 business hours

Mechanized Loop Qualification

PO-1-06: 95% w/in 60 seconds

Formula:

Mechanized:

Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)

Loop Qualification Transaction Time:

Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100

Timeouts:

(Number of transactions that timeout/ Total number of transactions) x100

Manual CSIs:

Total Manual CSIs Returned Within Specified Interval / (Number of CSIs Returned) x 100

Report Dimens	ions:	
Company:	The second secon	Geography:
• CLEC	Aggregate	Statewide
CLEC	Specific	
ILEC (if analog applies)	
ILEC A	Affiliate	
Products	Electronically Received/El	ectronically Handled
Sub-Metrics -		
PO-1-02	Average Response Time - Due Dat	e Availability
Calculation	Numerator	Denominator
	0 0 11	

Sub-Metrics:-			
PO-1-02	Average Response Time – Due Date Availability		
Calculation	Numerator	Denominator	
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.	
PO-1-03	Average Response Time - Address Validation	1	
Calculation	Numerator	Denominator	
	Sum of all response times for Address Validation.	Number of Address Validation transactions.	
PO-1-04	Average Response Time - Service Availabilit	y	
Calculation	Numerator	Denominator	
	Sum of all response times for Service Availability.	Number of Service availability transactions.	
PO-1-05	Average Response Time - Telephone Number	r Selection	
Calculation	Numerator	Denominator	
	Sum of all response times for Telephone	Number of Telephone Number Selection	
	Number Selection.	transactions.	
PO-1-06	Average Response Time - Mechanized Loop	Qualification	
Products	EDI/CORBA		
	• WISE		
1 i ouutis	1		

	1		
Calculation	Numerator Numerator	<u>Denominator</u>	
	Total queries for mechanized loop	Number of Mechanized Loop Qualification	
	qualification returned within specified	queries returned.	
	interval.	<u> </u>	
PO-1-07_	Average Response Time - CSI Request - Ma	nual	
Products	Manual CSIs		
Calculation	Numerator	Denominator	
	Total manual CSIs returned within specified	Number of manual CSI queries returned.	
	interval.	·	
PO-1-08	Average Response Time - CSI Request - Electronic		
Products			
	WISE		
Calculation	Numerator	Denominator	
	Sum of all response times for a CSI request	Number of CSI transactions submitted via	
	submitted via WISE.	WISE.	
PO-1-09	Average Response Time - Rejected/Failed In	quiries	
Products	Electronically Received/Electronically Handled		
Calculation	Numerator	Denominator	
	Sum of all response times for Parsed CSR	Number of rejected/failed queries.	
	transactions.	•	
PO-1-10	Percent Timeouts		
Products	Timeouts		
Calculation	Numerator	Denominator	
	Number of transactions that timeout.	Total number of transactions.	

CA JPSA

Ordering Performance

CA JPSA

Function:

OR-1 FOC/LSC Notice Timeliness (Order Confirmation Timeliness) (formerly PM 2)

Definition:

Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Performance Standards.

Business Rules:

For manually handled request:

- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.
- The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.
- Elapsed time for fully electronic sub-measures is tracked during system hours.
- For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or
 orders being treated as a project. However, should the CLEC designate their order activity as a project or
 request other project-type special handling, the results are excluded from this measure.
- For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply.
- Elapsed time calculated in hours or days.
- For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Notes:

- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type and flow through and non-flow through

Exclusions:

- Non business days.
- Delays caused for customer reasons.
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
- Non stand-alone records for Directory Assistance/Directory Listing.
- Test CLECs.
- LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.
- Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Performance Standard;

CA JPSA

95% on time (except as noted):

Fully Electronic/Flow Through:

■ Standard – <=2 system hours

Resale POTS/UNE (non-designed) < 10 lines

Standard – <= 24 clock hours

Resale POTS/UNE (non-designed) >= 10 lines

• Standard -<= 48 clock hours

Resale Specials / UNE designed Services < 10 lines

Standard – <=24 clock hours

Resale Specials / UNE designed Services >= 10 lines

Standard -<= 48 clock hours

UNE Transport/ EELs

DS1 and below

• Standard - <= 24 clock hours

DS3 and above

■ Standard – 90% <= 72 clock hours

Interconnection Trunks

• Standard -<- 5 business days

Projects:

- UNE Transport/EELs Standard -90% w/in 72 hours
- IC trunk projects 95% w/in 10 business days

Interconnection Trunk Requests:

Held and Denied - Average Interval

Standard – Average 13 days

Subloop: No standard. Reported diagnostically.

Report Dimens	ions:		
Company:		Geography:	
 CLEC Aggregate 		Statewide	
• Cl	LEC Specific		
• iL	EC (if analog applies)		
• IL	EC Affiliate		
Sub-Metrics -		INVASARIUM III SEESTAANIMINIMININ KEESSAA	
OR-1-02	LSC Notice Timeliness - Flow Throug	h	
Products	Stand Alone Directory Listings	\$	
	Resale POTS- Residence		
	Resale POTS-Business		
,	Resale Specials		
	 UNE Loop Non-designed 		
	UNE Loop Designed		
,	UNE Loop xDSL Capable		
	UNE Loop IDSL Capable		
,	• LNP		
	 UNE Subloop (Diagnostic) 		
Calculation	Numerator	Denominator	
	Number of LSCs where the sent date/tir	me Number of LSCs where a LSC was sent for	
	minus the received date/time	those specified products	
	is less than or equal to the standard for		
	specified products		

OR-1-04	CA JPSA % On Time LSC < 10 Lines (Non-Designed –	No Flow Through)
Products		ING PROW THEOREM
rroducis	Stand Alone Directory Listings Regula POTS, Paridonna	
	Resale POTS- Residence	
	Resale POTS-Business	
	UNE Loop Non-designed	
	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	• LNP	
	UNE Subleop (Diagnostic)	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
OB 4 05	specified products	N 70 70 10
OR-1-05	% On Time LSC < 10 Lines (Designed Service)	es - No Flow Inrough)
Products	Resale Specials	
,	UNE Loop Designed	
	UNE Loop IDSL Capable	
<u></u>	UNE Subloop (Diagnostic)	
Calculation	Numerator Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for specified products	
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed	- No Flow Through)
Products	Stand Alone Directory Listings	
	Resale POTS- Residence	
	Resale POTS-Business	
	UNE Loop Non-designed	
	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	• LNP	
	UNE Subloop (Diagnostic)	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	, ,
	specified products	
OR-1-07	% On Time LSC->= 10 Lines (Designed Serv	ices - No Flow Through)
Products	Resale Specials	
	UNE Loop Designed	
	UNE Loop IDSL Capable	
	UNE Subloop (Diagnostic)	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	i de la companya de

OR-1-12	FOC Notice Timeliness	
Products	UNE EELS DS1 and below DS3 and above UNE Transport DS1 and below DS3 and above Interconnection Trunks Projects Interconnection Trunks UNE Transport/EEL	
Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of FOCs where a FOC was sent for those specified products
OR-1-13	Held and Denied Interconnection Trunk Request	
Products	Interconnection Trunks	
Calculation	Numerator	Denominator
	Sum of date request is released minus date request is originally received	Number of requests held and released

CA JPSA

Function:

OR-2 Reject Timeliness (formerly PM 3)

Definition:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards

Business Rules:

- Elapsed time for fully electronic sub-measures tracked during system hours
- For manually handled requests:
- Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
- Business day hours and holidays are published on the Verizon web site.
- The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.
- For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or
 orders being treated as a project. However, should the CLEC designate their order activity as a project or
 request other project-type special handling, the results are excluded from this measure.
- For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply.
- For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of each RPON.
- Elapsed time calculated in hours.

Notes:

- Excluded data will be made available upon request through the raw data/excluded data process.
- · Reported by flow through and non-flow through.

Exclusions:

- Non business days.
- Delays caused for customer reasons.
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
- Non stand-alone records for Directory Assistance/Directory Listing.
- Test CLECs.
- Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.

Performance Standard:

CA JPSA

95% on time (except as noted):

Fully Electronic/Flow Through:

Standard – <= 2 system hours

Resale POTS/UNE (non-designed) < 10 lines - No Flow Through

• Standard – <= 24 clock hours

Resale POTS/UNE (non-designed) >= 10 lines - No Flow Through

Standard -<= 48 clock hours

Resale Specials / UNE designed Services < 10 lines - No Flow Through

• Standard – <=24 clock hours

Resale Specials / UNE designed Services >= 10 lines - No Flow Through

• Standard -<= 48 clock hours

UNE Transport/ EELs

DS1 and below

• Standard - <= 24 clock hours

DS3 and above

• Standard – 90% <= 72 clock hours

Interconnection Trunks

• Standard -<= 5 business days

Projects:

- UNE Transport/EELs 90% <= 72 hours
- All IC trunk projects 95% w/in 10 business days

Subloop: No standard. Reported diagnostically.

Report Dimensi	ons:		
Company:	Go	eography:	
CLEC Aggregate		Statewide	
CLEC S	Specific		
ILEC (i	f analog applies)		
ILEC A			
Sub-Metrics -			
OR-2-02	Reject Timeliness - Flow Through		
Products	Stand Alone Directory Listings		
	Resale POTS- Residence		
. *	Resale POTS-Business		
. ,,	Resale Specials		
,	UNE Loop Non-designed		
	UNE Loop Designed		
	UNE Loop xDSL Capable		
	UNE Loop IDSL Capable		
,	• LNP		
	 UNE Subloop (Diagnostic) 		
Calculation	Numerator	Denominator	
	Number of rejects sent where sent date/tim	e Number of orders rejected for those specified	
	is less than or equal to the standard for	products	
<u> </u>	specified products		

OR-2-04	% On Time LSR Reject - < 10 Lines (Non-De	signed - No Flow Through)	
Products	Stand Alone Directory Listings		
	Resale POTS- Residence		
	 Resale POTS-Business UNE Loop Non-designed UNE Loop xDSL Capable UNE Loop IDSL Capable 		
•			
	• LNP		
	 UNE Subloop (Diagnostic) 		
Calculation	Numerator	Denominator	
	Number of rejects sent where sent date/time	Number of orders rejected for those specified	
	is less than or equal to the standard for	products	
	specified products		
OR-2-05	% On Time LSR Reject - < 10 Lines (Designe	d – No Flow Through)	
Products	Resale Specials		
. "	UNE Loop Designed		
At z	UNE Loop IDSL Capable		
<u> (</u>	UNE Subloop (Diagnostic)		
Calculation	Numerator	Denominator	
	Number of rejects sent where sent date/time	Number of orders rejected for those specified	
	is less than or equal to the standard for	products	
	specified products		
OR-2-06	% On Time LSR Reject - >= 10 Lines (Non-Designed - No Flow Through)		
'Products	Stand Alone Directory Listings		
,	Resale POTS- Residence		
	Resale POTS-Business		
•	UNE Loop Non-designed		
,	UNE Loop xDSL Capable		
	 UNE Loop IDSL Capable 		
	• LNP		
<u> </u>	UNE Subloop (Diagnostic)		
Calculation	Numerator	Denominator	
	Number of rejects sent where sent date/time	Number of orders rejected for those specified	
	is less than or equal to the standard for	products	
OD 4 07	specified products		
OR-2-07	% On Time LSR Reject ->= 10 Lines (Design	ed - No Flow Through)	
	Resale Specials		
Products	•		
Products	UNE Loop Designed		
rroducts	 UNE Loop Designed UNE Loop IDSL Capable 		
	 UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) 		
Products Calculation	UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) Numerator	Denominator	
	UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) Numerator Number of rejects sent where sent date/time	Number of orders rejected for those specified	
	UNE Loop Designed UNE Loop IDSL Capable UNE Subloop (Diagnostic) Numerator		

OR-2-12	Reject Timeliness	
Products	UNE EELS DS1 and below DS3 and above UNE Transport DS1 and below DS3 and above Interconnection Trunks Projects Interconnection Trunks UNE Transport/EEL	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products

CA JPSA Function: OR-4 Completion Notice Interval (formerly PM 18) Definition: Measures the percent of completion notices returned within the time specified in the measurable standard. **Business Rules:** 24-hour clock is used to measure interval for all other interfaces. System hours will be used for fully electronic sub-measures Will report on the industry standard Completion Notice. Fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. Electronic Batch represents all electronic interfaces that include some form of batch processing. All other interfaces represent manual processes. Electronic Batch will use the same calculation method as Fully Electronic Notes: Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders) Reported by all interfaces Exclusions: Weekends and ILEC published holidays for manually handled completion notices. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard

Fully Electronic (EDI)

Standard -- 95% within 1 hour

Electronic Batch

Standard - 95% within 12 hours

All other interfaces

Report Dimensions:

Standard - 90% within 24 hours

Company: Geogra		raphy:	
CLEC Aggregate		Statewide	
CLEC S	Specific		
ILEC A	•		
Sub-Metrics -			
OR-4-18	Completion Notice Interval		
Products	Fully Electronic (EDI)		
	Electronic Batch		
. ,	• Other		
Calculation	Numerator	Denominator	
	Number of completion notices returned with "X" interval	in Number of orders completed where the completion notice is returned using electronic/all other processes.	

CA JPSA Function: OR-5 Percentage of Flow-Through Orders (formerly PM 4) Definition: Measures the percentage of valid electronically received orders processed on a flow through basis. **Business Rules:** All features on the order must flow through for the order to be flow-through eligible. Includes only confirmed LSRs. Excludes all rejected orders.

Notes:

Excluded data will be made available upon request through the raw data/excluded data process. Excluded data for this measure will include flow through because the LSR is not formatted consistent flow through standards.

Exclusions:

- Orders that do not flow through, including rejected orders, due to CLEC caused errors (See notes).
- Orders that do not flow through due to previously received pending orders.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Any service request not generated on an LSR.

Performance Standard:

Report Dimensions:

Programmed to Flow Through:

- Diagnostic through June 2003 report month
- July through December 2003 90% flow through
- January 2004 and beyond 95% flow through

Total Flow Through: No standard. Reported diagnostically.

Company:	Geography:		phy:
CLEC A	Aggregate • Statewide		
CLEC S	Specific		
ILEC A	ffiliate		
Sub-Metrics –			
OR-5-01	% Flow Through Orders - Received Elec		
Products	Resale		
	UNE POTS Loop		
	UNE POTS Other		
Calculation	Numerator		Denominator
	Number of valid electronically received or	ders	Total number of valid electronically received
	that flow-through without manual		orders.
	intervention.		
OR-5-03	% Flow Through Orders - Currently Pro	ogram	med
Products	Resale		
	UNE POTS Loop	-00p	
	UNE POTS Other		
Calculation	Numerator		Denominator
	Number of valid mechanized orders that		Total number of electronically received orders
	qualify for flow-through and actually flow		that qualify for flow through, for all products
	through without manual intervention for al	1	
	products		

CA JPSA

Function: OR-11 Percent Mechanized Line Loss Notifications (formerly PM 18A) Definition: Percent Mechanized line loss notifications returned within "X" business days of the completion of work. **Business Rules:** Days are calculated by subtracting the date the line loss notification was made available via EDI interface to the CLEC from the work completion date. The date that the last service order associated with the LSR is completed in the service order system is the work completion date. The calculation is based on full business days. Where CLEC access ILEC's systems using a Service Bureau Provider, the measurement of ILEC's performance shall not include Service Bureau Provider processing, availability or response time. Business days include Saturday. Implement measure in the first full report month ninety days following the Commission order. The benchmark will be effective the seventh full report month following the Commission order. Notes: Excluded data will be made available upon request through the raw data/excluded data process. Reported on a combined basis for all products for which line loss notifications are sent. **Exclusions:** CLEC caused misses and delays. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard: 95% within four business days Report Dimensions: Company: Geography: **CLEC Aggregate** Statewide **CLEC Specific ILEC Affiliate** Sub-Metrics -OR-11-01 % Mechanized Line Loss Notifications **Products** Line Loss Notifications Sent Calculation Numerator Denominator

,		D AN ALMAN ME
	Number of mechanized line loss notifications	Total line loss notifications.
	returned to the CLEC within "X" business	

day(s) of work completion

CA JPSA

Provisioning Performance

CA JPSA

Function:	00.00.0000		e die geween van '' Lange bester 1991 geboord in die	
PR-2 Average Completed Interval (formerly PM 7)				
Definition:	of Monday Towns and Market Service	Carrie III		
	days from receipt of valid error-free ser	vice reau	est to completion date in service order system	
for new, move, an		vice requ	est to completion date in solvice order system	
	-			
Business Rules:				
• Paculto (for UNIE Subligans will be tracked diagno	ationIlu		
	for UNE Subloops will be tracked diagno op IDSL Capable will include IDSL and		mahla laans	
UNE LO	op 1032 Capable will include 1032 and	ISDN CA	pable loops.	
Notes:				
			DN BRI until the Verizon affiliate or separate	
	(following reintegration) offers a UNE I			
	d data will be made available upon reque			
	d by service group type and field work/no	tield wo	rk where applicable.	
Exclusions:				
	er requested due dates beyond interval off lelayed for customer reasons.	rerea.		
	E Loop services, feature-only orders are e	waludad	from retail analog	
	only and ILEC official orders.	xciudeu	nom retait analog.	
	for which due date is negotiated, i. e. DS	S OC le	vel	
	transactions not submitted in connection			
	ance of actual customers.		pro craeming, craeming, pro-	
 Projects. 				
Performance Sta	ındardı			
Parity with Retail			•	
5 11 N S				
	ndard. Reported diagnostically.	500 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Report Dimension Company:	ans:	1000000		
I)	aggregate	Geogra	spny: Statewide	
CLEC S		•	Statewide	
	fanalog applies)			
ILEC At				
Sub-Metrics -		The second secon		
PR-2-06	Average Completed Interval - DS0			
Products	UNE Loop Designed – DS0 -	Dispatch		
·	 UNE Loop Designed – DS0 – 	No Disp	atch	
Calculation	Numerator		Denominator	
	Sum of Business days from receipt of v		Total New, Move and Change orders	
	error-free service request to completion date		Completed in the Reporting Period	
	in service order system for New, Move and			
Change orders				
PR-2-07	Average Completed Interval – DS1			
Products			1	
130 T D2	UNE Loop Designed – DS1 –	-		
Calculation	Management		D	

Denominator

Numerator

Calculation

	Sum of Business days from receipt of valid, Total New, Move and Change orders		
	error-free service request to completion date		
	in service order system for New, Move and		
	Change orders		
DD 4 00			
PR-2-08	Average Completed Interval – DS3		
Products	UNE Loop Designed – DS3 and above – Dispatch		
	UNE Loop Designed – DS3 and above – No Dispatch		
Calculation	Numerator Denominator		
	Sum of Business days from receipt of valid, Total New, Move and Change orders		
	error-free service request to completion date Completed in the Reporting Period		
	in service order system for New, Move and		
	Change orders		
PR-2-09	Average Completed Internal Total		
Products	Average Completed Interval – Total Resale POTS – Business Dispatch		
. I Touuces	Resale POTS – Business Dispatch Resale POTS – Business No Dispatch		
,	Resale POTS – Residence Dispatch		
	Resale POTS – Residence No Dispatch		
	Resale Specials – Dispatch		
	Resale Specials – No Dispatch		
	UNE Loop Non-Designed Dispatch		
	· · · · · · · · · · · · · · · · · · ·		
	UNE Loop Non-Designed No Dispatch UNE Loop wDSL Complete Dispatch UNE Loop wDSL Complete Dispatch		
`	 UNE Loop xDSL Capable – Dispatch UNE Loop xDSL Capable – No Dispatch UNE Loop IDSL Capable – Dispatch UNE Loop IDSL Capable – No Dispatch 		
	UNE EELs - Dispatch		
	• DS0 – New		
	DS0 – Conversion		
	• DS1 – New		
	DS1 – Conversion		
	DS3 and above – New		
	DS3 and above – Conversion		
, 	UNE EELs – No Dispatch		
	ONE BELS - No Dispatch DS0 - New		
	DS0 – New DS0 – Conversion		
	• DSI – New		
	• DS1 Conversion		
	DS3 and above – New		
	DS3 and above – Conversion		
•	UNE Subloop (Diagnostic) – Dispatch		
	UNE Subloop (Diagnostic) – Dispatch UNE Subloop (Diagnostic) – No Dispatch		
	UNE Transport - Dispatch		
	DS1 and below		
	DS 3 and above		
	UNE Transport – No Dispatch		
	DS1 and below		
	DS 3 and above		
	Interconnection Trunks – Dispatch		
	Interconnection Trunks – No Dispatch		
Calculation	Numerator Denominator		

	Total New, Move and Change orders Completed in the Reporting Period
--	---

Function:			
PR-3 Per	PR-3 Percent Completed Within Standard Interval (formerly PM 8)		
Definition:		a defail	dre de ce compandado de la compansión de l
Measures of orde	rs completed within the standard interval	of receip	ot of valid, error-free service request.
S 1			
Notes:	d data with the search and the Matter search		late and detailed details
	d data will be made available upon reque		
• Reported	d by service group type excluding service	s with ite	exide due dates.
Exclusions:		SIEUSEAU	
 Custome 	or requested due dates beyond interval of	fered.	
 Orders d 	lelayed for customer reasons.		
 Record of 	only and ILEC official orders.		
	for which due date is negotiated		
	transactions not submitted in connection	with the	pre-ordering, ordering, provisioning or
=::	ance of actual customers.		
Projects		mi≪~ ∠leñ	GRANDON STRUCTURE TO GRANDER OF THE STRUCTURE TO SERVICE TO SERVIC
Performance Sta	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Parity with Retail	·	Part Printer	
Report Dimension Company:	ons; Deels Connagnition of the Control of the Contr	Canana	
	aggregate	Geogra	Statewide
• CLEC S		-	Statewide
	f analog applies)		
ILEC A:			
Sub-Metrics -		Seren	
PR-3-12	% Completed w/in Standard Interval		
Products	Resale Specials		
Calculation	Numerator		<u>Denominator</u>
	Total New, Move and Change Orders		Total New, Move and Change Orders
	Completed Within the Standard interva		
Receipt of Valid, Error-free Service Request			
	1		

Function:

PR-4 Missed Appointments (formerly PM 11, PM 11A and PM 14)

Definition:

PR-4-01 Percent Due Dates Missed measures the percent of new, move and change orders (and additionally, LNP disconnect orders) where installation was not completed by the due date.

PR-4-02 Held Order Interval measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).

PR-4-16 Loop Acceptance Testing (LAT) Not Completed On Time measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.

Business Rules:

- For PR-4-01, Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
- PR-4-02 includes LNP Disconnect Orders.
- · Results for UNE Subloops will be tracked diagnostically
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- For PR-4-16:
 - Loop Acceptance Test is where an ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test.
 - Loop Acceptance Test is not completed on or before due date
 - The ILEC Technician will contact the CLEC.
 - The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).

Notes:

- For PR-4-01 and PR-4-02, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- For PR-4-01 and PR-4-02, excluded data will be made available upon request through the raw data/excluded data process.
- For PR-4-01, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned).
- PR-4-01 reported by service group type and Field Work/No Field Work as appropriate.
- PR-4-02 reported by service group type.
- PR-4-16 measure to be implemented with a 5% standard no late than the January 2004 report month.

Exclusions:

- For, PR-4-01, customer caused misses are excluded from the numerator
- For PR-4-02 and PR-4-16, customer caused missed.
- For UNE loop services, feature only orders are excluded from the retail analog
- For PR-4-01, Record only and ILEC official orders
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers
- For PR-4-16, orders where LAT not requested

Performance Standard:

PR-4-01 and PR-4-02: Parity with Retail

PR-4-01 Interconnection Trunks: <= 5%

PR-4-01 and PR-4-02 Subloops: No standard. Reported diagnostically.

PR-4-16: Standard - no more than 5%

B \F:	200 200 200 200 200 200 200 200 200 200			
Report Dimensio	ons: Reference to the control of the			
Company:		Geography:		
CLEC A		Statewide		
CLEC Specific				
ILEC (if analog applies)				
 ILEC Af 	filiate			
Sub-Metrics -				
	% Due Dates Missed (formerly P			
Products	 Resale POTS – Residence 	•		
; ,	 Resale POTS – Residence 			
	Resale POTS – Business			
	 Resale POTS – Business ? 	No Dispatch		
	 Resale Specials – Dispate 	ch control of the con		
	 Resale Specials – No Disp 	patch		
	 UNE Loop Non-Designed 	d Dispatch		
	 UNE Loop Non-Designed 	d No Dispatch		
	 UNE Loop Designed - Di 	ispatch		
	• DS0			
	• DS1			
	 DS3 and above 			
,	 UNE Loop Designed – N 	o Dispatch		
	• DS0	•		
,	• DS1			
,	DS3 and above			
	UNE Loop xDSL capable -Dispatch			
	Conditioned	•		
	Non-conditioned	d		
	UNE Loop xDSL capable			
,	Conditioned	· ,		
	Non-conditioned	1		
	UNE Loop IDSL Capable			
	UNE Loop IDSL Capable	•		
	LNP – Dispatch	V //o Bispatori		
	LNP – No Dispatch			
	UNE EELs - Dispatch			
	DS0 – New			
1	DS0 – Now DS0 – Conversion	on		
,	• DS1 – New	VII		
	DS1 – Conversion	on		
	DS3 and above -			
,	DS3 and above - DS3 and above -			
	l .			
	 UNE EELs – No Dispate DS0 – New 	AL .		
	l .	an.		
	DS0 – Conversion DS1 – November 1			
	DS1 – New DS1 – Generalis			
* *	DS1 – Conversion DS2 and above			
	DS3 and above DS2 and above			
	• DS3 and above			
	Subloop (Diagnostic) - Dispatch			
A.	 Subloop (Diagnostic) – N 	No Dispatch		

Products	UNE Transport - Dispatch		
	• DS0		
-	• DS1		
	DS3 and above		
	 UNE Transport – No Dispatch 		
: H	• DS0		
	• DS1		
	 DS3 and above 		
	 Interconnection Trunks – Dispatch 		
	Interconnection Trunks - No Dispatch		
Calculation	Numerator	Denominator	
	Total Number of Missed Due Dates Due to	Total Number of New, Move, Change Orders	
	ILEC Reasons for New, Move, Change Orders	and LNP Disconnect Orders	
	and LNP Disconnect Orders		
PR-4-02	Held Order Interval (formerly PM 14)		
Products	 Resale POTS – Business 		
	 Resale POTS – Residence 		
	Resale Specials		
	UNE Loop Designed		
Man de	• DS0		
·	• DS1		
() () () () () () () () () ()	 DS3 and above 		
1.5	 UNE Loop Non-Designed 		
	UNE Loop xDSL Capable		
		UNE Loop IDSL Capable	
i vi	UNE EELs (New and Conversions)		
v	• DS0		
	• DS1		
	DS3 and above		
	UNE Transport	•	
	• DS0		
,	• DS1		
	DS3 and above		
	• LNP		
'	Subloop (Diagnostic)		
	Interconnection Trunks		
Calculation	Numerator Denominator		
	Sum of reporting period close date minus	Number of orders pending and past the	
committed order due date committed due date			
PR-4-16	Loop Acceptance Testing (LAT) Not Completed On Time (formerly PM 11A)		
Products	UNE Loop DSL Capable		
Calculation	Numerator Denominator		
January.	Count of orders for which the loop acceptance	Total number of loop acceptance tests	
	test is not accomplished by the due date	requested	
<u> </u>	1 too is not accomplished by the due date	1 5 4 1 5 1 5 1	

CA JPSA

Function: PR-5 Facility Missed Orders (formerly PM 12 and PM 13) The same of the sa Definition: PR-5-01 measures the percent of new, move and change orders missed due to lack of facilities. PR-5-05 measures the average calendar days from due date to completion date on company missed orders due to lack of facilities. **Business Rules:** For PR-5-01, due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Results for UNE Subloop will be tracked diagnostically Notes: The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. PR-5-01 results also included in Measure "Percent Missed Due Dates". PR-5-01 reported by service group type and Field Work/No Field Work as appropriate. PR-5-05 reported by service group type. **Exclusions:** For UNE loop services, feature-only orders are excluded from retail analog. Record and ILEC official orders Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard: Parity with Retail PR-5-01 Interconnection Trunks: <= 1% Subloop: No standard. Reported diagnostically Report Dimensions: Company: Geography: **CLEC Aggregate** Statewide

CLEC Specific

ILEC Affiliate

Sub-Metrics -

ILEC (if analog applies)

PR-5-01	% Due Dates Missed Due to Lack of Facilities (1	ormerly PM 12)
Products	Resale POTS – Business Dispatch	
	 Resale POTS – Business No Dispatch 	
	Resale POTS – Residence Dispatch	
	Resale POTS – Residence No Dispatch	
1.76	 Resale Specials – Dispatch 	
	 Resale Specials – No Dispatch 	
	 UNE Loop Non-designed Dispatch 	
·	 UNE Loop Non-designed No Dispatch 	
	 UNE Loop Designed - Dispatch 	
	• DS0	
	• DS1	
	 DS3 and above 	
	 UNE Loop Designed – No Dispatch 	
	• DS0	
	• DS1	
	 DS3 and above 	
· ; · ·	UNE Loop xDSL Capable – Dispatch	
	 UNE Loop xDSL Capable – No Dispato 	h
	UNE Loop IDSL Capable - Dispatch	
	 UNE Loop IDSL Capable - No Dispate 	h
	UNE EELs - Dispatch	
7.5	• DS0 – New	
•	• DSI – New	
*	DS3 and above – New	
	 UNE EELs – No Dispatch 	
	■ DS0 – New	
	• DS1 – New	
	 DS3 and above – New 	
asi, emili	UNE Transport - Dispatch	
	• DS0	
	• DS1	
	 DS3 and above 	
	UNE Transport – No Dispatch	
	• DS0	
,	• DS1	
	 DS3 and above 	
	Interconnection Trunks - Dispatch	
	Interconnection Trunks – No Dispatch	
	Subloop (Diagnostic) – Dispatch	
	Subloop – No Dispatch	
Calculation	Numerator	Denominator
	Total New, Move and Change Orders Missed	Total Number of New, Move and Change
	Due Dates Due to Lack of Facilities	Orders

PR-5-05	Delay Order Interval to Completion Date (for	nerly PM 13)	
Products	Resale POTS – Business		
	Resale POTS - Residence		
	Resale Specials		
	UNE Loop Non-Designed		
	UNE Loop Designed		
÷'	• DS0		
	• DS1		
	 DS3 and above 		
	 UNE Loop xDSL Capable 		
	 UNE Loop IDSL Capable 		
	UNE EELs		
	■ DS0 – New		
	• DS1 – New		
	DS3 and above – New		
*	UNE Transport		
· · · · · · · · · · · · · · · · · · ·	• DS0		
	• DS1		
** 3:	DS3 and above		
	Interconnection Trunks		
	UNE Subloop (Diagnostic)		
Calculation	Numerator	Denominator	
	Sum of completion date minus committed	Number of orders missed due to lack of ILEC	
	order due date (for orders missed due to lack	facilities in the reporting period.	
	of ILEC facilities)		

APPENDIX II

CA JPSA

Function: PR-6

Installation Quality (formerly PM 16, PM 17, PM 15, PM 15A and PM 10)

Definition:

PR-6-0) measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

PR-6-02 measures the percent of network customer trouble reports received within 7 calendar days of service order completion.

PR-6-04 measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.

PR-6-05 measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.

PR-6-06 Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.

Business Rules:

- Results for UNE Subloops will be tracked diagnostically.
- PR-6-01 and PR-6-05, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- For PR-6-01, trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.
- For PR-6-04 and PR-6-05, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below:
 - □ Resale POTS (Residence) 3 days
 - □ Resale POTS (Business) 3 days
 - o Resale Specials 11 days
 - UNE Loop Non-Designed 3 days
 - UNE Loop —Designed 8 days
 - UNE Loop XDSL Capable
 - Non-conditioned 3 days
 - Conditioned 11 days
 - UNE Loop IDSL Capable 8 days
 - LNP 3 days
- For PR-6-04 and PR-6-05, the tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval.
- For PR-6-04 and PR-6-05, if the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
- For PR-6-04 and PR-6-05, if the interval between service order creation and the due date is longer than the
 tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes
 associated with central office wiring activities and software translations will be considered to be
 provisioning troubles.
- Include LNP Disconnect Orders (PR-6-04 only)
- For PR-6-06, provisioning failure data will be tracked for individual network database failures failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)

CA JPSA

Notes:

- For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- For PR-6-01 and PR-6-02, ILECs will provide disaggregation by Maintenance Disposition code as diagnostic data upon raw data request.
- For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- Excluded data will be made available upon request through the raw data/excluded data process.
- PR-6-01 reported by service group type.
- PR-6-02 reported by service group type (including LNP) and Field Work/No Field Work as appropriate.
- * The period of 7/30 calendar days following the completion of a non-special/special service order will be call the 7/30 day tracking interval.
- ** The N, T and C non-special/special service orders whose 7/30 day tracking interval end during the reporting period will be called the relevant service orders for the period.

Exclusions:

- CPE and IEC/CLEC caused troubles
- · Troubles associated with inside wire
- Subsequent reports.
- Message Reports (circuit reports for which ILEC has no records)
- ILEC employee generated reports
- For PR-6-01, cancelled tickets
- For PR-6-02, tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- For PR-6-01 and PR-6-02, Trouble Reports Received on the Due Date
- For PR-6-04, for UNE loops, feature only orders are excluded from retail analog.
- For PR-6-06, total failures from the NPAC to all LSMS systems.

Performance Standard:

Parity with Retail

PR-6-01 - Interconnection Trunks: <= 2%

PR-6-02 Subloop: No Standard, Reported diagnostically,

PR-6-04: Benchmark:

•	Resale POTS (Residence)	2.0%	UNE Loop IDSL Capable	5.0%
•	Resale POTS (Business)	3.0%	LNP	5.0%
•	Resale Specials	8.0%		
	LINE Loop Mon-Designed	3.0%		

• UNE Loop Non-Designed 3.0%

• UNE Loop Designed 5.0%

• UNE Loop xDSL Capable 3.0%

PR-6-06: No more than 2% failure

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Sub-Metrics -

Geography:

territoria de la compania de la comp

Statewide

PR-6-01	CA JPSA PR-6-01 % Troubles in 30 days for Special Services Orders (formerly PM 16)			
Products	Resale Specials			
	UNE Loop Designed			
*	• DS0			
* •	DS1 and above			
	UNE Loop xDSL Capable			
	UNE Loop IDSL Capable			
	UNE ELLs (New & Conversions)			
	DS0			
	• DS1			
	DS3 and above			
	UNE Transport			
	• DS0			
	• DSI			
	DS3 and above			
	Interconnection Trunks			
Calculation	Numerator	Denominator		
Calculation	Total Number of relevant service orders with	Total Number of relevant service orders**		
	Customer Trouble reports within the 30 day	(new, move and change)		
	tracking interval *	(new, move and ondinge)		
PR-6-02	% Troubles in 7 Days for Non-Special Orders	(formerly PM 17)		
Products	Resale POTS – Business - Dispatch			
	 Resale POTS – Business - No Dispat 	ch		
	Resale POTS – Residence - Dispatch			
	Resale POTS – Residence - No Dispa	ntch		
	UNE Loop Non-Designed - Dispatch	••••		
	UNE Loop Non-Designed - No Dispatch			
	UNE Subloop (Diagnostic) - Dispatch			
	UNE Subloop (Diagnostic) – No Dispatch			
**	• LNP – Dispatch			
	LNP – No Dispatch			
	UNE Loop – Coordinated Hot Cut – Dispatch			
	 UNE Loop – Coordinated Hot Cut – N 			
	 UNE Loop – Batch Hot Cut – Dispate 			
	 UNE Loop – Batch Hot Cut – Non Di 			
Calculation	Numerator	Denominator		
	Total number of relevant service orders with	Total number of relevant service orders**		
	customer trouble reports within the 7 day	(new, move, change and LNP disconnect		
	tracking interval*	orders).		
PR-6-04	Provisioning Trouble Reports (formerly PM 15)			
Products	 Resale POTS – (Business 			
	Resale POTS – (Residence) -			
	Resale Specials -			
	UNE Loop Designed — —			
	 UNE Loop xDSL Capable – UNE Loop IDSL Capable – UNE Loop Non-Designed – 			
,				
	• LNP –			
Calculation	Numerator	<u>Denominator</u>		
	Number of provisioning trouble reports that Total Number of service orders in rep			
	occur from the time of service order creation, period			
	up to and including the date of service order	-		
	completion			

PR-6-05	Average Time to Restore Provisioning Troubl	es (formerly PM 15A)
Products	 Resale POTS – Business Resale POTS – Residence Resale Specials UNE Loop Designed – DS0 DS1 DS3 and above UNE Loop x DSL Capable UNE Loop IDSL Capable UNE Loop Non-Designed 	
Calculation	• LNP Numerator	Denominator
	Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared	
PR-6-06	LNP Network Provisioning (formerly PM 10)	
Products	LNP	
Calculation	Numerator Denominator	
	Total number of LNP network provisioning failures	Total number of NPAC porting broadcasts

CA JPSA

Function:

PR-7 Jeopardy Reports (formerly PM 5 and PM 6)

Definition:

PR-7-01 measures the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.

PR-7-02 measures the percentage of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (of the due date/time has been missed).

Assignment: Jeopardies identified during the initial assignment process.

Installation: Jeopardies identified during the installation process prior to due time.

Business Rules:

- Raw data will include jeopardy codes.
- Results for UNE Subloop will be tracked diagnostically.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Include LNP Disconnect Orders
- For PR-7-02, Verizon tracks assignment jeopardies by due date only for business days, with installation
 jeopardies and notifications of missed commitments tracked by business days/clock hours.

Notes:

- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- Excluded data will be made available upon request through the raw data/excluded data process.
- For PR-7-02, if the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for parity analogs.
- For PR-7-02, jeopardies issued on the due date are considered either installation or notifications of missed commitments.
- · Reported by service group type

Exclusions:

- · Delays for Customer Reasons
- For PR-7-01, Missed Commitment notices
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance
 of actual customers.

Performance Standard:

Parity with Retail

PR-7-01- Interconnection Trunks: <=2%

PR-7-02 Assignment Jeopardies 90% within 1 day

Install, Jeopardies (POTS) 95% within 15 minutes

Install, Jeopardies (Specials) 95% within 3 hours

Missed Commit Notices 95% within 24 hours

Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Sub-Metrics -

Geography:

Statewide

PR-7-01	% Orders Jeopardized (formerly PM 5)		
Products	Resale POTS - Business		
* 100000	Resale POTS - Residence		
	Resale Specials		
	UNE Loop Designed		
* *.			
	• DS0		
	• DSI		
•	DS3 and above		
	UNE Loop xDSL Capable		
	UNE Loop IDSL Capable		
	UNE EELs (New & Conversions)		
	• DS0		
	• D\$1		
	 DS3 and above 		
	UNE Loop Non-Designed		
	UNE Subloop (Diagnostic)		
	UNE Transport		
	• DS0		
	• DS1		
	 DS3 and above 		
, ,	• LNP		
	Interconnection Trunks		
Calculation	Numerator Denominator		
	Number of Orders Jeopardized	Number of Orders Confirmed	
PR-7-02	Jeopardy Notices Returned by Required Interval (formerly PM 6)		
Products	Resale POTS – Business		
	Resale POTS - Residence		
	Resale Specials		
1	UNE Loop Designed		
	• DS0		
	• DS1		
	DS3 and above		
	UNE Loop xDSL Capable		
	UNE Loop IDSL Capable	·	
	UNE EELs (New & Conversions)		
	• DS0		
, 1	• DS1		
	DS3 and above		
	UNE Loop Non-Designed		
	UNE Subloop (Diagnostic)		
,	UNE Transport		
	• DS0		
. ,	• DS1		
	DS1 DS3 and above		
,	LNP		
·	Interconnection Trunks		
Calculation	Numerator	Denominator	
CARCUINIDIR	Total Number of	Number of Assignment/Installation/Missed	
	Assignment/Installation/Missed Commitment Notice Jeopardies Returned within the	Commitment Jeopardy Notices Sent.	
	Required Interval		

CA JPSA

Function:

PR-9 Coordinated Customer Conversion as a Percentage On-Time (formerly PM 9)

Definition:

Measures the percentage of coordinated Hot Cut orders (CHC) completed by committed time* where CLEC has requested coordination (including LNP). For Batch Hot Cuts (BHC), measures the percentage of Batch Hot Cut orders completed on the due date.

* Note: "Committed time" means within one hour of committed order due time

Business Rules:

- DSL Capable Loops will be included in aggregate performance and will be reported as an individual submeasure on a diagnostic basis.
- A premature disconnect reported to Verizon's 800 # (800-684-9012) will be considered a missed hot cut.

Notes:

- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by Coordinated Hot Cuts (CHC) including LNP Basic, Coordinated Hot Cuts (CHC) including LNP Large Job, Batch Hot Cuts – including LNP, and DSL Capable Loops.

Exclusions:

- CLEC caused misses
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Performance Standard:

Standard - 95% on time

Coordinated Hot Cuts (CHC)

Designed and Non-Designed

Line Size

Committed Completion Interval

From 1 to 49 lines:

50 to 99 lines:

1 work hour 2 work hours

100 to 199 lines:

3 work hours

200 plus lines:

4 work hours

Batch Hot Cuts: 95% on Due Date

(combined with above)

UNE Loop xDSL capable: No standard. Reported diagnostically,

Report Dimensions: Company:

CLEC Aggregate

CLEC Specific

ILEC (if analog applies)

ILEC Affiliate

Sub-Metrics -

PR-9-01 Coordinated Customer Conversion as Percentage On-Time

Products

- Coordinated Hot Cuts (CHC) including LNP Basic
- Coordinated Hot Cuts (CHC) including LNP Large Job
- Batch Hot Cuts including LNP
- UNE Loop xDSL Capable

Calculation

Numerator

Denominator

Geography:

Statewide

Attachment A

APPENDIX II

	Number of coordinated orders completed by	Count of coordinated orders completed in	
	committed due date and time	reporting period	

CA JPSA

Maintenance Performance

Function:

MR-2 Customer Trouble Report Rate (formerly PM 19)

Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/ circuits/UNEs. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15.

Business Rules:

- Access line/circuit count taken from previous month
- Results for UNE Subloops (by loop type) are tracked diagnostically.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Include Test okay (TOK), Found Okay (FOK) and Came Clear reports

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type (including LNP) & NXX Code Opening Troubles

Exclusions:

- CPE and IEC/CLEC caused troubles
- · Subsequent reports
- Message Reports (circuit reports for which ILEC has no records)
- ILEC employee generated reports
- Troubles reported as provisioning trouble reports.
- Troubles with inside wiring.
- Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Troubles reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

LNP: No more than .35% of total trouble reports received for LNP

Interconnection Trunks: <=2%

NXX codes: 0.1%

UNE Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Geography:

Statewide

Sub-Metrics -

MR-2-01	Customer Trouble Report Rate	
Products	Resale POTS – Business Resale POTS - Residence Resale Specials UNE Loop Designed DS0 DS1 and above UNE Loop xDSL Capable UNE Loop IDSL Capable UNE EELs DS0 DS1 DS3 and above UNE Loop Non-Designed UNE Subloop (Diagnostic) UNE Transport DS3 and above LNP Interconnection Trunks	•
Calculation	NXX Codes Numerator	Denominator
Calculation	Total Number of Customer initial and repeat network trouble reports	Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period

CA JPSA

Function:

MR-3 Percentage of Customer Troubles Not Resolved Within Estimated Time (formerly PM 20)

Definition:

Measures the percent of trouble reports not cleared by the commitment time. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15.

Business Rules:

- Results for UNE Subloops will be tracked diagnostically
- Results include Test okay (TOK), Found okay (FOK) and Came Clear reports.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Includes a miss in those instances where ILEC, for its own reasons, reschedules the committed
 maintenance appointment time.

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch and no dispatch

Exclusions:

- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports (circuit reports which ILEC has no records on)
- ILEC employee generated reports
- Customer caused misses
- · Troubles reported as provisioning trouble reports
- · Troubles associated with inside wire.
- Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Troubles reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

Benchmark:

LNP: No more than I missed commit per month per CLEC

Interconnection Trunks: <=10%

UNE Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Sub-Metrics -

Geography:

Statewide

MR-3-01	% Customer Trouble not Resolved w/in Estima	ted Time
Products	Resale POTS – Business Dispatch	
;	 Resale POTS – Business No Dispatch 	
	Resale POTS – Residence Dispatch	
	Resale POTS – Residence No Dispatch	
	Resale Specials – Dispatch	
	Resale Specials No Dispatch	
	UNE Loop Designed - Dispatch	
	• DS0	
	DS1 and above	
	UNE Loop Designed – No Dispatch	
	• DS0	
	DS1 and above	
, * 	UNE Loop xDSL Capable - Dispatch	
	UNE Loop xDSL Capable - No Dispatch	
	UNE Loop IDSL Capable – Dispatch	
,	UNE Loop IDSL Capable - No Dispatch	
N. Committee	UNE EELs - Dispatch	
	• DS0	
	• D\$1	
	DS3 and above	
	 UNE EELs – No Dispatch 	
돌림 교육 병	• DS0	
	• DS1	
	DS3 and above	
	UNE Loop Non-Designed - Dispatch	
La P	UNE Loop Non-Designed - No Dispatch	
	UNE Subloop (Diagnostic) – Dispatch	
	UNE Subloop (Diagnostic) – No Dispatch	
·	UNE Transport - Dispatch	
	DS1 and below	
, `	DS3 and above	
·	UNE Transport – No Dispatch	
	 DS1 and below 	
	 DS3 and above 	
	\•	
	LNP – Dispatch	
	LNP – No Dispatch	
	Interconnection Trunks – Dispatch	
, ·	Interconnection Trunks - No Dispatch	
,	NXX Codes - Dispatch	
	NXX Codes – No Dispatch	
Calculation	Numerator	Denominator
	Total network trouble reports not cleared by	Total network trouble reports completed
	the commitment time for ILEC reasons	

Function:

MR-4 Trouble Duration Intervals (formerly PM 21 and PM 22)

Definition:

MR-4-01 measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.

MR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design services only.

Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15.

Business Rules:

- Results for UNE Subloops will be tracked diagnostically
- Results include Test okay (TOK), Found okay (FOK) and Came Clear reports.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Includes in the time interval calculation any ILEC delay.
- For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.
- Excluded data will be made available upon request through the raw data/excluded data process.

- MR-4-01 reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch
 and no dispatch.
- MR-4-08 reported by POTS Residence and Business (Resale and UNE).

Exclusions:

- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports (circuit reports which ILEC has no records on)
- ILEC employee generated reports
- For MR-4-01, troubles reported as provisioning trouble reports.
- Troubles tickets associated with inside wire.
- Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- For MR-4-08, No Access.
- Troubles reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

Benchmark:

- PR-4-01 Interconnection Trunks (Out of Service); avg. 12 hrs
- PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs
- PR-4-01 UNE Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:			Geogra	phy:
	Aggregate			Statewide
CLEC Specific				
	if analog applie	s)	1	
• ILE <u>C /</u>	Affiliate			
Sub-Metrics -	13/13/15/15/4			
MR-4-01	Average Tim	e to Restore (formerly P		
Products	•	Resale POTS – Business		
	•	Resale POTS – Business		
	•	Resale POTS – Residence	-	
•	•	Resale POTS – Residence		patch
	•	Resale Specials - Dispate		
*	•	Treatile Specials 110 Disputer		
* *	•	UNE Loop Designed - D	ispatch	
•		• DS0		
		DS1 and above		
i' i .	•	UNE Loop Designed - N	to Dispate	ch
		• DS0		
		DS1 and above DS1 constructions	L D'	4-1
	•	UNE Loop xDSL Capab		
	1	UNE Loop xDSL Capabl UNE Loop IDSL Capabl		
	•			
aded Carr	•	UNE Loop IDSL Capabl UNE EELs - Dispatch	e - 190 Di	spaten
人物 数		• DS0		
		• DS1		
		DS3 and above		
	1 -	UNE EELs – No Dispato	h	
		• DS0	λίΙ	
		• DSI		
	•	 DS3 and above 		
	•	UNE Loop Non-Designe	d - Dispat	tch
	•	UNE Loop Non-Designe		
	•	UNE Subloop (Diagnost		
	•	UNE Subloop (Diagnost		
*	•	UNE Transport - Dispate		
	Ţ	 DS1 and below 		
		 DS3 and above 		
		UNE Transport - No Dis	spatch	
		 DS1 and below 	-	
		 DS3 and above 		
	•	LNP - Dispatch		
		LNP - No Dispatch		
	•	Interconnection Trunks (
	•	Interconnection Trunks (Out of Se	rvice) - No Dispatch
*	•	Interconnection Trunks (
,	•		Not Out o	of Service) - No Dispatch
•	•	NXX Codes - Dispatch		
· · · · · · · · · · · · · · · · · · ·		NXX Codes – No Dispar	tch	
Calculation		Numerator		Denominator
		on of customer network tre	ouble	Total customer network trouble reports
	reports	<u> </u>		

MR-4-08	POTS OOS < 24 Hours (formerly PM 22)	
Products	 Resalc POTS – Business Resale POTS - Residence UNE Loop Non-Designed 	
Calculation	Numerator	Denominator
	Total number of out of service network troubles cleared in less than 24 hours	Total number of out of service network troubles reported

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Function:

MR-5 Frequency of Repeat Troubles in 30 Day Period (formerly PM 23)

Definition:

Measures the percent of customer network trouble reports received within 30 calendar days of a previous report. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15.

Business Rules:

- Trouble report will not be counted as a repeat report if previous report was closed to "No Access."
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product.

- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type (including LNP) & NXX Code Opening Troubles

Exclusions:

- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports
- ILEC employee generated reports
- Troubles associated with inside wire.
- Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Troubles reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

Benchmark:

LNP: No more than 2 repeat trouble per month per CLEC

Interconnection Trunks; <=4%

UNE Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Sub-Metrics -

Geography:

Statewide

MR-5-01	% Repeat Reports within 30 Days	
MR-5-01 Products	 Resale POTS – Business Resale Specials UNE Loop Designed DS0 DS1 and above UNE Loop IDSL Capable UNE Loop IDSL Capable UNE EELs DS0 DS1 DS3 and above UNE Loop Non-Designed UNE Subloop (Diagnostic) UNE Transport DS1 and below DS3 and above 	
	 LNP Interconnection Trunks NXX Codes 	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous customer report	Total customer network trouble reports

CA JPSA

Network Performance

CA JPSA

unks (formerly PM 24 and PM 25)			
transport trunk groups exceeding 2% blockage.			
onnection trunk groups exceeding 2% blockage.			
ys after close of data month. a CLEC request, detailed information for all trunk groups not report to the control of the control of trunk			
ILEC has outgoing traffic to CLECs and where ILEC controls			
s after close of data month.			
e ILEC has augmentation control.			
end office to CLEC end office and ILEC tandem to CLEC			
city office to obbe one office and false and on to obbe			
y CLECs (operational trunk staffs), of the following situations			
t Verizon identified a blocked trunk group due to CLEC			
ded from Verizon performance. Verizon will make the			
onds back within two business days with documentation			
indicating that Verizon's information is inaccurate. Exclusions:			
CLEC not completing growth trunk provisioning by			
vay trunks			
trunks in a "make busy" state or other network problems			
non receipt of an ASR within 4 husiness days (or in time			
 Instances where CLEC does not take action upon receipt of an ASR within 4 business days (or in time frame specified in the ICA), when Call Blocking situation is identified by the ILEC. 			
 Instances where CLEC does not take action within 10 days (or in the time frame specified in the ICA) upon 			
receipt of an ASR when pre-service occupancy of 75% or greater is identified by the ILEC.			
Performance Standard:			
n 2%			
nk groups			
Geography:			
Statewide			
ILEC (if analog applies) ILEC Affiliate			
Sub-Metrics –			
NP-1-02 % Blocking on Common Trunks (formerly PM 24) Products • Total Trunk Groups			
formerly PM 24)			

Denominator

Numerator

Calculation

Attachment A

APPENDIX II

	Number of common and shared transport trunk groups exceeding 2% blockage	Total number of common and shared transport trunk groups
NP-1-04	% Blocking on Interconnection Trunks (for	merly PM 25)
Products	 Interconnection Trunks – Total trunk groups Interconnection Trunks – ILEC end office to CLEC end office Interconnection Trunks – ILEC tandem to CLEC end office 	
Calculation	Numerator Number of final dedicated interconnection	Denominator Total number of final dedicated interconnection
	trunk groups exceeding 2% blockage	trunk groups

CA JPSA

Function: NP-6 NXX Loaded by LERG Effective Date (formerly PM 26) Definition: Measures the number of NXXs loaded and tested by the LERG effective date. **Business Rules:** Includes both additions and deletions to NXX codes. For disconnect activity with scheduled completion date on a weekend day or holiday, performance will be considered on time if the work is complete by 5pm the next business day. Notes: NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. Reported for all NXX codes scheduled to be loaded in reporting period. **Exclusions:** Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard

NP-6-01: Parity	comparison r	ade to results	for loading IL	EC NXX co	des by the LE	RG effecti	ive date.
Report Dimension	ns:	14.00 BM	in Hills			argesth.	

• CLEC Aggregate

Company:

ILEC A	Specific Affiliate if analog applies)	
Sub-Metrics -		
NP-6-01	NXX Loaded by LERG Effective Date	
Products	All NXX Codes	
Calculation	Numerator	Denominator
	Number of NXXs loaded and tested by LERG	Number of NXXs scheduled to be loaded and

Geography:

Statewide

CA JPSA

Billing Performance

CA JPSA

Function:		51-12223		
BI-1 Usas	ge Timeliness (formerly PM 28)			
Definition:		l freedom and a cold		
This measure cap CLEC retail custo			age data by the switch, generated either by omers, and the time when the data set, in a	
Business Rules:				
	isure assumes a daily transmission of usa sion, the measurement still applies based		CLEC. If a CLEC chooses other than a daily mission availability date/time.	
Notes:				
	bills local/toll through CBSS billing syst			
			n, the date captured is the date the file is	
	i (made available) to the CLEC's maintra the file is sent to the CLEC.	ame or se	rver. For all other media, the date captured is	
Exclusions:	THE IS SOR TO THE CEDEC.	(1) (T. 4)		
· · · · · · · · · · · · · · · · · · ·	or exiting CLECs. This may include, but	is not lic	nited to, service disconnects and adjustments of	
	illed in previous months.		,	
		to ILEC,	business to business communications, notice to	
	the CPUC, FCC or by court decree.		 	
			end user services such as UNE-P and resale.	
Performance Sta	5 13 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	/4(B)#(f)		
II .	: Parity with Retail Local			
	Parity with Retail Toll			
Report Dimension	ded switched access: 95% in 6 Days	MC 1533		
Company:		Geogra	mhv	
II	ggregate	Grogia	• Statewide	
CLEC S		ļ	Canonia	
	analog applies)]		
ILEC At	- · ·]		
Sub-Metrics -		Queneni.		
B1-1-05	Usage Timeliness			
Products	Resale Locat			
	Resale Toll-			
Calculation	Numerator		Denominator	
	Sum of Data Set Transmission Availability		Count of All Messages available for	
	Date minus Date of Message Recording	g	Transmission in Reporting Period	
BI-1-06	Usage Timeliness - % DUF within 6 D	avs		
Products	Jointly Provided Switched Access (associated with meet point billing)			
Calculation	Numerator		Denominator	
1	Number of usage records available for		Count of All Messages available for	
	transmission, where the difference bety		Transmission in Reporting Period	
	Data Set Transmission Availability Da			
	the Date of Message Recording is six days or			

less.

Function:	Function:				
BI-2 Who	olesale Bill Timeliness (formerly	PM 30)		
Definition:		elevent in i			
	tures the elapsed number of calendar day ion/availability date of the bill to the CLI		n the scheduled close of a Bill Cycle and the		
Business Rules:					
	only mechanized bills.				
	le Close = Bill Date				
Notes:			•		
 Verizon 			e disaggregation of UNE and Resale major sale and UNE service group types as a total		
	hanized media other than the CLEC maill I (made available) to the CLEC's mainfra				
Exclusions:	(made available) to the CLEC's maining	ame or se			
	or exiting CLECs. This may include but	is not lin	nited to, service disconnects and adjustments of		
	illed in previous months.	. 10 1104	illied 10, 30t 1100 disconsister and anjacane		
	•	to ILEC,	business to business communications, notice to		
	the CPUC, FCC or by court decree.				
		ated with	end user services such as UNE-P and resale.		
	ll, magnetic bill, CD ROM bill or Custom				
Performance Sta		- Service			
99% within 10 ca	lendar days				
Report Dimension	ons:				
Company:		Geogra			
	aggregate	Ì	Statewide		
CLEC S					
	ILEC Affiliate				
Sub-Metrics –	一	M. Jaulia	Più principale de l'action de la company		
BI-2-01	Wholesale Bill Timeliness				
Products	Treate and O'le Comonies				
	Facilities/Interconnection				
Calculation	Numerator		Denominator		
	Count of Invoices transmitted/made av	ailable	Total Count of Invoices transmitted/made		
	by ILEC in 10 calendar days from the		available in Reporting Period		
	scheduled Bill Cycle Close*				

CA JPSA

Function: BI-3 Bill Accuracy (formerly PM 34) Definition: Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month. Notes: Verizon legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Verizon will report the results for Resale and UNE service group types as a total result. **Exclusions:** Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Any billing adjustments that result from an agreement between the ILEC and CLEC, where the adjustments were not completed to correct errors in billing. This exclusion does not include adjustments made as a result of a settlement on a bill adjustment claim. Performance Standard: Resale and UNE:- 97% Facilities/Interconnection: 95% Report Dimensions: Company: Geography: CLEC Aggregate Statewide CLEC Specific ILEC (if analog applies) **ILEC** Affiliate Sub-Metrics -BI-3-01 Bill Accuracy **Products** Resale and UNE combined-Non-Recurring Charges Recurring Charges Usage Facilities/Interconnection

Denominator

Total monies billed

Non-Recurring Charges Recurring Charges

Usage

Total monies billed without corrections

Numerator

Calculation

Function;				
BI-6 Usa	BI-6 Usage Completeness (formerly PM 31)			
Definition:				
Measures the perc	centage of usage charges appearing on th	e next av	ailable bill.	
			e disaggregation of UNE and Resale major sale and UNE service group types as a total	
Exclusions:				
dollars b	illed in previous months.		business to business communications, notice to	
	the CPUC, FCC or by court decree.	ю івсе,	Submices to Submices communications, notice to	
	•	ated with	end user services such as UNE-P and resale.	
	ized charges.			
Any test	transactions not submitted in connection	with the	pre-ordering, ordering, provisioning or	
maintena	ince of actual customers.			
Performance Sta	ndard:			
	Parity with Retail	<u> </u>		
Facilities/Intercon			·	
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	e and a summer source and before a successful and the sum of the s	
	Report Dimensions:			
Company:	EC Aggregate	Geogra	pny: Statewide	
	EC Specific		Sintewide	
• ILEC (if analog applies)				
• ILEC Affiliate				
Sub-Metrics –				
B1-6-01 Usage Completeness				
Products	Resale and UNE combined			
	Facilities/Interconnection			
Calculation	Numerator		<u>Denominator</u>	
	Count of usage charges on the bill that	were	Total count of usage charges on the bill.	
L	recorded within last 30 days			

Function:				
B1-7 Recurring Charge Completeness (formerly PM 32)				
Definition:	allatenētātata (A.)			
Measures the percentage of fractional recurring charges appearing on the next available bill.				
Business Rules: The effective date of the recurring charge must be within 30 days of the bill date for on the next available bill.	the charge to appear			
• • • • • • • • • • • • • • • • • • •				
Notes:				
 Verizon will compare CLEC results to a statistically valid sample of Verizon results. 	·			
 Late charges resulting from externally mandated billing changes that the ILEC cannot implement in a timely manner. Results for exiting CLECs. This may include, but is not limited to, service disconnected dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business commuLEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as Any test transactions not submitted in connection with the pre-ordering, ordering, premaintenance of actual customers. Performance Standard: Resale and UNE: Parity with Retail Facilities/Interconnection: - 90%	ets and adjustments of nunications, notice to UNE-P and resale.			
Report Dimensions:				
Company: Geography:				
 CLEC Aggregate CLEC Specific Statewide 				
• ILEC (if analog applies)				
ILEC Affiliate				
Sub-Metrics -				
BI-7-01 Recurring Charge Completeness				
Products • Resale				
• UNE				
T21'2' - /1A				
• Facilities/Interconnection Calculation Numerator Denom	inator			
• Facilities/Interconnection Calculation Numerator Denom Dollar amount of fractional recurring charges Total dollar amount of fi				

CA JPSA

Function: BI-8 Non-Recurring Charge Completeness (formerly PM 33) Definition: Measures the percentage of non-recurring charges appearing on the next available bill. **Business Rules:** The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the next available bill, **Exclusions:** Late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner. Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree. Results for OS/DA billing other than those associated with end user services such as UNE-P and resale. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard: Resale and UNE: Parity with Retail Benchmark for Facilities/Interconnection: - 90% Report Dimensions: Company: Geography: CLEC Aggregate Statewide **CLEC Specific** ILEC (if analog applies) **ILEC Affiliate** Sub-Metrics -BI-8-01 Non-Recurring Charge Completeness Products Resale UNE Facilities/Interconnection

Numerator

Dollar amount of non-recurring charges that

are on the next available bill*

Calculation

Denominator

Total dollar amount of non-recurring charges

that are on bill

CA JPSA

Database Update Performance

Function:				
GE-4 E911/911 MS Database Update (formerly PM 39)				
Definition:	The state of the s			
Measures the per-	centage of E911/911 database updates comple	eted within 48 hours.		
D : D !				
Business Rules:	A make the state of the state o	1.6 41 . 45		
gateway		measured from the time the update enters the ate rejects, the new interval starts when the update is		
Exclusions:				
 Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. 				
Performance Sta	ındard:			
Direct gateway in	put: 48 hours			
Daniel Dimensit	THE STATE OF THE S			
Report Dimensio		English (B)		
Company: CLEC Aggregate Geography: Statewide		Statewide		
CLEC Specific	_	oute vide		
ILEC (if analog applies)				
• ILEC Affiliate				
Sub-Metrics -	e de la			
GE-4-01 E911/911 MS Database Update				
Products	Direct gateway input updates			
Calculation	Numerator	Denominator		
	Number of valid records updated within 48 hours	Total number of valid records updated		

CA JPSA

Collocation Performance

CA JPSA

Function:

NP-2 Percent On Time to Respond to a Collocation Request (formerly PM 40 and PM 41))

Definition:

NP-2-01 measures the percent of CLEC collocation requests that are responded to on time by the ILEC.

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NP-2-05 measures the interval it takes an ILEC to complete (build) a collocation arrangement.

Business Rules:

- For NP-2-01, includes all new and augment requests.
- For NP-2-01, if the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within or after the applicable standard, the clock is restarted from the revised application receipt date
- Following are the types of changes that trigger the restarting of the 10 day clock:
 - o Power Upgrades Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility.
 - HVAC Upgrades Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units.
 - o Major Building Modifications Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows:
 - Asbestos abatement on a room or floor of a building
 - Construction of new interior partitions (walls) and doors to accommodate new HVAC system
 - Construction required to accommodate restroom access or modifications per code.
 - Construction or modification of building to facilitate proper emergency egress from the space per code.
 - Electrical wiring of space per code requirements.
- For NP-2-05, interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.
- For NP-2-05, if a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation.
- For NP-2-05, interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.
- For NP-2-05, the request is complete when the ILEC sends a notice, in a form agreed upon by both parties, along with CFA/APOT information, advising that the collocation arrangement is complete and ready for CLEC occupancy.
- For NP-2-05, when an extended interval has been mutually negotiated, the extended interval will be tracked. If the extended interval is met, the order commitment will be counted as met. If the extended interval is missed, the order commitment will be counted as missed.

Notes:

- For NP-2-01, interval to begin upon receipt of valid request per published ILEC collocation guidelines.
- Verizon will provide email notice to OSS OII Performance Measures service list of proposed tariff changes
 affecting the intervals in this measure. The subject line of the notice must say "JPSA Affecting Tariff
 Change."

Exclusions:

Denominator

Total Number of Collocation Arrangements Completed During the Reporting Period

APPENDIX II

CA JPSA

 Any test 	ancelled by CLEC transactions not submitted in connection unce of actual customers.	with the	pre-ordering, ordering, provisioning or		
	Performance Standard:				
	thin time intervals set in its tariffs				
NP-2-05					
	% compliance within time intervals set i		fs		
	tation - 95% within time intervals set in i	ts tariffs			
Report Dimensions:					
Company:		Geogra	• *		
CLEC A		•	Statewide		
CLEC S					
ILEC Af	filiate				
Sub-Metrics -	Sub-Metrics –				
NP-2-01 % On Time to Respond to a Collocation Request (formerly PM 40)					
Products	roducts • All Collocation, includes Caged, Cageless and Physical				
Calculation	Numerator		<u>Denominator</u>		
	Number of Requests Completed in X C	alendar	Count of Requests due in Reporting Period		
	Days Interval				
NP-2-05 Time to Provide a Collocation Arrangement (formerly PM 41)					
Products	 All Collocation – New (All), includes Caged, Cageless and Physical 				
	All Collocation – Augment (All), includes Caged, Cageless and Physical				
l					

Numerator

of Collocation Arrangements Completed in "X" Interval

Calculation

CA JPSA_

Interface Performance

CA JPSA

Function:

PO-2 Percent of Time Interface is Available (OSS Interface Availability) (formerly PM 42)

Definition:

Measures percent of time OSS Interface is available compared to scheduled availability.

WPTS (Nationwide):

This is a measure of WPTS OSS availability based upon Scheduled Availability. Scheduled Availability is as follows:

• Prime Time: 06:00:00 to 23:59:59 EST Monday through Saturday, excluding major Holidays.

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

For WPTS, Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (WCCC) with EnView reported outages. Verizon measures CLEC reported outages based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center receives OSS availability trouble reports from CLECs, and logs each trouble into a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

Business Rules:

- Outage hours are obtained from outage reports
- Any change requests for extended availability during the reporting period are added to the scheduled hours.
- WPTS: The EnView methodology is a follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but En View detected and outage, the EnView outage is included as if the entire CLEC population experienced the outage.
- WPTS: EnView measurement of the EDI, CORBA and Web GUI aka LSI/W interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

Notes:

- · Verizon captures data on a nationwide basis and reports national results at a state level.
- ILECs will agree to document any calculation of partial availability.
- Reported by interface i.e., WISE, EDI

Exclusions:

For WPTS:

Not applicable if CLECs are not using WPTS in the state.

The following exclusions apply:

- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Standard – 99.50% (for all interfaces)

Report Dimens	ons:	
	Aggregate f analog applies)	Geography: • Statewide ⁶
Products	EDI CORBA WISE LSI WPTS	
Sub-Metrics		KANGBUR SERVER BURGER STREET
PO-2-02	% of Time Interface is Available	
Calculation	Numerator	Denominator
	Number of scheduled interface available l minus unscheduled interface unavailable hours.	hours Scheduled system available hours.

⁶ Note: WPTS is one system and is measured at the national level. The same performance will be reported in all Verizon States.

CA JPSA

		araita i tae	
Function:	- BO EAST CHART WARRANTED BORN	25 N. 18 15 15 15	THE RESERVE OF THE PROPERTY OF
	nter Responsiveness (formerly Pl	M 44)	TO THE WAY 1985 1 200 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Definition:		Khan	
Measures the ave	erage time it takes the ILEC's work center	r to answ	er a call.
Nictory			
Notes:	ed by individual queue, if applicable, in e	aab 11 BC	contor
	cu by murvidual quelle, if applicable, in e captures data on a nationwide basis and		
	reports two repairs centers: 1) Designed		
	ered) Services	Diffice	ou services, and 2) horrangina (cross-
-			<u></u>
Exclusions:		a said	的: 1000-1000-1000-1000-1000-1000-1000-100
	t transactions not submitted in connection	with the	pre-ordering, ordering, provisioning or
	nance of actual customers.	. renanz. ; ; ; ; ; ;	
Performance St			
Repair Centers:			
	d – average 20 seconds		
Ordering Cente			
• Standar	d – average 17 seconds		
Report Dimensi	ions:		
Company:	CONTRACTOR STATE OF THE STATE O	Geogra	inhv:
	Aggregate	•	Statewide
	f analog applies)		***************************************
Sub-Metrics –			
PO-3-02	Center Responsiveness -Ordering		
Products	Ordering		
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer - 1	Date	Total calls answered by center.
	and Time of Call Receipt)		<u> </u>
PO-3-04	Center Responsiveness - Repair		
Products	Repair (Non-Designed/Non-E	Engineere	
Calculation	Numerator		Denominator
	Sum (Date and Time of Call answer - I	Date	Total calls answered by center.
PO-3-05	and Time of Call Receipt)	n	
ru-3-05	Center Responsiveness - BRC (Busin	ess kepa	ir Center)

• BRC (Designed Engineered Services)

Numerator

Sum (Date and Time of Call answer minus

Date and Time of Call Receipt)

Products

Calculation

Denominator

Total calls answered by center.

CA JPSA

Change Management Performance

CA JPSA

Function:

PO-4 Percent of Timely and Compliant Change Management Notices (formerly PM 45)

Definition:

This metric measures the percent of Change Management Notices and associated documentation sent before implementation according to prescribed timeliness standards within prescribed timeframes. Notices include notifications and confirmations.

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

Business Rules:

- The Timelines standards for the sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. Verizon will comply with applicable Change Management Processes and Procedures.
- Verizon will comply with applicable Change Management Processes and Procedures as documented in Verizon's "Wholesale Network Services OSS Interface Change Management Process" version 2.1 dated April 5, 2001, or subsequent successor documents. This document(s) will be made available to the CLEC community.

Notes:

- Results reported are for Verizon West (fGTE).
- Reported by total of change notifications and confirmations for Types 3, 4 and 5 combined.
- Change Management Notices are considered compliant if appropriate documentation is made available on
 or before the date of the notice.

Exclusions:

- Regulatory mandates as described in the CMP documentation
- Emergency fixes
- CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by ILEC identified by the CLEC)
- ILEC-initiated enhancements/changes to requirements for which it requests that this Performance Measurement does not apply and CLECs agree
- Enhancements/changes other than those that eliminate existing functionality or require material CLEC functional software or process changes.
- · Changes to Error Messages and changes to codes used within interface fields

Performance Standard

CA JPSA

90% compliant notifications and confirmations sent on time.

Type 5 – CLEC originated

Change Notification: ≥ 73 calendar days prior to implementation, the draft business rules are published, ≥ 66 calendar days prior to implementation, the draft technical specifications are published.

Change Confirmation: >= 45 calendar days, prior to implementation, the final business rules, technical specifications and error message documentation are published.

Type 4 - Verizon originated

Change Notification: ≥ 73 calendar days prior to implementation, the draft business rules are published, ≥ 66 calendar days prior to implementation, the draft technical specifications are published.

Change Confirmation: >= 45 calendar days prior to implementation, the final business rules, technical specifications and error message documentation are published.

Type 3 - Industry Standard

Change Notification: ≥ 73 calendar days prior to implementation, the draft business rules are published, ≥ 66 calendar days prior to implementation, the draft technical specifications are published.

Change Confirmation: >= 45 calendar days prior to implementation, the final business rules, technical specifications and error message documentation are published.

Report Dimens	ions:	
Company:	1	leography:
CLEC	Aggregate	Statewide
Sub-Metrics -		
PO-4-01 % of Timely & Compliant Change Management Notices		
Products	Notifications/Confirmations	
Calculation	Numerator	Denominator
	Number of compliant change managemen notifications and confirmations sent withi appropriate interval in the reporting period	n the notifications and confirmations sent during the

CA JPSA

Reporting Process

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based, i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days of website publication of the monthly results or within thirty days of the CLEC's request, which ever is later.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data. ILEC Affiliate data will be reported, at a minimum, separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by SBC/California and Verizon with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. ILEC will provide data that comprise the results and are readily available from systems that provide the reportable data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. SBC/California will produce the current and prior months' raw data within one business day. Raw data requests for previous months will be provided in a negotiated interval. Verizon will provide the requested data within 30 days.

CA JPSA

Auditing

Initial Audit:

(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:

A comprehensive Annual Audit will be conducted of the ILECs' reporting procedures and reportable data. The Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results, except as noted below A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

- 1. Jointly defining the Request for Proposal;
- 2. Jointly selecting a third party auditor;
- 3. Determining the scope and timing of the Annual Audit;
- 4. Providing guidance to the auditor, as requested; and
- 5. Reviewing the auditor's compliance with the Request for Proposal.

The Committee will convene every twelve months to discuss and determine the timing and scope of any Annual Audit. Provided, any party may request that the committee convene before the 12th month but not earlier then the 6th month following the last meeting of the committee, to discuss whether an Annual Audit is necessary. In such event, the party seeking the earlier meeting will be responsible for calling the meeting, providing a conference call-in number and/or meeting location, and providing all legal notices applicable thereto. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

No Annual Audit shall commence within 12 months of the commencement of the previous Annual Audit. Notwithstanding any other provisions herein, the scope of the Annual Audit shall not exceed the previous 12 months. In addition, at least one comprehensive Annual Audit will be conducted every three years.

The costs of the Annual Audit will be divided 50% to the ILEC and 50% to the CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ('trunks''), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, the ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

CA JPSA

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys' fees, to the prevailing party.

In the case of Verizon, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of Verizon's national systems, processes and procedures shall be determine on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all Verizon states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by Verizon and the CLECs as set forth in the paragraph above.

Mini - Audits:

In addition to an annual audit, SBC/California, Verizon and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year will be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion).

Mini-Audits may be requested for months including and subsequent to the month in which an Annual Audit was initiated.

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be "materially" misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is "materially" at fault will be based on the parameters of failure to perform: "materially" at fault

CA JPSA

means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is "materially" at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

CA JPSA

Review Procedures

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around January 17, 2004 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90-day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

CA JPSA

California OSS OII Performance Measurements Service Order Types

- New Service Installations
- Service Migrations without Changes
- Service Migrations with Changes
- Move and Change activities
- Feature Changes
- Service Disconnects

CA JPSA

Definition of Terms

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Basic Hot Cut	Basic Hot Cuts include Coordinated Conversions and Coordinated Hot Cuts.
Batch Hot Cut	The live transfer of a VZ provided dial tone customer to a CLEC Loop. Verizon Technicians complete cross-wire work. Verizon provides notice to NPAC for Port activation. Batch hot cuts are scheduled on a wire center basis and not on fixed intervals. A "Batch" may include multiple CLECs' orders. Batch Hot Cuts must be identified on the LSR according to published business rules
Cageless Collocation	Shall have meaning set forth in FCC 1 st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport Trunk Groups	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.

TERM DEFINITION		
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the	
Coordinated Customer Conversion	CLEC, and the customer so that work activities can be	
	performed on a coordinated basis under the direction of the	
	receiving carrier.	
	The live transfer of a VZ provided dial tone customer to a	
Coordinated Hot Cut	CLEC Loop. Verizon Technicians complete cross-wire work	
	either on an open telephone bridge, or by contact before and	
	after the cut with the CLEC. Port is activated by CLEC.	
	Orders have a due date negotiated between the ILEC, the	
	CLEC, and the customer so that work activities can be	
	performed on a coordinated basis under the direction of the	
	receiving carrier. Coordinated Hot Cuts are applicable to	
	Basic Hot Cut process.	
Customer Requested Due Date	A specific due date requested by the customer which is either	
	shorter or longer than the standard interval or the interval	
	offered by the ILEC.	
Customer Trouble Reports	A report that the carrier providing the underlying service	
	opens when notified that a customer has a problem with their	
	service. Once resolved, the disposition of the trouble is	
	changed to closed.	
Dedicated Transport	A network facility reserved to the exclusive use of a single	
	customer, carrier or pair of carriers used to exchange	
	switched or special, local exchange, or exchange access	
	traffic.	
Delayed Order	An order which has been completed after the scheduled due	
<u> </u>	date and/or time	
Designed Services	Designed services are services requiring engineering	
Disability of Bullion	intervention.	
Directory Assistance Database	A database that contains subscriber records used to provide	
	live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.	
Directory Listings	Subscriber information used for DA and/or telephone	
Directory Listings	directory publishing, including name and telephone number,	
	and optionally, the customer's address.	
DS-0	Digital Service Level 0. Service provided at a digital signal	
500	speed commonly at 64 kbps, but occasionally at 56 kbps.	
DS-1	Digital Service Level 1. Service provided at a digital signal	
	speed of 1.544 Mbps.	
DS-3	Digital Service Level 3. Service provided at a digital signal	
	speed of 44.736 Mbps.	
Due Date	The date provided on the FOC the ILEC sends the CLEC	
	identifying the planned completion date for the order.	
End Office Switch	A switch from which an end users' exchange services are	
	directly connected and offered.	
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that	
	it has received the CLECs service order, created a service	
	request, and assigned it a due date.	
Flow-Through	The term used to describe whether a LSR electronically is	
Ĭ	passed from the OSS interface system to the ILEC legacy	
	system to automatically create a service order. LSRs that do	
	not flow through require manual intervention for the service	
	order to be created in the ILEC legacy system.	

TERM	DEFINITION
Held Order	An order for which the ILEC has issued a FOC, but whose
	due date has passed without it being completed.
Hot Cut	The live transfer of a VZ provided dial tone customer to a
	CLEC Loop.
	Basic - (Coordinated Conversion or Coordinated Hot Cut)
	Batch - (Coordinated Conversion)
	Large job - (Coordinated Conversion)
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and
	installation, has completed on a customer's line. It is likely
	attributable to the service activity (within a defined time
	period).
Inside Wiring	The telecommunications wiring located at a customer's
	premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches
	generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or
	access degradation of a system.
Jeopardy	A failure in the service provisioning process which results
- •	potentially in the inability of a carrier to meet the committed
	due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a
	jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has
	been committed to a customer, including the CLEC. The
	facilities shortage may be identified during the inventory
	assignment process, or during the service installation process.
	If no facilities are available, the ILEC will issue a jeopardy.
Large Job Hot Cut	A Coordinated Hot Cut specified on the LSR as a large job.
	Intervals for Large Jobs are negotiated and may occur over
	multiple days. Large Jobs are specified by a CLEC and
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	include multiple orders within the same central office.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to
	identify NPA-NXX routing and homing information, as well
	as network element and equipment designations. The file also
	includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling
Local exchange Traffic	area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to
)	retain their telephone number when moving their service
	between local service providers. This technology does not
	employ remote call forwarding, but actually allows the
	customer's telephone number to be moved and redefined in
	the network of the new service provider. The activity to move
	the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
<u> </u>	The state of the s

TERM DEFINITION		
Meet Point Billing	A billing arrangement used when two or more LECs jointly	
3	provide access to and from an interexchange carrier (IEC) for	
	inter LATA traffic. This arrangement can be Single Bill,	
	where one LEC bills the IEC on behalf of both LECs and	
	remits payment to the other LEC or Multiple Bill, where each	
	LEC bills their portion directly to the IEC.	
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due	
	date on an order has been missed.	
Non Designed Services	Services that do not require inventoried equipment and/or	
'	facilities. Non Designed Services include, but may not be	
	limited to the following: UNE Loop Non-Designed Products	
	- Non Design 2-Wire Loop, 2- Wire ISDN BRI Capable,	
	Non Designed ADSL Capable 2-Wire Loops, Non Designed	
	xDSL Capable 2-Wire Loops,	
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a	
	one time basis.	
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the	
	"D", "E", and "F" digits of a 10-digit telephone number	
	within the NANP. Each NXX Code contains 10,000 station	
B IN THE BUILDING	numbers.	
Permanent Number Portability (also	A network technology which allows end user customers to	
known as Local or Long Term Number Portability)	retain their telephone number when moving their service between local service providers. This technology does not	
rortability)		
	employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in	
	the network of the new service provider. The activity to move	
	the telephone number is called "porting".	
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.	
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business	
1	services. Can include feature capabilities (e.g., CLASS	
	features).	
Projects	Service requests that exceed the line size and/or level of	
•	complexity which would allow for the use of standard	
	ordering and provisioning processes. Generally, due dates	
	for projects are negotiated, coordination of service	
	installations/changes is required and automated provisioning	
	may not be practical.	
Provisioning Troubles	A trouble report that is opened for a customer's existing or	
	new service for a trouble identified between the time of the	
	service order creation to the time of order completion.	
	Provisioning troubles that are associated with a CLECs	
	customers include troubles that occur and are reported during	
0 7	the conversion of an ILEC customer to a CLEC.	
Query Types	Pre-ordering information that is available to a CLEC that is	
	categorized according to standards issued by OBF, the FCC	
Pagunia Chara	and/or the CPUC.	
Recurring Charge	A rate charged for a product or service that is assessed each	
	successive billing period.	

TERM	DEFINITION
Reject	A status that can occur to a CLEC submitted local service
Reject	request (LSR) when it does not meet certain criteria. There
	are two types of rejects:, syntax, which occur if required
	fields are not included in the LSR;, and content, which occur
	if invalid data is provided in a field. A rejected service
	request must be corrected and re-submitted before
	provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the
Repeat Report	same telephone number/circuit ID and at the same premises
	Address within 30 days. The original report can be any
	category, including excluded reports, and can carry any
	disposition code.
Service Group Type	The designation used to identify a category of similar
	services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and
	to ILEC work groups in response to a complete, valid service
	request.
Service Order Type	The designation used to identify the major types of
,,,	provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order
•	services or to request a change(s) be made to existing
	services.
Specials	Services that require engineering design intervention.
•	Designed services include, but may not be limited to the
	following: Resale Specials Designed Products - ISDN - BRI,
	DID, Centrex, PBX, ISDN-PRI, Advanced Services, DID
	Resale PBX (trunk), Advanced Intelligent Service; UNE
	Loop Designed Products – Designed 2 Wire Loop, 2-Wire
	ISDN BRI Capable, Designed 4-Wire Loop, ISDN Capable
	4-Wire Loops, DS1 Wire Loops, 56kpbs capable 4-Wire
	Loops.
Standard Interval	The interval that the ILEC quotes to its customers with
	respect to how long it will take to provision a service request.
	These intervals are standardized by specific service type and
	type of service modification requested ILECs publish these
	standard intervals in documents used by their own service
	representatives as well as ordering instructions provided to
	CLECs. POTS services do not have standard intervals;
	their installation intervals are based on force available and
Subsequent Reports	workload. They may change as frequently as twice a day. A trouble report that is taken on a previously reported trouble
Proseducit Vehoits	prior to the date and time the initial report has a status of
	"cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than
Charges	individually itemized, e.g., local usage minutes on resale or
	retail calls, which are listed on the bill as "xx" minutes with
	no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and
·-	among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble
	report on a customer's service to the time service is fully
	restored to the customer.
•	•

TERM	DEFINITION
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Verizon official (administrative) lines	Verizon official (administrative) lines are lines used by Verizon employees or contractors to conduct official company business.
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CA JPSA

Glossary of Acronyms

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO .	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering
	standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DSI	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
1, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or
	transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

	CA JPSA
ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination
	center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
РВ	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service
	order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

CA JPSA

Jeopardy Missed Appointment Codes

Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
11	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
IR	Customer Could Not Be Reached at the Can Be Reached
	Number (CBR)
1S	Building Not Ready, Customer Will Advise
17	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
17	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above

CA JPSA

Disposition Codes

	VERIZON
01	LOCAL NUMBER PORTABILITY
04	NETWORK FACILITIES
04	NET WORK PACIFITIES
05	COIN/COINLESS
05	E911
06	OUTSIDE PLANT
07	INTEROFFICE FACILITIES
09	SERVICE ORDER
10	RECORDS
11	CARRIER (FIELD) OR CONCENCENTRATOR
12	CENTRAL OFFICE
13	TEST OKAY_
15	CAME CLEAR
16	CUSTOMER
17	EXCLUDE
18	REFERRED OUT
19	СРЕ

APPENDIX II CA JPSA

Implementation Schedule

Upon Commission approval of the 2004 and 2005/2006 Review agreed to changes (submitted by the Settling Parties), the approved changes will be implemented as follows:

To make better use of its Information Technology resources, in 2005 Verizon adopted a process that provides for three updates to its Wholesale measurement systems each year. At present, Verizon contemplates making updates to its Wholesale measurement systems for the March 2008 data month, for which performance reports will be issued at the end of April 2008.

In order for Verizon to include the revised CA JPSA changes in an update, Verizon will need to receive a Commission order approving same no later than the 15th day of the fourth calendar month prior to the calendar month in which the update is to be implemented. For instance, if on or prior to November 15, 2007 the Commission issues an order approving the revised CA JPSA Guidelines without significant changes, Verizon will implement the revised CA JPSA Guidelines for the March 2008 data month, for which performance reports will be issued at the end of April 2008. This implementation interval is needed in order to allow Verizon to undertake the complex work of making the system and process changes necessary to perform and report the modified measurements. It will also allow Verizon to test whether these changes have been properly made.

(END OF APPENDIX II)

2004 Consensus Change 2005/2006 Proposed Change

Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

California
Proposed in Florida
Proposed in Hawaii
Proposed in Illinois
Proposed in Indiana
Proposed in North Carolina
Proposed in Ohio
Proposed in Oregon
Proposed in Washington

Filed November 30, 2004 Filed May 15, 2006

CA JPSA

Table of Contents

INTRODUCTI	ON	6
EXECUTIVE S	UMMARY	7
RESERVATIO	N OF RIGHTS	11
GENERAL EX	CLUSIONS	12
PERFORMAN	CE METRIC NUMBER CROSS REFERENCE TABLE	13
PRODUCT CO	DES	16
RETAIL ANAI	LOG	20
PRE-ORDERII	NG PERFORMANCE	22
PO-1 RESPON	ISE TIME OSS PRE-ORDERING INTERFACE (FORMERLY PM 1)	23
PO-1-02	Average Response Time – Due Date Availability	74
PO-1-03	Average Response Time – Date Date Availability	
PO-1-04	Average Response Time - Service Availability	
PO-1-05	Average Response Time – Service Availability Average Response Time – Telephone Number Selection	
PO-1-06	Average Response Time – Nechanized Loop Qualification	
PO-1-07	Average Response Time – Mechanizea Loop Quartication	
PO-1-08	Average Response Time – CSI Request - Electronic	
PO-1-08		
	Average Response Time - Rejected/Failed Inquiries	
PO-1-10 ODDEDING D	Percent Timeouts ERFORMANCE	
	LSC Notice Timeliness (Order Confirmation Timeliness) (formerly PM 2)	27
OR-1 - 02	LSC Notice Timeliness - Flow Through	
OR-1-04	% On Time LSC < 10 Lines (Non-Designed – No Flow Through)	
OR-1-05	% On Time LSC < 10 Lines (Designed Services – No Flow Through)	
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed – No Flow Through)	<i>29</i>
OR-1-07	% On Time LSC->= 10 Lines (Designed Services - No Flow Through)	30
OR-1-12	FOC Notice Timeliness	<i>30</i>
OR-1-13	Held and Denied Interconnection Trunk Request	30
OR-2 REJ	CT TIMELINESS (FORMERLY PM 3)	
OR-2-02	Reject Timeliness – Flow Through	32
OR-2-04	% On Time LSR Reject - < 10 Lines (Non-Designed - No Flow Through)	<i>33</i>
OR-2-05	% On Time LSR Reject - < 10 Lines (Designed - No Flow Through)	33
OR-2-06	% On Time LSR Reject ->= 10 Lines (Non-Designed - No Flow Through)	33
OR-2-07	% On Time LSR Reject - >= 10 Lines (Designed - No Flow Through)	<i>33</i>
OR-2-12	Reject Timeliness	
	ETION NOTICE INTERVAL (FORMERLY PM 18)	
OR-4-18	Completion Notice Interval	
	CENTAGE OF FLOW-THROUGH ORDERS (FORMERLY PM 4)	
OR-5-01	% Flow Through Orders - Received Electronically	
OR-5-03	% Flow Through Orders – Currently Programmed	37

OR-11 PERG	CENT MECHANIZED LINE LOSS NOTIFICATIONS (FORMERLY PM 18A)	38
OR-11-01	% Mechanized Line Loss Notifications	
PROVISIONIN	NG PERFORMANCE	30
	GE COMPLETED INTERVAL (FORMERLY PM 7)	40
PR-2-06	Average Completed Interval – DSO	
PR-2-07	Average Completed Interval – DS1	
PR-2-08	Average Completed Interval – DS3	41
PR-2-09	Average Completed Interval – Total	42
	NT COMPLETED WITHIN STANDARD INTERVAL (FORMERLY PM 8)	
PR-3-12	% Completed w/in Standard Interval	44
	APPOINTMENTS (FORMERLY PM 11, PM 11A AND PM 14)	
PR-4-01	% Due Dates Missed (formerly PM 11)	41
PR-4-02	Held Order Interval (formerly PM 14)	
PR-4-16	Loop Acceptance Testing (LAT) Not Completed On Time (formerly PM 11A)	48
	TY MISSED ORDERS (FORMERLY PM 12 AND PM 13)	
PR-5-01	% Due Dates Missed Due to Lack of Facilities (formerly PM 12)	
PR-5-05	Delay Order Interval to Completion Date (formerly PM 13)	31
	LATION QUALITY (FORMERLY PM 16, PM 17, PM 15, PM 15A AND PM 10)	
PR-6-01	% Troubles in 30 days for Special Services Orders (formerly PM 16)	
PR-6-02	% Troubles in 7 Days for Non-Special Orders (formerly PM 17)	
PR-6-04	Provisioning Trouble Reports (formerly PM 15)	
PR-6-05	Average Time to Restore Provisioning Troubles (formerly PM 15A)	
PR-6-06	LNP Network Provisioning (formerly PM 10)	56
	RDY REPORTS (FORMERLY PM 5 AND PM 6)	57
PR-7-01	% Orders Jeopardized (formerly PM 5)	
PR-7-02	Jeopardy Notices Returned by Required Interval (formerly PM 6)	
	DINATED CUSTOMER CONVERSION AS A PERCENTAGE ON-TIME (FORMERLY PM 9)	
PR-9-01	Coordinated Customer Conversion as Percentage On-Time	
MAINTENAN	CE PERFORMANCE	62
MR-2 Custo	MER TROUBLE REPORT RATE (FORMERLY PM 19)	63
MR-2-01	Customer Trouble Report Rate	
	NTAGE OF CUSTOMER TROUBLES NOT RESOLVED WITHIN ESTIMATED TIME (FORMERLY PI	
MR-3-01	% Customer Trouble not Resolved w/in Estimated Time	
MR-4 Troub	BLE DURATION INTERVALS (FORMERLY PM 21 AND PM 22)	69
MR-4-01	Average Time to Restore (formerly PM 21)	
MR-4-08	POTS OOS < 24 Hours (formerly PM 22)	7 <i>3</i>
MR-5 Frequ	ENCY OF REPEAT TROUBLES IN 30 DAY PERIOD (FORMERLY PM 23)	
MR-5-01	% Repeat Reports within 30 Days	75
NETWORK P	ERFORMANCE	76
NP-1 PERCE	NT BLOCKING ON COMMON TRUNKS (FORMERLY PM 24 AND PM 25)	77
NP-1-02	% Blocking on Common Trunks (formerly PM 24)	
NP-1-04	% Blocking on Interconnection Trunks (formerly PM 25)	
	LOADED BY LERG EFFECTIVE DATE (FORMERLY PM 26)	
NP-6-01	NXX Loaded by LERG Effective Date	
	RFORMANCE	
	ETIMELINESS (FORMERLY PM 28)	
BI-1-05	Usage Timeliness	
BI-1 - 06	Usage Timeliness - % DUF within 6 Days	<i>81</i>

BI-2 WHOLESALE BILL TIMELINESS (FORMERLY PM 30)	
BI-2-01 Wholesale Bill Timeliness	
BI-3 BILL ACCURACY (FORMERLY PM 34)	
BI-3-01 Bill Accuracy	
BI-6 USAGE COMPLETENESS (FORMERLY PM 31)	
BI-6-01 Usage Completeness	85
BI-7 RECURRING CHARGE COMPLETENESS (FORMERLY PM 32)	.,86
BI-7-01 Recurring Charge Completeness	
BI-8 NON-RECURRING CHARGE COMPLETENESS (FORMERLY PM 33)	87
B1-8-01 Non-Recurring Charge Completeness	87
DATABASE UPDATE PERFORMANCE	
GE-4 E911/911 MS DATABASE UPDATE (FORMERLY PM 39)	89
GE-4-01 E911/911 MS Database Update	ρQ
COLLOCATION PERFORMANCE	90
NP-2 PERCENT ON TIME TO RESPOND TO A COLLOCATION REQUEST (FORMERLY PM 40 AND PM 41))	91
NP-2-01 % On Time to Respond to a Collocation Request (formerly PM 40)	92
NP-2-05 Time to Provide a Collocation Arrangement (formerly PM 41)	
INTERFACE PERFORMANCE	
PO-2 PERCENT OF TIME INTERFACE IS AVAILABLE (OSS INTERFACE AVAILABILITY) (FORMERLY PM 42)	
PO-2-02 % of Time Interface is Available	
PO-3 CENTER RESPONSIVENESS (FORMERLY PM 44)	96
PO-3-02 Center Responsiveness -Ordering	96
PO-3-04 Center Responsiveness - Repair	96
PO-3-05 Center Responsiveness - BRC (Business Repair Center)	
CHANGE MANAGEMENT PERFORMANCE	97
PO-4 PERCENT OF TIMELY AND COMPLIANT CHANGE MANAGEMENT NOTICES (FORMERLY PM 45)	98
PO-4-01 % of Timely & Compliant Change Management Notices	
REPORTING PROCESS	
NET OXTING I ROCESS	, 100
AUDITING	. 101
REVIEW PROCEDURES	. 104
CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS SERVICE ORDER	
TYPES	. 105
DEFINITION OF TRUME	100
DEFINITION OF TERMS	100
GLOSSARY OF ACRONYMS	. 112
JEOPARDY MISSED APPOINTMENT CODES	. 114
DISPOSITION CODES	. 115
IMPLEMENTATION SCHEDULE	116

CA JPSA

Introduction

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown.

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals. The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the original JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as originally approved by the Commission in August 1999, called for periodic reviews. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- · the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- · other analogs and the benchmarks
- auditing and reporting
- review procedures

¹ A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

CA JPSA

Executive Summary

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves². The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

• "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

² See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Red 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

³ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

⁴ See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region, InterLATA Service in the State of New York, CC Docket No.99-295. See also, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

CA JPSA

- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."⁵

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- o Address Verification/Dispatch Required
- o Request for Telephone Number
- Request for Customer Service Record
- Service Availability
- Service Appointment Scheduling (due date)
- Loop Qualification
- o PIC
- o Facility Availability
- o Rejected/Failed Inquiries

Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

⁵ Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

CA JPSA

Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

Network Performance

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

Collocation

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

Data Base Updates

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information, which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

Interfaces

CA JPSA

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures can be found in Sections III-and IV are provided in the Auditing or Review Procedures chapter.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

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Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and
 as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

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General Exclusions

Test 10s/Transpectors.

Test 10's are excluded from all Carrier to Carrier metric calculations. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers are excluded from the metrics.

Verizon Alliliate Reporting

<u>Verizon atfidine reporting (including Data Services Network Operations (DSNO) formerly known as VADI)</u> is always excluded from CLEC aggregate data for all metrics.

Internally generated Lills/ASRs and Service Orders

Internally Generated LSRs. ASRs are excluded from the Ordering metrics.

Internally Generated Service Orders are excluded from the Provisioning metrics.

Unbundled Network Elements (UNE)

Except for Billing measures Bl-2, Bl-3, Bl-6, Bl-7 and Bl-8, UNE products do not include Wholesale Advantage (formerly UNE-P) or Line Sharing transactions.

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Performance Metric Number Cross Reference Table

18 4 6 4 9 7 9 8 8 4 6 4 6 4 6 4 6 4 6 4 6 4 6 4 6 4 6		
2.7	the first the 2 versus confidential seed and	
		PRE-ORDERING
Pck, I	1	Response Time OSS Pre-Ordering Interface
		ORDERING
OR-1	<i>"</i> 2	POCASC Notice Timeliness (Order Confirmation Timeliness)
OR-2	5:	Reject Timeliness
CHE S		Percentage of Flow Through Orders
	<u></u>	PROVISIONING
03-7-01	₹.	Percurrage of Orders Jeopardized
PR-7-02	<u> </u>	Joopardy Notices Relained by Required Interval
116.3	70	Average Completed Interval
08.3	N.	Percent Completed within Standard Interval
VIA 9	M N	Coordinated Customer Conversion
58-0-00	10	LNP Network Provisioning
212-4-11		Percent of Due Dates Missed
PR-4-16	114	Loop Acceptance Testing (LAT) Not Completed On Time
PK-5-01	1/3	Percent Due Dates Missed Due to Lack of Facilities
PR-5-05	123	Delay Order Interval to Completion Date
PR-4-03	11	Field Order Interval
116-0-114	2 144 2 2 4 5	STATE OF THE STATE
PR-6-05	-11 11	Provisioning Trouble Reports
58-0-01 - 07-0-10	154	Average Time to Restore Provisioning Troubles
	1 60	Percanage Troubles in 30 Days for Special Services Orders
PR-6-02	9.7	Percent Troubles in 7 days for Non-Special Orders
OR 4 IS	38	Completion Notice Interval
<u> </u>	3 8 A	Percent Mechanized Line Loss Notifications
r	7	MAINTENANCE
Ville.	39	Customer Trouble Report Rate
VIR-3	20	Percent of Customer Trouble not Resolved within Estimated Line
MRHOL	21	Average Line to Restore
N:K-4-03	1.7	POTS Out of Service less than 24 Hours
N. R. S.	323	Frequency of Repeat Troubles in 30 day period
<u> </u>		NETWORK PERFORMANCE
<u> Ni 101</u>	24	Percent Blocking on Common Trunks
<u> </u>		Percent Blocking on Interconnection Trunks
N.P.	<u></u>	NXX Loaded by LERG Effective Date
	27	Versiere Deleged
		BILTING
126-4	28	Usage Timeliness
	7()	Myasure Deleted
32.0	.10	Wholesale Bill Timeliness
184-5	1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Usage Completeness
181±2	more, all ag	Recurring Charge Completeness
134-8	12-3	Non-Recurring Charge Completeness
19-5	èr <u>.</u>	Bill Accuracy
	ોર્વ	Vioreliness of Billing Completion Notices - SBC/California Ouly
<u> </u>	157	Megsure Deleved
		DATABASE UTDATES
	32	Dagabase Update Interval (SBC/California Only)

New Old Measure # Measure #		DOMAIN/MEASURE	
	38	Percent Database Accuracy (SPC/California Only)	
(.l: .l	39	E911/911 AIS Database Update	
<u> </u>		<u>COLLOCATION</u>	
NIP:	40	Percent On Time to Respond to a Collocation Request	
<u> </u>	:11	Time to Provide a Collocation Arrangement	
		INTERFACES	
23.7 <u> </u>	12	Percent of Time Interface is Available (OSS Interface Availability)	
~	4	Meusung Polgfeit	
PU-S	- 4 5	Center Responsiveness	
	-	CHANGE MANAGEMENT	
* * * * * * * * * * * * * * * * * * *	45	Percent of Timely and Compliant Change Management Notices	

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NOTES:

- 4. Neverthousex-survey apply to broth block
- These performance measures are not intended to create, modify or otherwise affect parties' rights
 and obligations. The existence of any particular performance measure, or the language describing
 that measure, is not evidence that the CLECs are entitled to any particular manner of access, that
 these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are
 limited to providing any particular manner of access. The parties' rights and obligations to such
 access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations,
 tariffs, and interconnection agreements.
- 2. Details regarding implementation schedules for new measures are documented in Section VIII (484) Ashadian Schedules) provided in Implementation Schedule chapter.

Product	Carles
FRAUCE	\$ \$ 18.15°.5

	Product Codes		
SHOUR OFFE	Manager Product 1995 September 1995		
1000	Result and UNE combined		
[4][4]	Standatione Directory Listings		
] (1) ⁵ U	Resalt and UNE Combined - Billing Usage Charges		
[06 <u>0</u>]	Resale and UNE Combined - Billing Recurring Charges		
1070	Resale and UNE Combined - Billing Non-Recurring Charges		
14()()	Respie, UNF and Interconnection Facilities combined		
2000	Resule		
2000	Resale Local Usage		
2007	Resale foll Usage		
2110	Resale POTS - Business		
2]]][Resule POTS Business Dispatch		
2112	Result POTS Business No Dispatch		
2120	Result POTS - Residence		
2121	Result POTS Residence Dispatch		
2172	Revale 2015 Residence No Dispatch		
2100	Result Specials		
1200 1201	Resale Specials Dispatch		
3565	Resule Specials No Dispatch		
3000	ENE		
3057	UNF, Intral.ATA and Interi.ATA combined Usage		
3112	UNE POTS - Loop		
121 121	UNE POTS - Other		
3140	UNE Platform POTS		
	· · · · · · · · · · · · · · · · · · ·		
3141	UNE Platform POTS Dispatch		
3144	UNE Platform POTS Business		
3145	UNE Platform POTS Residence		
3146	UNE Platform - Specials		
3148	UNE Platform - Access		
3149	UNE Platform - Local		
3151	UNE Platform Specials Dispatch		
3152	UNIS Platform — Specials No Disputch		
3158	UNE Platform POTS No Dispatch		
3200	UNE Specials		
3,549	UNE Loop Designed		
3.331	UNE Loop Designed DS0		
3333	UNL Loop Designed DS		
3 1 * 4	UNU Loop Designed DS1 and above		
3.754	UNE Loop Designed DS3 and above		
2337	UNI Loop Designad DS0 - Dispatch		
\$ 3.74	UNE Loop Designed - DSD - No Dispatch		
2 17	GNI Loop Designed - D\$1 - Dispatch		
17.58	UNI Loop Designed - DSI - No Dispatch		
3 130	UNE Loop Designed - DSs and above - Dispatch		
. 1-je)	IPNE 1 pop Designed - DS3 and above - No Dispatch		
3741	UNE Loop Designed - DSI and above - Dispatch		
1 V a 3	USIT Loop Designed - DS1 and above - No Dispatch		
3300	USE Complex		
3342	LNE Lapp xDSL Capable		
3343	UNE Line Sharing		
	UNE Loop xDSL Capable - Dispatch		

	CA JP3A	
Sub-Code	* To be the state of the state	
3.755	UNE Loop NDSL Capable No Dispatch	
3350	UNI. Loop (DSL) Capable	
3353	USI Loop (DSI, Capable Dispatch	
5,375	L.NE Loug (DSL Capable No Dispatch	
3361	UNE Line Sharing Conditioned	
3362	UNE Line Sharing Non Conditioned	
3365	UNE Line Sharing Non Conditioned No Dispatch	
3367	UNE Line Sharing - Non Conditioned Dispatch	
3368	UNE Line Sharing Conditioned No Dispatch	
3364	UNE Line Sharing Conditioned Dispatch	
3381	UNE Loop xDSL Capable - Conditioned Dispatch	
3.38.7	(NC Loop xDS), Capable - Conditioned - No Dispatch	
3383	UNE Loop xDSL Capable - Non Conditioned - Dispatch	
	UNIT Loop xDM_Capable - Non Conditioned - No Dispatch	
35700	Additional INE Services	
3.51.5	CNCCCL - DSO Nov	
3544	ENDEEL - DS0 Conversion	
3315	UNC EEL - DSI Nov	
33 lb	ENUEFE - DSI Conversion	
3517	CND EEL - DS3 and above New	
3518	UND FEL - DS3 and above Conversion	
3520	UNE Loop Coxalinated Hot Cur Basic	
35.11	CNE Loop Coordinated Het Cut - Dispatch	
3525	CNE Loop Conglinated Hot Cut - Large Joh	
3431	END Loop Cog dinated Het Cut - No Dispatch	
33.13	CNE Loop Batch Hot Cui	
35.26	UND Loop Baich Hot Cur - Dispatch	
34.27	UNE Loop Batch Hot Cut - No Dispatch	
3540		
14.78.	$LNP + \Omega$ ispatch	
4543	1 NP - No Dispaich	
3555	UNE Large Non-Designed	
0859	LNE CEL - DS0 - New - Dispatch	
3561	UNE REL - DS3 and above (New & Conversion)	
3360	UNE REL - DS0 (New & Conversion)	
3363	UNE EEL - DSI (New & Conversion)	
BASS	UNE FEL - DNI and below (New & Conversion)	
57565	UNUFEL DS0 - New - No Dispatch	
3566	UNE EEL - DS0 - Conversion - Dispatch	
(\$67)	UNE EEL - DSO - Conversion - No Dispatch	
3568	UNU SEL DSU-New - Dispatch	
3,569	LINE EEL - DSI - New - No Dispatch	
3570	UNE Subleap	
3571	L/NE Loop Son-Design Dispatch	
3573	UNE Loop Non-Design No Dispatch	
3571	UAE EEL DS1 Conversion Dispatch	
3075	UNI EEG DSI Conversion No Dispatch	
5876	UNITER DS3 and above New Dispatch	
2577	UNI. FFI. DS3 and above New - No Dispatch	
3.78	UNITED, US3 and above Conversion Dispatch	
3879	UNI EEL DS3 and above Conversion No Dispatch	

	CA JPSA	
Sob-Flecin		
35.81	END Sublicion Disparch	
3582	UNE Sublana - No Disputch	
35.83	UNUITED DS0 - New and Conversion - Dispatch	
254	UNE LLL DS0 New and Conversion - No Dispatch	
1585	GNE Et 3. DS1 - New and Conversion Dispatch	
3586	UNITER DS1 New and Conversion No Dispatch	
3587	UNE ELL, DSS and above -New and Conversion - Dispatch	
3588	UNE ETT, DS3 and above New and Conversion - No Dispatch	
3663	UNI Fransport - DSO	
3004	UNE Transport - OSI	
3605	USE Transport - DSI and below	
360 <u>0</u>	SSU Transport - DS3 and above	
3607	UNE Transport - DS1 and below - Dispatch	
100 <u>1</u> 10月	UNIT Transport – DS1 and below – No Dispatch	
3609	UND Consport - DS3 and above - Disparch	
3639	UNE Transport - DS3 and above - No Dispatch	
	UND Transport - DSO - Dispatch	
3611 3613	UNE Transport - DSO - No Dispatch	
3013 3013		
9014 3017	UNE Transport - DSI - Dispatch	
	UNE Transport - DSI - No Dispatch UNE Transport/EEL Projects	
3650	The state of the s	
3700	Durk Fiber	
3701	Dark Fiber Dispatch	
3702	Dark Fiber No Dispatch	
3000	CLEC Tranks/Interconnection Facilities	
5001	Interconnection Trunks Disparch	
500.2	Issurvenauction Trunks No Dispatch	
5001	interconnection Trunks - Not our of Service	
<u> 5004</u>	Interconnection Trunks - Out of Service	
500 <u>5</u>	Interconnection Trucks - Out of Service - Dispatch	
SOUG	Interconnection Trunks - Out of Service - No Dispatch	
5007	Interconnection Trunks - Not Out of Service - Dispatch	
2008	Interconnection Trunks - Not Out of Service - No Dispatch	
2020	Facilities/Interconnection Billing Non-Recurring Charges	
5051	Facilities/Interconnection Billing Recurring Charges	
<u>,5655</u>	Pacifities Interconnection Billion Usage Charges	
1434 [1]	Jointly Provided Switched Access	
70 QU	deterconnection frunks - U.F.C. to CLEC and office	
3 400	Interconnection Trunks—It FC undern to CUEC end office	
5500	Cournog and Shared Trunk Groups	
\$350	10 Trank Orgens	
£ F (9 4) 4)	Systems Metrics	
(4) (4)	WPIS	
G0 <u>20</u>	ED	
6030	E ORBA	
(4.78)	Electronic	
6071	(Mincro Adama)	
(s()7 ⁵	WISE	
533 <u>5</u>		
60°40	EDECURBA combined	
6469	Change Notification & Confirmation Industry Standard, Verizon Originated and TC	

Sub-Code	
	Geginatoi
6700	Collication
(c.)	Collecation - New applications
<u> </u>	Collocation Augment applications
(CASS)	Collocation - Physical - All
7(8.0)	NAN Codes
<u> 2001</u>	NAX Codes Dispatch
ZMC	NXX Codes No Dispatch

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Retail Analog

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

provide for the constraint	Avholessie Service	Retail Analog
M.L. where profes is	Resate POTS Residence	Retail POTS Residence
Starker		
	Resale POTS Business	Retail POTS Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	B1 Dispatched Non-designed
	UNU Loop Designed DS0	DS0 Service
-	UNI Loop Designed - DSI	DS+ Service
	UNE Loop Designed - DS and	DS1 and above
	selvenics	
	UNE Loop Designed - DS3 and	DS3 and above service
	above	
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable	Retail ISDN BRI
	Conditioned	
	UNE Loop xDSL capable Non	Retail ISDN BRI
_	Conditioned	
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport - DS0	DS0 Service
	UNE Transport - DS1	DS1 Service
	UNE Transport - DS1 and below	DS1 and below service
	UNF Transport - DS3 and above	DS3 and above service
	UNE Platform—POTS	Retail POTS
	CTIC TREEFORM	7101411110110
	UNE Platform - Specials	Rotail Specials
	UNE Platform Specials	Retail Specials
	UNE-Platform - Specials Interconnection Trunks	Retail Specials ILEC Dedicated Trunks
	UNE-Platform - Specials Interconnection Trunks Linesharing Conditioned	Retail-Specials ILEC Dedicated Trunks Retail Linesharing Conditioned
	UNE-Platform - Specials Interconnection Tranks Linesharing - Conditioned Linesharing - Non Conditioned	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned
	UNB-Platform Specials Interconnection Tranks Linesharing Conditioned Linesharing Non Conditioned Linesharing Non Conditioned	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned,
	UNE-Platform - Specials Interconnection Tranks Linesharing Conditioned Linesharing Non Conditioned Linesharing Non Conditioned, Non-Dispatched	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched
	UNE Platform - Specials Interconnection Trunks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non-Dispatched LNP LEL (New and Conversions)	Retail-Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence.
	UNE Platform Specials Interconnection Tranks Linesharing Conditioned Linesharing Non Conditioned Linesharing Non Conditioned; Non Dispatched LNP DEL (New and Conversions) DS0	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service
	UNE-Platform - Specials Interconnection Tranks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non-Dispatched LNP LEL (New and Conversions) DS0 EEL (New and Conversions)	Retail-Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched
	UNE-Platform - Specials Interconnection Trunks Linesharing Conditioned Linesharing Non Conditioned Linesharing Non Conditioned, Non-Dispatched LNP CEL (New and Conversions) DS0 EEL (New and Conversions) DS1	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service
	UNE-Platform - Specials Interconnection Trunks Linesharing Conditioned Linesharing Non Conditioned Linesharing Non Conditioned, Non-Dispatched LNP CEL (New and Conversions) DS0 EEL (New and Conversions) DS1	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service
	UNE Platform Specials Interconnection Trunks Linesharing Conditioned Linesharing Non Conditioned Linesharing Non Conditioned, Non Dispatched LNP CEL (New and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above	Retail Specials ILFC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service
	UNE-Platform - Specials Interconnection Tranks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non-Dispatched LNP LEL (New and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above EEL DS0 - New	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service DS0 new orders
	UNE-Platform - Specials Interconnection Trunks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non Dispatched LNP LEL (New and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above EEL DS0 - New I+EL DS0 - Conversion	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service DS0 new orders DS0 change orders
	UNE-Platform - Specials Interconnection Trunks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non-Dispatched LNP UEL (New and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above EEL DS0 - New FEL DS0 - Conversion EEL DS1 - New	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service DS0 change orders DS0 new orders DS1 new orders
	UNE Platform - Specials Interconnection Trunks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non-Dispatched LNP LEL Olew and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above EEL DS0 - New LEE DS0 - Conversion EEL DS1 - New LEEL DS1 - New	Retail Specials ILEC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service DS0 new orders DS0 change orders
	UNE Platform - Specials Interconnection Trunks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non Dispatched LNP LEL (New and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above EEL DS0 - New LEL DS1 - New EEL DS1 - New EEL DS3 and above - New	Retail Specials ILFC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service DS0 new orders DS0 change orders DS1 change orders DS3 and above new orders
	UNE Platform - Specials Interconnection Trunks Linesharing - Conditioned Linesharing - Non Conditioned Linesharing - Non Conditioned, Non-Dispatched LNP LEL Olew and Conversions) DS0 EEL (New and Conversions) DS1 EEL (New and Conversions) DS3 and above EEL DS0 - New LEE DS0 - Conversion EEL DS1 - New LEEL DS1 - New	Retail Specials ILFC Dedicated Trunks Retail Linesharing—Conditioned Retail Linesharing—Non-Conditioned Retail Linesharing—Non-Conditioned, Non-Dispatched Retail POTS—Total Business & Residence, Non-Dispatched DS0 Service DS1 Service DS3 and above service DS0 new orders DS0 change orders DS1 change orders DS3 and above new orders

Provisioning colling.	Processie Norther Strict F	Recollision as property of the contract of the
		Retail POTS New Line Orders

Philippiance metrics.	Wholesulestervice	Retoll Kanlog
At a where parity is storidad	Residence Residence	Retail POIS - Residence
	Resole POTS - Business	Retail POTS - Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	Retail POTS Residence and Business Disparched
	UNE Loop Designed - DS0	DS0
	UNE Loop Designed DS1 and above	DS1 and above
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop IDSL capable	Retail ISDN BRI
	UNE Transport DS1 and below	DS1 and below service
	UNE Transport DS3 and above	DS3 and above service
	UNE Platform - POTS	Retail POTS
	UNE Platform - Specials	Retail Specials
	LNP	Retail POTS Total Business and Residence Non Dispatched
	Linesharing - Conditioned	Retail Linesharing—Conditioned
	Linesharing Non Conditioned	Retail Linesharing Non Conditioned
	EEL - DS 0	DS0 Service
	<u> EEL - DSI</u>	DS1 Service
-	EEL DS3 and above	DS3 and above service

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Pre-Ordering Performance

in the state of th

Function:

PO-1 Response Time OSS Pre-Ordering Interface (formerly PM 1)

Definition:

This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

- Address Verification/Dispatch Required
- Reguest for Telephone Number
- Request for Customer Service Inquiry (Mechanized and Manual)
- Service Availability
- Service Appointment Scheduling (due date)
- Rejected/Failed inquires
- Timeouts (included in query interval and also reported separately on a diagnostic basis)
- Loop qualification
 - Loop Qual (Mechanized)

Business Rules:

- Pre-order query transaction time intervals are measured as total transaction time.
- Fully electronic pre-order query response times will be measured for the WISE and CORBA systems.
- Excludes non-business days.
- Elapsed time for fully electronic sub-measures tracked during published system hours.
- Mechanized Loop Qualification is measured in seconds.
- Verizon does not report Legacy-Ketall System Transaction Time for rejected/failed inquiries.
- Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries.
- Time-outs A time-out is a query for which the requested information or an error message is not provided within 60 seconds.
- · Verizon Retail data is based on COFEF data.

Notes:

- The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period.
- Verizon will supply all available loop qualification data, however Verizon will not support manual
 engineering query for loop qualification.
- The additional 5 seconds for mechanized preorder queries (other than mech. Loop Qual) allow for variations in functionality and additional security requirements of the interface.
- Timeouts will be included in the query interval and also will be reported diagnostically until next
 Performance Measurement Review. Based on reported time out data, a determination will be made regarding whether to exclude time outs.
- Products are reported by query type and by interface type, including fax.
- The published system hours can be found on the following URL:
 http://www.llverizon.com/wholesale/elecsupport/content/llvwise-wise_apps/wise_availability.00.html

Exclusions:

- CSI requests (both manual and mechanized) for greater than 30 working telephone numbers.
- Rejected manual requests
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a group of orders that are "batched" together and sent in a single transmission should mean and sent in a single transmission should be should
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Hectionic proporter query response times that originate outside the published system hours.

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Performance Standard:

Mechanized Standard:

PO-1-02 through PO-1-05: Legacy Retail Time + not more than 5 seconds

PO-1-08: 95% w/in 20 seconds

PO-1-09 and PO-1-10: No standard. Reported diagnostically.

Manual CSIs

PO-1-07: 95% w/in 8 business hours

Mechanized Loop Qualification

PO-1-06: 95% w/in 60 seconds

Formula:

Mechanized:

Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)

Loop Qualification Transaction Time:

Total Queries Returned Within Specified Interval / (Number of Queries Returned in Reporting Period) x 100

Timeouts:

(Number of transactions that timeout/ Total number of transactions) x100

Manual CSIs:

Total Manual CSIs Returned Within Specified Interval / (Number of CSIs Returned) x 100

Report Dimens	ions:	4140	
Company:	The state of the s	Geogra	
CLEC Aggregate		•	Statewide
 CLEC 	Specific		
• ILEC (i	f analog applies)		
• ILEC A	ffiliate		
Products	Electronically Received/Electro	nically	Handled
Sub-Metrics -		ormari Sc	
PO-1-02	Average Response Time - Due Date Av	ailabili	ty
Calculation	Numerator		Denominator
	Sum of all response times for Due Date (DD) Availability.		Number of DD Availability transactions.
PO-1-03	Average Response Time - Address Vali	dation	
Calculation	Numerator		Denominator
	Sum of all response times for Address Validation.		Number of Address Validation transactions.
PO-1-04	Average Response Time - Service Avail	ability	
Calculation	Numerator		Denominator
	Sum of all response times for Service Availability.		Number of Service availability transactions.
PO-1-05	Average Response Time - Telephone N	umber	Selection
Calculation	Numerator		Denominator
	Sum of all response times for Telephone		Number of Telephone Number Selection
	Number Selection.		transactions.
PO-1-06	Average Response Time - Mechanized	Loop (Qualification
Products	EDI/CORBA		
	WISE		

Calculation	Numerator	Denominator
	Total queries for mechanized loop	Number of Mechanized Loop Qualification
	qualification returned within specified	queries returned.
	interval.	<u> </u>
PO-1-07	Average Response Time - CSI Request - Mai	nual
Products	Manual CSIs	
Calculation	Numerator	Denominator
	Total manual CSIs returned within specified	Number of manual CSI queries returned.
	interval.	
PO-1-08	Average Response Time - CSI Request - Elec	etronie
Products	EDI/CORBA	
	WISE	
Calculation	Numerator	<u>Denominator</u>
	Sum of all response times for a CSI request	Number of CSI transactions submitted via
	submitted via WISE.	WISE.
PO-1-09	Average Response Time - Rejected/Failed Inquiries	
Products	Electronically Received/Electronically Handled	
Calculation	Numerator	Denominator
	Sum of all response times for Parsed CSR	Number of rejected/failed queries.
	transactions.	
PO-1-10	Percent Timeouts	
Products	Timeouts	
Calculation	Numerator	Denominator
	Number of transactions that timeout.	Total number of transactions.

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Ordering Performance

CA JPSA

Function:

OR-1 FOC/LSC Notice Timeliness (Order Confirmation Timeliness) (formerly PM 2) Definition:

Percentage of valid service requests confirmed within the agreed upon timeframes as specified in the Alexandelle floor brokene Standards.

Business Rules:

For manually handled request:

- Business day is defined as Monday through Friday, excluding weekends and Verizon published holidays. Business day hours and holidays are published on the Verizon web site.
- The start time for requests received after the end of the day Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.
- Elapsed time for fully electronic sub-measures is tracked during system hours.
- For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the results are excluded from this measure.
- For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a project. However, should the CLEC designate their order activity as a project or request other project-type special handling, the project standards noted above will apply.
- Elapsed time calculated in hours or days.
- For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the date/time of the last RPON received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Notes:

- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type and flow through and non-flow through (Stand Alone-Directory-Listings ideaded)

Exclusions:

- Non business days.
- Delays caused for customer reasons.
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
- Non stand-alone records for Directory Assistance/Directory Listing.
- Test CLECs.
- LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special
- Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Performance Standard:

CA JPSA

95% on time (except as noted): Fully Electronic/Flow Through: • Standard – <= 2 system hours Resale POTS/UNE (non-designed) < 10 lines Standard - <= 24 clock hours Resale POTS/UNE (non-designed) >= 10 lines Standard -<= 48 clock hours Resale Specials / UNE designed Services < 10 lines • Standard – <=24 clock hours Resale Specials / UNE designed Services >= 10 lines • Standard -<= 48 clock hours UNE Transport/ EELs DS1 and below Standard - <= 24 clock hours DS3 and above Standard - 90% <= 72 clock hours Interconnection Trunks Standard -<= 5 business days Projects: UNE Transport/EELs - Standard -90% w/in 72 hours IC trunk projects - 95% w/in 10 business days Interconnection Trunk Requests: Held and Denied - Average Interval Standard – Average 13 days Subloop and Dark Fiber: No standard. Reported diagnostically. THE REPORT OF THE PROPERTY. Report Dimensions: Company: Geography: Statewide **CLEC Aggregate** CLEC Specific ILEC (if analog applies) **ILEC Affiliate** Sub-Metrics -LSC Notice Timeliness - Flow Through OR-1-02 **Products** Stand Alone Directory Listings Resale POTS- Residence Resale POTS-Business Resale Specials **UNE Platform -- POTS** UNE-Platform - Specials UNE Loop Non-designed **UNE Loop Designed** UNE Loop xDSL Capable UNE Loop IDSL Capable UNF Line Sharing Conditioned UNE-Line-Sharing-Non-Conditioned LNP UNE Subloop (Diagnostic) L SHIDOM

Denominator

Numerator

Calculation

	CA JPSA	
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	
OR-1-04	% On Time LSC < 10 Lines (Non-Designed - No Flow Through)	
Products	* Stand Alone Directory Listings	
	Resale POTS- Residence	
	Resale POTS-Business	
	UNE-Platform—POTS	
	UNE Loop Non-designed	
	UNE Loop xDSL Capable	
·	UNE Loop IDSL Capable	
	UNE Line Sharing Conditioned	
	UNE Line Sharing - Non-Conditioned	
	• LNP	
	UNE Subloop (Diagnostic)	
	* LikePort	
Calculation	Numerator	Denominator
Calculation	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	those specifies products
	specified products	
OR-1-05	% On Time LSC < 10 Lines (Designed Service	s - No Flow Through)
Products	Resale Specials	
Parametri,	UNE Platform Specials	
	UNE Loop Designed	
may 45	UNE Loop IDSL Capable	
	UNE Subloop (Diagnostic)	
Calculation	Numerator	Denominator
Calculation	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	inoso spremer products
	specified products	
OR-1-06	% On Time LSC >= 10 Lines (Non-Designed -	No Flow Through)
Products	Stanki Alone Directory Listings	
1 Louders	Resale POTS- Residence	
	Resale POTS-Business	
	UNE Platform—POTS	
	UNE Loop Non-designed	
	I	
	UNE Loop xDSL Capable UNE Loop IDSL Capable	
	UNE Loop IDSL Capable UNE Line Sharing Conditioned	
	UNE Line Sharing Conditioned UNE Line Sharing Non-Conditioned	1
	UNE Line Sharing Non-Conditioned)
,	• LNP	
	UNE Subloop (Diagnostic)	
	* LOAD Ford	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	

OR-1-07	% On Time LSC->= 10 Lines (Designed Services - No Flow Through)	
Products	 Resale Specials 	
100 A 50 A 50 A	 UNE Platform—Specials 	
*.**	 UNE Loop Designed 	,
	 UNE Loop IDSL Capable 	
	UNE Subloop (Diagnostic)	
Calculation	Numerator	Denominator
	Number of LSCs where the sent date/time	Number of LSCs where a LSC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	
OR-I-12	FOC Notice Timeliness	
Products	UNE EELs	
	 DS1 and below 	
,	 DS3 and above 	
- ' . '	 Dark Fiber (Diagnostic) 	
	UNE Transport	
	DS1 and below	
, ,	DS3 and above	
	Interconnection Trunks	
	Projects	
,	Interconnection Trunks	
	UNE Transport/EEL	
Calculation	Numerator	Denominator
	Number of FOCs where the sent date/time	Number of FOCs where a FOC was sent for
	minus the received date/time	those specified products
	is less than or equal to the standard for	
	specified products	
OR-1-13	Held and Denied Interconnection Trunk Red	quest
Products	Interconnection Trunks	
Calculation	Numerator	Denominator
	Sum of date request is released minus date	Number of requests held and released
	request is originally received	

Function:

OR-2 Reject Timeliness (formerly PM 3)

Definition:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Admissible-Performance Standards

Business Rules:

- Elapsed time for fully electronic sub-measures tracked during system hours
- · For manually handled requests:
- Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
- Business day hours and holidays are published on the Verizon web site.
- The start time for requests received after the end of Friday, or end of day preceding a holiday, business day will be the beginning of the next business day.
- For LSR driven order activity, CLECs can order an unlimited number of lines or orders without the lines or
 orders being treated as a project. However, should the CLEC designate their order activity as a project or
 request other project-type special handling, the results are excluded from this measure.
- For ASR driven order activity (including interconnection trunks, dedicated transport and EELs), CLECs
 can order an unlimited number of lines/trunks or orders without the lines/trunks or orders being treated as a
 project. However, should the CLEC designate their order activity as a project or request other project-type
 special handling, the project standards noted above will apply.
- For PONs that the CLEC designates as related (RPONs) only, RPONs which are not provided confirmation
 until all RPONs are received, the FOC/LSC time stamp used for receipt of all these RPONs will be the
 date/time of the last RPON received. The Reject returned date/time will be the actual returned date/time of
 each RPON.
- Elapsed time calculated in hours.

Notes:

- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by flow through and non-flow through.

Exclusions:

- Non business days.
- Delays caused for customer reasons.
- Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission.
- Non stand-alone records for Directory Assistance/Directory Listing.
- Test CLECs.
- Affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.

Performance Standard:

CA JPSA

95% on time (except as noted):

Fully Electronic/Flow Through:

• Standard - <=2 system hours

Resale POTS/UNE (non-designed) < 10 lines - No Flow Through

Standard – <= 24 clock hours

Resale POTS/UNE (non-designed) >= 10 lines - No Flow Through

• Standard -<= 48 clock hours

Resale Specials / UNE designed Services < 10 lines - No Flow Through

• Standard – <=24 clock hours

Resale Specials / UNE designed Services >= 10 lines - No Flow Through

• Standard -<= 48 clock hours

UNE Transport/ EELs

DS1 and below

• Standard - <= 24 clock hours

DS3 and above

• Standard – 90% <= 72 clock hours

Interconnection Trunks

• Standard -<= 5 business days

Projects:

- UNE Transport/EELs 90% <= 72 hours
- All IC trunk projects 95% w/in 10 business days

Subloop and Dark Fiber: No standard. Reported diagnostically.

Report Dimensi	ons:	
Company:	[•	Geography:
CLEC Aggregate		Statewide
CLEC Specific		
• ILEC (i	f analog applies)	
ILEC A	ffiliate	95.
Sub-Metrics -	A STATE OF THE PARTY OF THE PAR	named to the second of the sec
OR-2-02	Reject Timeliness - Flow Through	
Products	 Stand Alone Directory Listings Resale POTS- Residence Resale POTS-Business Resale Specials UNE Platform POTS UNE Platform Specials UNE Loop Non-designed UNE Loop Designed UNE Loop IDSL Capable UNE Loop IDSL Capable UNE Line Sharing Conditions UNE Line Sharing Non Cond UNP UNE Subloop (Diagnostic) 	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/ti is less than or equal to the standard for specified products	me Number of orders rejected for those specified products

OR-2-04	% On Time LSR Reject - < 10 Lines (Non-Desi	igned – No Flow Through)
Products	Stand Alone Directory Listings	
	Resale POTS- Residence	
	Resale POTS-Business	
	UNE Platform—POTS	
	UNE Loop Non-designed	
	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	· • • • • • • • • • • • • • • • • • • •	
	William State Stat	
	UNE Line Sharing Non Conditioned LNP UNE Subloop (Diagnostic)	
Calculation	* SONE BOH	Denominator
Catchiadon	Number of rejects sent where sent date/time	Number of orders rejected for those specified
	is less than or equal to the standard for	products
	specified products	products
OR-2-05	% On Time LSR Reject - < 10 Lines (Designed	. No Flow Through)
Products	Resale Specials	I - NO PIOW I III OUEII)
1 1000	UNE Platform—Specials	
}	UNE Loop Designed	
. ;	UNE Loop IDSL Capable	
.1 (
Calculation	UNE Subloop (Diagnostic) Number of the Control of the Contro	Denominator
Calcusation	Numerator	
	Number of rejects sent where sent date/time is less than or equal to the standard for	Number of orders rejected for those specified
	specified products	products
OR-2-06	% On Time LSR Reject - >= 10 Lines (Non-De	esigned ~ No Flow Through)
Products	Stand Alone Directory Listings	signed the ten initiage,
	Resale POTS- Residence	
	Resale POTS-Business	
, , ,	• UNE Platform POTS	
	UNE Loop Non-designed	
*	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
,	UNE Line Sharing Conditioned	
	UNF Line Sharing Non Conditioned	
9 ()	• LNP	
Harris Agent	UNE Subloop (Diagnostic)	
	* LATE POR	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time	Number of orders rejected for those specified
	is less than or equal to the standard for	products
	specified products	products
OR-2-07	% On Time LSR Reject ->= 10 Lines (Design	ed – No Flow Through)
Products	Resale Specials	
	UNE Platform—Specials	
	UNE Loop Designed	
: 1	UNE Loop IDSL Capable	
,	UNE Subloop (Diagnostic)	
Calculation	Numerator	Donominator
Calculation	- tamerator	Denominator

	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products
OR-2-12	Reject Timeliness	
Products	UNE EELS DS1 and below DS3 and above Dark Fiber (Diagnostie) UNE Transport DS1 and below DS3 and above Interconnection Trunks Interconnection Trunks UNE Transport/EEL	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products

Function:			
OR-4 Com	OR-4 Completion Notice Interval (formerly PM 18)		
Definition:			
Measures the perc	ent of completion notices returned within	n the time	e specified in the measurable standard.
Business Rules:			
	 24-hour clock is used to measure interval for all other interfaces. 		
	System hours will be used for fully electronic sub-measures		
	Will report on the industry standard Completion Notice.		
 Fully ele processir 	 Fully electronic represents all near "real-time" interfaces that flow through and do not include batch 		
lt '	ig. ic Batch represents all electronic interfac	ac that in	clude come form of batch processing
	interfaces represent manual processes.	es mat m	clude some form of batch processing.
	ic Batch will use the same calculation me	thod as F	Fully Electronic
			•
Notes:	ion Notices on discompant and an and	. for OLD	C discourant andors (not on 11 EC retail
	ion Notices on disconnect orders are only et orders, except for LNP disconnect ord		ec disconnect orders (not on the tetal)
	by all interfaces	Cisj	
Exclusions:			
	ds and ILEC published holidays for manu		· · · · · · · · · · · · · · · · · · ·
	transactions not submitted in connection		
	ance of actual customers.		F
Performance Sta	ndard:		lainin an
Fully Electronic	(EDI)		
	l – 95% within 1 hour		
Electronic Batch			
11	l – 95% within 12 hours		
All other interface	-		
	– 90% within 24 hours	der nederi	
Report Dimensio	ons:		
Company:	norecate	Geogra	
	 CLEC Aggregate CLEC Specific Statewide 		
	CLEC Specific ILEC Affiliate		
Sub-Metrics -			
OR-4-18	Completion Notice Interval		
Products	Fully Electronic (EDI)	_	
	Electronic Batch		
	Other		
Calculation	Numerator		Denominator
	Number of completion notices returned	within	Number of orders completed where the
	"X" interval		completion notice is returned using
·			electronic/all other processes.

CA JPSA

Function: OR-5 Percentage of Flow-Through Orders (formerly PM 4) Definition: Measures the percentage of valid electronically received orders processed on a flow through basis. **Business Rules:** All features on the order must flow through for the order to be flow-through eligible. the hidesterily continued LSRs. i su considerazioni inders. Notes: Excluded data will be made available upon request through the raw data/excluded data process. Excluded data for this measure will include flow through because the LSR is not formatted consistent flow through System approach currently targeted for May 2003 to identify CLF4, caused errors. **Exclusions:** Orders that do not flow through, including rejected orders, due to CLEC caused errors (See notes). Orders that do not flow through due to previously received pending orders. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Any service request not generated on an LSR. Performance Standard: Programmed to Flow Through: Diagnostic through June 2003 report month July through December 2003 - 90% flow through January 2004 and beyond - 95% flow through Total Flow Through: No standard. Reported diagnostically. Report Dimensions: Company: Geography: CLEC Aggregate Statewide **CLEC Specific**

ILEC Affiliate

Sub-Metrics -

OR-5-01	-	% Flow Through Orders - Received Electronic	ally	
Products		* Stand Alone Dirogenry Listings		
	- 1	· Rende PATS - Revidence		
	1	* Reside PCTPs - Business		
		· - Remede Specialis		
	l	· INT Performs POTS		
		* - L.M.: Platform - Specials		
		* LAU Leve Non-designed		
	. {	*	,	
	<i>'</i>	* UNE Loupen Ditt Capable		
*		- UNE Loop IDSt Capable		
	<u> </u>	* Line Sharing		
	.	* UNE Line Sharing Conditioned		
		* UNS Line Sharing Non-Conditioned		
		<u> 5- </u> 4		
		•		
		* L->Filert Resale		
		• UNE POTS Platform		
		* LNE POTS Less		
	•	• UNE POTS Other		
Calculation		Numerator	Denominator	
		Number of valid electronically received orders	Total number of valid electronically received	
		that flow-through without manual	orders.	
		intervention.		
OR-5-03		% Flow Through Orders - Currently Program	nmed	
Products		 → Steed-Alone Directory-Listings 		
		 Resale POTS - Residence 	•	
		 Resule POFS-Business 		
		,	* Result Specials	
		* UNE Platom -POTS		
	. 1	 UNE Platform - Specials 		
-		 UNE Platform - Specials UNE-Loop Designed 		
		 UNE Platform - Specials UNE-Loop Designed USA: Loop Non-designed 		
		 UNE Platform - Specials UNE-Loop Designed USE-Loop Non-designed USE-Loop xDSL Capable 		
:		 UNE Plaform - Specials UNEL nop Designed USE Loop Non-designed USE Capable USE Capable 		
		 UNE Plaform Specials UNEL nop Designed UNEL oop Non-designed UNEL oop xDSL Capable UNEL nep 1081; expable UNEL ine Sharing 		
		 UNE Platform Specials UNEL nop Designed UNEL nop Non-designed UNEL nop x188. Capable UNEL new 1084, capable UNEL inc-Sharing UNEL inc-Sharing 		
		 UNE-Loop Designed UNE-Loop Non-designed UNE-Loop XISE Capable UNE-Loop XISE capable UNE-Line-Sharing UNE-Line-Sharing Understanding 		
		 UNE Platform Specials UNE Loop Designed UNE Loop Non-designed UNE Loop XISE Capable UNE Loop TOSE capable UNE-Line Sharing UNE Line Sharing LNE Line Sharing Non-Conditioned LNE 		
		 UNE Platform - Specials UNE Loop Designed UNE Loop Ann designed UNE Loop ADSE Capable UNE Loop IDSE capable UNE Line Sharing - Conditioned UNE Line Sharing - Conditioned UNE Line Sharing - Non-Conditioned UNE Subleop (Diagnostic) 		
		 UNEL pop Designed UNEL pop Designed UNEL pop Non-designed UNEL pop NON-designed UNEL pop NOSE capable UNEL pop UDSE capable UNEL inc-Sharing UNEL inc-Sharing UNEL inc-Sharing UNEL inc-Sharing Non-Conditioned UNEL pot Resalt UNEL pot Resalt 		
		 UNEL nop Designed UNEL nop Non-designed UNEL nop Non-designed UNEL nop Non-designed UNEL nop USE capable UNEL no-Sharing UNEL inc-Sharing UNEL inc-Sharing Non-Conditioned UNE Subleop (Diagnostic) UNE Subleop (Diagnostic) UNE POTS Platform 		
		 UNE Platform Specials UNE Loop Designed UNE Loop Non-designed UNE Loop NOSE Capable UNE Loop USE capable UNE Line Sharing UNE Line Sharing LOFE Line Sharing Non-Conditioned LNE Subleop (Diagnostic) UNE Subleop (Diagnostic) UNE POTS Platform UNE POTS Loop 		
		 UNE Platform Specials UNE Loop Designed UNE Loop And designed UNE Loop ADSL Capable UNE Loop IDSL capable UNE Line Sharing UNE Line Sharing Onditioned UNE Subleop (Diagnostic) UNE POTS Platform UNE POTS Loop UNE POTS Officer 	·	
Calculation		 UNE Platform Specials UNE Loop Designed UNE Loop Non-designed UNE Loop XISE Capable UNE Loop IDSI; capable UNE Line Sharing UNE Line Sharing LAF LAF LAF LAF UNE Subloop (Diagnostic) UNE POTS Platform UNE POTS Loop UNE POTS Office Numerator 	Denominator	
Calculation		 UNE Platform Specials UNEL sop Designed UNEL sop Non-designed UNEL sop NON-designed UNEL sop 1981, capable UNE-line Sharing UNE-Line Sharing Hon-Conditioned LNE Sharing Non-Conditioned LNE Subleop (Diagnostic) UNE POTS Platform UNE POTS Loop UNE POTS Office Number of valid mechanized orders that 	Denominator Total number of electronically received orders	
Calculation		 UNE Platform Specials UNE Loop Designed UNE Loop Non-designed UNE Loop XISE Capable UNE Loop IDSI; capable UNE Line Sharing UNE Line Sharing LAF LAF LAF LAF UNE Subloop (Diagnostic) UNE POTS Platform UNE POTS Loop UNE POTS Office Numerator 	Denominator	

CA JPSA

Function: OR-11 Percent Mechanized Line Loss Notifications (formerly PM 18A) ranganang Cita dipanganan para para pangangangangan Definition: Percent Mechanized line loss notifications returned within "X" business days of the completion of work. Business Rules: Days are calculated by subtracting the date the line loss notification was made available via EDI interface to the CLEC from the work completion date. The date that the last service order associated with the LSR is completed in the service order system is the work completion date. The calculation is based on full business days. Where CLEC access ILEC's systems using a Service Bureau Provider, the measurement of ILEC's performance shall not include Service Bureau Provider processing, availability or response time. Business days include Saturday. Implement measure in the first full report month ninety days following the Commission order. The benchmark will be effective the seventh full report month following the Commission order. Notes: Excluded data will be made available upon request through the raw data/excluded data process. Reported on a combined basis for all products for which line loss notifications are sent. Exclusions: CLEC caused misses and delays. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard 95% within four business days Report Dimensions: Company: Geography: **CLEC Aggregate** Statewide CLEC Specific ILEC Affiliate Sub-Metrics -OR-11-01 % Mechanized Line Loss Notifications **Products** Line Loss Notifications Sent

Numerator

Number of mechanized line loss notifications

returned to the CLEC within "X" business.

day(s) of work completion

Calculation

Denominator

Total line loss notifications.

CA JPSA

Provisioning Performance

CA JPSA

Function: PR-2 Average Completed Interval (formerly PM 7) Definition: Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders. Business Rules: abolicad shall seem that and inchests Results for UNE Subloops will be tracked diagnostically. · Results for Dark Fiber will be tracked diagnostically. * Healts for the subleen and Dark Fiber will be meked diagnostically. UNE Loop IDSL Capable will include IDSL and ISDN capable loops. Notes: The analog for UNE Loop xDSL capable will be Retail ISDN BR! until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable-Excluded data will be made available upon request through the raw data/excluded data process. Hor-Interconnection-tranks, current-measurable standard for Verizon at parity to be reviewed and honoments considered at next performance review. Reported by service group type and field work/no field work where applicable. **Exclusions:** Customer requested due dates beyond interval offered. Orders delayed for customer reasons. For UNE Loop services, feature-only orders are excluded from retail analog. Record only and ILEC official orders. Services for which due date is negotiated, i. e. DS3, OC level Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard: Parity with Retail Subloop and Dark Fiber: No Standard. Reported diagnostically. Report Dimensions: Company: Geography: **CLEC Aggregate** Statewide **CLEC Specific** ILEC (if analog applies) ILEC Affiliate Sub-Metrics -PR-2-06 Average Completed Interval - DS0 **Products** UNE Loop Designed - DS0 - Dispatch UNE Loop Designed - DS0 - No Dispatch Calculation Numerator Denominator Sum of Business days from receipt of valid. Total New, Move and Change orders error-free service request to completion date Completed in the Reporting Period in service order system for New, Move and

Change orders

PR-2-07	Average Completed Interval – DS1	
Products	 UNE Loop Designed – DS1 – Dispatch UNE Loop Designed – DS1 – No Dispatch 	
Calculation	Numerator	Denominator
	Sum of Business days from receipt of valid, error-free service request to completion date in service order system for New, Move and Change orders	Total New, Move and Change orders Completed in the Reporting Period
PR-2-08	Average Completed Interval - DS3	
Products • UNE Loop Designed – DS3 and above – Dispatch		e – Dispatch
	UNE Loop Designed – DS3 and above – No Dispatch	
Calculation	Numerator	Denominator
	Sum of Business days from receipt of valid, error-free service request to completion date in service order system for New, Move and Change orders	Total New, Move and Change orders Completed in the Reporting Period

PR-2-09	Average Completed Interval – Total
Products	 Resale POTS – Business Dispatch
	 Resale POTS – Business No Dispatch
	Resale POTS - Residence Dispatch
	 Resale POTS – Residence No Dispatch
	Resale Specials – Dispatch
	Resale Specials – No Dispatch
	• UNE-Platform POTS Dispatch
ĺ,	• UNE Platform POTS No Dispatch
2.1	UNE Platform Specials Dispatch
	 UNE Platform—Specials No Dispatch
	UNE Loop Non-Designed Dispatch
	UNE Loop Non-Designed No Dispatch
	UNE Loop xDSL Capable - Dispatch
	UNE Loop xDSL Capable - No Dispatch
	UNE Loop IDSL Capable – Dispatch
	 UNE Loop IDSL Capable – No Dispatch
	 UNF Line Sharing — Conditioned Dispatch
	 UNF Line Sharing—Conditioned—No Dispatch
	 UNF Line Sharing Non-Conditioned Dispatch
	UNE Line Sharing Non-Conditioned No Dispatch
	UNE EELs - Dispatch
r y yele	• DS0 ~ New
i i	DS0 ~ Conversion
	• DSI – New
,	• DS1 - Conversion
* , *	DS3 and above – New
	DS3 and above – Conversion
;	UNE EELs No Dispatch
•	DS0 - New
	• DS0 – Conversion
	DSI ~ New DSI ~ Conversion
•	
·	DS3 and above – New DS2 - 4-byve - Comparing
	DS3 and above – Conversion Park Filter (Discount) Provided Filter (Discount) Provided Filter (Discount)
	Dark Fiber (Diagnostic) Dispatch Date Fiber (Diagnostic) Dispatch Date Fiber (Diagnostic) Dispatch
*: *	Dark Fiber (Diagnostic) No Dispatch NNIS Cold to Colored to
·	UNE Subloop (Diagnostic) – Dispatch
: ,	UNE Subloop (Diagnostic) – No Dispatch
	and the state of
	UNE Transport - Dispatch
	DS1 and below
	• DS 3 and above
	UNE Transport – No Dispatch
:	DS1 and below
	DS 3 and above
,	Interconnection Trunks - Dispatch
	Interconnection Trunks – No Dispatch
Calculation	Numerator Denominator

Sum of Business days from receipt of valid, error-free service request to completion date in service order system for New, Move and Change orders	Total New, Move and Change orders Completed in the Reporting Period
---	--

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Function:

PR-3 Per	cent Completed Within Standard I	nterval (formerly PM 8)
Definition:		
Measures of orde	rs completed within the standard interval of i	receipt of valid, error-free service request.
Notes:		
	log for Line Sharing will be line sharing as p	rovided by the Verizon affiliate or separate division
•	ng reintegration) as applicable.	
	d data will be made available upon request th	
 Reported 	d by service group type excluding services w	ith flexible due dates.
Exclusions:	200 C - 200 Marie Commission	
	er requested due dates beyond interval offere	d.
	lelayed for customer reasons.	
	only and ILEC official orders.	
	for which due date is negotiated	
	i transactions not submitted in connection will ance of actual customers.	th the pre-ordering, ordering, provisioning or
mamten * Erojoets		
Performance St		
Parity with Retai		
Report Dimensi	The state of the s	
Company:	G	eography:
 CLEC A 	Aggregate	Statewide
 CLEC S 		
,	f analog applies)	
ILEC A		
Sub-Metrics -		
PR-3-12	% Completed w/in Standard Interval	
Products	Resale Specials	
	 UNE Line Sharing Non-Condition 	
Calculation	Numerator	Denominator
	Total New, Move and Change Orders	Total New, Move and Change Orders
	Completed Within the Standard interval of	
	Receipt of Valid, Error-free Service Reque	est

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Function:

PR-4 Missed Appointments (formerly PM 11, PM 11A and PM 14)

Definition:

PR-4-01 Percent Due Dates Missed measures the percent of new, move and change orders (and additionally, LNP disconnect orders) where installation was not completed by the due date.

PR-4-02 Held Order Interval measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).

PR-4-16 Loop Acceptance Testing (LAT) Not Completed On Time measures the percent Loop Acceptance Tests not completed on or before due date due to ILEC reasons.

Business Rules:

- For PR-4-01, Due date is defined as either original due date or final due date if the original due date was
 missed due to customer reasons.
- PR-4-02 includes LNP Disconnect Orders.
- Results for UNE Subloops and Dark Fiber will be tracked diagnostically
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- For PR-4-16:
 - Loop Acceptance Test is where an ILEC Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test.
 - Loop Acceptance Test is not completed on or before due date
 - The ILEC Technician will contact the CLEC.
 - The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (i.e., connectivity, meets xDSL parameters).

Notes:

- For PR-4-01 and PR-4-02, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate
 division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing
 will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as
 applicable.
- For PR-4-01 and PR-4-02, excluded data will be made available upon request through the raw data/excluded data process.
- For PR-4-01, orders for UNE Loop xDSL capable with grandfathered circuit identifiers will be included in the submeasure for UNE Loop xDSL capable (non-conditioned).
- For PR-4-th: Interconnection Tranks, current measurable standard for Verizon at parity to be reviewed and boundards or enddered at read-perferance review.
- PR-4-01 reported by service group type and Field Work/No Field Work as appropriate.
- PR-4-02 reported by service group type.
- PR-4-16 measure to be implemented with a 5% standard no late than the January 2004 report month.

Exclusions:

- For, PR-4-01, customer caused misses are excluded from the numerator
- For PR-4-02 and PR-4-16, customer caused missed.
- For UNE loop services, feature only orders are excluded from the retail analog
- For PR-4-01, Record only and ILEC official orders
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers
- For PR-4-16, orders where LAT not requested

Performance Standard:

PR-4-01 and PR-4-02: Parity with Retail PR-4-01 Interconnection Trunks: <= 5% PR-4-01 and PR-4-02 Subloops and Dark Fiber: No standard. Reported diagnostically.		
PR-4-16: Standard - no more than 5% Report Dimensions:		
Report Dimensions: Company: CLEC Aggregate CLEC Specific ILEC (if analog applies) ILEC Affiliate Geography: Statewide Statewide		
Sub-Metrics -		

PR-4-01	% Due Dates Missed (formerly PM 11)
Products	Resale POTS – Residence Dispatch
	Resale POTS – Residence No Dispatch
	Resale POTS – Business Dispatch
	Resale POTS – Business No Dispatch
	Resale Specials - Dispatch
	Resale Specials - No Dispatch
	UNE Platform—POTS Dispatch
	- UNE Platform - POTS No Dispatch
	UNE Platform—Specials Dispatch
	UNU Platform Specials No Dispatch
	UNE Loop Non-Designed Dispatch
	UNE Loop Non-Designed No Dispatch
	UNE Loop Designed - Dispatch
	• DS0
	• DS1
	DS3 and above
	UNE Loop Designed – No Dispatch
	• D80
	• DS1
	DS3 and above
	UNE Loop xDSL capable - Dispatch
	Conditioned
	Non-conditioned
	UNE Loop xDSL capable –No Dispatch
	Conditioned
1 101	Non-conditioned
p 2	UNE Loop IDSL Capable – Dispatch
	UNE Loop IDSL Capable – No Dispatch
	a- Linki-Pent
	Line Sharing Conditioned Dispatch
	Line Sharing Conditioned No Dispatch
	Line Sharing Non-Conditioned Disputch Line Sharing Non-Conditioned Disputch A Dispu
	Line Sharing Non-Conditioned No Dispatch A LNR Dispatch
,	LNP - Dispatch LNP - No Dispatch
,	• LNP - No Dispatch
	UNE EELs - Dispatch DS0 - New
	DS0 – New DS0 – Conversion
	• DSI – New
1	• DS1 – New
*	DS3 and above – New
,	DS3 and above — Conversion
	UNE EELs – No Dispatch
	• DS0 – New
;	• DS0 – Conversion
	• DSI – New
	• DSI – Conversion
	DS3 and above – New
	DS3 and above – New DS3 and above – Conversion
	Subloop (Diagnostic) - Dispatch
	Subloop (Diagnostic) - No Dispatch Subloop (Diagnostic) - No Dispatch
J. 23	and a proposit (magnostic) - No pusharen

Products	 Dark Fiber (Diagnostic) Dispatch 		
	 Durk Fiber (Diagnostie) No Dispatch 		
ì	 UNE Transport - Dispatch 		
,	• DS0		
,	• DS1		
`	 DS3 and above 		
	 UNE Transport – No Dispatch 		
	• DS0		
	• DS1		
	DS3 and above		
	Interconnection Trunks – Dispatch Interconnection Trunks – No Dispatch		
	Interconnection Trunks - No Dispatch	Danaminatan	
Calculation	Numerator	Denominator Charge Orders	
	Total Number of Missed Due Dates Due to	Total Number of New, Move, Change Orders	
	ILEC Reasons for New, Move, Change Orders	and LNP Disconnect Orders	
DD 1 02	and LNP Disconnect Orders		
	Held Order Interval (formerly PM 14)		
Products	Resale POTS – Business		
`. ` .	Resale POTS – Residence		
	Resale Specials		
	◆ UNE Platform POTS		
	◆ UNE Platform Specials		
	 UNE Loop Designed 		
	• DS0		
ii	• DS1		
	 DS3 and above 		
	 UNE Loop Non-Designed 		
* ,	 UNE Loop xDSL Capable 		
	UNE Loop IDSL Capable		
	- UNF Line Sharing—Conditioned		
	UNF-Line-Sharing—Non-Conditioned		
	UNE EELs (New and Conversions)		
	• DS0		
	• DSI		
	DS3 and above		
1	#UNE-Fort		
,	UNE Transport		
:	• DS0		
	• DS1		
	DS3 and above		
· · · · · · · · · · · · · · · · · · ·	• LNP		
	l .		
	Subloop (Diagnostic) Data Films (Diagnostic)		
	Dork-Fiber (Diagnostic)		
	Interconnection Trunks	D	
Calculation	Numerator	Denominator	
	Sum of reporting period close date minus	Number of orders pending and past the	
	committed order due date	committed due date	
PR-4-16	Loop Acceptance Testing (LAT) Not Complet	ed Un Time (formerly PM 11A)	
Products	UNE Loop DSL Capable		
Calculation	Numerator Denominator		
	Count of orders for which the loop acceptance	Total number of loop acceptance tests	
	test is not accomplished by the due date	requested	

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Function:

PR-5 Facility Missed Orders (formerly PM 12 and PM 13)

Definition:

PR-5-01 measures the percent of new, move and change orders missed due to lack of facilities.

PR-5-05 measures the average calendar days from due date to completion date on company missed orders due to lack of facilities.

Business Rules:

- For PR-5-01, due date is defined as either original due date or final due date if the original due date was
 missed due to customer reasons.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Results for UNE Subloop will be tracked diagnostically

Notes:

- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate
 division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing
 will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as
 applicable.
- PR-5-01 results also included in Measure "Percent Missed Due Dates".
- PR-5-01 reported by service group type and Field Work/No Field Work as appropriate.
- PR-5-05 reported by service group type.
- For PR-3-05-Interconnection Franks, current-monumable-standard-for Verizon at parity to be reviewed and terrelaments considered at next performance-review.

Exclusions:

- For UNE loop services, feature-only orders are excluded from retail analog.
- Record and ILEC official orders
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Performance Standard:

Parity with Retail

PR-5-01 Interconnection Trunks: <= 1%

Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Sub-Metrics -

Geography:

Statewide

escalation.

PR-5-01	% Due Dates Missed Due to Lack of Facilities (formerly PM 12)
Products	Resale POTS – Business Dispatch
	Resale POTS – Business No Dispatch
	Resale POTS – Residence Dispatch
	Resale POTS – Residence No Dispatch
	Resale Specials – Dispatch
	Resale Specials – No Dispatch
	UNE Platform - POTS Dispatch
	• LINE Platform POTS No Dispatch
	UNE Platform Specials Dispatch
	UNE Platform Specials No Dispatch
	UNE Loop Non-designed Dispatch
	UNE Loop Non-designed No Dispatch
	UNE Loop Designed - Dispatch
	• DS0
	• DSI
	DS3 and above
	UNE Loop Designed – No Dispatch
7.00 7.00	• DS0
	• DS1
*	1
* **	DS3 and above INF Lagran DSI. Garattle Dispetch
. *	UNE Loop xDSL Capable - Dispatch UNE Loop xDSL Capable - Dispatch
aca i	UNE Loop xDSL Capable – No Dispatch UNE Loop xDSL Capable – No Dispatch
	UNE Loop IDSL Capable - Dispatch
•	UNE Loop IDSL Capable – No Dispatch Output Dispatch
	UNE Line Sharing—Conditioned—Disputch
	UNE Line Sharing—Conditioned—No Dispatch
	 UNE Line Sharing Non-Conditioned Dispatch
	UNE Line Sharing Non-Conditioned No Dispatch
	UNE EELs - Dispatch
	• DS0 – New
	• DSI – New
	DS3 and above – New
	UNE EELs – No Dispatch
	• DS0 – New
	• DSI – New
	 DS3 and above – New
	UNE Transport - Dispatch
:	• DS0
	. DS1
100	DS3 and above
. 123	UNE Transport – No Dispatch
*	• DS0
*	• DS1
	DS3 and above
	*
	Interconnection Trunks – Dispatch
•	Interconnection Trunks – No Dispatch
	Subloop (Diagnostic) – Dispatch
	Subloop - No Dispatch
Calculation	Numerator Denominator

	Total New, Move and Change Orders Missed	Total Number of New, Move and Change			
	Due Dates Due to Lack of Facilities Orders				
Products	Resale POTS – Business				
	Resale POTS - Residence				
	 Resale Specials 				
	 UNI: Platform—POTS 				
	 UNE Platform—Specials 				
	 UNE Loop Non-Designed 				
	 UNE Loop Designed 				
*	• DS0				
	• DS1				
	 DS3 and above 				
	 UNE Loop xDSL Capable 				
	 UNE Loop IDSL Capable 				
		• UND Line Sharing Conditioned			
	UNE Line Sharing Non-Conditioned				
,	• UNE EELs				
	• DS0 – New				
	• DSI – New				
	 DS3 and above – New 				
, ,	UNE Transport				
, <u>, , , , , , , , , , , , , , , , , , </u>	• DS0				
. 9	• D\$1				
	DS3 and above				
,	*				
	Interconnection Trunks				
<u> </u>	UNE Subloop (Diagnostic)				
Calculation	Numerator	Denominator			
	Sum of completion date minus committed	Number of orders missed due to lack of ILEC			
	order due date (for orders missed due to lack	facilities in the reporting period.			
	of ILEC facilities)				

CA JPSA

Function:

PR-6 Installation Quality (formerly PM 16, PM 17, PM 15, PM 15A and PM 10)

Definition:

PR-6-01 measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

PR-6-02 measures the percent of network customer trouble reports received within 7 calendar days of service order completion.

PR-6-04 measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.

PR-6-05 measures the average duration of the provisioning troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.

PR-6-06 Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.

Business Rules:

- Results for Dark Fiber and UNE Subloops will be tracked diagnostically.
- PR-6-01 and PR-6-05, UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- For PR-6-01, trouble tickets taken on the due date (after service order completion) for new installations will be included in this measure.
- For PR-6-04 and PR-6-05, all troubles reported during the tracking interval of the service order will be considered provisioning troubles (subject to exclusions described in this measure). Tracking intervals, by service group type, are described below:
 - Resale POTS (Residence) 3 days
 - Resale POTS (Business) 3 days
 - Resale Specials 11 days
 - UNE Loop Non-Designed 3 days
 - UNE Loop -Designed 8 days
 - UNE Loop XDSL Capable
 - Non-conditioned 3 days
 - Conditioned 11 days
 - UNE Loop IDSL Capable 8 days
 - LNP 3 days
 - - Non-conditioned—3 days
 - Conditioned 11 days
 - a UNE Platform 3 days
 - POTS 3 days
 - Specials Helays
- For PR-6-04 and PR-6-05, the tracking interval of a service order will be the as defined number of days up to and including the due date, where the interval between the service order creation date and the due date are equal to or greater than the tracking interval. If the interval between the service order creation date and the due date is shorter than the tracking interval, the total order interval will be used as the tracking interval, providing the CLEC does not subsequently request the interval to be extended beyond tracking interval.
- For PR-6-04 and PR-6-05, if the order is not completed on the last committed due date due to an ILEC miss, the days the order is delayed will also become part of the tracking interval.
- For PR-6-04 and PR-6-05, if the interval between service order creation and the due date is longer than the tracking interval, then for the interval outside the tracking interval, only troubles with disposition codes associated with central office wiring activities and software translations will be considered to be

CA JPSA

provisioning troubles.

- Include LNP Disconnect Orders (PR-6-04 only)
- For PR-6-06, provisioning failure data will be tracked for individual network database failures failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)

Notes:

- For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate
 or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for
 time Sharing will be line sharing as provided by the Verizon affiliate or separate division (following
 reintegration), as applicable.
- For PR-6-01 and PR-6-02, ILECs will provide disaggregation by Maintenance Disposition code as diagnostic data upon raw data request.
- For PR-6-01, the analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.
- Excluded data will be made available upon request through the raw data/excluded data process.
- PR-6-01 reported by service group type.
- PR-6-02 reported by service group type (including LNP) and Field Work/No Field Work as appropriate.
- —BR-5-04 and PR-6-05 repeated by service group type and by affecting service and out of service
- * The period of 7/30 calendar days following the completion of a non-special/special service order will be call the 7/30 day tracking interval.

** The N, T and C non-special/special service orders whose 7/30 day tracking interval end during the reporting period will be called the relevant service orders for the period.

Exclusions:

- CPE and IEC/CLEC caused troubles
- · Troubles associated with inside wire
- Subsequent reports.
- Message Reports (circuit reports for which ILEC has no records)
- ILEC employee generated reports
- For PR-6-01, cancelled tickets
- For PR-6-02, tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- For PR-6-01 and PR-6-02, Trouble Reports Received on the Due Date-for-orders-other-than-new basiciscosts.
- For PR-6-04, for UNE loops, feature only orders are excluded from retail analog.
- For PR-6-06, total failures from the NPAC to all LSMS systems.

Performance Standard:

			JL9W		
Parity with Retail			·		
PR_6_01 - Interco	nnection Trunks: <=	: 2%			
	: No Standard. Rep		y.		
PR-6-04: Benchir		orea diagnostican	,.		
	OTS (Residence)	2.0%	UNE Loo	DSL Capable	5.0%
	OTS (Business)	3.0%	LNP		5.0%
Resale S	*	8.0%		5	
	op Non-Designed	3.0%	UNEP (PO	ĴTS)	3.0%
	op Designed	5.0%	UNE P (St	ecials)	-10.0%
 UNE Lo 	op xDSL Capable	3.0%	•		
PR-6-06: No mor					
Report Dimension	ons:				
Company:			Geogra	•	
	ggregate		• 9	Statewide	
• CLEC S					
	analog applies)				
• ILEC Af				(A)	
Sub-Metrics -					
PR-6-01	% Troubles in 30		ervices Ord	lers (formerly Pl	VI 16)
Products	Products • Resale Specials				
	- UNE Platform Specials				
	UNE Loop Designed				
		DS0			
		DS1 and above			
·	UNE Loop x UNE Loop ID				
,		aring—Conditioned			
		uring Non-Conditioned			
	1	•			
	UNE EELs (New & Conversions) DS0				
	• DS1				
	DS3 and above				
	UNE Transport				
	• DS0				
,	•	DS1			
DS3 and above					
• Interconnection Trunks					
Calculation Numerator Denominator					
	Total Number of relevant service orders with Total Number of relevant service orders**				
	Customer Trouble reports within the 30 day (new, move and change)				
	tracking interval *	<u> </u>			

	CA JPSA		
	% Troubles in 7 Days for Non-Special Orders	(formerly PM 17)	
Products	 Resale POTS ~ Business - Dispatch 		
<i>'</i>	Resale POTS – Business - No Dispatch		
· · · · · ·	Resale POTS - Residence - Dispatch		
,	Resale POTS – Residence - No Dispatch		
	UNE Platform—POTS—Dispatch		
	UNE Platform—POTS—No Dispatch		
	 UNE Loop Non-Designed - Dispatch 		
	 UNE Loop Non-Designed - No Dispat 	tch	
` .	 UNE Subloop (Diagnostic) – Dispatch 	ı	
	 UNE Subloop (Diagnostic) – No Disp 	atch	
	 LNF Port 		
	 LNP – Dispatch 		
	 LNP – No Dispatch 		
1 13.3.	 UNE Loop – Coordinated Hot Cut – D 	Dispatch	
	 UNE Loop – Coordinated Hot Cut – N 		
	 UNE Loop Batch Hot Cut Dispate 		
	 UNE Loop — Batch Hot Cut — Non Dis 	spatch	
Calculation	Numerator	Denominator	
	Total number of relevant service orders with	Total number of relevant service orders**	
	customer trouble reports within the 7 day	(new, move, change and LNP disconnect	
	tracking interval*	orders).	
PR-6-04	Provisioning Trouble Reports (formerly PM 1		
Products	 Resale POTS – (Business) – Service-A 	, and .	
	 Reside POTS—(Business)—Out of Se 		
; , .;.	* Resale POTS - (Residence) - Service Affecting		
	Resale POTS - (Residence) Our of Service		
	* Resale Specials - Service-Affecting		
; ;	 Resalc Specials—Out-Nervice 		
	 UNI: Platform POTS Service Affe 	***	
,	* UNE Platform POTS Out of Servi		
	 UNF Platform — Specials — Service A- 		
	* barren Specials Out of Son		
	 UNE Loop Designed - Service Affect 	ing.	
	 ENE-boup-besigned—Gut-of-Service 		
	 UNF Line Sharing – Service Affecting 	€	
	• UNE-Shading—Gui-Menice		
	 UNE Loop xDSL Capable - Service-4 	Athering	
	• UNF-Leop-aDSL—Out-of-Sonded		
;	* UNE Loop IDSL Capable - Service Affecting		
, ,	 FNE-Leop-IDSL Capable—Out-of-Se 		
,	 UNE Loop Non-Designed – Service - 		
	UNE heep Non-Designed Out of Service		
	* LNP - Service - Aftering		
	· Son Survey Separate		
Calculation	Numerator Denominator		
	Number of provisioning trouble reports that	Total Number of service orders in reporting	
	occur from the time of service order creation,	period	
	up to and including the date of service order		
	completion		

PR-6-05	Average Time to Restore Provisioning Trouble	s (formerly PM 15A)		
Products	 Resale POTS – Business – Service AF 			
	 Parato-PATS—Residen—Out-of-Services 	nig et et.		
	 Resale POTS – Residence — Service A 	Iforting		
	 Reside POTS—Residence—Our of Se 	PF-165		
	* Resale Specials - Service Affective			
	Resale Specials - Out of Service			
	* UNE Platform POTS - Service Affe	* - UNI-Platform POTS Service Affecting		
	 UNE-Plutium - POTS - Out of Servi 	ut:		
	- UNE Platform Specials Service A	* - UNE Platform Specials - Service Affecting		
	4.3-Platform—Specials Out of Scr	vîco		
	UNE Loop Designed – Nervice Affect	ing		
	• DS0			
	• DS1			
	DS3 and above			
,	* - Lizzi-Leop Designed - Out of Service			
	e			
	*38 (
	◆ ₹\$\$\$_\$			
	LINE Line Sharing Novice Affecting			
	• Waldaine Sharing - Out of Service			
	UNE Loop x DSL Capable - Service-			
	UNE Loop xDSL Capable—Out of Si			
	• UNE Loop IDSL Capable - Service &			
	Sixt-Coop 1981 Capable Out of Se			
	* UNE Loop Non-Designed — Service Affecting			
.:				
<u> </u>	• 1-10 - Out of Service			
Calculation	Numerator	<u>Denominator</u>		
	Total duration of provisioning trouble	Total Number of Provisioning Trouble Reports		
	measured from the time the trouble was			
DD (0(initiated or called in to the ILEC until cleared			
PR-6-06 Products	LNP Network Provisioning (formerly PM 10)			
	• LNP	I Barrella de la companya della companya della companya de la companya della comp		
Calculation	Numerator Total number of LND network new initiation.	Denominator Total number of NIPAC portion broadcasts		
	Total number of LNP network provisioning failures	Total number of NPAC porting broadcasts		
	Tanures			

CA JPSA

Function:

PR-7 Jeopardy Reports (formerly PM 5 and PM 6)

Definition:

PR-7-01 measures the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.

PR-7-02 measures the percentage of jeopardy/missed commit notices that were sent by the required interval. The jeopardy/missed commit notice interval will be tracked as the interval between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (of the due date/time has been missed).

Assignment: Jeopardies identified during the initial assignment process.

Installation: Jeopardies identified during the installation process prior to due time.

Business Rules:

- Raw data will include jeopardy codes.
- Results for UNE Subloop and Dark Fiber will be tracked diagnostically.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Include LNP Disconnect Orders
- For PR-7-02, Verizon tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/clock hours.

Notes:

- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate
 division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will
 be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable.
- Excluded data will be made available upon request through the raw data/excluded data process.
- For PR-7-02, if the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for parity analogs.
- For PR-7-02, jeopardies issued on the due date are considered either installation or notifications of missed commitments.
- Reported by service group type

Exclusions:

- · Delays for Customer Reasons
- For PR-7-01, Missed Commitment notices
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

Performance Standard

Parity with Retail

PR-7-01- Interconnection Trunks: <=2%

PR-7-02 Assignment Jeopardies 90% within 1 day

Install. Jeopardies (POTS) 95% within 15 minutes

Install. Jeopardies (Specials) 95% within 3 hours

Missed Commit Notices 95% within 24 hours

Subloop and Dark Fiber: No standard. Reported diagnostically.

Report Dimensions:

Company:		Geography:
 CLEC Aggregate 		 Statewide
 CLEC Specific 		
	f analog applies)	
ILEC A	ffiliate	
Sub-Metrics -		
PR-7-01	% Orders Jeopardized (formerly PM	5)
Products	Resalc POTS – Business	
	Resale POTS - Residence	
	Resale Specials	
•	UNIS Platform POTS	
	UNE Platform—Specials	
	UNE Loop Designed	
	• DS0	
	• DS1	
	 DS3 and above 	
	UNE Loop xDSL Capable	
	UNE Loop IDSL Capable	
	UNE Line Sharing—Conditioned	
	UNE Line Sharing—Non-Condition	o ned
	• UNE EELs (New & Conversions)	
	• DS0	
	• DSI	
	 DS3 and above 	
•	 UNE Loop Non-Designed 	
	 UNE Subloop (Diagnostic) 	
	UNE Transport	
	• DS0	
	• DSI	
	 DS3 and above 	
	* LAND-12009	
	• LNP	
	Dark Fiber (Diagnostie)	
	• Interconnection Trunks	
Calculation	Numerator	Denominator
	Number of Orders Jeopardized	Number of Orders Confirmed

PR-7-02	Jeopardy Notices Returned by Required Interv	al (formerly PM 6)	
Products	Resale POTS – Business		
	Resale POTS - Residence		
S ₀	Resale Specials		
	UNE Platform - POTS		
\$ 1.1 	LINE Platform—Specials		
,	UNE Loop Designed		
	• DS0		
*	• DS1		
	 DS3 and above 		
1.00	UNE Loop xDSL Capable		
: '	UNE Loop IDSL Capable		
,	- UNF-Line-Sharing - Conditioned		
<u></u>	UNE Line Sharing—Non-Conditioned		
	UNE EELs (New & Conversions)		
, , , , , , , , , , , , , , , , , , , ,	• DS0		
	• DS1		
r \(\frac{1}{2}\)	DS3 and above		
A'' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	UNE Loop Non-Designed		
	UNE Subloop (Diagnostic)		
	UNE Transport		
<i>'</i>	• DS0		
	• DS1		
	DS3 and above		
	e. LiDuki-linger		
, , , ,	• LNP		
7: ·	- Dark Fiber (Diagnostic)		
	Interconnection Trunks		
Calculation	Numerator	Denominator	
	Total Number of	Number of Assignment/Installation/Missed	
	Assignment/Installation/Missed Commitment Commitment Jeopardy Notices Sent.		
	Notice Jeopardies Returned within the		
	Required Interval		

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Function:

PR-9 Coordinated Customer Conversion as a Percentage On-Time (formerly PM 9)

Definition:

Measures the percentage of coordinated Hot Cut orders (CHC) completed by committed time* where CLEC has requested coordination (including LNP). For Batch Hot Cuts (BHC), measures the percentage of Batch Hot Cut orders completed on the due date.

* Note: "Committed time" means within one hour of committed order due time

Business Rules:

- DSL Capable Loops will be included in aggregate performance and will be reported as an individual submeasure on a diagnostic basis.
- A premature disconnect reported to Verizon's 800 # (800-684-9012) will be considered a missed hot cut.

Notes:

- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by Coordinated Hot Cuts (CHC) including LNP Basic, Coordinated Hot Cuts (CHC) including LNP Large Job, Batch Hot Cuts including LNP, and DSL Capable Loops.

Exclusions:

- CLEC caused misses
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance
 of actual customers.

Performance Standard

Standard - 95% on time

Coordinated Hot Cuts (CHC)

Designed and Non-Designed

<u>Line Size</u> <u>Committed Completion Interval</u>

From 1 to 49 lines: I work hour

50 to 99 lines:

2 work hours

100 to 199 lines:

3 work hours

200 plus lines:

4 work hours

Batch Hot Cuts: 95% on Due Date

(combined with above)

UNE Loop xDSL capable: No standard. Reported diagnostically.

Report Dimensions: Company: CLEC Aggregate CLEC Specific ILEC (if analog applies) ILEC Affiliate Sub-Metrics – PR-9-01 Coordinated Customer Conversion as Percentage On-Time

Products	Coordinated Hot Cuts (CHC) including LNP – Basic
<i>'</i>	Coordinated Hot Cuts (CHC) including LNP – Large Job
	Batch Hot Cuts – including LNP

UNE Loop xDSL Capable

Calculation Numerator Denominator

Number of coordinated orders completed by	Count of coordinated orders completed in
 committed due date and time	reporting period

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Maintenance Performance

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Function:

MR-2 Customer Trouble Report Rate (formerly PM 19)

Definition:

Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/ circuits/UNEs. Network troubles are the following dispressions: 0.1 to 0.0, 07, 09, 10, 11, 12, 13, 15.

Business Rules:

- Access line/circuit count taken from previous month
- Results for UNE Subloops (by loop type) and Dark-Fiber are tracked diagnostically.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Include Test okay (TOK), and Found Okay (FOK) and Came Clear reports

Sifted Williams

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable:
- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type (including LNP) & NXX Code Opening Troubles

of delivery the transfer of the contraction of the

Exclusions:

- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports (circuit reports for which ILEC has no records)
- ILEC employee generated reports
- Troubles reported as provisioning trouble reports.
- Troubles with inside wiring.
- Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

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Transles reported on Verizon official radministrative) lines.

Performance Standard:

Parity with Retail

LNP: No more than .35% of total trouble reports received for LNP

Interconnection Trunks: <=2%

NXX codes: 0.1%

UNE Subloop and Dark Fiber: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Sub-Metrics -

Geography:

Statewide

MR-2-01 Customer Trouble Report Rate			
Products	Resale POTS – Business		
	Resale POTS - Residence		
,	Resale Specials		
	• UNE Platform POTS		
,	 UNE Platform—Specials 		
	 UNE Loop Designed 		
	• DS0		
,	 DS1 and above 		
	 UNE Loop xDSL Capable 		
. * *	 UNE Loop IDSL Capable 		
,	 UNE Line Sharing—Conditioned 		
•	 UNE Line Sharing—Non-Condition 	oned	
× ×	 UNE EELs 		
	• DS0		
	• DSI		
;	DS3 and above		
	UNE Loop Non-Designed		
	UNE Subloop (Diagnostic)		
	UNE Transport		
*	DS1 and below		
	DS3 and above		
. *	* - Livil Port		
	• LNP		
. ,	Durk Fiber (Diagnostic)		
	Interconnection Trunks		
	• NXX Codes		
Calculation	Numerator	Denominator	
	Total Number of Customer initial and repeat Number of local exchange		
	network trouble reports	lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of	
	trunks/circuits/ O'NES in service at the end of the prior reporting period		
		the prior reporting period	

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Function:

MR-3 Percentage of Customer Troubles Not Resolved Within Estimated Time (formerly PM 20)

Definition:

Measures the percent of trouble reports not cleared by the commitment time. Network troubles are the following stisposoicus, 01, 04, 06, 07, 69, 10, 11, 12, 13, 15,

Business Rules:

- Results for UNE Subloops and Dark-Fiber will be tracked diagnostically
- Results include Test okay (TOK), and Found okay (FOK) and Came Clear reports.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Includes a miss in those instances where ILEC, for its own reasons, reschedules the committed maintenance appointment time.

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate
 division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing
 will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as
 applicable.
- Excluded data will be made available upon request through the raw data/excluded data process.
- Reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch and no dispatch

Exclusions:

- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports (circuit reports which ILEC has no records on)
- ILEC employee generated reports
- Sustomer caused misses
- Troubles reported as provisioning trouble reports
- · Troubles associated with inside wire.
- · Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Trouble reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

Benchmark:

LNP: No more than Imissed commit per month per CLEC

Interconnection Trunks: <=10%

UNE Subloop and Dark Fiber: No standard. Reported diagnostically.

Report Dimensions:

Company:

- CLEC Aggregate
- CLEC Specific
- ILEC (if analog applies)
- ILEC Affiliate

Geography:

Statewide

CA JPSA

Sub-Metrics –

Resale POTS — Business Dispatch Resale POTS — Business No Dispatch Resale POTS — Residence Dispatch Resale POTS — Residence Dispatch Resale Specials — No Dispatch Resale Specials — No Dispatch Resale Specials — No Dispatch UNE Platform — POTS No Dispatch UNE Platform — POTS No Dispatch UNE Platform — Specials Dispatch UNE Platform — Specials Dispatch UNE Loop Designed — Dispatch UNE Loop Designed — Dispatch DS0 DS1 and above UNE Loop Designed — No Dispatch UNE Loop Designed — No Dispatch DS0 DS1 and above UNE Loop DSSL Capable — Dispatch UNE Loop JDSL Capable — Dispatch UNE Loop JDSL Capable — Dispatch UNE Loop IDSL Capable — No Dispatch UNE Loop IDSL Capable — No Dispatch UNE Loop IDSL Capable — No Dispatch UNE Line Sharing — Conditioned — No Dispatch UNE Line Sharing — Conditioned — No Dispatch UNE Elia Sharing — Non — Conditioned — No Dispatch UNE Elia Sharing — Non — Conditioned — No Dispatch UNE Elia Sharing — Non — Conditioned — No Dispatch UNE Elia Sharing — Non — Conditioned — No Dispatch UNE Elia Sharing — Non — Conditioned — No Dispatch UNE Elia — No Dispatch DS3 and above UNE EELs — No Dispatch DS3 and above UNE Loop Non-Designed - No Dispatch UNE Subloop (Diagnostic) — Dispatch UNE Loop Non-Designed - No Dispatch UNE Transport — Dispatch UNE Transport — Dispatch UNE Transport — No Dispatch Dark — Tiber (Diagnostic) — Dispatch UNE Transport — No Dispatch UNE Dark — Tiber (Diagnostic) — Dispatch	MR-3-01		% Customer Trouble not Resolved w/in Estimated Time
Resale POTS - Residence Dispatch Resale POTS - Residence Dispatch Resale Specials - Dispatch Resale Specials - Dispatch Potential - Dispatch UNE Platform - POTS Dispatch UNE Platform - Specials No Dispatch UNE Dop Designed - Dispatch UNE Loop Designed - Dispatch DS0 DS1 and above UNE Loop Designed - No Dispatch DS0 DS1 and above UNE Loop XDSL Capable - Dispatch UNE Loop XDSL Capable - Dispatch UNE Loop IDSL Capable - No Dispatch UNE Line Sharing - Conditioned - Dispatch UNE Line Sharing - Conditioned - Dispatch UNE Line Sharing - Non Conditioned - Dispatch UNE Line Sharing - Non Conditioned - No Dispatch UNE ELIS - Dispatch UNE ELIS - Dispatch UNE ELIS - Dispatch DS0 DS1 DS3 and above UNE EELS - Dispatch DS0 DS1 DS3 and above UNE EELS - Dispatch DS0 DS1 DS3 and above UNE Subloop (Diagnostic) - Dispatch UNE Subloop (Diagnostic) - No Dispatch UNE Transport - Dispatch UNE Transport - Dispatch DS3 and above UNE Transport - Dispatch UNE Transport - Dispatch DS3 and above UNE Transport - No Dispatch UNE Transport - No Dispatch DS1 and below DS3 and above UNE Transport - No Dispatch UNE Transport - No Dispatch Dark Tiber (Diagnestic) - No Dispatch UNE Dark Tiber (Diagnestic) - No Dispatch UNP - No Dispatch Dark Tiber (Diagnestic) - No Dispatch UNP - No Dispatch Dark Tiber (Diagnestic) - No Dispatch UNP - No Dispatch Dark Tiber (Diagnestic) - No Dispatch UNP - No Dispatch Dark Tiber (Diagnestic) - No Dispatch	Products	\neg	
Resale POTS – Residence Dispatch Resale Specials – Dispatch Resale Specials – No Dispatch Resale Specials – No Dispatch UNE Platform – POTS No Dispatch UNE Loop Designed - Dispatch UNE Loop Designed - Dispatch DS0 DS1 and above UNE Loop Designed – No Dispatch DS0 DS1 and above UNE Loop MSL Capable – Dispatch UNE Loop MSL Capable – No Dispatch UNE Loop IDSL Capable – No Dispatch UNE Loop IDSL Capable – No Dispatch UNE Loop IDSL Capable – No Dispatch UNE Line Sharing — Conditioned — Dispatch UNE Line Sharing — Conditioned — No Dispatch UNE Line Sharing — Non Conditioned — No Dispatch UNE Line Sharing — Non Conditioned — No Dispatch UNE Line Sharing — Non Conditioned — No Dispatch UNE ELS - Dispatch UNE ELS - Dispatch UNE ELS - No Dispatch UNE ELS - No Dispatch UNE ELS - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Subloop (Diagnostic) — Dispatch UNE Subloop (Diagnostic) — No Dispatch UNE Transport — Dispatch DS1 and below DS3 and above UNE Transport — Dispatch UNE Transport — Dispatch UNE Transport — Dispatch DS3 and above			<u>-</u>
Resale POTS - Residence No Dispatch Resale Specials - Dispatch - Child Platform - POTS Dispatch - Child Platform - Specials No Dispatch - Child Dispatch - Child Dispatch - DS0 - DS1 and above - UNE Loop Designed - No Dispatch - DS0 - DS1 and above - UNE Loop MDSL Capable - Dispatch - UNE Loop MDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Line Sharing - Conditioned - Dispatch - UNE Line Sharing - Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - UNE Line Sharing - Non- Conditioned - Dispatch - DS3 and above - UNE EELs - No Dispatch - DS3 and above - UNE Loop Non-Designed - No Dispatch - UNE Loop Non-Designed - No Dispatch - UNE Subloop (Diagnostic) - No Dispatch - DS3 and above - UNE Transport - Dispatch - DS3 and above - UNE Transport - Dispatch - DS3 and above - UNE Transport - No Dispatch - DS4 and below - DS3 and above - UNE Transport - No Dispatch - DS4 and below - DS5 and below - DS6 and below - DS6 and Despatch - Dark Tither (Dispatch) - Dispatch - LNP - No Dispatch - Dark Tither (Dispatch) - Dispatch - Dark Tither (Dispatch) - No Dispatch - Interconnection Trunks - Dispatch		` 1	· ·
Resale Specials — Dispatch Resale Specials — No Dispatch UNE Platform — POTES No Dispatch UNE Platform — POTES No Dispatch UNE Platform — Specials Dispatch UNE Loop Designed - Dispatch UNE Loop Designed - Dispatch DS0 DS0 DS1 and above UNE Loop DSL Capable — Dispatch UNE Loop SDSL Capable — No Dispatch UNE Loop JDSL Capable — No Dispatch UNE Loop JDSL Capable — No Dispatch UNE Loop JDSL Capable — No Dispatch UNE Loop IDSL Capable — No Dispatch UNE Loop IDSL Capable — No Dispatch UNE Line Sharing — Conditioned — Dispatch UNE Line Sharing — Conditioned — Dispatch UNE Line Sharing — Non — Conditioned — Dispatch UNE Line Sharing — Non — Conditioned — Dispatch UNE EELs — Dispatch UNE EELs — Dispatch UNE EELs — Dispatch DS0 DS1 DS3 and above UNE EELs — No Dispatch UNE Loop Non-Designed - No Dispatch UNE Loop Non-Designed - Dispatch UNE Loop Non-Designed - Dispatch UNE Subloop (Diagnostic) — Dispatch UNE Subloop (Diagnostic) — Dispatch UNE Transport — No Dispatch		```	
Resale Specials — No Dispatch UNE Platform — POTS Dispatch UNE Platform — POTS No Dispatch UNE Platform — Specials Dispatch UNE Platform — Specials Dispatch UNE Loop Designed — Dispatch DS0 DS1 and above UNE Loop Designed — No Dispatch DS0 DS1 and above UNE Loop xDSL Capable — Dispatch UNE Loop xDSL Capable — Dispatch UNE Loop pSSL Capable — Dispatch UNE Loop IDSL Capable — No Dispatch UNE Loop IDSL Capable — No Dispatch UNE Loop IDSL Capable — Dispatch UNE Loop IDSL Capable — No Dispatch UNE Loop IDSL Capable — No Dispatch UNE Line Sharing — Conditioned — Dispatch UNE Line Sharing — Conditioned — Dispatch UNE Line Sharing — Non Conditioned — Dispatch UNE Line Sharing — Non Conditioned — No Dispatch UNE EELs - Dispatch DS0 DS1 DS3 and above UNE EELs - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Subloop (Diagnostic) — Dispatch UNE Subloop (Diagnostic) — No Dispatch UNE Transport — Dispatch UNE Transport — Dispatch UNE Transport — No Dispatch UNE Data Tiber (Diagnostic) — Dispatch UNE Data Tiber (Diagnostic) — Dispatch UNE — Data Tiber (Diagnostic) — No Dispatch Interconnection Trunks — No Dispatch Interconnection Trunks — No Dispatch Interconnection Trunks — No Dispatch		1	•
UNE Platform—POTS Dispatch UNE Platform—Specials Dispatch UNE Platform—Specials Dispatch UNE Loop Designed - Dispatch UNE Loop Designed - Dispatch UNE Loop Designed - No Dispatch DSO DSI and above UNE Loop System - Dispatch DSO DSI and above UNE Loop NSL Capable - Dispatch UNE Loop XDSL Capable - Dispatch UNE Loop IDSL Capable - Dispatch UNE Loop IDSL Capable - Dispatch UNE Loop IDSL Capable - No Dispatch UNE Line Sharing—Conditioned—Dispatch UNE Line Sharing—Conditioned—Dispatch UNE Line Sharing—Conditioned—No Dispatch UNE Line Sharing—Non-Conditioned—No Dispatch UNE EELs—Dispatch UNE EELs—Dispatch UNE EELs—Dispatch DSO DSI DSI and above UNE EELS—No Dispatch UNE EELS—No Dispatch UNE Loop Non-Designed - Dispatch UNE Loop Non-Designed - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Subloop (Diagnostic)—Dispatch UNE Subloop (Diagnostic)—Dispatch UNE Transport—Dispatch UNE Transport—Dispatch UNE Transport—Dispatch UNE Transport—Dispatch UNE Transport—No Dispatch UNE Transport—No Dispatch UNE Transport—Dispatch DSI and below DSI and above UNE Transport—Dispatch LNP—No Dispatch LNP—No Dispatch LNP—No Dispatch LNP—No Dispatch LNP—No Dispatch Interconnection Trunks—No Dispatch			
- UNE Platform - Specials Dispatch - UNE Platform - Specials No Dispatch - UNE Loop Designed - Dispatch - DS0 - DS1 and above - UNE Loop Designed - No Dispatch - DS0 - DS1 and above - UNE Loop xDSL Capable - Dispatch - DS0 - DS1 and above - UNE Loop xDSL Capable - Dispatch - UNE Loop xDSL Capable - Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Line Sharing - Conditioned - Dispatch - UNE Line Sharing - Conditioned - No Dispatch - UNE Line Sharing - Non Conditioned - No Dispatch - UNE Line Sharing - Non Conditioned - No Dispatch - UNE Line Sharing - Non Conditioned - No Dispatch - UNE Line Sharing - Non Conditioned - No Dispatch - UNE Line Sharing - Non Conditioned - No Dispatch - UNE Line Sharing - Non Conditioned - No Dispatch - UNE Line Sharing - Non Dispatch - UNE Loop Non-Designed - Dispatch - DS0 - DS1 - DS3 and above - UNE Loop Non-Designed - Dispatch - UNE Loop Non-Designed - No Dispatch - UNE Subloop (Diagnostic) - Dispatch - UNE Subloop (Diagnostic) - Dispatch - UNE Transport - Dispatch - DS1 and below - DS3 and above - UNE Transport - Dispatch - DS1 and below - DS3 and above - UNE Transport - No Dispatch - DS1 and below - DS3 and above - UNE Transport - Dispatch - DS1 and below - DS3 and above - UNE Transport - No Dispatch - Dark-Fiber (Diagnostic) - Dispatch - Interconnection Trunks - No Dispatch - Interconnection Trunks - No Dispatch - Dark-Fiber (Diagnostic) - No Dispatch			
- UNE Platform—Specials Dispatch - UNE Platform—Specials No Dispatch - UNE Loop Designed - Dispatch - DS0 - DS1 - DS0 - DS1 and above - UNE Loop Designed - No Dispatch - DS0 - DS1 and above - UNE Loop xDSL Capable - Dispatch - UNE Loop xDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Loop IDSL Capable - No Dispatch - UNE Line Sharing—Conditioned—Dispatch - UNE Line Sharing—Conditioned—No Dispatch - UNE Line Sharing—Conditioned—No Dispatch - UNE Line Sharing—Non-Conditioned—No Dispatch - UNE EELs - Dispatch - DS0 - DS1 - DS3 - DS1 - DS3 and above - UNE EELS - No Dispatch - UNE Loop Non-Designed - Dispatch - UNE Loop Non-Designed - No Dispatch - UNE Subloop (Diagnostic) - No Dispatch - UNE Subloop (Diagnostic) - No Dispatch - UNE Transport - Dispatch - DS1 and below - DS3 and above - UNE Transport - Dispatch - DS1 and below - DS3 and above - UNE Transport - No Dispatch - DS1 and below - DS3 and above - UNE Transport - No Dispatch - Dark Tiber (Diagnostic) - No Dispatch - Dark Tiber (Diagnostic) - No Dispatch - Dark Tiber (Diagnostic) - No Dispatch - Dark Tiber (Diagnostic) - Dispatch - Dark Tiber (Diagnostic) - Dispatch			
UNE Loop Designed - Dispatch UNE Loop Designed - Dispatch DS0 DS1 and above UNE Loop Designed - No Dispatch DS0 DS1 and above UNE Loop xDSL Capable - Dispatch UNE Loop xDSL Capable - No Dispatch UNE Loop IDSL Capable - No Dispatch UNE Line Sharing - Conditioned - Dispatch UNE Line Sharing - Conditioned - Dispatch UNE Line Sharing - Non-Conditioned - Dispatch UNE Line Sharing - Non-Conditioned - No Dispatch UNE ELLs - Dispatch DS0 DS1 DS3 and above UNE EELs - No Dispatch DS3 and above UNE Loop Non-Designed - No Dispatch UNE Loop Non-Designed - No Dispatch UNE Subloop (Diagnostic) - Dispatch UNE Subloop (Diagnostic) - No Dispatch UNE Transport - Dispatch DS1 and below DS3 and above UNE Transport - No Dispatch UNE Transport - No Dispatch DS1 and below DS3 and above UNE Transport - No Dispatch DS1 and below DS3 and above UNE Transport - No Dispatch DS1 and below DS3 and above			·
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Calculation	Numerator	Denominator
	Total network trouble reports not cleared by	Total network trouble reports completed
	the commitment time for ILEC reasons	

CA JPSA

Function:

MR-4 Trouble Duration Intervals (formerly PM 21 and PM 22)

Definition:

MR-4-01 measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.

MR-4-08 measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours for non-design services only.

Served: to addes are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15,

Business Rules:

- Results for UNE Subloops and Dark Fiber will be tracked diagnostically
- Results include Test okay (TOK) and Found okay (FOK) and Came Clear reports.
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.
- Includes in the time interval calculation is any ILEC delay.
- For MR-4-08, interval for tickets received Saturday and Sunday begins no later than Monday morning

Notes:

- Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request.
- The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line-sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable:
- Excluded data will be made available upon request through the raw data/excluded data process.
- MR-4-01 reported by service group type (including LNP) & NXX Code Opening Troubles and by dispatch and no dispatch.

MR-4-08 reported by POTS Residence and Business (Resale and UNE).

Exclusions:

- CPE and IEC/CLEC caused troubles
- Subsequent reports
- Message Reports (circuit reports which ILEC has no records on)
- ILEC employee generated reports
- For MR-4-01, troubles reported as provisioning trouble reports.
- Troubles tickets associated with inside wire.
- Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.

- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- For MR-4-08, No Access.
- Frogules reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

Benchmark

PR-4-01 Interconnection Trunks (Out of Service): avg. 12 hrs

PR-4-01 Interconnection Trunks (Not Out of Service): avg. 24 hrs

PR-4-01 UNE Subloop and Dark Fiber: No standard. Reported diagnostically.

Report Dimensions:

Company:	Geography:
CLEC Aggregate	 Statewide
CLEC Specific	
 ILEC (if analog applies) 	
• _ ILEC Affiliate	
Sub-Metrics -	

CA JPSA

MR-4-01 Average Time to Restore (formerly PM 21)

=	CA JESA		
Products	 Resale POTS – Business Dispatch 		
1	Resale POTS – Business No Dispatch		
; [Resale POTS - Residence Dispatch		
	Resale POTS – Residence No Dispatch		
[Resale Specials – Dispatch		
 	·		
	Resale Specials – No Dispatch No Dispatch		
	UNE Platform—POTS-Dispatch		
	UNE Platform—POTS No Dispatch		
1,111 1	UNE Platform Specials Dispatch		
	UNE Platform Specials No Dispatch		
	 UNE Loop Designed - Dispatch 		
,, : · · ;	• DS0		
`	 DS1 and above 		
	UNE Loop Designed – No Dispatch		
	• DS0		
	 DS1 and above 		
) 	 UNE Loop xDSL Capable – Dispatch 		
]	 UNE Loop xDSL Capable – No Dispatch 		
	UNE Loop IDSL Capable – Dispatch		
	UNE Loop IDSL Capable – No Dispatch		
	UNE Line Sharing Conditioned Dispatch		
	UNS Line Sharing Conditioned No Dispatch		
	UNG Line Sharing Non-Conditioned Dispatch		
[;]	UNE Line Sharing Non-Conditioned No Dispatch		
;·	UNE EELs - Dispatch		
i.			
	• DS1		
	• DS3 and above		
	UNE EELs - No Dispatch B33		
	• DS0		
	• DS1		
	DS3 and above		
	 UNE Loop Non-Designed - Dispatch 		
W. 17 1	 UNE Loop Non-Designed - No Dispatch 		
	 UNE Subloop (Diagnostic) - Dispatch 		
	 UNE Subloop (Diagnostic) – No Dispatch 		
, •	 UNE Transport - Dispatch 		
	DS1 and below		
	DS3 and above		
	 UNE Transport - No Dispatch 		
	DS1 and below		
	 DS3 and above 		
	 LNP — Dispatch 		
	LNP – No Dispatch		
Į.	Dark Fiber (Diagnostic) Dispatch		
1	Dark Fiber (Diagnostic) No Dispatch		
	Interconnection Trunks (Out of Service) – Dispatch		
	Interconnection Trunks (Out of Service) — No Dispatch Interconnection Trunks (Out of Service) — No Dispatch		
Interconnection Trunks (Not Out of Service) – No Dispatch Interconnection Trunks (Not Out of Service) – Dispatch			
	Interconnection Trunks (Not Out of Service) – Dispatch Interconnection Trunks (Not Out of Service) – No Dispatch		
	Max Codes - Dispatch National Service) = No Dispatch		
I	 <u>NNX Codes</u> No Dispatch 		

Calculation	Numerator	Denominator
	Total duration of customer network trouble reports	Total customer network trouble reports
MR-4-08	POTS OOS < 24 Hours (formerly PM 22)	
Products	Resale POTS - Business Resale POTS - Residence UNE Platform - POTS Residence UNE Platform - POTS Business UNE Loop Non-Designed - Link Part	
Calculation	Numerator	Denominator
	Total number of out of service network troubles cleared in less than 24 hours	Total number of out of service network troubles reported

CA JPSA

Function: MR-5 Frequency of Repeat Troubles in 30 Day Period (formerly PM 23) Definition: Measures the percent of customer network trouble reports received within 30 calendar days of a previous report. Network troubles are the following dispositions: 01, 04, 06, 07, 09, 10, 11, 12, 13, 15. **Business Rules:** Trouble report will not be counted as a repeat report if previous report was closed to "No Access." UNE Loop IDSL Capable will include IDSL and ISDN capable loops. · Results for Dark Fiber will be tracked diagnostically: Notes: Verizon will provide disaggregation by Maintenance Disposition codes for all service types as diagnostic data upon raw data request. The analog for UNE Loop xDSL capable will be Retail ISDN BRI until the Verizon affiliate or separate division (following reintegration) offers a UNE Loop xDSL capable product. The analog for Line Sharing will be line sharing as provided by the Verizon affiliate or separate division (following reintegration), as applicable. Excluded data will be made available upon request through the raw data/excluded data process. Reported by service group type (including LNP) & NXX Code Opening Troubles Exclusions: CPE and IEC/CLEC caused troubles Subsequent reports Message Reports ILEC employee generated reports Troubles associated with inside wire. Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID. Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Propoles repeated on Verizon official (administrative) lines. Performance Standard: Parity with Retail Benchmark: LNP: No more than 2 repeat trouble per month per CLEC Interconnection Trunks: <=4% UNE Subloop and Dark Piber: No standard. Reported diagnostically. Report Dimensions: Company: Geography: **CLEC Aggregate** Statewide **CLEC Specific**

ILEC (if analog applies)

ILEC Affiliate

Sub-Metrics -

MR-5-01	% Repeat Reports within 30 Days			
Products	 Resale POTS – Business 			
	Resale POTS - Residence			
	Resale Specials			
	• UNE Platform POTS			
	 UNE Platform Specials 			
	 UNE Loop Designed 			
	• DS0			
	 DS1 and above 			
	 UNE Loop xDSL Capable 			
	 UNE Loop IDSL Capable 			
	 UNE-Line Sharing—Conditioned 			
	 UNE Line Sharing—Non-Condition 	oned		
;	 UNE EELs 			
	• DS0	• DS0		
	• DS1			
	DS3 and above			
	UNE Loop Non-Designed			
	UNE Subloop (Diagnostic)			
	UNE Transport			
	DS1 and below			
	DS3 and above			
	4			
	• LNP			
	+ Dark Fiber (Dingnestic)			
``.	Interconnection Trunks			
	<u>VXX Codes</u>			
Calculation	Numerator	<u>Denominator</u>		
	Total customer network trouble reports	Total customer network trouble reports		
	received within 30 calendar days of a previous			
	customer report			

CA JPSA

Network Performance

CA JPSA

Function: NP-1 Percent Blocking on Common Trunks (formerly PM 24 and PM 25) Definition: NP-1-02 measures the percent of common and shared transport trunk groups exceeding 2% blockage. NP-1-04 measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage. **Business Rules:** For NP-1-02, Verizon reports provided 45 days after close of data month. For NP-1-02, ILEC will make available, upon CLEC request, detailed information for all trunk groups not meeting 2% blocking level with the monthly report Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk Applies to those trunks where the ILEC has augmentation control. Notes: For NP-1-04, only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. For NP-1-04, Verizon reports provided 45 days after close of data month. For NP-1-04, applies to those trunks where the ILEC has augmentation control. NP-1-02 reported by total trunk groups. NP-1-04 reported by total trunk groups, ILEC end office to CLEC end office and ILEC tandem to CLEC end office ber NP 1-04. Verizon will electronically notify CLECs (operational trunk staffs), of the following sinualists for blocked trunks. The notification states that Verizon identified a blocked trunk group due to (L) Commons, and that the trunk group will be excluded from Verizon performance. Verizon will make the accludue automatically unless the CLLIC responds back within two business days with documentation sedecature that Varizon's information is inaccurate Exclusions: For NP-1-04, blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. For NP-1-04, trunks are provisioned as two-way trunks For NP-1-04, blocking due to CLEC putting trunks in a "make busy" state or other network problems under sit if it is commot. Instances where CLEC does not take action upon receipt of an ASR within 4 business days for in time sisms specifical in the ICA), when Call Blocking situation is identified by the ILEC. inv arous where LLEC does not take action within 10 days (or in the time frame specified in the ICA) upon secript Class ASR when pre-service occupancy of 75% or greater is identified by the ILEC Performance Standard NP-1-02: 2% of trunk groups blocking at no more than 2% NP-1-04: Parity – comparison made to ILEC final trunk groups Report Dimensions: Company: Geography: **CLEC Aggregate** Statewide **CLEC Specific** ILEC (if analog applies) **ILEC Affiliate** Sub-Metrics -NP-1-02 % Blocking on Common Trunks (formerly PM 24) **Products Total Trunk Groups** Calculation Numerator Denominator

	Number of common and shared transport trunk groups exceeding 2% blockage	Total number of common and shared transport trunk groups	
NP-1-04	NP-1-04 % Blocking on Interconnection Trunks (formerly PM 25)		
Products	 Interconnection Trunks – Total trunk groups Interconnection Trunks – ILEC end office to CLEC end office Interconnection Trunks – ILEC tandem to CLEC end office 		
Calculation	Numerator	Denominator	
	Number of final dedicated interconnection trunk groups exceeding 2% blockage	Total number of final dedicated interconnection trunk groups	

CA JPSA

Function: NP-6 NXX Loaded by LERG Effective Date (formerly PM 26) Definition: Measures the number of NXXs loaded and tested by the LERG effective date. Business Rules: Includes both additions and deletions to NXX codes. For disconnect activity with scheduled completion date on a weekend day or holiday, performance will be considered on time if the work is complete by 5pm the next business day. Notes: NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. Reported for all NXX codes scheduled to be loaded in reporting period. Exclusions: Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. Performance Standard: NP-6-01: Parity - comparison made to results for loading ILEC NXX codes by the LERG effective date. Report Dimensions: Company: Geography: CLEC Aggregate Statewide **CLEC Specific ILEC Affiliate** ILEC (if analog applies) Sub-Metrics -NP-6-01 NXX Loaded by LERG Effective Date **Products** All NXX Codes Calculation Numerator Denominator

Number of NXXs loaded and tested by LERG

effective date

Number of NXXs scheduled to be loaded and

tested by LERG effective date

CA JPSA

Billing Performance

CA JPSA

Function:			
BI-1 Usage Timeliness (formerly PM 28)			
Definition:			
	This measure captures the elapsed time between the recording of usage data by the switch, generated either by		
			omers, and the time when the data set, in a
	compliant format, is sent/made available to the CLEC.		
Business Rules:			
 This mea 	sure assumes a daily transmission of usa	ge to the	CLEC. If a CLEC chooses other than a daily
transmiss	sion, the measurement still applies based	on transi	nission availability date/time.
Notes:			
			cess usage is billed out of CABS. UNE Platform
	un both cloments and will be reported so		
			on, the clare captured is the date the file is
		me or se	rver. For all other media, the date captured is
Exclusions:	dic file is sent to the CLEC.	21 m 1 m 1 m 2 m 2 m 2 m 2 m 2 m 2 m 2 m	
		ie not lir	nited to, service disconnects and adjustments of
	illed in previous months.	13 HOUTH	mice to, service discontinues and aujustinistis of
		to ILEC.	business to business communications, notice to
	the CPUC, FCC or by court decree.	,	,
II 7	•	ated with	end user services such as UNE-P and resale.
Performance Sta		anak	
• Dame ter Ro	sale Local-Reside - Totl-and LNE: Paris	v with R	etail Local
	Parity with Regail Toll		
- UNE Port an	d UNE Platform Foll: Parity with Retail	Tell	
	m-Local: Parity with Retail Local		
 UNIS Platfors 	m Access: Parity with Retail Access (IX	C switch	e d uccess)
	ेट Jointly provided switched access: Star	idard 9	5% in 6 Days
Report Dimension	ons:		
Company:		Geography:	
	ggregate		Statewide
CLEC S			
`	analog applies)		
• ILEC At	filliate	SECTION TO SECTION	
Sub-Metrics –		eggal.d <u>till</u> e	
BI-1-05 Products	Usage Timeliness		
Froducts	Resale Local Resale Tall		
	Resale Toll Resale Toll		
	 UNE IntraLATA & InterLATA combined, excluding UNE Platform (UNE Port and Link Markorm 2 all) 		
	+NO Platform Access		
	• UNE Platform - Local		
Calculation	Numerator		Denominator
	Sum of Data Set Transmission Availab	ility	Count of All Messages available for
	Date minus Date of Message Recordin		Transmission in Reporting Period
#	BI-1-06 Sage Timeliness - % DUF within 6 Days		
12 1.0 (418.4.c			sociated with meet point billing)
<u> </u>	Numerator	r 21 7 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Denominator
■ <u>1 2008/Life F75 7 7 8 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7</u>	1 11313579 22 1171		E.P.S. DARLOW KESSARINA CESO