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

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

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

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39	28 (BI-1)	Jointly Provided Switched Access	Calculation	Added calculation to accommodate benchmark standard for Jointly Provided Switched Access.	Current formula did not align with a benchmark standard.	Administrative	Agreed	
40	30 (BI-2)	All product subtypes	Definition	Modify the measure Definition by replacing the clause "successful transmission of the associated invoice: with "transmission availability date of the bill."	This change is requested because the ILEC does not "transmit" all electronic bills to CLECs. In some cases, the bill is made available and retrieved electronically by the CLEC.	Administrative Clarification	Agreed.	Verification will add clarification based on media type.

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41	30 (BI-2)	All product subtypes	Performance Standard	Change the Performance Standard from "99% within 10 calendar days" to "98% within 10 business days."	Ensures consistency with East performance standard. This is a national standard used throughout Verizon's operation. There have not been any demonstrated harms to competition or CLECs by use of this slightly reduced standard. It was also the standard applicable in the FCC measures.	Process	Withdrawn	
42	30 (BI-2)	All product subtypes	Calculation	In the Calculation, replace "transmitted" in both numerator and denominator with "made available.".	Electronic data is not always "sent" to a CLEC. In some cases the data is retrieved by the CLEC after it is "made available."	Administrative Clarification	Agreed.	Verizon will add clarification based on media type.

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Item #	PM	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments
43	34 (BI-3)	All product subtypes	Exclusions	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."	Ensures consistency with SBC/California.	Process	Agreed	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."
44	31 (BI-6)	All product subtypes	Definition	Modify the measure Definition by replacing "correct bill" with "next available bill."	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."	Administrative Clarification	Agreed	
45	31, 32, 33 (BI-6, BI-7, BI-8)	Resale and UNE	Performance Standard	Add "Parity with Retail" to the Performance Standard.	Clarify language on parity comparison for Resale and UNE services.	Administrative Clarification	Agreed	

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46	31 (BI-6)	All product subtypes	Calculation	Calculation should be changed to allow 60 days (instead of 30 days) in which to post usage.	Billing cycles occur on approximately a 30 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.	Process	[illegible]	Verizon will change the language to reflect a numerator calculation of "Count of usage charges on the bill that were recorded within last [illegible] days."

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47	32,33 (BI-7, BI-8)	All product subtypes	Definition and Calculation	Modify the measure Definition and the Calculation by replacing "correct bill" with "next available bill."	This is the same change requested in BI-6 (PM 31).	Process	Agreed Withdrawn	Verizon will change the language to reflect the effective date of the charge must be within ~~45~~30 days of the bill date for the charge to appear on the next available bill.
48	32, 33 (BI-7, BI-8)	All product subtypes	Business Rules	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 Rule refer to the "next available bill" rather than the "correct bill" for reasons already explained.	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.	Process	Agreed Withdrawn	Verizon will change the language to reflect the effective date of the charge must be within ~~45~~30 days of the bill date for the charge to appear on the next available bill.

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Item #	PM	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments
49	32, 33 (BI-7, BI-8)	All product subtypes	Business Rules	Remove from business rules the following: Excludes late charges resulting from externally mandated billing changes that the ILEC cannot reasonably implement in a timely manner.	Duplicate language already specified in Exclusion section.	Administrative Clarification	Agreed	
50	40 (NP-2-01)	All product subtypes	Business Rules	Modify 2nd bullet of Business Rules section to include *new* and augment requests.	Clarification on types of collocation included in metric.	Administrative Clarification	Agreed	
51	40 (NP-2-01)	All product types	Calculation	Change denominator to "Count of requests *due* in reporting period."	Ensure consistency of measure with East.	Process	Agreed	
52	40, 41 (NP-2-01, NP-2-05)	All product subtypes	Products (Report By)	Add language specifying the types of collocation reported in the Products section, i.e., All Collocation (Caged, Cageless, Physical)	Clarifies product types included in metric.	Administrative Clarification	Agreed	

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Item #	PM	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments
53	41 (NP-2-05)	All product subtypes	Business Rules	Add business rule for delays due to CLEC.	Clarification of metric process.	Administrative Clarification	Agreed	
54	41 (NP-2-05)	All product subtypes	Business Rules	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.	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.	Process	Agreed	Verizon will remove redundant exclusion.

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

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Item #	PM	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments
57	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)	NA	Products	Remove UNE Port as a product from all applicable measures.	There has been no activity in Verizon for any state.	Process	Agreed	

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Item #	PM	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments
58	Auditing	NA	NA	Change requirement for a meeting of the Joint Steering Committee for audits from 6 months to 12 months.	The current JPSA calls for a meeting of the Joint Steering Committee for audits every 6 months. This should be changed to an annual meeting in that reviews every 6 months are unnecessary and a burden to all parties.	Administrative Clarification	Agreed.	Verizon will add the following language, "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."
59	Auditing	NA	NA	Removed reference to Section IIc.	Ensures consistency with new format.	Administrative Clarification	Agreed	
60	Definition of Terms	NA	NA	Changed term – Common Transport to Common Transport Trunk Groups.	Make language consistent with measure description.	Administrative Clarification	Agreed	

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Item #	PM	SUBMEASURE(S)	MEASURE CATEGORY	PROPOSED CHANGE	RATIONALE	TYPE of CHANGE	Status	Comments
61	Definition of Terms	NA	NA	Add Specials, Designed Services and Non Designed Services to Definition of Terms	Provides clarification.	Administrative Clarification	Agreed	Verizon will modify the definition for designed services as follows, "Designed services are services requiring engineering intervention."
62	Reports	All	NA	Change reporting structure to include CLEC aggregate reports and positive reporting (reporting regardless of activity).	Ensures consistency with East reporting structure.	Administrative Clarification	Agreed	
63	All	All	All	Reformat guidelines consistent with format of VZ east guidelines	Clarifies guidelines applicable to only VZ. Ensures consistency with Verizon East format.	Administrative Clarification	Agreed	
64								Moved to Non-Consensus document
65	42 (PO-2)	PO-2-02	Definition	Modify WPTS prime time from 7am to 8 pm EST to 06:00:00 to 23:59:59 EST	Ensures consistency with NY.	Process	Agreed	

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66	2, 3, 4, 5, 6, 7, 11, 12, 13, 14, 15, 15A, 16, 17, 19, 20, 21, 22, 23, 28 (OR-1, OR-2, OR-5, PR-2, PR-4, PR-5, PR-6, PR-7, MR-2, MR-3, MR-4, MR-5, BI-1)	OR-1-02, OR-1-04, OR-1-05, OR-1-06, OR-2-07, OR-2-02, OR-2-04, OR-2-06, OR-5-01, OR-5-03, PR-2-09, PR-4-01, PR-4-02, PR-5-01, PR-5-05, PR-6-01, PR-6-02, PR-6-04, PR-6-05, PR-7-01, PR-7-02, MR-2-01, MR-3-01, MR-4-01, MR-4-08, MR-5-01, BI-1-05	Products	Remove UNE-Platform	Per TRO/TRRO	Process	Agreed	
67	2, 3, 4, 5, 6, 7, 8, 11, 12, 13, 14, 15, 15A, 16, 19, 20, 21, 23, (OR-1, OR-2, OR-5, PR-2, PR-4, PR-5, PR-6, PR-7, MR-2, MR-3, MR-4, MR-5)	OR-1-02, OR-1-04, OR-1-06, OR-2-02 OR-2-04, OR-2-06, OR-5-01, OR-5-03, PR-2-09, PR-3-12, PR-4-01, PR-4-02, PR-5-01, PR-5-05, PR-6-01, PR-6-04, PR-6-05, PR-7-01, PR-7-02, MR-2-01, MR-3-01, MR-4-01, MR-5-01	Products	Remove UNE Line Sharing	Per TRO/TRRO	Process	Agreed	

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68	2, 3, 5, 6, 7, 11, 14, 17, 20, 21, 23 (OR-1, OR-2, PR-2, PR-4, PR-7, MR-2, MR-3, MR-4, MR-5)	OR-2-12, OR-2-22, PR-2-02, PR-4-01, OR-4-02, MR-7-01, PR-7-02, MR-2-01, MR-3-01, MR-4-01, MR-5-01	Products	Remove Dark Fiber	Per TRO/TRRO	Process	Agreed	
69	NA	NA	General Exclusions	Added note regarding elimination of UNE- Platform from UNE product category	Per TRO/TRRO	Process	Agreed	

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

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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[1].

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.[1] 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.

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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 themselves[2]. 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."[3] 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."[4]

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),

[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 Rcd 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:

> "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)."

[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).

- 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:

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

- **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**

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.

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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 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.

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Performance Metric Number Cross Reference Table

New Measure #	Old Measure #	DOMAIN/MEASURE
		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
		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-1	28	Usage Timeliness
-	29	*Measure Deleted*
BI-2	30	Wholesale Bill Timeliness
BI-6	31	Usage Completeness
BI-7	32	Recurring Charge Completeness
BI-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
-	37	Database Update Interval (SBC/California Only)

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New Measure #	Old Measure #	DOMAIN/MEASURE
-	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

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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.

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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 DS1 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	UNE Loop xDSL Capable – Conditioned – Dispatch
3382	UNE Loop xDSL Capable – Conditioned – No Dispatch
3383	UNE Loop xDSL Capable – Non Conditioned – Dispatch
3384	UNE Loop xDSL Capable – Non Conditioned – No Dispatch
3500	**Additional UNE Services**
3513	UNE EEL – DS0 New
3514	UNE EEL – DS0 Conversion

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Sub-Code	Wholesale Product
3515	UNE EEL – DS1 New
3516	UNE EEL – DS1 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 – DS1 (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 EEL – DS1 – New – No Dispatch
3570	UNE Subloop
3571	UNE Loop Non-Design Dispatch
3572	UNE Loop Non-Design No Dispatch
3574	UNE EEL DS1 Conversion – Dispatch
3575	UNE EEL DS1 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

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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

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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 standard	Resale POTS – Residence	Retail POTS – Residence
	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 above	DS1 and above
	UNE Loop Designed – DS3 and above	DS3 and above service
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable – Conditioned	Retail ISDN BRI
	UNE Loop xDSL capable – Non Conditioned	Retail ISDN BRI
	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
	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	DS0 Service
	EEL (New and Conversions) – DS1	DS1 Service
	EEL (New and Conversions) – DS3 and above	DS3 and above service
	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	DS3 and above change orders
	UNE – Coordinated Hot Cut	Retail POTS New Line Orders
	UNE – Batch Hot Cut	Retail POTS New Line Orders

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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

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Pre-Ordering Performance

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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
    - 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.

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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 Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Products	• Electronically Received/Electronically Handled

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**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Service Availability.	Number of Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Selection**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Selection.	Number of Telephone Number Selection transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification**	
Products	• EDI/CORBA • WISE	

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Calculation	**Numerator**	**Denominator**
	Total queries for mechanized loop qualification returned within specified interval.	Number of Mechanized Loop Qualification queries returned.
PO-1-07	**Average Response Time – CSI Request - Manual**	
Products	• Manual CSIs	
Calculation	**Numerator**	**Denominator**
	Total manual CSIs returned within specified interval.	Number of manual CSI queries returned.
PO-1-08	**Average Response Time – CSI Request - Electronic**	
Products	• EDI/CORBA • WISE	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a CSI request submitted via WISE.	Number of CSI transactions submitted via 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 transactions.	Number of rejected/failed queries.
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

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:

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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 Dimensions:	
Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	**Geography:** • Statewide

Sub-Metrics –

OR-1-02	LSC Notice 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 LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products

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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 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 minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products
OR-1-05	**% On Time LSC < 10 Lines (Designed Services – 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 minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those 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 minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products
OR-1-07	**% On Time LSC->= 10 Lines (Designed Services – 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 minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products

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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

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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:

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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 Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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/time is less than or equal to the standard for specified products	Number of orders rejected for those specified products

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OR-2-04	**% 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 • UNE Subloop (Diagnostic)	
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
OR-2-05	**% On Time LSR Reject - < 10 Lines (Designed – No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed • UNE Loop IDSL Capable • UNE Subloop (Diagnostic)	
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
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 • UNE Subloop (Diagnostic)	
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
OR-2-07	**% On Time LSR Reject - >= 10 Lines (Designed – No Flow Through)**	
Products	• Resale Specials • UNE Loop Designed • UNE Loop IDSL Capable • UNE Subloop (Diagnostic)	
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

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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

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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

- Standard – 90% within 24 hours

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

OR-4-18	**Completion Notice Interval**	
Products	• Fully Electronic (EDI) • Electronic Batch • Other	
Calculation	**Numerator**	**Denominator**
	Number of completion notices returned within "X" interval	Number of orders completed where the completion notice is returned using electronic/all other processes.

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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:

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 • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

OR-5-01	**% Flow Through Orders – Received Electronically**	
Products	• Resale • UNE POTS Loop • UNE POTS Other	
Calculation	**Numerator**	**Denominator**
	Number of valid electronically received orders that flow-through without manual intervention.	Total number of valid electronically received orders.
OR-5-03	**% Flow Through Orders – Currently Programmed**	
Products	• Resale • UNE POTS Loop • UNE POTS Other	
Calculation	**Numerator**	**Denominator**
	Number of valid mechanized orders that qualify for flow-through and actually flow through without manual intervention for all products	Total number of electronically received orders that qualify for flow through, for all products

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 • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

OR-11-01 % Mechanized Line Loss Notifications

Products	• Line Loss Notifications Sent	
Calculation	**Numerator**	**Denominator**
	Number of mechanized line loss notifications returned to the CLEC within "X" business day(s) of work completion	Total line loss notifications.

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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:

-
- Results for UNE Subloops will be tracked diagnostically.
- *UNE Loop IDSL Capable* will include IDSL and ISDN capable loops.

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.
- 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.
- Projects.

Performance Standard:

Parity with Retail

Subloop: No Standard. Reported diagnostically.

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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, 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-2-07	**Average Completed Interval – DS1**	
Products	• UNE Loop Designed – DS1 – Dispatch • UNE Loop Designed – DS1 – No Dispatch	
Calculation	**Numerator**	**Denominator**

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	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 • 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 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
	• UNE EELs - Dispatch
	  • DS0 – New
	  • DS0 – Conversion
	  • DS1 – New
	  • DS1 – Conversion
	  • DS3 and above – New
	  • DS3 and above – Conversion
	• UNE EELs – No Dispatch
	  • DS0 – New
	  • DS0 – Conversion
	  • DS1 – New
	  • DS1 – Conversion
	  • DS3 and above – New
	  • DS3 and above – Conversion
	• 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**

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	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

Function:		
PR-3 Percent Completed Within Standard Interval (formerly PM 8)		
Definition:		
Measures of orders completed within the standard interval of receipt of valid, error-free service request. Notes: • Excluded data will be made available upon request through the raw data/excluded data process. • Reported by service group type excluding services with flexible due dates.		
Exclusions:		
• Customer requested due dates beyond interval offered. • Orders delayed for customer reasons. • Record only and ILEC official orders. • Services for which due date is negotiated • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers. • Projects		
Performance Standard:		
Parity with Retail		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	**Geography:** • Statewide	
Sub-Metrics –		
PR-3-12	**% Completed w/in Standard Interval**	
Products	• Resale Specials	
Calculation	**Numerator**	**Denominator**
	Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request	Total New, Move and Change Orders

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%

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Report Dimensions:	
Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	**Geography:** • 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 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
	  • Conditioned
	  • Non-conditioned
	• UNE Loop xDSL capable –No Dispatch
	  • Conditioned
	  • Non-conditioned
	• UNE Loop IDSL Capable – Dispatch
	• UNE Loop IDSL Capable – No Dispatch
	• LNP – Dispatch
	• LNP – 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
	  • DS0 – New
	  • DS0 – Conversion
	  • DS1 – New
	  • DS1 – Conversion
	  • DS3 and above – New
	  • DS3 and above – Conversion
	• Subloop (Diagnostic) - Dispatch
	• Subloop (Diagnostic) – No Dispatch

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Products	• UNE Transport - Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Transport – No Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• Interconnection Trunks – Dispatch
	• Interconnection Trunks – No Dispatch	

Calculation	**Numerator**	**Denominator**
	Total Number of Missed Due Dates Due to ILEC Reasons for New, Move, Change Orders and LNP Disconnect Orders	Total Number of New, Move, Change 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
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed
	• UNE Loop xDSL Capable
	• UNE Loop IDSL Capable
	• UNE EELs (New and Conversions)
	  • 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 committed order due date	Number of orders pending and past the 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**
	Count of orders for which the loop acceptance test is not accomplished by the due date	Total number of loop acceptance tests 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.
- 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 • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

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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 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 Dispatch
	• UNE Loop IDSL Capable - Dispatch
	• UNE Loop IDSL Capable – No Dispatch
	• UNE EELs - Dispatch
	  • DS0 – New
	  • DS1 – New
	  • DS3 and above – New
	• UNE EELs – No Dispatch
	  • DS0 – New
	  • DS1 – New
	  • DS3 and above – New
	• 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 Due Dates Due to Lack of Facilities	Total Number of New, Move and Change Orders

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PR-5-05	Delay Order Interval to Completion Date (formerly 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
	  • DS3 and above
	• Interconnection Trunks
	• UNE Subloop (Diagnostic)	

Calculation	**Numerator**	**Denominator**
	Sum of completion date minus committed order due date (for orders missed due to lack of ILEC facilities)	Number of orders missed due to lack of ILEC facilities in the reporting period.

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 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
- 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)

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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%		
• 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

Geography:

- Statewide

Sub-Metrics –

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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 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 Customer Trouble reports within the 30 day tracking interval *	Total Number of relevant service orders** (new, move and change)
PR-6-02	**% Troubles in 7 Days for Non-Special Orders (formerly PM 17)**	
Products	• Resale POTS – Business - Dispatch • Resale POTS – Business - No Dispatch • Resale POTS – Residence - Dispatch • Resale POTS – Residence - No Dispatch • 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 – Non Dispatch • UNE Loop – Batch Hot Cut – Dispatch • UNE Loop – Batch Hot Cut – Non Dispatch	
Calculation	**Numerator**	**Denominator**
	Total number of relevant service orders with customer trouble reports within the 7 day tracking interval*	Total number of relevant service orders** (new, move, change and LNP disconnect 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**	**Denominator**
	Number of provisioning trouble reports that occur from the time of service order creation, up to and including the date of service order completion	Total Number of service orders in reporting period

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PR-6-05	Average Time to Restore Provisioning Troubles (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
	• LNP	

Calculation	**Numerator**	**Denominator**
	Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared	Total Number of Provisioning Trouble Reports
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

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:	**Geography:**
▪ CLEC Aggregate ▪ CLEC Specific ▪ ILEC (if analog applies) ▪ ILEC Affiliate	▪ Statewide

Sub-Metrics –

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PR-7-01	% Orders Jeopardized (formerly PM 5)	

Products	• Resale POTS – Business
	• Resale POTS - Residence
	• Resale Specials
	• UNE Loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop xDSL Capable
	• UNE Loop IDSL Capable
	• UNE EELs (New & Conversions)
	  • DS0
	  • DS1
	  • 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
	• UNE Loop Designed
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop xDSL Capable
	• UNE Loop IDSL Capable
	• UNE EELs (New & Conversions)
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed
	• UNE Subloop (Diagnostic)
	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
	• LNP
	• Interconnection Trunks	

Calculation	**Numerator**	**Denominator**
	Total Number of Assignment/Installation/Missed Commitment Notice Jeopardies Returned within the Required Interval	Number of Assignment/Installation/Missed Commitment Jeopardy Notices Sent.

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:	1 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:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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**

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

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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:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

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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
	  • DS1 and below
	  • DS3 and above
	• LNP
	• Interconnection Trunks
	• NXX Codes	

Calculation	**Numerator**	**Denominator**
	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

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 1missed commit per month per CLEC
Interconnection Trunks: <=10%
UNE Subloop: No standard. Reported diagnostically.

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

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MR-3-01	% Customer Trouble not Resolved w/in Estimated 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
	• UNE EELs - Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE EELs – No Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed - 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
	  • 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 the commitment time for ILEC reasons	Total network trouble reports completed

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:

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Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	**Geography:** • Statewide

Sub-Metrics –

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

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
- UNE EELs - Dispatch
  - DS0
  - DS1
  - DS3 and above
- UNE EELs – No Dispatch
  - DS0
  - DS1
  - DS3 and above
- UNE Loop Non-Designed - 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
  - DS1 and below
  - DS3 and above
- LNP – Dispatch
- LNP – No Dispatch
- Interconnection Trunks (Out of Service) – Dispatch
- Interconnection Trunks (Out of Service) – No Dispatch
- Interconnection Trunks (Not Out of Service) – Dispatch
- Interconnection Trunks (Not Out of Service) – No Dispatch
- NXX Codes - Dispatch
- NXX Codes – No Dispatch

Calculation	**Numerator**	**Denominator**
	Total duration of customer network trouble reports	Total customer network trouble reports

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MR-4-08	POTS OOS < 24 Hours (formerly PM 22)	
Products	• Resale 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

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:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

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MR-5-01	% Repeat Reports within 30 Days	

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
	  • 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

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Network Performance

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 capacity.
- 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
- For NP-1-04, Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. The notification states that Verizon identified a blocked trunk group due to CLEC reasons, and that the trunk group will be excluded from Verizon performance. Verizon will make the exclusion automatically unless the CLEC responds back within two business days with documentation indicating that Verizon'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 CLEC's control.
- 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:

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 • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

NP-1-02	**% Blocking on Common Trunks (formerly PM 24)**	
Products	• Total Trunk Groups	
Calculation	**Numerator**	**Denominator**

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	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 (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

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 • CLEC Specific • ILEC Affiliate • ILEC (if analog applies)	• Statewide

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

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Billing Performance

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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 CLEC retail customers or access usage associated with CLEC customers, and the time when the data set, in a compliant format, is sent/made available to the CLEC.

Business Rules:

- This measure assumes a daily transmission of usage to the CLEC. If a CLEC chooses other than a daily transmission, the measurement still applies based on transmission availability date/time.

Notes:

- Verizon bills local/toll through CBSS billing systems. Access usage is billed out of CABS.
- For mechanized media other than the CLEC mailbox option, the date captured is the date the file is delivered (made available) to the CLEC's mainframe or server. For all other media, the date captured is the date the file is sent to the CLEC.

Exclusions:

- 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.

Performance Standard:

- Resale Local: Parity with Retail Local
- Resale Toll: Parity with Retail Toll
- Jointly provided switched access: 95% in 6 Days

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

BI-1-05	**Usage Timeliness**	
Products	• Resale Local • Resale Toll	
Calculation	**Numerator**	**Denominator**
	Sum of Data Set Transmission Availability Date minus Date of Message Recording	Count of All Messages available for Transmission in Reporting Period

BI-1-06	**Usage Timeliness - % DUF within 6 Days**	
Products	• Jointly Provided Switched Access (associated with meet point billing)	
Calculation	**Numerator**	**Denominator**
	Number of usage records available for transmission, where the difference between Data Set Transmission Availability Date and the Date of Message Recording is six days or less.	Count of All Messages available for Transmission in Reporting Period

Function:

BI-2 Wholesale Bill Timeliness (formerly PM 30)

Definition:

This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission/availability date of the bill to the CLEC.

Business Rules:

- Includes only mechanized bills.
- Bill Cycle Close = Bill Date

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.
- For mechanized media other than the CLEC mailbox option, the date captured is the date the file is delivered (made available) to the CLEC's mainframe or server.

Exclusions:

- 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.
- Paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.

Performance Standard:

99% within 10 calendar days

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

BI-2-01 Wholesale Bill Timeliness

Products	• Resale and UNE combined • Facilities/Interconnection	
Calculation	**Numerator**	**Denominator**
	Count of Invoices transmitted/made available by ILEC in 10 calendar days from the scheduled Bill Cycle Close*	Total Count of Invoices transmitted/made available in Reporting Period

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 • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

BI-3-01	**Bill Accuracy**	

Products	• Resale and UNE combined–
	  • Non-Recurring Charges
	  • Recurring Charges
	  • Usage
	• Facilities/Interconnection
	  • Non-Recurring Charges
	  • Recurring Charges
	  • Usage	

Calculation	**Numerator**	**Denominator**
	Total monies billed without corrections	Total monies billed

Function:

BI-6 Usage Completeness (formerly PM 31)

Definition:

Measures the percentage of usage charges appearing on the next available bill.

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:

- 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.
- Summarized charges.
- 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
Facilities/Interconnection: 95%

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

BI-6-01	**Usage Completeness**	
Products	• Resale and UNE combined • Facilities/Interconnection	
Calculation	**Numerator**	**Denominator**
	Count of usage charges on the bill that were recorded within last 30 days	Total count of usage charges on the bill.

Function:

BI-7 Recurring Charge Completeness (formerly PM 32)

Definition:

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 the charge to appear on the next available bill.
- .

Notes:

- Verizon will compare CLEC results to a statistically valid sample of Verizon results.

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
Facilities/Interconnection: - 90%

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics

BI-7-01	**Recurring Charge Completeness**	
Products	• Resale • UNE • Facilities/Interconnection	
Calculation	**Numerator**	**Denominator**
	Dollar amount of fractional recurring charges that are on the next available bill*	Total dollar amount of fractional recurring charges that are on bill

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 • CLEC Specific • ILEC (*if analog applies*) • ILEC Affiliate	• Statewide

Sub-Metrics –

BI-8-01	**Non-Recurring Charge Completeness**	
Products	• Resale • UNE • Facilities/Interconnection	
Calculation	**Numerator**	**Denominator**
	Dollar amount of non-recurring charges that are on the next available bill*	Total dollar amount of non-recurring charges that are on bill

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CA JPSA

Database Update Performance

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Function:		
GE-4 E911/911 MS Database Update (formerly PM 39)		
Definition:		
Measures the percentage of E911/911 database updates completed within 48 hours. Business Rules: • For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.		
Exclusions:		
• Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.		
Performance Standard:		
Direct gateway input: 48 hours		
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	**Geography:** • Statewide	
Sub-Metrics –		
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

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Collocation Performance

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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.

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:
  - 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.
  - 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:

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

Performance Standard:

NP-2-01: 95% within time intervals set in its tariffs
NP-2-05

- New - 90% compliance within time intervals set in its tariffs
- Augmentation - 95% within time intervals set in its tariffs

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

NP-2-01	**% On Time to Respond to a Collocation Request (formerly PM 40)**	
Products	• All Collocation, includes Caged, Cageless and Physical	
Calculation	**Numerator**	**Denominator**
	Number of Requests Completed in X Calendar Days Interval	Count of Requests due in Reporting Period
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	
Calculation	**Numerator**	**Denominator**
	# of Collocation Arrangements Completed in "X" Interval	Total Number of Collocation Arrangements Completed During the Reporting Period

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Interface Performance

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)

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Report Dimensions:		
Company: • CLEC Aggregate • ILEC (if analog applies) • ILEC Affiliate		**Geography:** • Statewide[6]
Products	• EDI • CORBA • WISE • LSI • WPTS	
Sub-Metrics		
PO-2-02	**% of Time Interface is Available**	
Calculation	**Numerator**	**Denominator**
	Number of scheduled interface available hours minus unscheduled interface unavailable 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.

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Function:

PO-3 Center Responsiveness (formerly PM 44)

Definition:

Measures the average time it takes the ILEC's work center to answer a call.

Notes:

- Measured by individual queue, if applicable, in each ILEC center.
- Verizon captures data on a nationwide basis and reports national results at a state level.
- Verizon reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services

Exclusions:

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

Performance Standard:

Repair Centers:

- Standard – average 20 seconds

Ordering Centers:

- Standard – average 17 seconds

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • ILEC (if analog applies)	• Statewide

Sub-Metrics –

PO-3-02	**Center Responsiveness -Ordering**	
Products	• Ordering	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call answer - Date and Time of Call Receipt)	Total calls answered by center.
PO-3-04	**Center Responsiveness - Repair**	
Products	• Repair (Non-Designed/Non-Engineered)	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call answer - Date and Time of Call Receipt)	Total calls answered by center.
PO-3-05	**Center Responsiveness - BRC (Business Repair Center)**	
Products	• BRC (Designed Engineered Services)	
Calculation	**Numerator**	**Denominator**
	Sum (Date and Time of Call answer minus Date and Time of Call Receipt)	Total calls answered by center.

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Change Management Performance

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:

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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 Dimensions:		
Company: • CLEC Aggregate		**Geography:** • Statewide
Sub-Metrics –		
PO-4-01	**% of Timely & Compliant Change Management Notices**	
Products	• Notifications/Confirmations	
Calculation	**Numerator**	**Denominator**
	Number of compliant change management notifications and confirmations sent within the appropriate interval in the reporting period	Total number of change management notifications and confirmations sent during the reporting period

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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.

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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.

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

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.

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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.

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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

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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 1st 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.

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TERM	DEFINITION
Coordinated Customer Conversion	Orders that 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 Cut	The live transfer of a VZ provided dial tone customer to a 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 date and/or time
Designed Services	Designed services are services requiring engineering 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 publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal 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 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.

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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 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 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.

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TERM	DEFINITION
Meet Point Billing	A billing arrangement used when two or more LECs jointly 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 numbers.
Permanent Number Portability (also known as Local or Long Term 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".
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 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 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 and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.

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TERM	DEFINITION
Reject	A status that can occur to a CLEC submitted local service 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 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 workload. They may change as frequently as twice a day.
Subsequent Reports	A trouble report that is taken on a previously reported trouble 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 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.

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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.

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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
DS1	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	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
I, 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

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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	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
PB	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

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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
1J	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
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	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

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Disposition Codes

	VERIZON
01	LOCAL NUMBER PORTABILITY
04	NETWORK FACILITIES
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	CPE

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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)

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

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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[1].

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.[1] 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.

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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 themselves[2]. 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."[3] 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."[4]

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),

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[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 Rcd 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:

> "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)."

[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).

- 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:

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

- **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**

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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 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.

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Performance Metric Number Cross Reference Table

New Measure #	Old Measure #	DOMAIN/MEASURE
		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-3	4	Percentage of Flow Through Orders
		PROVISIONING
OR-7-01	5	Percentage of Orders Jeopardized
OR-7-02	6	Jeopardy Notices Returned by Required Interval
PR-2	7	Average Completed Interval
PR-3	8	Percent Completed within Standard Interval
PR-4-06	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-4-15	18	Completion Notice Interval
OR-4-11	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-4-03	22	POTS Out of Service less than 24 Hours
MR-5	23	Frequency of Repeat Troubles in 30 day period
		NETWORK PERFORMANCE
NP-1-02	24	Percent Blocking on Common Trunks
NP-1-03	25	Percent Blocking on Interconnection Trunks
NP-2	26	NXX Loaded by LERG Effective Date
-	27	*Measure Deleted*
		BILLING
BI-1	28	Usage Timeliness
-	29	*Measure Deleted*
BI-2	30	Wholesale Bill Timeliness
BI-6	31	Usage Completeness
BI-7	32	Recurring Charge Completeness
BI-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
-	37	Database Update Interval (SBC/California Only)

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New Measure #	Old Measure #	DOMAIN/MEASURE
	38	Percent Database Accuracy (SBC California Only)
OP-4	39	E911/911 MS Database Update
		COLLOCATION
NP-2	40	Percent On Time to Respond to a Collocation Request
NP-2-98	41	Time to Provide a Collocation Arrangement
		INTERFACES
PO-2	42	Percent of Time Interface is Available (OSS Interface Availability)
-	43	*Measure Deleted*
PO-5	44	Center Responsiveness
		CHANGE MANAGEMENT
PO-4	45	Percent of Timely and Compliant Change Management Notices

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NOTES:

~~1. Not all measures apply to both ILEC's.~~

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 ~~documented in Section VIII (Implementation Schedules)~~ provided in Implementation Schedule chapter.

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Product Codes

Service Code	Wholesale Product
1000	Resale and UNE combined
1050	Standalone Directory Listings
1059	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 Intral ATA and Interl ATA combined Usage
3112	UNE POTS - Loop
3121	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~~	~~UNE Platform – Specials No Dispatch~~
~~3158~~	~~UNE Platform – POTS – No Dispatch~~
3200	UNE Specials
3220	UNE Loop Designed
3221	UNE Loop Designed DS0
3222	UNE Loop Designed DS1
3224	UNE Loop Designed DS1 and above
3225	UNE Loop Designed DS3 and above
3233	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
~~3343~~	~~UNE Line Sharing~~
3538	UNE Loop xDSL Capable – Dispatch

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Sub-Code	Wholesale Product
3359	UNE Loop xDSL Capable – No Dispatch
3360	UNE Loop IDSL Capable
3361	UNE Loop IDSL Capable – Dispatch
3362	UNE Loop IDSL Capable – No Dispatch
~~3364~~	~~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~~
~~3369~~	~~UNE Line Sharing – Conditioned – Dispatch~~
3381	UNE Loop xDSL Capable – Conditioned – Dispatch
3382	UNE Loop xDSL Capable – Conditioned – No Dispatch
3383	UNE Loop xDSL Capable – Non Conditioned – Dispatch
3384	UNE Loop xDSL Capable – Non Conditioned – No Dispatch
3500	Additional UNE Services
3501	UNE EEL – DS0 New
3504	UNE EEL – DS0 Conversion
3515	UNE EEL – DS1 New
3516	UNE EEL – DS1 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
3525	UNE Loop Coordinated Hot Cut – Large Job
3523	UNE Loop Coordinated Hot Cut – No Dispatch
3535	UNE Loop Batch Hot Cut
3536	UNE Loop Batch Hot Cut – Dispatch
3537	UNE Loop Batch Hot Cut – No Dispatch
3540	UNP
3541	UNP – Dispatch
3542	UNP – 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)
3564	UNE EEL – DS1 (New & Conversion)
3569	UNE EEL – DS1 and below (New & Conversion)
3568	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 EEL – DS1 – New – No Dispatch
3570	UNE Subloop
3571	UNE Loop Non-Design Dispatch
3572	UNE Loop Non-Design No Dispatch
3573	UNE EEL DS1 Conversion – Dispatch
3574	UNE EEL DS1 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

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Sub-Code	Wholesale Product
3581	UNE Subloop – Dispatch
3582	UNE Subloop – No Dispatch
3583	UNE LLL DS0 – New and Conversion – Dispatch
3584	UNE LLL DS0 – New and Conversion – No Dispatch
3585	UNE LLL DS1 – New and Conversion – Dispatch
3586	UNE LLL DS1 – New and Conversion – No Dispatch
3587	UNE LLL DS3 and above -New and Conversion - Dispatch
3588	UNE LLL 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
3612	UNE Transport – DS0 – No Dispatch
3613	UNE Transport – DS1 – Dispatch
3614	UNE Transport – DS1 – No Dispatch
3650	UNE Transport/EEL Projects
~~3700~~	~~Dark Fiber~~
~~3701~~	~~Dark Fiber – Dispatch~~
~~3702~~	~~Dark Fiber – No Dispatch~~
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
5400	Jointly Provided Switched Access
5500	Interconnection Trunks – ILEC to CLEC end office
5501	Interconnection Trunks – ILEC tandem to CLEC end office
5505	Common and Shared Trunk Groups
5550	IC Trunk Projects
6000	Systems Metrics
6020	WPTS
6030	EDI
6040	CORBA
6050	Electronic
6071	Other/Manual
6072	WISE
6088	LSI
6098	EDI-CORBA combined
6660	Change Notification & Confirmation – Industry Standard, Verizon Originated and IC

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Sub-Code	Wholesale Product
	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

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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 standard	Resale POTS – Residence	Retail POTS – Residence
	Resale POTS – Business	Retail POTS – Business
	Resale Specials	Retail Specials
	UNE Loop Non-designed	BI Dispatched Non-designed
	UNE Loop Designed – DS0	DS0 Service
	UNE Loop Designed – DS1	DS1 Service
	UNE Loop Designed – DS1 and above	DS1 and above
	UNE Loop Designed – DS3 and above	DS3 and above service
	UNE Loop xDSL capable	Retail ISDN BRI
	UNE Loop xDSL capable – Conditioned	Retail ISDN BRI
	UNE Loop xDSL capable – Non Conditioned	Retail ISDN BRI
	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
	UNE Transport – DS3 and above	DS3 and above service
	~~UNE Platform – POTS~~	~~Retail POTS~~
	~~UNE Platform – Specials~~	~~Retail Specials~~
	Interconnection Trunks	ILEC Dedicated Trunks
	~~Linesharing – Conditioned~~	~~Retail Linesharing – Conditioned~~
	~~Linesharing – Non Conditioned~~	~~Retail Linesharing – Non Conditioned~~
	~~Linesharing – Non Conditioned, Non Dispatched~~	~~Retail Linesharing – Non Conditioned, Non Dispatched~~
	LNP	Retail POTS – Total Business & Residence, Non-Dispatched
	EEL (New and Conversions) – DS0	DS0 Service
	EEL (New and Conversions) – DS1	DS1 Service
	EEL (New and Conversions) – DS3 and above	DS3 and above service
	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	DS3 and above change orders
	UNE – Coordinated Hot Cut	Retail POTS New Line Orders

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Provisioning metrics	Wholesale Service	Retail Analog
	UNE – Batch Hot Cut	Retail POTS New Line Orders

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
	~~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 - DS0	DS0 Service
	EEL – DS1	DS1 Service
	EEL – DS3 and above	DS3 and above service

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Pre-Ordering Performance

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
    - 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 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 COFFI 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~~simultaneous, not serial transmission of all orders in a group~~ 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.

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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 Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Products	• Electronically Received/Electronically Handled	
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**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Service Availability.	Number of Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Selection**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Selection.	Number of Telephone Number Selection transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification**	
Products	• EDI/CORBA • WISE	

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Calculation	**Numerator**	**Denominator**
	Total queries for mechanized loop qualification returned within specified interval.	Number of Mechanized Loop Qualification queries returned.
PO-1-07	**Average Response Time – CSI Request - Manual**	
Products	• Manual CSIs	
Calculation	**Numerator**	**Denominator**
	Total manual CSIs returned within specified interval.	Number of manual CSI queries returned.
PO-1-08	**Average Response Time – CSI Request - Electronic**	
Products	• EDI/CORBA • WISE	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a CSI request submitted via WISE.	Number of CSI transactions submitted via 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 transactions.	Number of rejected/failed queries.
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

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 ~~Measurable 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 ~~(Stand Alone Directory Listings Included)~~

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:

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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.

Report Dimensions:	
Company: • CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	**Geography:** • Statewide

Sub-Metrics –

OR-1-02	**LSC Notice 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 xDSL Capable • UNE Loop IDSL Capable • ~~UNE Line Sharing – Conditioned~~ • ~~UNE Line Sharing – Non-Conditioned~~ • LNP • UNE Subloop (Diagnostic) • ~~UNE Port~~	
Calculation	**Numerator**	**Denominator**

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	Number of LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those 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) • ~~LNP Port~~	
Calculation	**Numerator**	**Denominator**
	Number of LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products
OR-1-05	**% On Time LSC < 10 Lines (Designed Services – No Flow Through)**	
Products	• Resale Specials • ~~UNE Platform – Specials~~ • UNE Loop Designed • UNE Loop IDSL Capable • UNE Subloop (Diagnostic)	
Calculation	**Numerator**	**Denominator**
	Number of LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those 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 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) • ~~LNP Port~~	
Calculation	**Numerator**	**Denominator**
	Number of LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products

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OR-1-07	% On Time LSC->= 10 Lines (Designed Services – No Flow Through)	
Products	• Resale Specials • ~~UNE Platform – Specials~~ • UNE Loop Designed • UNE Loop IDSL Capable • UNE Subloop (Diagnostic)	
Calculation	**Numerator**	**Denominator**
	Number of LSCs where the sent date/time minus the received date/time is less than or equal to the standard for specified products	Number of LSCs where a LSC was sent for those specified products
OR-1-12	**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 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

Function:

OR-2 Reject Timeliness (formerly PM 3)

Definition:

The percentage of orders rejected within the agreed-upon timeframes as specified in the ~~Measurable~~ 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:

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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 Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

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 xDSL Capable • UNE Loop IDSL Capable • ~~UNE Line Sharing – Conditioned~~ • ~~UNE Line Sharing – Non-Conditioned~~ • LNP • UNE Subloop (Diagnostic) • ~~UNE Port~~	
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

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OR-2-04	**% On Time LSR Reject - < 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) • ~~UNE Port~~	
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
OR-2-05	**% On Time LSR Reject - < 10 Lines (Designed – No Flow Through)**	
Products	• Resale Specials • ~~UNE Platform – Specials~~ • UNE Loop Designed • UNE Loop IDSL Capable • UNE Subloop (Diagnostic)	
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
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 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) • ~~UNE Port~~	
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
OR-2-07	**% On Time LSR Reject - >= 10 Lines (Designed – No Flow Through)**	
Products	• Resale Specials • ~~UNE Platform – Specials~~ • UNE Loop Designed • UNE Loop IDSL Capable • UNE Subloop (Diagnostic)	
Calculation	**Numerator**	**Denominator**

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	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 (Diagnostic)~~
	• 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

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

- Standard – 90% within 24 hours

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

OR-4-18	**Completion Notice Interval**	
Products	• Fully Electronic (EDI) • Electronic Batch • Other	
Calculation	**Numerator**	**Denominator**
	Number of completion notices returned within "X" interval	Number of orders completed where the completion notice is returned using electronic/all other processes.

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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.
- System upgrade currently targeted for May 2005 to identify CLEC 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 • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

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OR-5-01	% Flow Through Orders – Received Electronically	
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~~ ~~UNE Line Sharing~~ ~~UNE Line Sharing – Conditioned~~ ~~UNE Line Sharing – Non-Conditioned~~ ~~LNP~~ ~~UNE Subloop (Diagnostic)~~ ~~UNE Port Resale~~ ~~UNE POTS Platform~~ UNE POTS Loop UNE POTS Other	
Calculation	**Numerator**	**Denominator**
	Number of valid electronically received orders that flow-through without manual intervention.	Total number of valid electronically received orders.
OR-5-03	**% Flow Through Orders – Currently Programmed**	
Products	~~Stand-Alone Directory Listings~~ ~~Resale POTS - Residence~~ ~~Resale POTS - Business~~ ~~Resale Specials~~ ~~UNE Platform – POTS~~ ~~UNE Platform – Specials~~ ~~UNE Loop Designed~~ ~~UNE Loop Non-designed~~ ~~UNE Loop xDSL Capable~~ ~~UNE Loop IDSL capable~~ ~~UNE Line Sharing~~ ~~UNE Line Sharing – Conditioned~~ ~~UNE Line Sharing – Non-Conditioned~~ ~~LNP~~ ~~UNE Subloop (Diagnostic)~~ ~~UNE PortResale~~ ~~UNE POTS Platform~~ UNE POTS Loop UNE POTS Other	
Calculation	**Numerator**	**Denominator**
	Number of valid mechanized orders that qualify for flow-through and actually flow through without manual intervention for all products	Total number of electronically received orders that qualify for flow through, for all products

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 • CLEC Specific • ILEC Affiliate	• Statewide

Sub-Metrics –

OR-11-01	**% Mechanized Line Loss Notifications**	
Products	• Line Loss Notifications Sent	
Calculation	**Numerator**	**Denominator**
	Number of mechanized line loss notifications returned to the CLEC within "X" business day(s) of work completion	Total line loss notifications.

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Provisioning Performance

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:

- ~~Verizon will not exclude projects.~~
- Results for UNE Subloops will be tracked diagnostically.
- ~~Results for Dark Fiber will be tracked diagnostically.~~
- ~~Results for UNE subloop and Dark Fiber will be tracked diagnostically.~~
- UNE Loop IDSL Capable will include IDSL and ISDN capable loops.

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 Interconnection trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks 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.
- ~~Projects.~~

Performance Standard:

Parity with Retail

Subloop ~~and Dark Fiber~~: No Standard. Reported diagnostically.

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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, 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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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 • 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

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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~~
	~~• UNE 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 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~~
	~~• UNE Line Sharing – Conditioned – No Dispatch~~
	~~• UNE Line Sharing – Non-Conditioned – Dispatch~~
	~~• UNE Line Sharing – Non-Conditioned – 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
	  • DS0 – New
	  • DS0 – Conversion
	  • DS1 – New
	  • DS1 – Conversion
	  • DS3 and above – New
	  • DS3 and above – Conversion
	~~• Dark Fiber (Diagnostic) – Dispatch~~
	~~• Dark Fiber (Diagnostic) – No Dispatch~~
	• UNE Subloop (Diagnostic) – Dispatch
	• UNE Subloop (Diagnostic) – No Dispatch
	~~• UNE Port~~
	• 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

Function:

PR-3 Percent Completed Within Standard Interval (formerly PM 8)

Definition:

Measures of orders completed within the standard interval of receipt of valid, error-free service request.

Notes:

- ~~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 excluding services with flexible due dates.

Exclusions:

- Customer requested due dates beyond interval offered.
- Orders delayed for customer reasons.
- Record only and ILEC official orders.
- Services for which due date is negotiated
- Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
- Projects

Performance Standard:

Parity with Retail

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

PR-3-12 % Completed w/in Standard Interval

Products	• Resale Specials • ~~UNE Line Sharing Non-Conditioned Non-Dispatched~~	
Calculation	**Numerator**	**Denominator**
	Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request	Total New, Move and Change Orders

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-4-01 Interconnection Trunks, current measurable standard for Verizon at parity to be reviewed and benchmark considered at next performance 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:

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

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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~~
	~~• UNE 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
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop xDSL capable -Dispatch
	  • Conditioned
	  • Non-conditioned
	• UNE Loop xDSL capable –No Dispatch
	  • Conditioned
	  • Non-conditioned
	• UNE Loop IDSL Capable – Dispatch
	• UNE Loop IDSL Capable – No Dispatch
	~~• UNE Port~~
	~~• Line Sharing – Conditioned – Dispatch~~
	~~• Line Sharing – Conditioned – No Dispatch~~
	~~• Line Sharing – Non-Conditioned – Dispatch~~
	~~• Line Sharing – Non-Conditioned – No Dispatch~~
	• LNP – Dispatch
	• LNP – 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
	  • DS0 – New
	  • DS0 – Conversion
	  • DS1 – New
	  • DS1 – Conversion
	  • DS3 and above – New
	  • DS3 and above – Conversion
	• Subloop (Diagnostic) - Dispatch
	• Subloop (Diagnostic) – No Dispatch

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Products	~~• Dark Fiber (Diagnostic) – Dispatch~~
	~~• Dark Fiber (Diagnostic) – No Dispatch~~
	• UNE Transport - Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Transport – No Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• Interconnection Trunks – Dispatch
	• Interconnection Trunks – No Dispatch	

Calculation	**Numerator**	**Denominator**
	Total Number of Missed Due Dates Due to ILEC Reasons for New, Move, Change Orders and LNP Disconnect Orders	Total Number of New, Move, Change Orders and LNP Disconnect Orders
PR-4-02	**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
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed
	• UNE Loop xDSL Capable
	• UNE Loop IDSL Capable
	~~• UNE Line Sharing – Conditioned~~
	~~• UNE Line Sharing – Non-Conditioned~~
	• UNE EELs (New and Conversions)
	  • DS0
	  • DS1
	  • DS3 and above
	~~• UNE Port~~
	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
	• LNP
	• Subloop (Diagnostic)
	~~• Dark Fiber (Diagnostic)~~
	• Interconnection Trunks	

Calculation	**Numerator**	**Denominator**
	Sum of reporting period close date minus committed order due date	Number of orders pending and past the 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**
	Count of orders for which the loop acceptance test is not accomplished by the due date	Total number of loop acceptance tests requested

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-5-05 Interconnection Trunks, current measurable standard for Verizon at parity to be reviewed and benchmarks 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:	Geography:
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

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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~~
	~~• UNE 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
	  • DS1
	  • DS3 and above
	• UNE Loop Designed – No Dispatch
	  • DS0
	  • DS1
	  • DS3 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~~
	~~• UNE Line Sharing – Conditioned – No Dispatch~~
	~~• UNE Line Sharing – Non-Conditioned – Dispatch~~
	~~• UNE Line Sharing – Non-Conditioned – No Dispatch~~
	• UNE EELs - Dispatch
	  • DS0 – New
	  • DS1 – New
	  • DS3 and above – New
	• UNE EELs – No Dispatch
	  • DS0 – New
	  • DS1 – New
	  • DS3 and above – New
	• UNE Transport - Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Transport – No Dispatch
	  • DS0
	  • DS1
	  • DS3 and above
	~~• UNE Port~~
	• Interconnection Trunks – Dispatch
	• Interconnection Trunks – No Dispatch
	• Subloop (Diagnostic) – Dispatch
	• Subloop – No Dispatch	

Calculation	**Numerator**	**Denominator**

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	Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities	Total Number of New, Move and Change Orders
PR-5-05	**Delay Order Interval to Completion Date (formerly PM 13)**	

Products	• Resale POTS – Business
	• Resale POTS - Residence
	• Resale Specials
	• ~~UNE 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
	• ~~UNE Line Sharing – Conditioned~~
	• ~~UNE Line Sharing – Non-Conditioned~~
	• UNE EELs
	  • DS0 – New
	  • DS1 – New
	  • DS3 and above – New
	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
	• ~~UNE Port~~
	• Interconnection Trunks
	• UNE Subloop (Diagnostic)	

Calculation	**Numerator**	**Denominator**
	Sum of completion date minus committed order due date (for orders missed due to lack of ILEC facilities)	Number of orders missed due to lack of ILEC facilities in the reporting period.

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
    - ~~Linesharing~~
        - ~~Non-conditioned – 3 days~~
        - ~~Conditioned – 11 days~~
    - ~~UNE Platform – 3 days~~
        - ~~POTS – 3 days~~
        - ~~Specials – 11days~~
- 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)

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 Line 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.
- ~~PR-6-03 and PR-6-05 reported 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 installations~~.
- 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%	~~Linesharing~~	~~3.0%~~
• UNE Loop Non-Designed	3.0%	~~UNE P (POTS)~~	~~3.0%~~
• UNE Loop Designed	5.0%	~~UNE P (Specials)~~	~~10.0%~~
• UNE Loop xDSL Capable	3.0%		

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

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

PR-6-01	**% Troubles in 30 days for Special Services Orders (formerly PM 16)**	

Products	• Resale Specials
	• ~~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-Conditioned~~
	• 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 Customer Trouble reports within the 30 day tracking interval *	Total Number of relevant service orders** (new, move and change)

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PR-6-02	% Troubles in 7 Days for Non-Special Orders (formerly PM 17)	
Products	• Resale POTS – Business - Dispatch • 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 Dispatch • UNE Subloop (Diagnostic) – Dispatch • UNE Subloop (Diagnostic) – No Dispatch • ~~LNP Port~~ • LNP – Dispatch • LNP – No Dispatch • UNE Loop – Coordinated Hot Cut – Dispatch • UNE Loop – Coordinated Hot Cut – Non Dispatch • UNE Loop – Batch Hot Cut – Dispatch • UNE Loop – Batch Hot Cut – Non Dispatch	
Calculation	**Numerator**	**Denominator**
	Total number of relevant service orders with customer trouble reports within the 7 day tracking interval*	Total number of relevant service orders** (new, move, change and LNP disconnect orders).
PR-6-04	**Provisioning Trouble Reports (formerly PM 15)**	
Products	• Resale POTS – (Business) – ~~Service Affecting~~ • ~~Resale POTS – (Business) – Out of Service~~ • Resale POTS – (Residence) - ~~Service Affecting~~ • ~~Resale POTS – (Residence) – Out of Service~~ • Resale Specials – ~~Service Affecting~~ • ~~Resale Specials – Out of Service~~ • ~~UNE Platform – POTS – Service Affecting~~ • ~~UNE Platform – POTS – Out of Service~~ • ~~UNE Platform – Specials – Service Affecting~~ • ~~UNE Platform – Specials – Out of Service~~ • UNE Loop Designed – ~~Service Affecting~~ • ~~UNE Loop Designed – Out of Service~~ • ~~UNE Line Sharing – Service Affecting~~ • ~~UNE Line Sharing – Out of Service~~ • UNE Loop xDSL Capable – ~~Service Affecting~~ • ~~UNE Loop xDSL – Out of Service~~ • UNE Loop IDSL Capable – ~~Service Affecting~~ • ~~UNE Loop IDSL Capable – Out of Service~~ • UNE Loop Non-Designed – ~~Service Affecting~~ • ~~UNE Loop Non-Designed – Out of Service~~ • LNP – ~~Service Affecting~~ • ~~LNP – Out of Service~~	
Calculation	**Numerator**	**Denominator**
	Number of provisioning trouble reports that occur from the time of service order creation, up to and including the date of service order completion	Total Number of service orders in reporting period

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PR-6-05	Average Time to Restore Provisioning Troubles (formerly PM 15A)	

Products	• Resale POTS – Business – Service Affecting
	• Resale POTS – Business – Out of Service
	• Resale POTS – Residence – Service Affecting
	• Resale POTS – Residence – Out of Service
	• Resale Specials – Service Affecting
	• Resale Specials – Out of Service
	• UNE Platform – POTS – Service Affecting
	• UNE Platform – POTS – Out of Service
	• UNE Platform – Specials – Service Affecting
	• UNE Platform – Specials – Out of Service
	• UNE Loop Designed – Service Affecting
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Designed – Out of Service
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Line Sharing – Service Affecting
	• UNE Line Sharing – Out of Service
	• UNE Loop x DSL Capable – Service Affecting
	• UNE Loop xDSL Capable – Out of Service
	• UNE Loop IDSL Capable – Service Affecting
	• UNE Loop IDSL Capable – Out of Service
	• UNE Loop Non-Designed – Service Affecting
	• UNE Loop Non-Designed – Out of Service
	• LNP – Service Affecting
	• LNP – Out of Service	

Calculation	**Numerator**	**Denominator**
	Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared	Total Number of Provisioning Trouble Reports
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

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:

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Company: ▪ CLEC Aggregate ▪ CLEC Specific ▪ ILEC (if analog applies) ▪ ILEC Affiliate	**Geography:** ▪ Statewide

Sub-Metrics –

PR-7-01	**% Orders Jeopardized (formerly PM 5)**

Products	• Resale POTS – Business
	• Resale POTS - Residence
	• Resale Specials
	• ~~UNE 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-Conditioned~~
	• UNE EELs (New & Conversions)
	  ◦ DS0
	  ◦ DS1
	  ◦ DS3 and above
	• UNE Loop Non-Designed
	• UNE Subloop (Diagnostic)
	• UNE Transport
	  ◦ DS0
	  ◦ DS1
	  ◦ DS3 and above
	• ~~LNP Port~~
	• LNP
	• ~~Dark Fiber (Diagnostic)~~
	• Interconnection Trunks

Calculation	**Numerator**	**Denominator**
	Number of Orders Jeopardized	Number of Orders Confirmed

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PR-7-02	Jeopardy Notices Returned by Required Interval (formerly PM 6)	

Products	• Resale POTS – Business
	• Resale POTS - Residence
	• Resale Specials
	• ~~UNE 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-Conditioned~~
	• UNE EELs (New & Conversions)
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed
	• UNE Subloop (Diagnostic)
	• UNE Transport
	  • DS0
	  • DS1
	  • DS3 and above
	• ~~UNE Port~~
	• LNP
	• ~~Dark Fiber (Diagnostic)~~
	• Interconnection Trunks	

Calculation	**Numerator**	**Denominator**
	Total Number of Assignment/Installation/Missed Commitment Notice Jeopardies Returned within the Required Interval	Number of Assignment/Installation/Missed Commitment Jeopardy Notices Sent.

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:	1 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:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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**

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

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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: 0, 00, 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) ~~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

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

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 ~~and Dark Fiber~~: No standard. Reported diagnostically.

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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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-Conditioned~~
	• UNE EELs
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed
	• UNE Subloop (Diagnostic)
	• UNE Transport
	  • DS1 and below
	  • DS3 and above
	• ~~UNE Port~~
	• LNP
	• ~~Dark Fiber (Diagnostic)~~
	• Interconnection Trunks
	• NXX Codes	

Calculation	**Numerator**	**Denominator**
	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

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, 61, 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 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
- 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.
- Trouble reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Retail

Benchmark:
LNP: No more than 1missed commit per month per CLEC
Interconnection Trunks: <=10%
UNE Subloop ~~and Dark Fiber~~: No standard. Reported diagnostically.

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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MR-3-01	% Customer Trouble not Resolved w/in Estimated 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 Platform – POTS Dispatch~~
	• ~~UNE Platform – POTS 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
	• UNE Loop xDSL Capable – No Dispatch
	• UNE Loop IDSL Capable – Dispatch
	• UNE Loop IDSL Capable – No Dispatch
	• ~~UNE Line Sharing – Conditioned – Dispatch~~
	• ~~UNE Line Sharing – Conditioned – No 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
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed - 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
	  • DS1 and below
	  • DS3 and above
	• ~~UNE Port~~
	• LNP – Dispatch
	• LNP – No Dispatch
	• ~~Dark Fiber (Diagnostic) – Dispatch~~
	• ~~Dark Fiber (Diagnostic) – No Dispatch~~
	• Interconnection Trunks – Dispatch
	• Interconnection Trunks – No Dispatch
	• NXX Codes - Dispatch
	• NXX Codes – No Dispatch

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Calculation	Numerator	Denominator
	Total network trouble reports not cleared by the commitment time for ILEC reasons	Total network trouble reports completed

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.

Netwk troubles 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.
- 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 ~~and Dark Fiber~~: No standard. Reported diagnostically.

Report Dimensions:

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Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide
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MR-4-01	Average Time to Restore (formerly PM 21)

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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~~
	• ~~UNE Platform – POTS 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
	• UNE Loop xDSL Capable – No Dispatch
	• UNE Loop IDSL Capable – Dispatch
	• UNE Loop IDSL Capable – No Dispatch
	• ~~UNE Line Sharing – Conditioned – Dispatch~~
	• ~~UNE Line Sharing – Conditioned – No 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
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed - 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
	  • DS1 and below
	  • DS3 and above
	• ~~LNP – Port~~
	• LNP – Dispatch
	• LNP – No Dispatch
	• ~~Dark Fiber (Diagnostic) – Dispatch~~
	• ~~Dark Fiber (Diagnostic) – No Dispatch~~
	• Interconnection Trunks (Out of Service) – Dispatch
	• Interconnection Trunks (Out of Service) – No Dispatch
	• Interconnection Trunks (Not Out of Service) – Dispatch
	• Interconnection Trunks (Not Out of Service) – No Dispatch
	• NXX Codes - Dispatch
	• NXX Codes – No Dispatch

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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 ~~• UNE Port~~	
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

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.
- 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 ~~and Dark Fiber~~: No standard. Reported diagnostically.

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

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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-Conditioned~~
	• UNE EELs
	  • DS0
	  • DS1
	  • DS3 and above
	• UNE Loop Non-Designed
	• UNE Subloop (Diagnostic)
	• UNE Transport
	  • DS1 and below
	  • DS3 and above
	• ~~UNE Port~~
	• LNP
	• ~~Dark Fiber (Diagnostic)~~
	• 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

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Network Performance

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 capacity.
- 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
- For NP-1-04, Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. The notification states that Verizon identified a blocked trunk group due to CLEC reasons, and that the trunk group will be excluded from Verizon performance. Verizon will make the exclusion automatically unless the CLEC responds back within two business days with documentation indicating that Verizon'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 CLEC's control.
- 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:

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 • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

NP-1-02	**% Blocking on Common Trunks (formerly PM 24)**	
Products	• Total Trunk Groups	
Calculation	**Numerator**	**Denominator**

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	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 (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

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 • CLEC Specific • ILEC Affiliate • ILEC (if analog applies)	• Statewide

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

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Billing Performance

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 CLEC retail customers or access usage associated with CLEC customers, and the time when the data set, in a compliant format, is sent/made available to the CLEC.

Business Rules:

- This measure assumes a daily transmission of usage to the CLEC. If a CLEC chooses other than a daily transmission, the measurement still applies based on transmission availability date/time.

Notes:

- Verizon bills local/toll through CBSS billing systems. Access usage is billed out of CABS. ~~UNE Platform can contain both elements and will be reported separately, if applicable.~~
- For mechanized media other than the CLEC mailbox option, the date captured is the date the file is delivered (made available) to the CLEC's mainframe or server. For all other media, the date captured is the date the file is sent to the CLEC.

Exclusions:

- 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.

Performance Standard:

- ~~Parity for~~ Resale Local: ~~Resale - Toll and UNE:~~ Parity with Retail Local
- ~~Resale Toll:~~ Parity with Retail Toll
- ~~UNE Port and UNE Platform Toll: Parity with Retail Toll~~
- ~~UNE Platform Local: Parity with Retail Local~~
- ~~UNE Platform Access: Parity with Retail Access (IXC switched access)~~
- ~~Benchmark for~~ Jointly provided switched access: ~~Standard – 95%~~ in 6 Days

Report Dimensions:

Company:	**Geography:**
• CLEC Aggregate • CLEC Specific • ILEC (if analog applies) • ILEC Affiliate	• Statewide

Sub-Metrics –

BI-1-05	**Usage Timeliness**	
Products	• Resale Local • Resale Toll • ~~UNE IntraLATA & InterLATA combined, excluding UNE Platform (UNE Port and UNE Platform Toll)~~ • ~~UNE Platform – Access~~ • ~~UNE Platform - Local~~	
Calculation	**Numerator**	**Denominator**
	Sum of Data Set Transmission Availability Date minus Date of Message Recording	Count of All Messages available for Transmission in Reporting Period

BI-1-06	Usage Timeliness - % DUF within 6 Days	
Products	• Jointly Provided Switched Access (associated with meet point billing)	
Calculation	Numerator	Denominator