

Verizon New York Inc.

May 2001

APPENDIX A

January 2003

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Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
PO-1-01-6020	Customer Service Record – EDI	2
PO-1-03-6020	Address Validation –EDI	2
PO-2-02-6020	OSS Interface Availability - Prime - EDI	5
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI	5
OR	Ordering	
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	10
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	5
OR-4-11-2000	% Completed Orders with neither a PCN or BCN Sent	5
OR-4-16-2000	% On Time PCN - 1 Business Day	5
OR-4-17-2000	% On Time BCN - 2 Business Day	5
OR-5-03-2000	% Flow Through - Achieved –POTS	10
OR-6-03-2000	% Accuracy – LSRC	10
OR-1-04-2100	% OT LSRC -No Facil Ck(E -No Flow Thru)-POTS/Pre-Qual Cmplx	5
OR-1-06-2320	% OT LSRC/ASRC -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
OR-2-04-2320	% OT LSR Rej -No Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
OR-2-06-2320	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
PR	Provisioning	
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	5
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS	20
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS	10
PR-4-02-2100	Average Delay Days - Total– POTS	15
PR-5-01-2100	% Missed Appointment – Facilities - POTS	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	15
MR	Maintenance & Repair	
MR-1-01-2000	Average Response Time - Create Trouble	2
MR-1-06-2000	Average Response Time - Test Trouble (POTS only)	2
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	10
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	10
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	5
MR-4-06-2120	% Out of Service > 4 Hours - POTS – Res.	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	5
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	5
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10
BI	Billing	
BI-1-02-2030	% DUF in 4 Business Days	5
Total Weights For Resale MOE		263

PO	Pre-Ordering	Weight
1-01	Customer Service Record - EDI	15
1-01	Customer Service Record - CORBA	5
1-01	Customer Service Record - WEB GUI	5
1-02	Due Date Availability - EDI	5
1-02	Due Date Availability - CORBA	2
1-02	Due Date Availability - WEB GUI	2
1-03	Address Validation - EDI	5
1-03	Address Validation - CORBA	2
1-03	Address Validation - WEB GUI	2
1-04	Product and Service Availability - EDI	5
1-04	Product and Service Availability - CORBA	2
1-04	Product and Service Availability - WEB GUI	2
1-05	Telephone Number Availability and Reservation - EDI	5

1-05	Telephone Number Availability and Reservation CORBA	2	
1-05	Telephone Number Availability and Reservation WEB GUI	2	
2-02	OSS System Availability—Prime EDI	20	
2-02	OSS System Availability—Prime CORBA	10	
2-02	OSS System Availability—Prime WEB GUI	10	
3-02	% Answered within 30 Seconds—Ordering	10	
3-04	% Answered within 30 Seconds—Repair	10	
OR	Ordering		
1-02	% On Time LSRC—Flow Through—POTS-	20	
1-04	% OT LSRC—No Facility Check (Elec. No Flow Through)—POTS-	5	
1-04	% OT LSRC—No Facility Check (Elec. No Flow Through)—Specials	5	
1-06	% On Time LSRC—Facility Check (Electronic)—POTS-	5	
1-06	% On Time LSRC—Facility Check (Electronic)—Specials	5	
2-02	% On Time LSR Reject—Flow Through—POTS-	15	
2-04	% OT LSR Reject—No Facility Check (Elec. No Flow Through) POTS-	5	
2-04	% OT LSR Reject—No Facility Check (Elec. No Flow Through) Specials	5	
2-06	% On Time LSR Reject—Facility Check (Electronic)—POTS-	5	
2-06	% On Time LSR Reject—Facility Check (Electronic)—Specials	5	
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days	15	
5-03	% Flow Through Achieved	20	
PR	Provisioning		
3-08	% Completed w/in 5 Days (1-5 lines—No Dispatch)—POTS	10	
3-09	% Completed w/in 5 Days (1-5 lines—Dispatch)—POTS	5	
4-01	% Missed Appointment—VZ—Total—Specials	10	
4-02	Average Delay Days—Total—POTS	10	
4-02	Average Delay Days—Total—Specials	10	
4-04	% Missed Appointment—VZ—Dispatch—POTS-	10	
4-05	% Missed Appointment—VZ—No Dispatch—POTS-	20	
5-01	% Missed Appointment—Facilities—POTS	10	
5-01	% Missed Appointment—Facilities—Specials	10	
5-02	% Orders Held for Facilities > 15 days—POTS	5	
5-02	% Orders Held for Facilities > 15 days—Specials	5	
6-01	% Installation Troubles within 30 days—POTS	15	
6-01	% Installation Troubles within 30 days—Specials	15	
MR	Maintenance & Repair		
1-01	Average Response Time—Create Trouble	5	
1-03	Average Response Time—Modify Trouble	5	
1-04	Average Response Time—Request Cancellation of Trouble	5	
1-06	Average Response Time—Test Trouble (POTS only)	5	
2-01	Network Trouble Report Rate—Specials	10	
2-02	Network Trouble Report Rate—Loop (POTS)	10	
3-01	% Missed Repair Appointments—Loop	20	
3-02	% Missed Repair Appointments—Central Office	5	
4-01	Mean Time to Repair—Specials	20	
4-02	Mean Time to Repair—Loop Trouble	15	
4-03	Mean Time to Repair—CO Trouble	5	
4-08	% Out of Service > 24 Hours—POTS	20	
4-08	% Out of Service > 24 Hours—Specials	10	
5-01	% Repeat Reports w/in 30 days—POTS-	15	
5-01	% Repeat Reports w/in 30 days—Specials	15	
BI	Billing		
1-02	% DUF in 4 Business Days	10	
		541	

Table A-1-2: Unbundled Network Elements - Platform - Mode of Entry Weights

<u>PO</u>	<u>Pre-Ordering</u>	<u>Weight</u>
<u>PO-1-01-6020</u>	<u>Customer Service Record – EDI</u>	<u>2</u>
<u>PO-1-03-6020</u>	<u>Address Validation –EDI</u>	<u>2</u>
<u>PO-2-02-6020</u>	<u>OSS Interface Availability - Prime - EDI</u>	<u>5</u>
<u>PO-1-01-6030</u>	<u>Customer Service Record - CORBA</u>	<u>2</u>
<u>PO-1-03-6030</u>	<u>Address Validation - CORBA</u>	<u>2</u>
<u>PO-2-02-6030</u>	<u>OSS Interface Availability - Prime - CORBA</u>	<u>5</u>
<u>PO-1-01-6050</u>	<u>Customer Service Record - Web GUI</u>	<u>2</u>
<u>PO-1-03-6050</u>	<u>Address Validation - Web GUI</u>	<u>2</u>
<u>PO-2-02-6050</u>	<u>OSS Interface Availability - Prime - Web GUI</u>	<u>5</u>
<u>OR</u>	<u>Ordering</u>	
<u>OR-1-02-3143</u>	<u>% On Time LSRC - Flow Thru - Platform - 2hrs</u>	<u>10</u>
<u>OR-2-02-3143</u>	<u>% On Time LSR Reject - Flow Thu - Platform</u>	<u>5</u>
<u>OR-4-11-3000</u>	<u>% Completed Orders with Neither a PCN or BCN Sent</u>	<u>5</u>
<u>OR-4-16-3000</u>	<u>% On Time PCN - 1 Business Day</u>	<u>5</u>
<u>OR-4-17-3000</u>	<u>% On Time BCN - 2 Business Day</u>	<u>5</u>
<u>OR-5-03-3000</u>	<u>% Flow Through - Achieved - POTS</u>	<u>5</u>
<u>OR-6-03-3143</u>	<u>% Accuracy - LSRC - Platform</u>	<u>5</u>
<u>OR-1-04-3143</u>	<u>% OT LSRC -No Facil Check(Elec.-No Flow Thru) -Platform</u>	<u>5</u>
<u>OR-1-06-3143</u>	<u>% OT LSRC/ASRC -Facil Ck(Elec.-No Flow Thru) -Platform</u>	<u>2</u>
<u>OR-2-04-3143</u>	<u>% OT LSR Rej.-No Facil Ck (Elec.-No Flow Thru) -Platform</u>	<u>2</u>
<u>OR-2-06-3143</u>	<u>% OT LSR/ASR Rej. -Facil Ck(Elec.-No Flow Thru) -Platform</u>	<u>2</u>
<u>PR</u>	<u>Provisioning</u>	
<u>PR-3-01-3140</u>	<u>% Completed in 1 Day (1-5 Lines - No Disp) - Platform</u>	<u>5</u>
<u>PR-4-05-3140</u>	<u>% Missed Appointment- VZ - No Dispatch - Platform</u>	<u>20</u>
<u>PR-4-04-3140</u>	<u>% Missed Appointment - VZ - Dispatch - Platform</u>	<u>10</u>
<u>PR-4-02-3100</u>	<u>Average Delay Days - Total - POTS</u>	<u>15</u>
<u>PR-5-01-3140</u>	<u>% Missed Appointment - Facilities - Platform</u>	<u>5</u>
<u>PR-5-02-3140</u>	<u>% Orders Held for Facilities > 15 days - Platform</u>	<u>5</u>
<u>PR-6-01-3121</u>	<u>% Installation Troubles within 30 days - Platform</u>	<u>10</u>
<u>MR</u>	<u>Maintenance & Repair</u>	
<u>MR-1-01-2000</u>	<u>Avg. Response Time - Create Trouble</u>	<u>2</u>
<u>MR-1-06-2000</u>	<u>Avg. Response Time - Test Trouble (POTS only)</u>	<u>2</u>
<u>MR-3-01-3144</u>	<u>% Missed Repair Appointments - Loop - Platform - Bus</u>	<u>10</u>
<u>MR-3-02-3144</u>	<u>% Missed Repair Appointments - CO Platform - Bus</u>	<u>10</u>
<u>MR-4-02-3144</u>	<u>Mean Time to Repair - Loop Trouble - Platform - Bus</u>	<u>5</u>
<u>MR-4-03-3144</u>	<u>Mean Time to Repair - CO Trouble - Platform - Bus</u>	<u>5</u>
<u>MR-4-06-3144</u>	<u>% Out of Service > 4 Hours – Platform - Bus.</u>	<u>5</u>
<u>MR-4-07-3144</u>	<u>% Out of Service > 12 Hours - Platform - Bus.</u>	<u>5</u>
<u>MR-4-08-3144</u>	<u>% Out of Service > 24 Hours - Platform - Bus</u>	<u>5</u>
<u>MR-3-01-3145</u>	<u>% Missed Repair Appointments - Loop -Platform - Res</u>	<u>10</u>
<u>MR-3-02-3145</u>	<u>% Missed Repair Appointments - CO - Platform - Res</u>	<u>10</u>
<u>MR-4-02-3145</u>	<u>Mean Time to Repair - Loop Trouble - Platform - Res</u>	<u>5</u>
<u>MR-4-03-3145</u>	<u>Mean Time to Repair - CO Trouble - Platform - Res</u>	<u>5</u>
<u>MR-4-06-3145</u>	<u>% Out of Service > 4 Hours – Platform – Res.</u>	<u>5</u>
<u>MR-4-07-3145</u>	<u>% Out of Service > 12 Hours – Platform - Res.</u>	<u>5</u>
<u>MR-4-08-3145</u>	<u>% Out of Service > 24 Hours – Platform - Res</u>	<u>5</u>
<u>MR-5-01-3140</u>	<u>% Repeat Reports w/in 30 days - Platform</u>	<u>10</u>
<u>BI</u>	<u>Billing</u>	
<u>BI-1-02-2030</u>	<u>% DUF in 4 Business Days</u>	<u>5</u>
	<u>Total Weights For UNE Platform MOE</u>	<u>257</u>

Table A-1-3: Unbundled Network Elements – Loop - Mode of Entry Weights

PO	Pre-Ordering	Weight
PO-1-01-6020	Customer Service Record - EDI	2
PO-1-03-6020	Address Validation - EDI	2
PO-2-02-6020	OSS Interface Availability - Prime - EDI	5
PO-1-01-6030	Customer Service Record - CORBA	2
PO-1-03-6030	Address Validation - CORBA	2
PO-2-02-6030	OSS Interface Availability - Prime - CORBA	5
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI	5
OR	Ordering	
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs	10
OR-2-02-3331	% On Time LSR Reject - Flow Thu - Loop/Pre-Qual	5
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent	2
OR-4-16-3000	% On Time PCN - 1 Business Day	2
OR-4-17-3000	% On Time BCN - 2 Business Day	2
OR-5-03-3000	% Flow Through - Achieved - POTS	5
OR-6-03-3331	% Accuracy - LSRC - Loop	5
OR-1-04-3331	% OT LSRC -No Facil Ck(E -No F/T) -Loop/LNP	5
OR-1-06-3331	% OT LSRC/ASRC -Facil Ck(E -No F/T) -Loop/LNP	2
OR-2-04-3331	% OT LSR Rej -No Facil Ck(E -No F/T) -Loop/LNP	2
OR-2-06-3331	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -Loop/LNP	2
PR	Provisioning	
PR-4-02-3100	Average Delay Days - Total - POTS	5
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New	20
PR-5-01-3112	% Missed Appointment - Facilities - Loop	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	5
PR-6-01-3112	% Installation Troubles within 30 days - Loop	10
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut	15
PR-9-01-3520	% On Time Performance - Hot Cut	
MR	Maintenance & Repair	
MR-1-01-2000	Avg. Response Time - Create Trouble	2
MR-3-01-3550	% Missed Repair Appointments - Loop - Loop	10
MR-4-02-3550	Mean Time to Repair - Loop Trouble - Loop	5
MR-4-07-3550	% Out of Service > 12 Hours - Loop	5
MR-4-08-3550	% Out of Service > 24 Hours - Loop	5
MR-5-01-3550	% Repeat Reports w/in 30 days - Loop	10
MR-3-02-3550	% Missed Repair Appointments - CO - Loop	10
MR-4-03-3550	Mean Time to Repair - CO Trouble - Loop	5
Total Weights For UNE Loop MOE		181

		Weight	
PQ	Pre-Ordering		
1-01	Customer Service Record-EDI	15	
1-01	Customer Service Record-CORBA	5	
1-01	Customer Service Record-WEB-GUI	5	
1-02	Due Date Availability-EDI	5	
1-02	Due Date Availability-CORBA	2	
1-02	Due Date Availability-WEB-GUI	2	
1-03	Address Validation-EDI	5	
1-03	Address Validation-CORBA	2	
1-03	Address Validation-WEB-GUI	2	
1-04	Product and Service Availability-EDI	5	
1-04	Product and Service Availability-CORBA	2	
1-04	Product and Service Availability-WEB-GUI	2	
1-05	Telephone Number Availability and Reservation-EDI	5	
1-05	Telephone Number Availability and Reservation-CORBA	2	
1-05	Telephone Number Availability and Reservation-WEB-GUI	2	
2-02	OSS Interface Availability-Prime-EDI	20	
2-02	OSS System Availability-Prime-CORBA	10	
2-02	OSS System Availability-Prime-WEB-GUI	10	
3-02	% Answered within 30 Seconds-Ordering	10	
3-04	% Answered within 30 Seconds-Repair	10	
OR	Ordering		
1-02	% On Time LSRC-Flow Through-POTS	20	
1-04	% OT LSRC/ASRC-No Facility Check (Elec. No Flow Through)-POTS	5	
1-04	% OT LSRC/ASRC-No Facility Check (Elec. No Flow Through)-Specials	5	
1-06	% On Time LSRC/ASRC-Facility Check (Electronic)-POTS	5	
1-06	% On Time LSRC/ASRC-Facility Check (Electronic)-Specials	5	
2-02	% On Time LSR Reject-Flow Through-POTS	15	
2-04	% OT LSR/ASR Reject-No Facility Check (Elec. No Flow Through)-POTS	5	
2-04	% OT LSR/ASR Reject-No Facility Check (Elec. No Flow Through)-Specials	5	
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic)-POTS	5	
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic)-Specials	5	
4-09	% SOP to Bill Completion Sent Within 3 Business Days	15	
5-03	% Flow Through-Achieved-POTS & Specials	20	
PR	Provisioning		
3-08	% Completed w/in 5 Days (1-5 lines No Dispatch)-UNE P/Other	10	
3-09	% Completed w/in 5 Days (1-5 lines Dispatch)-UNE P/Other	5	
4-01	% Missed Appointment-VZ-Total-Specials	10	
4-01	% Missed Appointment-VZ-Total-EEL	10	
4-01	% Missed Appointment-VZ-Total-IOF	10	
4-02	Average Delay Days-Total-POTS	10	
4-02	Average Delay Days-Total-Specials	10	
4-04	% Missed Appointment-VZ-Dispatch-Platform	10	
4-04	% Missed Appointment-VZ-Dispatch-New Loop	10	
4-05	% Missed Appointment-VZ-No Dispatch-Platform	20	
5-01	% Missed Appointment-Facilities-POTS	10	
5-01	% Missed Appointment-Facilities-Specials	10	
5-02	% Orders Held for Facilities > 15 days-POTS	5	
5-02	% Orders Held for Facilities > 15 days-Specials	5	
6-01	% Installation Troubles within 30 days-POTS-Other	15	
6-01	% Installation Troubles within 30 days-Specials	15	
6-02	% Installation Troubles within 7 days-Hot Cut Loops	15	
9-01	% On Time Performance-Hot Cut	20	

MR	Maintenance & Repair		
1-01	Average Response Time—Create Trouble	5	
1-03	Average Response Time—Modify Trouble	5	
1-04	Average Response Time—Request Cancellation of Trouble	5	
1-06	Average Response Time—Test Trouble (POTS only)	5	
2-01	Network Trouble Report Rate—Specials	10	
2-02	Network Trouble Report Rate—Loop (POTS)	10	
3-01	% Missed Repair Appointments—Loop	20	
3-02	% Missed Repair Appointments—Central Office	5	
4-01	Mean Time to Repair—Specials	20	
4-02	Mean Time to Repair—Loop Trouble	15	
4-03	Mean Time to Repair—CO Trouble	5	
4-08	% Out of Service > 24 Hours—POTS	20	
4-08	% Out of Service > 24 Hours—Specials	10	
5-01	% Repeat Reports w/in 30 days—POTS	15	
5-01	% Repeat Reports w/in 30 days—Specials	15	
BI	Billing		
1-02	% DUF in 4 Business Days	10	
		606	

Table A-1-43: Interconnection - Mode of Entry Weights

<u>OR</u>	<u>Ordering</u>	<u>Weight</u>
<u>OR-1-12-5020</u>	<u>% OT Firm Order Confirmations (<=192 Forecasted Trunks)</u>	<u>5</u>
<u>OR-1-13-5020</u>	<u>% On Time Design Layout Record</u>	<u>10</u>
<u>OR-1-19-5020</u>	<u>% On Time Response - Request for Inbound Augment (<=192)</u>	<u>5</u>
<u>OR-2-12-5000</u>	<u>% On Time Trunk ASR Reject</u>	<u>5</u>
<u>PR</u>	<u>Provisioning</u>	
<u>PR-4-07-3540</u>	<u>% On Time Performance - LNP only</u>	<u>20</u>
<u>PR-4-15-5000</u>	<u>% On Time Provisioning Trunks</u>	<u>20</u>
<u>PR-5-01-5000</u>	<u>% Missed Appointment – Facilities</u>	<u>5</u>
<u>PR-5-02-5000</u>	<u>% Orders Held for Facilities >15 Days</u>	<u>5</u>
<u>PR-6-01-5000</u>	<u>% Installation Troubles w/in 30 Days</u>	<u>10</u>
<u>PR-8-01-5000</u>	<u>Open Orders in a Hold Status >30 Days</u>	<u>5</u>
<u>MR</u>	<u>Maintenance & Repair</u>	
<u>MR-4-01-5000</u>	<u>Mean Time to Repair – Total</u>	<u>5</u>
<u>MR-4-05-5000</u>	<u>% Out of Service > 2 Hours</u>	<u>5</u>
<u>MR-4-06-5000</u>	<u>% Out of Service > 4 Hours</u>	<u>5</u>
<u>MR-4-07-5000</u>	<u>% Out of Service > 12 Hours</u>	<u>5</u>
<u>MR-4-08-5000</u>	<u>% OOS > 24 Hours</u>	<u>5</u>
<u>MR-5-01-5000</u>	<u>% Repeat Reports w/in 30 Days</u>	<u>10</u>
<u>NP</u>	<u>Network Performance</u>	
<u>NP-1-03-5000</u>	<u># of Final Trunk Groups Blocked 2 months</u>	<u>5</u>
<u>NP-1-04-5000</u>	<u># of Final Trunk Groups Blocked 3 months</u>	<u>10</u>
Total Weights For Interconnection MOE		140

<u>OR</u>	<u>Ordering</u>	<u>Weight</u>
<u>1-12</u>	<u>% On Time Firm Order Confirmations</u>	<u>15</u>
<u>1-13</u>	<u>% On Time Design Layout Record</u>	<u>10</u>
<u>2-12</u>	<u>% On Time Trunk ASR Reject</u>	<u>10</u>
<u>PR</u>	<u>Provisioning</u>	
<u>4-01</u>	<u>% Missed Appointment – VZ – Total</u>	<u>20</u>
<u>4-02</u>	<u>Average Delay Days – Total</u>	<u>10</u>
<u>4-07</u>	<u>% On Time Performance – LPN only</u>	<u>20</u>
<u>5-01</u>	<u>% Missed Appointment – Facilities</u>	<u>10</u>
<u>5-02</u>	<u>% Orders Held for Facilities > 15 Days</u>	<u>10</u>
<u>6-01</u>	<u>% Installation Troubles w/in 30 Days</u>	<u>15</u>
<u>MR</u>	<u>Maintenance & Repair</u>	
<u>4-01</u>	<u>Mean Time to Repair – Total</u>	<u>20</u>
<u>5-01</u>	<u>% Repeat Reports w/in 30 Days</u>	<u>10</u>
<u>NP</u>	<u>Network Performance</u>	
<u>1-03</u>	<u># of Final Trunk Groups Blocked 2 Months</u>	<u>-20</u>
<u>1-04</u>	<u># of Final Trunk Groups Blocked 3 Months</u>	<u>-20</u>
		<u>170</u>

Table A-1-54: DSL - Mode of Entry Weights

<u>PO</u>	<u>Pre-Ordering</u>	<u>Weight</u>
PO-1-06-6020	Mechanized Loop Qualification - EDI	5
PO-2-02-6020	OSS Interface Availability - Prime - EDI	5
PO-1-06-6030	Mechanized Loop Qualification - CORBA	5
PO-2-02-6030	OSS Interface Availability - Prime - CORBA	5
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	5
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI	5
PO-8-01-2000	% On Time - Manual Loop Qualification	2
PO-8-02-2000	% On Time - Engineering Record Request	2
OR	Ordering	
OR-1-04	% On Time LSRC -No Facil Ck (E -No FT) -2W Digital -UNE/Resale	2
OR-1-06	% OT LSRC/ASRC -Facility Ck (E -No FT) -2W Digital -UNE/Resale	2
OR-2-04	% On Time LSR Rej -No Facil Ck(E- No FT) -2W Digital -UNE/Resale	2
OR-2-06	% OT LSR/ASR Rej -Facility Ck(E -No FT) -2W Digital -UNE/Resale	2
OR-1-04-3342	% On Time LSRC -No Facil Ck(E -No FT) -2W xDSL Loops	5
OR-1-06-3342	% On Time LSRC/ASRC -Facility Check(Elec) -2W xDSL Loops	5
OR-2-04-3342	% OT LSR Rej -No Facil Ck(E- No FT) -2W xDSL Loops	2
OR-2-06-3342	% On Time LSR/ASR Rej -Facility Check(Elec) -2W xDSL Loops	2
OR-1-04-3340	% OT LSRC -No Facility Check (E -No FT) -Line Share/Split	5
OR-1-06-3340	% On Time LSRC/ASRC -Facility Ck(E -No FT) -Line Share/Split	5
OR-2-04-3340	% OT LSR Rej -No Facil Ck(E- No FT) -Line Share/Split	2
OR-2-06-3340	% OT LSR/ASR Rej -Facility Ck(E- No FT) -Line Share/Split	2
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent	2
OR-4-16-3000	% On Time PCN - 1 Business Day	2
OR-4-17-3000	% On Time BCN - 2 Business Day	2
PR	Provisioning	
PR-4-02	Average Delay Days -Total -2W Digital -UNE/Resale	2
PR-4-04	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	2
PR-4-05	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	2
PR-6-01	% Install. Troubles w/in 30 Days -2W Digital Loops -UNE/Resale	2
PR-8-01	Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	2
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	10
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10
PR-4-14-3342	% Completed On Time -2W xDSL Loops	10
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	15
PR-8-01-3342	Open Orders in Hold Status >30 Days -2W xDSL Loops	5
PR-3-03	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split (**benchmark/parity)	10
PR-4-02	Average Delay Days -Total -Line Share/Split	10
PR-4-04	% Missed Appointment -Dispatch -Line Share/Split	5
PR-4-05	% Missed Appointment -No Dispatch -Line Share/Split	10
PR-6-01	% Installation Troubles w/in 30 Days -Line Share/Split	15
PR-8-01	Open Orders in Hold Status >30 Days -Line Share/Split	5
MR	Maintenance & Repair	
MR-1-01-2000	Average Response Time - Create Trouble	2
MR-3-01	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	2
MR-3-02	% Missed Repair Appt -CO -2W Digital -UNE/Resale	2
MR-4-02	Mean Time To Repair -Loop -2W Digital -UNE/Resale	2
MR-4-03	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	2
MR-4-04	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	2
MR-4-07	% Out of Service > 12 Hours -2W Digital -UNE/Resale	2
MR-5-01	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	2
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	5
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	5
MR-4-07-3342	% Out of Service > 12 Hours -2W xDSL Loops	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10
MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split	5
MR-3-02	% Missed Repair Appointment -CO -Line Share/Split	5
MR-4-02	Mean Time To Repair -Loop -Line Share/Split	5
MR-4-03	Mean Time To Repair -CO -Line Share/Split	5
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	5
MR-4-07	% Out of Service > 12 Hours - Line Share/Split	10
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split	10

		Total Weights For DSL MOE	291
PO	Pre-Ordering		Weight
1-06	Facility Available/Loop Qualification-EDI		5
1-06	Facility Available/Loop Qualification-WEB GUI		5
8-01	Average Response Time Manual Loop Qualification		5
8-02	Average Response Time Engineering Record Response		5
OR	Ordering		
1-04	% OT LSRC No Facilities Check (Elec. No Flow Through) 2 Wire Digital		2
1-04	% OT LSRC No Facilities Check (Elec. No Flow Through) 2 Wire xDSL		10
1-04	% OT LSRC No Facilities Check (Elec. No Flow Through) Line Share		10
1-06	% On Time LSRC >=10 Lines (Electronic) 2 Wire Digital		2
1-06	% On Time LSRC >=10 Lines (Electronic) 2 Wire xDSL		5
1-06	% On Time LSRC >=10 Lines (Electronic) Line Share		5
2-04	% OT LSR Reject No Facilities Check (Elec. No Flow Through) 2 Wire Digital		2
2-04	% OT LSR Reject No Facilities Check (Elec. No Flow Through) 2 Wire xDSL		10
2-04	% OT LSR Reject No Facilities Check (Elec. No Flow Through) Line Share		10
2-06	% On Time LSR Reject Facilities Check (Electronic) 2 Wire Digital		2
2-06	% On Time LSR Reject Facilities Check (Electronic) 2 Wire xDSL		5
2-06	% On Time LSR Reject Facilities Check (Electronic) Line Share		5
PR	Provisioning		
3-03	% Completed w/in 3 Days (1-5 lines Total) Line Share		10
3-10	% Completed w/in 6 Days (1-5 lines Total) 2Wire xDSL		10
4-02	Average Delay Days Total 2 Wire Digital		2
4-02	Average Delay Days Total 2 Wire xDSL		10
4-02	Average Delay Days Total Line Share		10
4-04	% Missed Appointment VZ Dispatch 2 Wire Digital		2
4-04	% Missed Appointment VZ Dispatch 2 Wire xDSL		20
4-04	% Missed Appointment VZ Dispatch Line Share		5
4-05	% Missed Appointment VZ No Dispatch Line Share		20
6-01	% Installation Troubles within 30 days 2 Wire Digital		2
6-01	% Installation Troubles within 30 days 2 Wire xDSL		10
6-01	% Installation Troubles within 30 days Line Share		10
MR	Maintenance & Repair		
2-02	Network Trouble Report Rate Loop 2 Wire Digital		2
2-02	Network Trouble Report Rate Loop 2 Wire xDSL		5
2-02	Network Trouble Report Rate Loop Line Share		5
2-03	Network Trouble Report Rate CO 2 Wire Digital		2
2-03	Network Trouble Report Rate CO 2 Wire xDSL		5
2-03	Network Trouble Report Rate CO Line Share		5
3-01	% Missed Repair Appointments 2 Wire Digital		2
3-01	% Missed Repair Appointments 2 Wire xDSL		20
3-01	% Missed Repair Appointments Line Share		20
3-02	% Missed Repair Appointments Central Office 2 Wire Digital		2
3-02	% Missed Repair Appointments Central Office 2 Wire xDSL		10
3-02	% Missed Repair Appointments Central Office Line Share		10
4-02	Mean Time to Repair Loop Trouble 2 Wire Digital		2
4-02	Mean Time to Repair Loop Trouble 2 Wire xDSL		20
4-02	Mean Time to Repair Loop Trouble Line Share		20
4-03	Mean Time to Repair CO Trouble 2 Wire Digital		2
4-03	Mean Time to Repair CO Trouble 2 Wire xDSL		10
4-03	Mean Time to Repair CO Trouble Line Share		10
5-01	% Repeat Reports w/in 30 days 2 Wire Digital		2
5-01	% Repeat Reports w/in 30 days 2 Wire xDSL		10
5-01	% Repeat Reports w/in 30 days Line Share		10
			373

2. Mode of Entry: Dollars At Risk – \$75,000,000

	RESALE	UNE-Platform	UNE-Loop	Trunks	DSL
Monthly	\$416,666,833,333	\$3,750,000	\$833,333	\$416,666,833,333	\$833,333
Annual	\$405,000,000	\$45,000,000	\$10,000,000	\$405,000,000	\$10,000,000

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale

Table A-3-2: Unbundled Network Elements - Platform

Table A-3-3: Unbundled Network Elements - Loop

Table A-3-43: Interconnection Trunks

Table A-3-54: DSL

Table A-3-1: Resale

- Maximum of \$ 105,000,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.24715-16922
- Mid-point between minimum and maximum = -0.4585841961

Score Range		Monthly Dollars:	
<	And ³		
	<u>-0.24715-0.16922</u>	\$0	
<u>-0.24715-0.16922</u>	<u>-0.26941-0.19558</u>	<u>\$83,333</u>	<u>\$166,667</u>
<u>-0.26941-0.19558</u>	<u>-0.29166-0.22193</u>	<u>\$100,877</u>	<u>\$201,754</u>
<u>-0.29166-0.22193</u>	<u>-0.31392-0.24829</u>	<u>\$118,421</u>	<u>\$236,842</u>
<u>-0.31392-0.24829</u>	<u>-0.33617-0.27465</u>	<u>\$135,965</u>	<u>\$271,930</u>
<u>-0.33617-0.27465</u>	<u>-0.35843-0.30100</u>	<u>\$153,509</u>	<u>\$307,018</u>
<u>-0.35843-0.30100</u>	<u>-0.38068-0.32736</u>	<u>\$171,053</u>	<u>\$342,105</u>
<u>-0.38068-0.32736</u>	<u>-0.40294-0.35372</u>	<u>\$188,596</u>	<u>\$377,193</u>
<u>-0.40294-0.35372</u>	<u>-0.42519-0.38007</u>	<u>\$206,140</u>	<u>\$412,281</u>
<u>-0.42519-0.38007</u>	<u>-0.44745-0.40643</u>	<u>\$223,684</u>	<u>\$447,368</u>
<u>-0.44745-0.40643</u>	<u>-0.46970-0.43279</u>	<u>\$241,228</u>	<u>\$482,456</u>
<u>-0.46970-0.43279</u>	<u>-0.49196-0.45915</u>	<u>\$258,772</u>	<u>\$517,544</u>
<u>-0.49196-0.45915</u>	<u>-0.51421-0.48550</u>	<u>\$276,316</u>	<u>\$552,632</u>
<u>-0.51421-0.48550</u>	<u>-0.53647-0.51186</u>	<u>\$293,860</u>	<u>\$587,719</u>
<u>-0.53647-0.51186</u>	<u>-0.55872-0.53822</u>	<u>\$311,404</u>	<u>\$622,807</u>
<u>-0.55872-0.53822</u>	<u>-0.58098-0.56457</u>	<u>\$328,947</u>	<u>\$657,895</u>
<u>-0.58098-0.56457</u>	<u>-0.60323-0.59093</u>	<u>\$346,491</u>	<u>\$692,982</u>
<u>-0.60323-0.59093</u>	<u>-0.62549-0.61729</u>	<u>\$364,035</u>	<u>\$728,070</u>
<u>-0.62549-0.61729</u>	<u>-0.64774-0.64364</u>	<u>\$381,579</u>	<u>\$763,158</u>
<u>-0.64774-0.64364</u>	<u>-0.67000</u>	<u>\$399,123</u>	<u>\$798,246</u>
<u>-0.67000</u>		<u>\$416,667</u>	<u>\$833,333</u>

Table A-3-2: Unbundled Network Elements - Platform

- Maximum of \$ 45,000,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.25292-17129
- Mid-point between minimum and maximum = -0.4614642065

Score Range		Monthly Dollars:	
<	And ³		
	<u>-0.25292-0.17129</u>	\$0	
<u>-0.25292-0.17129</u>	<u>-0.27487-0.19754</u>	\$750,000	
<u>-0.27487-0.19754</u>	<u>-0.29682-0.22379</u>	\$907,895	
<u>-0.29682-0.22379</u>	<u>-0.31877-0.25003</u>	\$1,065,789	
<u>-0.31877-0.25003</u>	<u>-0.34073-0.27628</u>	\$1,223,684	
<u>-0.34073-0.27628</u>	<u>-0.36268-0.30253</u>	\$1,381,579	
<u>-0.36268-0.30253</u>	<u>-0.38463-0.32878</u>	\$1,539,474	
<u>-0.38463-0.32878</u>	<u>-0.40658-0.35503</u>	\$1,697,368	
<u>-0.40658-0.35503</u>	<u>-0.42853-0.38127</u>	\$1,855,263	
<u>-0.42853-0.38127</u>	<u>-0.45048-0.40752</u>	\$2,013,158	
<u>-0.45048-0.40752</u>	<u>-0.47244-0.43377</u>	\$2,171,043	
<u>-0.47244-0.43377</u>	<u>-0.49439-0.46002</u>	\$2,328,947	
<u>-0.49439-0.46002</u>	<u>-0.51634-0.48626</u>	\$2,486,842	
<u>-0.51634-0.48626</u>	<u>-0.53829-0.51251</u>	\$2,644,737	
<u>-0.53829-0.51251</u>	<u>-0.56024-0.53876</u>	\$2,802,632	
<u>-0.56024-0.53876</u>	<u>-0.58219-0.56501</u>	\$2,960,526	
<u>-0.58219-0.56501</u>	<u>-0.60415-0.59126</u>	\$3,118,421	
<u>-0.60415-0.59126</u>	<u>-0.62610-0.61750</u>	\$3,276,316	
<u>-0.62610-0.61750</u>	<u>-0.64805-0.64375</u>	\$3,434,211	
<u>-0.64805-0.64375</u>	-0.67000	\$3,592,105	
-0.67000		\$3,750,000	

Table A-3-3: Unbundled Network Elements - Loop

- Maximum of \$ 10,000,000 per year
- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.24862
- Mid-point between minimum and maximum = -0.45931

<u>Score Range</u>		<u>Monthly Dollars:</u>
<u>≤</u>	<u>And ³</u>	
	<u>-0.24862</u>	<u>\$0</u>
<u>-0.24862</u>	<u>-0.27080</u>	<u>\$166,667</u>
<u>-0.27080</u>	<u>-0.29298</u>	<u>\$201,754</u>
<u>-0.29298</u>	<u>-0.31515</u>	<u>\$236,842</u>
<u>-0.31515</u>	<u>-0.33733</u>	<u>\$271,930</u>
<u>-0.33733</u>	<u>-0.35951</u>	<u>\$307,018</u>
<u>-0.35951</u>	<u>-0.38169</u>	<u>\$342,105</u>
<u>-0.38169</u>	<u>-0.40387</u>	<u>\$377,193</u>
<u>-0.40387</u>	<u>-0.42604</u>	<u>\$412,281</u>
<u>-0.42604</u>	<u>-0.44822</u>	<u>\$447,368</u>
<u>-0.44822</u>	<u>-0.47040</u>	<u>\$482,456</u>
<u>-0.47040</u>	<u>-0.49258</u>	<u>\$517,544</u>
<u>-0.49258</u>	<u>-0.51475</u>	<u>\$552,632</u>
<u>-0.51475</u>	<u>-0.53693</u>	<u>\$587,719</u>
<u>-0.53693</u>	<u>-0.55911</u>	<u>\$622,807</u>
<u>-0.55911</u>	<u>-0.58129</u>	<u>\$657,895</u>
<u>-0.58129</u>	<u>-0.60347</u>	<u>\$692,982</u>
<u>-0.60347</u>	<u>-0.62564</u>	<u>\$728,070</u>
<u>-0.62564</u>	<u>-0.64782</u>	<u>\$763,158</u>
<u>-0.64782</u>	<u>-0.67000</u>	<u>\$798,246</u>
<u>-0.67000</u>		<u>\$833,333</u>

Table A-3-43: Interconnection Trunks

- Maximum of \$ 105,000,000 per year
- Maximum Credit Performance Score “X” = -1.00000
- Minimum threshold = -0.2142931909
- Mid-point between minimum and maximum = -0.6071565955

Score Range		Monthly Dollars:	
<	And ³		
	<u>-0.21429-0.31909</u>	\$0	
<u>-0.21429-0.31909</u>	<u>-0.27473-0.37147</u>	<u>\$83,333</u>	<u>\$166,667</u>
<u>-0.27473-0.37147</u>	<u>-0.33517-0.42385</u>	<u>\$108,974</u>	<u>\$217,949</u>
<u>-0.33517-0.42385</u>	<u>-0.39561-0.47622</u>	<u>\$134,615</u>	<u>\$269,231</u>
<u>-0.39561-0.47622</u>	<u>-0.45605-0.52860</u>	<u>\$160,256</u>	<u>\$320,513</u>
<u>-0.45605-0.52860</u>	<u>-0.51649-0.58098</u>	<u>\$185,897</u>	<u>\$371,795</u>
<u>-0.51649-0.58098</u>	<u>-0.57693-0.63336</u>	<u>\$211,538</u>	<u>\$423,077</u>
<u>-0.57693-0.63336</u>	<u>-0.63736-0.68573</u>	<u>\$237,179</u>	<u>\$474,359</u>
<u>-0.63736-0.68573</u>	<u>-0.69780-0.73811</u>	<u>\$262,821</u>	<u>\$525,641</u>
<u>-0.69780-0.73811</u>	<u>-0.75824-0.79049</u>	<u>\$288,462</u>	<u>\$576,923</u>
<u>-0.75824-0.79049</u>	<u>-0.81868-0.84287</u>	<u>\$314,103</u>	<u>\$628,205</u>
<u>-0.81868-0.84287</u>	<u>-0.87912-0.89524</u>	<u>\$339,744</u>	<u>\$679,487</u>
<u>-0.87912-0.89524</u>	<u>-0.93956-0.94762</u>	<u>\$365,385</u>	<u>\$730,769</u>
	-1.00000	<u>\$391,026</u>	<u>\$782,051</u>
-1.00000		<u>\$416,667</u>	<u>\$833,333</u>

Table A-3-54: DSL

- Maximum of \$ 10,000,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.21306+9705
- Mid-point between minimum and maximum = -0.4415343353

Score Range		Monthly Dollars:	
<	And ³		
	<u>-0.21306-0.19705</u>	\$0	
<u>-0.21306-0.19705</u>	<u>-0.23711-0.22194</u>	\$166,667	
<u>-0.23711-0.22194</u>	<u>-0.26116-0.24683</u>	\$201,754	
<u>-0.26116-0.24683</u>	<u>-0.28521-0.27173</u>	\$236,842	
<u>-0.28521-0.27173</u>	<u>-0.30926-0.29662</u>	\$271,930	
<u>-0.30926-0.29662</u>	<u>-0.33331-0.32151</u>	\$307,018	
<u>-0.33331-0.32151</u>	<u>-0.35736-0.34640</u>	\$342,105	
<u>-0.35736-0.34640</u>	<u>-0.38141-0.37129</u>	\$377,193	
<u>-0.38141-0.37129</u>	<u>-0.40546-0.39619</u>	\$412,281	
<u>-0.40546-0.39619</u>	<u>-0.42951-0.42108</u>	\$447,368	
<u>-0.42951-0.42108</u>	<u>-0.45355-0.44597</u>	\$482,456	
<u>-0.45355-0.44597</u>	<u>-0.47760-0.47086</u>	\$517,544	
<u>-0.47760-0.47086</u>	<u>-0.50165-0.49576</u>	\$552,632	
<u>-0.50165-0.49576</u>	<u>-0.52570-0.52065</u>	\$587,719	
<u>-0.52570-0.52065</u>	<u>-0.54975-0.54554</u>	\$622,807	
<u>-0.54975-0.54554</u>	<u>-0.57380-0.57043</u>	\$657,895	
<u>-0.57380-0.57043</u>	<u>-0.59785-0.59532</u>	\$692,982	
<u>-0.59785-0.59532</u>	<u>-0.62190-0.62022</u>	\$728,070	
<u>-0.62190-0.62022</u>	<u>-0.64595-0.64511</u>	\$763,158	
<u>-0.64595-0.64511</u>	-0.67000	\$798,246	
-0.67000		\$833,333	

APPENDIX B

January 2003

Critical Measures Table B-1

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	\$937,500	\$266,667	\$208,333	\$208,333				\$1,620,833
PO-1-06	Mechanized Loop Qualification - EDI				69,444				
PO-1-06	Mechanized Loop Qualification - CORBA				69,444				
PO-1-06	Mechanized Loop Qualification - Web GUI				69,444				
PO-2-02	OSS Interface Availability - Prime - EDI	312,500	88,889	104,167					
PO-2-02	OSS Interface Availability - Prime - CORBA	312,500	88,889						
PO-2-02	OSS Interface Availability - Prime - Web GUI	312,500	88,889	104,167					
ORDERING									
2	% On Time Ordering Notification	\$937,500	\$266,667	\$208,333	\$208,333	\$200,000	\$40,761		\$1,861,594
OR-1-02	% On Time LSRC -Flow Through	625,000	222,222	138,889					
OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl				23,148				
OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-2W xDSL Loops				57,870				
OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-Ln Share/Split				57,870				
OR-1-12	% On Time FOC					50,000			
OR-1-13	% On Time Design Layout Record					100,000			
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					50,000			
OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl				23,148				
OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT)-2W xDSL Loops				23,148				
OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT) -Ln Share/Split				23,148				
OR-4-16	% On Time PCN - 1 Bus. Day	312,500	44,444	69,444					
OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-All Spcls-UNE/Rsl						13,587		
OR-1-06	%OT LSRC/ASRC-Fac Ck(E-No FT)-All Spcls-UNE/Rsl						13,587		
OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT)-UNE/Resale						6,793		
OR-2-06	%OT LSR/ASR Rej-Fac Ck (Elec) -UNE/Resale						6,793		
PROVISIONING									
3	Installation Performance	\$937,500	\$266,667	\$208,333	\$208,333	\$200,000	\$154,891		\$1,975,725
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	78,125		16,026					
PR-4-02	Average Delay Days - Total	234,375	38,095	48,077					
PR-4-02	Average Delay Days - Total - 2W Digital				5,020				
PR-4-02	Average Delay Days - Total - 2W xDSL Loop				25,100				
PR-4-02	Average Delay Days -Total -Line Share/Split				25,100				
PR-4-04	Missed Appointments -Dispatch	156,250	152,381	32,051					
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				5,020				
PR-4-04	Missed Appts - Disp - Line Share/Split				12,550				
PR-4-05	Missed Appointments - No Dispatch	312,500		64,103					
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				5,020				
PR-4-05	% Missed Appt -No Disp -Line Share/Split				25,100				
PR-4-14	% Completed On Time - 2W xDSL Loops				25,100				
PR-4-15	% On Time Provisioning - Trunks					133,333			
PR-6-01	Installation Troubles w/in 30 Days	156,250	76,190	48,077		66,667			
PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop-UNE/Resale				5,020				
PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				37,651				
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				37,651				
PR-4-01	% Missed Appointment -VZ -DSO -UNE/Resale						6,793		
PR-4-01	% Missed Appointment -VZ -DS1 -UNE/Resale						6,793		
PR-4-01	% Missed Appointment -VZ -DS3 -UNE/Resale						6,793		
PR-4-01	% Missed Appointment -VZ -Other -UNE/Resale						6,793		
PR-4-02	Average Delay Days - Total -UNE/Resale						6,793		
PR-5-01	% Missed Appointment - Facilities -UNE/Resale						27,174		
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						27,174		

PR-6-01	% Installation Troubles within 30 days -UNE/Resale							13,587		
PR-8-01	Open Orders in Hold Status>30 Days-UNE/Resale							6,793		
PR-4-01	% Missed Appointment - VZ - Total -- EEL							13,587		
PR-4-02	Average Delay Days - Total -- EEL							6,793		
PR-8-01	Open Orders in a Hold Status >30 Days -- EEL							2,717		
PR-4-01	% Missed Appointment - VZ - Total -- IOF							13,587		
PR-4-02	Average Delay Days -- IOF							6,793		
PR-8-01	Open Orders in a Hold Status >30 Days -- IOF							2,717		
4	PR-4-07	% On Time Performance -- LNP						\$200,000		\$200,000
5		Hot Cut Performance								\$266,667
	PR-6-02	% Installation Troubles within 7 days - Hot Cut								
	PR-9-01	% On Time Performance - Hot Cut								
MAINTENANCE										
6		Maintenance Performance	\$937,500	\$266,667	\$208,333	\$208,333	\$200,000	\$54,348		\$1,875,181
	MR-3-01	Missed Repair Appointments - Loop - Bus.	234,375		15,432					
	MR-3-01	Missed Repair Appointments - Loop - Res.	234,375		38,580					
	MR-3-01	Missed Repair Appointments -- Loop		31,373						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				9,058				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				22,645				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				22,645				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Digt-UNE/Resale				9,058				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				22,645				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				22,645				
	MR-4-08	Out of Service >24Hrs. - Bus.	117,188		38,580					
	MR-4-08	Out of Service >24Hrs. - Res.	117,188		38,580			66,667		
	MR-4-08	Out of Service >24Hrs. -- Total		78,431						
	MR-5-01	% Repeat Reports within 30 Days	234,375	156,863	77,160			133,333		
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				9,058				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				45,290				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				45,290				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						6,793		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						6,793		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						6,793		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						6,793		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						6,793		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						6,793		
	MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale						13,587		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked						\$200,000		\$200,000
NETWORK PERFORMANCE										
8		Collocation							\$166,667	\$166,667
	NP-2-01/2	% OT Response to Request for Collocation -- Total							73,746	
	NP-2-05/6	% On Time - Physical Collocation -- Total							85,546	
	NP-2-07/8	Average Delay Days -- Total							7,375	
RESOLUTION PROCESS										
9		Resolution Process							\$83,333	\$83,333
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							46,333	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							18,533	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days							1,738	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							16,730	
Month Total			\$3,750,000	\$1,333,333	\$833,333	\$833,333	\$1,000,000	\$250,000	\$ 250,000	\$8,250,000
Annual Total			\$45,000,000	\$16,000,000	\$10,000,000	\$10,000,000	\$12,000,000	\$3,000,000	\$ 3,000,000	\$99,000,000

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

Table B 1: Critical Measures:

CR #	Metric	Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
		CRITICAL MEASURES	\$	\$	\$	\$	\$	\$
PRE-ORDERING								
1		OSS Interface	166,667	370,370			119,048	702,381
	PO 1 01	Customer Service Record _ EDI	38,462	85,470				
	PO 1 01	Customer Service Record _ CORBA	12,821	28,490				
	PO 1 01	Customer Service Record WEB GUI	12,821	28,490				
	PO 1 06	Facility Availability (Loop Qualification) _ EDI					59,524	
	PO 1 06	Facility Availability (Loop Qualification) _ WEB GUI					59,524	
	PO 2 02	OSS Interface Availability Prime _ EDI	51,282	113,960				
	PO 2 02	OSS Interface Availability Prime _ CORBA	25,641	56,980				
	PO 2 02	OSS Interface Availability Prime WEB GUI	25,641	56,980				
ORDERING								
2		% On Time Ordering Notification	166,667	370,370			119,048	702,381
	OR 1 02	% On Time LSRC Flow Through POTS _ 2hrs	47,619	105,820				
	OR 1 04	% OT LSRC No Facilities Check (Elec. No Flow Through) POTS	11,905	26,455				
	OR 1 04	% On Time LSRC No Facilities Check (E) _ 2Wire xDSL					29,762	
	OR 1 04	% On Time LSRC No Facilities Check (E) _ DSL Line Share					29,762	
	OR 1 06	% OT LSRC >=10 Lines (Electronic) _ POTS	11,905	26,455				
	OR 2 02	% On Time LSR Reject Flow Through _ POTS	35,714	79,365				
	OR 2 04	% OT LSR Rej. No Facilities Check (Elec. No Flow Through) POTS	11,905	26,455				
	OR 2 04	% OT LSRC Reject No Facilities Check (E) _ 2Wire xDSL					29,762	
	OR 2 04	% OT LSRC Rej. No Facilities Check (E) _ DSL Line Share					29,762	
	OR 2 06	% On Time LSR Reject Facilities Check (Elec.) _ POTS	11,905	26,455				
	OR 4 09	% SOP to Bill Completion Sent w/in 3 Bus. Days	35,714	79,365				
PROVISIONING								
3		% Completed					119,048	119,048
	PR 3 03	% Comp. w/in 3 Days (1-5 lines) Tot. Line Share					59,524	
	PR 3 10	% Comp. w/in 6 Days (1-5 lines) Tot. 2Wire xDSL					59,524	
4a	PR 4 01	% Missed Appointment VZ Total _ EEL		370,370				0
4b		% Missed Appointment	166,667	370,370	364,583		119,048	1,066,964
	PR 4 01	% Missed Appointment VZ Total _ Specials	41,667	185,185				
	PR 4 01	% Missed Appointment VZ Total Trunks			364,583			
	PR 4 02	Average Delay Days Total 2Wire xDSL					19,841	
	PR 4 02	Average Delay Days Total DSL Line Share					19,841	

	PR 4 04	% Missed Appointment VZ Total Dispatch POTS	41,667					
	PR 4 04	% Missed Appt. VZ Total Dispatch New Loops		185,185				
	PR 4 04	% Missed Appointment Dispatch 2Wire xDSL					39,683	
	PR 4 05	% Missed Appt. VZ Total No Dispatch POTS	83,333					
	PR 4 05	% Missed Appt. No Disp. DSL Line Share					39,683	
5	PR 4 05	% Missed Appt. VZ No Disp. Platform		370,370				416,667
6		Hot Cut Performance		740,741				833,333
	PR 9 01	% OT Hot Cut (adj. for missed appts. Due to late LSRC)						
	PR 6 02	% Troubles within 7 Days Hot Cut						
7	PR 4 07	% On Time Performance UNE LNP			364,583			364,583
		MAINTENANCE						
8		Missed Repair Appts.					119,048	119,048
	MR 3 01	% Missed Repair Appt. (Loop) 2Wire xDSL					59,524	
	MR 3 01	% Missed Repair Appt. (Loop) DSL Line Share					59,524	

CR	Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
#	Metric	\$	\$	\$	\$	\$	\$
	CRITICAL MEASURES						
9	Mean Time To Repair	166,667	370,370	364,583		119,048	1,066,964
	MR 4 01 Mean Time To Repair - Specials	55,556	123,457				
	MR 4 01 Mean Time To Repair - Trunks			364,583			
	MR 4 02 Mean Time To Repair - Loop - 2Wire xDSL					59,524	
	MR 4 02 Mean Time To Repair - Loop - Line Share					59,524	
	MR 4 02 Mean Time To Repair - Loop Trouble	41,667	92,593				
	MR 4 03 Mean Time To Repair - Central Office	13,889	30,864				
	MR 4 08 % Out Of Service > 24 Hours - POTS	55,556	123,457				
10	% Repeat Reports within 30 Days	166,667	370,370			119,048	702,381
	MR 5 01 % Repeat Reports w/in 30 Days - POTS	83,333	185,185				
	MR 5 01 % Repeat Reports w/in 30 Days - Specials	83,333	185,185				
	MR 5 01 % Repeat Reports w/in 30 Days - Total - 2Wire xDSL					59,524	
	MR 5 01 % Repeat Reports w/in 30 Days - Tot. - DSL Line Share					59,524	
	NETWORK PERFORMANCE						
11	Final Trunk Groups Blocked			364,583			364,583
	NP 1 03 Blocked 2 months			121,528			
	NP 1 04 Blocked 3 months			243,056			
12	Collocation				291,667		291,667
	NP 2 01/2 % On Time Response to Request for Collocation				44,529		
	NP 2 05/6 % On Time - Collocation				222,646		
	NP 2 07/8 Average Delay Days				24,491		
	Total Dollars at Risk - Monthly	833,333	3,333,333	1,458,333	291,667	833,333	6,750,000
	Total Dollars at Risk - Annually	10,000,000	40,000,000	17,500,000	3,500,000	10,000,000	81,000,000

Note B: All bill credits in this section are at risk each month. Any bill credits assigned to a sub-metric that has no activity or is under development will be divided proportionately among the sub-metrics in the respective critical measures.

Note C: For Critical Measure No. 5 "Hot Cut Performance." No allocation of available bill credits is made between the sub-measures. If one sub-measure warrants an adjustment, the market adjustment percentage is applied to the entire amount of bill credits available. If both sub-measures indicate that bill credits are due to CLECs, the lower score will be used to calculate the bill credits due.

Table B-2: Collocation—Critical Measure #12 Allocation Weights

<u>NP</u>	<u>Network Performance</u>	<u>Weight</u>
2-01	% OT Response to Request for Physical Collocation New	10
2-01	% OT Response to Request for Physical Collocation Augment	10
2-02	% OT Response to Request for Virtual Collocation New	10
2-02	% OT Response to Request for Virtual Collocation Augment	10
2-05	% On Time—Physical Location New	20
2-05	% On Time—Physical Location Augment	20
2-06	% On Time—Virtual Location New	20
2-06	% On Time—Virtual Location Augment	20
2-07	Average Delay Days—Physical—New	20
2-07	Average Delay Days—Physical—Augment	20
2-08	Average Delay Days—Virtual—New	20
2-08	Average Delay Days—Virtual—Augment	20
		200

APPENDIX C

January 2003



Performance Scores for Measures with Absolute Standards:

Table C-1

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 ¹	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1 ²	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table ³	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
PR-4-04	% Missed Appointment - VZ – Dispatch – 2 Wire xDSL	≤ 5%	> 5% and ≤ 10%	> 10%
PR-6-02	Installation Troubles within 7 Days - Hot Cuts	≤ 2%	> 2% and ≤ 3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days - New	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-2-07 NP-2-08	Collocation – Average Delay Days - Augment	≤ 3.5 Days	> 3.5 and ≤ 12.5 Days	> 12.5 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

Example: If Verizon NY were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

¹ Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

² Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05 and PO-1-06 for the WEB GUI interface

³ The list Metrics with 95% Standard appears [in Table C-2 on the following page](#).

Table C-21-1: Performance Metrics with 95% Performance Standard:**PO Pre-Ordering**

- 8-01 Average Response Time – Manual Loop Qualification
 8-02 Average Response Time – Engineering Record Response

OR Ordering

- 1-02 % On Time LSRC - Flow Through – POTS/Pre-qualified Complex – 2hrs
1-02 % On Time LSRC - Flow Through – Platform – 2hrs
1-02 % On Time LSRC - Flow Through – Loop/Pre-qualified – 2hrs
 1-04 % OT LSRC~~<10 Lines~~ - No Facilities Check (Elec.-No Flow Through) – POTS/Pre-qualified Complex
1-04 % OT LSRC - No Facilities Check (Elec.-No Flow Through) – Platform
1-04 % OT LSRC - No Facilities Check (Elec.-No Flow Through) – Loop/LNP
 1-04 % OT LSRC~~<10 Lines~~ - No Facilities Check (Elec.-No Flow Through) – Specials
 1-04 % OT LSRC~~<10 Lines~~ - No Facilities Check (Elec.-No Flow Through) – 2 Wire Digital – UNE/Resale
 1-04 % OT LSRC~~<10 Lines~~ - No Facilities Check (Elec.-No Flow Through) – 2 Wire xDSL Loops
 1-04 % OT LSRC~~<10 Lines~~ - No Facilities Check (Elec.-No Flow Through) – Line Share/Line Split
 1-06 % On Time LSRC ~~≥10 Lines~~ – Facilities Check (Electronic) – POTS/Pre-qualified Complex
1-06 % On Time LSRC – Facilities Check (Electronic) – Platform
1-06 % On Time LSRC – Facilities Check (Electronic) – Loop/LNP
 1-06 % On Time LSRC ~~≥10 Lines~~ – Facilities Check (Electronic) – Specials
 1-06 % On Time LSRC ~~≥10 Lines~~ – Facilities Check (Electronic) 2 Wire Digital – UNE/Resale
 1-06 % On Time LSRC ~~≥10 Lines~~ – Facilities Check (Electronic) – 2 Wire xDSL Loops
 1-06 % On Time LSRC ~~≥10 Lines~~ – Facilities Check (Electronic) – Line Share/Line Split
 1-12 % On Time Firm Order Confirmations
 1-13 % On Time Design Layout Record
1-19 % On Time Response - Request for Inbound Augment (<=192)
2-12 % On Time Trunk ASR Reject
 2-02 % On Time LSR Reject - Flow Through – POTS/Pre-qualified Complex
2-02 % On Time LSR Reject - Flow Through – Platform
2-02 % On Time LSR Reject - Flow Through – Loop/Pre-qualified
 2-04 % OT LSR Rej. ~~<10 lines~~ - No Facilities Check (Elec.-No Flow Through) POTS/Pre-qualified Complex
2-04 % OT LSR Rej. - No Facilities Check (Elec.-No Flow Through) Platform
2-04 % OT LSR Rej. - No Facilities Check (Elec.-No Flow Through) Loop/LNP
 2-04 % OT LSR Rej. ~~<10 lines~~ - No Facilities Check (Elec.-No Flow Through) Specials
 2-04 % OT LSR Rej. ~~<10 lines~~ - No Facilities Check (Elec.-No Flow Through) 2 Wire Digital – UNE/Resale
 2-04 % OT LSR Rej. ~~<10 lines~~ - No Facilities Check (Elec.-No Flow Through) – 2 Wire xDSL Loops
 2-04 % OT LSR Rej. ~~<10 lines~~ - No Facilities Check (Elec.-No Flow Through) – Line Share/ Line Split
 2-06 % On Time LSR Reject ~~≥10 Lines~~ – Facilities Check (Electronic) - POTS/Pre-qualified Complex
2-06 % On Time LSR Reject - Facilities Check (Electronic) – Platform
2-06 % On Time LSR Reject - Facilities Check (Electronic) – Loop/LNP

2-06	% On Time LSR Reject >= 10 Lines - Facilities Check (Electronic) - Specials
2-06	% On Time LSR Reject >= 10 Lines - Facilities Check (Electronic) 2 Wire Digital- UNE/Resale
2-06	% On Time LSR Reject >= 10 Lines - Facilities Check (Electronic) – 2 Wire xDSL Loops
2-06	% On Time LSR Reject >= 10 Lines - Facilities Check (Electronic) – Line Share/ Line Split
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
4-11	% Completed Orders with Neither a PCN or BCN Sent
4-16	% On time PCN – 1 Business Day
4-17	% On time BCN – 2 Business Days
10-01	% PON Exceptions Resolved w/in 3 Business Days
10-02	% PON Exceptions Resolved w/in 10 Business Days
5-03	% Flow Through Achieved - POTS
6-03	% Accuracy - LSRC – POTS
6-03	% Accuracy - LSRC - Platform
6-03	% Accuracy - LSRC - Loop

PR Provisioning

3-03	% Completed within 3 Days (1-5 lines) – Total – Line Share /Line Split
3-10	% Completed within 6 Days (1-5 lines) – Total – 2 Wire xDSL Loops
4-07	% On Time Performance - LNP only
4-14	% Completed On Time -2W xDSL Loops
6-02	% Installation Troubles Within 7 Days – Hot Cut
9-01	% On Time Performance - Hot Cut

BI Billing

1-02	% DUF in 4 Business Days
3-04	% CLEC Billing Claims Acknowledged within Two Business Days
3-05	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Acknowledgement.

NP Network Performance

2-01	% OT Response to Request for Physical Collocation – New
2-01	% OT Response to Request for Physical Collocation – Augment
2-02	% OT Response to Request for Virtual Collocation – New
2-02	% OT Response to Request for Virtual Collocation – Augment
2-05	% On Time - Physical Location – New
2-05	% On Time - Physical Location – Augment
2-06	% On Time - Virtual Location – New
2-06	% On Time - Virtual Location – Augment

Table C-1-2: Allowable Misses Small Sample Size Scoring Procedures for Small Sample Sizes for Counted Variable Performance Measures with Absolute Standards for Use on a CLEC Aggregate Results Basis Only

A. Allowable Misses:

For counted variables with benchmark standards, it is possible to have small sample sizes, such that just a single missed transaction within a report period can cause the measure to miss its benchmark. The plan recognizes that without an allowance for a single miss, the plan would effectively require perfection to avoid bill credits, which would be above the designated benchmark for the measure. Also, a single missed transaction does not demonstrate that the measure's performance warrants a performance score of either a "-1" or a "-2". Thus a "zero weight" will be assigned in any single miss situations as specified by the criteria below. This deems the measure as neither a "pass" nor a "miss" for the purposes of bill credit calculations. In addition, if there are only 2 missed transactions in any small sample situation described below, a performance score of -1 will be assigned to the measure, again due to the minimal number of missed transactions.

For Counted Variables with Benchmark Standards that have a small number of observations in a data month, the following scoring procedures will be used at the CLEC aggregate level only:

For counted variable metrics where higher performance is better ("HIB"), e.g., 95% on-time, or a 0.95 standard:

- for any HIB counted variable metric where $n < \{1/[1-\text{standard}]\}$, (for example, for a 95% standard, $n < (1/[1-0.95])$ or $n < 20$)

0 misses is a "0" performance score

1 miss is a zero weight with no performance score

2 misses is a "-1" performance score

more than 2 misses is a "-2" performance score

For counted variable metrics where lower performance is better ("LIB"), e.g., 5% missed appts, or a 0.05 standard:

- for any LIB counted variable metric where $n < \{1/[\text{standard}]\}$, (for example, for a 5% standard, $n < (1/0.05)$ or $n < 20$)

0 misses is a "0" performance score

1 miss is a zero weight with no performance score

2 misses is a "-1" performance score

more than 2 misses is a "-2" performance score

~~—If less than 20 items, find volume of items measured in Sample Size Column.~~

~~—If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.~~

- If the number of misses falls in the “0” column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the “1” column, the performance score for the metric is -1.
- If the number of misses falls into the “2” column, the performance score is -2.
- “NA” is not applicable

Examples of what should be reported in the performance scores column for measures with a 95% or a 5% Standard are shown in the table below for different combinations of misses and sample sizes:

Sample Size	Number of Misses			
	0	1	2	3 or more
1	0	Blank, Zero weight	NA	NA
2	0	Blank, Zero weight	-1	NA
3	0	Blank, Zero weight	-1	-2
4	0	Blank, Zero weight	-1	-2
5	0	Blank, Zero weight	-1	-2
6	0	Blank, Zero weight	-1	-2
7	0	Blank, Zero weight	-1	-2
8	0	Blank, Zero weight	-1	-2
9	0	Blank, Zero weight	-1	-2
10	0	Blank, Zero weight	-1	-2
11	0	Blank, Zero weight	-1	-2
12	0	Blank, Zero weight	-1	-2
13	0	Blank, Zero weight	-1	-2
14	0	Blank, Zero weight	-1	-2
15	0	Blank, Zero weight	-1	-2
16	0	Blank, Zero weight	-1	-2
17	0	Blank, Zero weight	-1	-2
18	0	Blank, Zero weight	-1	-2
19	0	Blank, Zero weight	-1	-2

Sample Size	Zero Weight	0	-1	-2
1	±	0	NA	NA
2	±	0	2	NA
3	±	0	2	3
4	±	0	2	3+
5	±	0	2	3+
6	±	0	2	3+
7	±	0	2	3+
8	±	0	2	3+
9	±	0	2	3+
10	±	0	2	3+

11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon NY may exercise pursuant to the small sample size table for performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon NY should not be allowed to exclude the event pursuant to the above table. Verizon NY will have a right to respond to any such challenge by the CLECs. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon NY Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

January 2003

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STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if “parity” exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon NY (Incumbant LEC). Verizon NY may be required to use statistical methodologies as a means to determine if “parity” exists, or if the performance for competitive local exchange carriers (CLECs) is equivalent to the performance for Verizon NY. For performance measures where “parity” is the standard and sufficient sample size exists, Verizon NY will use the “modified t statistic” proposed by a number of CLECs in LCUG (Local Competitors User Group) for measured variables. For the evaluation of parity metrics involving counted variables, the permutation test, also known as Fisher’s exact test, will be used. The specific definitions and formulas are detailed below:

Definitions and Formulas:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

\bar{X} denotes the average performance or mean of the sample

S denotes the standard deviation

n denotes the sample size

p denotes the proportion of failed performance, for percentages 10% translates to a 0.10 proportion

A statistical score below -1.645 is associated with a 5% percent or less chance that the performance for the CLEC will be incorrectly judged as being inferior to the Verizon NY, when, in fact, the performance for the CLEC is superior (Type I error). Note: For the purposes of the

statistical evaluation of measured variable sample sizes of 30 or more, the standard normal Z distribution is used as reasonably approximating Student's t distribution.

Counted Variables: The statistical score equivalent for counted variables is the standard normal Z score that has the same probability as the significance probability of the permutation test (a.k.a., Fisher's exact test). Specifically, the statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the following hypergeometric distribution probability of seeing the number of failures, or greater in the CLEC sample.

$$1 - \left\{ \sum_{i=\max(0, \{n_{inc}p_{inc} + n_{clec}p_{clec}\} - [n_{clec} - n_{inc} + n_{clec}])}^{n_{clec}p_{clec} - 1} \frac{\binom{[n_{clec}p_{clec} + n_{inc}p_{inc}]}{i} \binom{[n_{clec} + n_{inc}] - [n_{clec}p_{clec} + n_{inc}p_{inc}]}{n_{clec} - i}}{\binom{[n_{clec} + n_{inc}]}{n_{clec}}} \right\}$$

Measured Variables: The statistical score is the LCUG-t score

$$t = \frac{\bar{X}_{inc} - \bar{X}_{clec}}{\sqrt{S^2_{inc} \left(\frac{1}{n_{inc}} + \frac{1}{n_{clec}} \right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the means (measured variables) in the numerator of the LCUG t formula should be reversed.

B. Sample Size Requirements:

SMALL SAMPLE SIZE

The assumptions that underlie the statistical models used here include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, there may be an issue regarding whether or not the characteristics of the sample reasonably represent the population. In order to permit meaningful statistical analysis to be performed and confident conclusions to be drawn, the sample size must be sufficiently large to minimize the violations of the assumptions underlying the statistical model. This involves not only statistical considerations, but also requires some practical judgement. The following will indicate the minimum sample sizes below which parity metrics results (for both counted and measured variables) may not permit reasonable statistical conclusions.

Statistical tests of parity should be performed under the following conditions:

If there are only 6 of one group (Verizon NY or CLEC), the other must be at least 30.

If there are only 7 of one, the other must be at least 18.

If there are only 8 of one, the other must be at least 14.

If there are only 9 of one, the other must be at least 12.

Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.

A parity metric comparison that does not meet the above sample size criteria may be taken to the Carrier Working Group for further evaluation. A statistical score will not be reported, however, the means (or proportions), number of observations, standard deviation (for means only) and sampling error will be reported.

MEASURED VARIABLES WITH SAMPLE SIZE LESS THAN 30

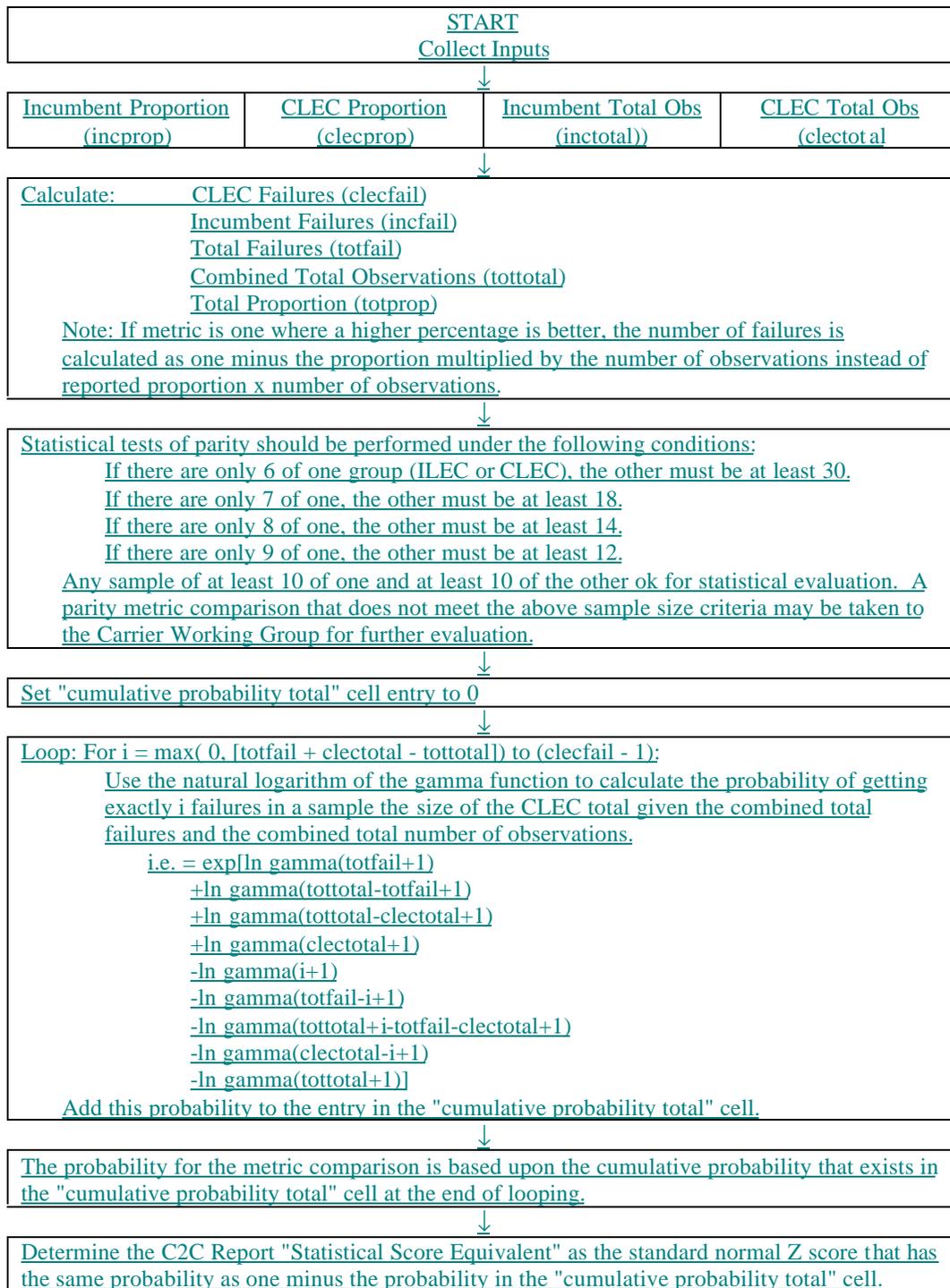
If either the CLEC or Verizon NY sample size is less than 30 for a measured variable and if the sample sizes exceed the minimum sample sizes described above, then the following statistical evaluation procedure will be used:

If the absolute performance for the CLEC is better than the Verizon NY performance, no statistical analysis is required.

- a.) If the performance is worse for the CLEC than for Verizon NY , Verizon NY may use the LCUG t score until such time as a permutation test can be run in an automated fashion. Once the permutation test can be run in an automated fashion, it should be performed for all measured variable statistical tests having a sample size of less than 30.
- b.) If the LCUG t score indicates an “out of parity” result, Verizon NY will run the permutation test.
- c.) If the permutation test shows an “out of parity” condition, Verizon NY may perform a root cause analysis to determine cause, or may be required by the Carrier Working Group to perform a root cause analysis. If the cause is the result of “clustering” within the data, Verizon NY will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including Verizon NY ‘s troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the

average facility problem, the orders are not independent and clustering occurs. Finally, if
root cause shows that the difference in performance is the result of CLEC behavior,
Verizon NY will identify such behavior and work with the respective CLEC on
corrective action.

**Flow Chart of Log Gamma Based Hypergeometric
Routine for C2C Report
Counted Variable Metric Comparisons**



For performance measures where “parity” is the standard and sufficient sample size exists, Verizon NY will use the “modified Z statistic” proposed by a number of CLECs who are members of the Local Competitors User Group (“LCUG”). A Z or t score of below 1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Counted Variables:	Measured Variables:
$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}(1 - P_{INC})\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$	$t = \frac{\bar{X}_{INC} - \bar{X}_{CLEC}}{\sqrt{S^2_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed.

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

\bar{X} is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

⁴ For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

B. Sample Size Requirements:

The standard Z or t statistic will be used for measures where “parity” is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both the Verizon and the CLEC is 30. For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5. When the sample size requirement is not met, Verizon NY will do the following:

- 1.If the performance for the CLEC is better than the Verizon NY performance, no statistical analysis is required.
- 2.If the performance is worse for the CLEC than Verizon NY, Verizon NY will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test is not calculable in a manner tied to the performance reporting spreadsheets.
- 3.If the t or binomial distribution show an “out of parity” result, Verizon will run the permutation test.
- 4.If the permutation test shows an “out of parity” condition, Verizon NY will perform a root cause analysis to determine cause. If the cause is the result of “clustering” within the data, Verizon NY will provide documentation demonstrating that

~~clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon NY troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon NY will identify such behavior and work with the respective CLEC on corrective action.~~

C. Verizon Exceptions Process:

1. ~~A~~ another assumption underlying the statistical models used here is the key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. In some instances ~~E~~ events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon NY will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following events occur:

- a. **Event Driven Clustering: - Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon NY may provide data demonstrating that all troubles within that failure, including Verizon NY troubles were resolved in an equivalent manner. Then, Verizon NY also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon NY and. ~~The~~ remaining troubles will be compared according to normal statistical methodologies.
- b. **Location Driven Clustering: - Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon NY will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon NY will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- c. **Time Driven Clustering: - Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon NY will provide the data demonstrating ~~that~~ the activity is on that day. Verizon NY will compare that single day's

performance for the CLEC to Verizon NY's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

- d. **CLEC Actions:** If performance for any measure is impacted by unusual CLEC behavior, the incumbent Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

2. Documentation:

Verizon NY will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon NY and CLEC performance. For cable failures, Verizon NY will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. Timeline for Exceptions Process:

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 25 th
VZ Files Exceptions on January Performance	March 17 th
CLEC and other interested parties Files Reply to Verizon Exceptions	March 27 th
PSC Staff Issues Ruling on Exceptions	April 15 th
February Performance Reports	March 25 th
March Performance Reports	April 25 th
Credits Processed for January Performance ⁵	By May 1st

⁵ If exceptions are filed on February or March performance measures that have –1 performance scores for January, that could be reduced to 0's, then any impact from a PSC rulings would be reflected in future month's bills. (Credit offset).

APPENDIX E

January 2003

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Mode of Entry Bill Credit Mechanism

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

1. For each MOE measure with a “parity” standard: Calculate Z or t score or perform permutation test (for small samples).⁶
2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

<u>Statistical Score</u>	<u>Performance Score</u>
£ -1.645	-2
< -0.8225 and > -1.645	-1
> -0.8225	0 ⁷

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (See Appendix C.)
4. Monthly scores will be recomputed after two more months of performance data have been gathered to determine whether any -1 scores in the applicable month have been changed to zeros. For example, Verizon NY performance in February and March would be examined to determine whether any -1 scores in January should be changed to 0s. After the 2 additional months performance data have been analyzed a Weighted Performance Score for each measure for each MOE will be calculated and aggregated.

⁶ When “no activity occurs” in a metric [or when there is insufficient sample size for as specified in Appendix D for a metric](#), the performance measure and its weight will be excluded from performance score.

⁷ For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

5. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.*
6. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate that will be paid to each CLEC if Verizon NY’s performance is at that particular level. The individual CLEC’s Bill Credit will be determined by multiplying the CLEC’s monthly units in service by the applicable rate for the Aggregate MOE score.
7. For example, assume the two steps of the UNE- Platform Bill Credit Table were as follow:

Score	Mon. \$	Mon. Vol.	Mon. Rate
-0.36268- 0.30253	\$1,539,474	100,000	\$15.39
-0.38463- 0.32878	\$1,697,368	100,000	\$16.97

Using the above Credit Table, if the Aggregate MOE score was ~~-0.37003~~ and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a \$76,950 Bill Credit (\$15.39 X 5,000 = \$76,950).

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

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE, in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

January 2003

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Critical Measures Performance Scoring

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

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

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% the maximum monthly amount; for -1 performance to 100% of the maximum monthly amount for -2 performance. A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is \$200,000~~416,667~~.

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

Statistical Score		Performance Score	Increment	Dollars
From	To			
	>-0.8225	0	0%	\$0
≤ -0.8225	-0.9048	-1.0	50%	<u>\$100,000</u> \$208,334
≤ -0.9048	> -0.9870	-1.1	55%	<u>\$110,000</u> \$229,167
≤ -0.9870	> -1.0693	-1.2	60%	<u>\$120,000</u> \$250,000
≤ -1.0693	> -1.1515	-1.3	65%	<u>\$130,000</u> \$270,834
≤ -1.1515	> -1.2338	-1.4	70%	<u>\$140,000</u> \$291,667
≤ -1.2338	> -1.3160	-1.5	75%	<u>\$150,000</u> \$312,500
≤ -1.3160	> -1.3983	-1.6	80%	<u>\$160,000</u> \$333,334
≤ -1.3983	> -1.4805	-1.7	85%	<u>\$170,000</u> \$354,167
≤ -1.4805	> -1.5628	-1.8	90%	<u>\$180,000</u> \$375,000
≤ -1.5628	> -1.6450	-1.9	95%	<u>\$190,000</u> \$395,834
≤ -1.645		-2.0	100%	<u>\$200,000</u> \$416,667

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards ⁸

% Performance		Performance	Increment	Dollars
From	To	Score		
	≥ 95.0	0	0%	\$0
< 95.0	≥ 94.5	-1.0	50%	\$100,000 \$208,334
< 94.5	≥ 94.0	-1.1	55%	\$110,000 \$229,167
< 94.0	≥ 93.5	-1.2	60%	\$120,000 \$250,000
< 93.5	≥ 93.0	-1.3	65%	\$130,000 \$270,834
< 93.0	≥ 92.5	-1.4	70%	\$140,000 \$291,667
< 92.5	≥ 92.0	-1.5	75%	\$150,000 \$312,500
< 92.0	≥ 91.5	-1.6	80%	\$160,000 \$333,334
< 91.5	≥ 91.0	-1.7	85%	\$170,000 \$354,167
< 91.0	≥ 90.5	-1.8	90%	\$180,000 \$375,000
< 90.5	≥ 90.0	-1.9	95%	\$190,000 \$395,834
< 90.0		-2.0	100%	\$200,000 \$416,667

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

Pursuant to the above table ~~\$100,000~~~~208,334~~ would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1 .*

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

For measures where the statistical score is used, the cutoff point for qualification is Verizon NY's score on the critical measure +/- one sampling error (based upon the Verizon NY sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon NY's performance score was 0.13 and the sampling error was 0.03, all CLECs with scores equal to or greater than 0.16 would qualify.

- 4. Calculate the individual market adjustments for qualified CLECs.**

- a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.

⁸ For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

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

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

* Chart 1 provides an illustration of how Bill Credits would be calculated for the Aggregate Rule.

** Chart 2 provides an illustration of how Bill Credits would be calculated for the Individual Rule.

APPENDIX G

January 2003

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APPENDIX H

January 2003

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Special Provisions – UNE Measures

UNE Ordering Performance:

Verizon-New York will provide an additional \$2 million in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of \$500,000 for each metric missing the standard will be allocated and credited to all CLECs ordering Unbundled Network Elements based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Funding for these credits will be taken from funds that are unused in previous months within a plan year or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC – <u>No Facilities Check</u> 10 Lines	< 90%
OR-1-06	% On Time LSRC – <u>Facilities Check</u> ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject – <u>No Facilities Check</u> 10 Lines	< 90%
OR-2-06	% On Time Reject – <u>Facilities Check</u> ≥ 10 Lines	< 90%

FLOW THROUGH:

An additional \$10 Million per year is available for flow through performance. Two performance measures from UNE from the Carrier to Carrier Performance Reports will be used to measure performance.

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

OR-5-03	% Flow Through – Achieved - UNE	≥ 95%
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For each measure the scores for UNE will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then one-fourth (1/4) the annual amount \$2,500,000 will be credited to all CLECs operating in New York based on the numbers of lines in service. Verizon NY will work with CLECs to improve order quality. If any CLEC, after working with Verizon NY, refuses to improve order quality, Verizon NY will exclude their orders from the flow through performance measures. Performance will be measured for the first time under this measure upon Verizon NY’s entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

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

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through				
<i>UNE</i>	23500	27000	24500	75000

Total Orders Processed				
<i>UNE</i>	35000	33000	32000	100000

Total % Flow Through - UNE for Quarter:	75%
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Total Orders that Flow Through				
<i>UNE</i>	23500	27000	24500	75000

Total Orders Designed to Flow Through:

UNE

27000	29000	27000	83000

Total % Achieved Flow Through - UNE for Quarter:

90.4%

In this example, neither metric met the performance threshold, therefore \$2.5 Million would have been credited to all CLECs purchasing Unbundled Network Elements.

Hot Cut Loop Performance:

An additional \$24 Million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01 - % On Time - Hot Cut Loop and PR-6-02 - % Installation Troubles within 7 Days – Hot Cut Loop.⁹ If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

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

Metric #		Tier II ¹⁰ Threshold	Tier III ¹¹
PR-9-01	% On Time - Hot Cut Loop	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3%	≥ 4%

⁹ These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon NY does not satisfy that Critical Measure.

¹⁰ Threshold is measured based on two consecutive months of performance

¹¹ Threshold is measured based on an individual month’s performance

Under Tier I if Verizon NY does not satisfy the above standards for two consecutive months, it will distribute \$1 million to the effected CLECs. Under Tier II if Verizon NY does not satisfy the above standards for a single month, it will distribute \$2 million to the effected CLECs. Below is an example of how this measure would work.

Example:

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

APPENDIX I



SPECIAL PROVISIONS

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon NY's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$18 million per annum in bill credits is available for these three measures.

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

~~Verizon NY will provide an additional \$1 million in bill credits each month for a new measure “% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days.” If performance falls below 90% for any month on this measure, or more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon NY's request are rejected as duplicates, a credit of \$1 million will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (12/00 version) are attached. The measures and standards are as follows:~~

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

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

~~Verizon NY will provide an additional \$0.5 million in bill credits each month for a new measure “% SOP to Bill Completion Notice Sent Within 3 Business Days.” A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:~~

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

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
<p>The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.</p>		
Exclusions:		
<p>—The PONS shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.</p> <p>—Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.</p>		
Performance Standard:		
90% threshold for Special Provisions		
Report Dimensions:		
Company: —CLEC aggregate		Geography: —State
Products	—EDI Notifier Trouble Tickets	
Sub-Metrics		
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	Numerator	Denominator
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
<u>Resale & UNE combined:</u>		
<u>Completion Notification Response Time:</u>		
The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.		
Exclusions:		
—VZ Test Orders		
—When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.		
—From OR-4-09; Complex Resale Orders		
Performance Standard:		
OR-4-09: 90% threshold for Special Provision.		
Report Dimensions OR-4 Completion Notification		
Company:		Geography:
—CLEC Aggregate		—State
—CLEC Specific		
Sub-Metrics		
OR-4-09	% SOP to Bill Completion Within 3 Business Days	
Products	—EDI Orders	
Calculation	Numerator	Denominator
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

