

Summary of Proposed Changes for the 2003 New York PAP

Listed below are the most significant changes that will be proposed to the New York State Public Service Commission for the Performance Assurance Plan (PAP) to be effective in 2003. Other changes, not highlighted below, are administrative or clerical in nature.

Structural changes:

- Create new Mode of Entry (MOE) for UNE Analog Loops;
- Create new Critical Measures (CM) group for UNE Analog Loops;
- Create new CM for “Resolution Timeliness”;
- Create CM group for Specials; and
- Eliminate Special Provision for EDI measures.
- Reallocate Dollars:
 - MOE: Reallocate Dollars from Resale and Trunk MOE to support new UNE Loop MOE; and
 - Critical Measures: Reallocate Dollars from EDI Special Provision, Trunk CM and Collocation to fund additional dollars in UNE Platform, UNE Loop, Specials and Resolution Timeliness CMs.

Statistical changes:

- Incorporate statistical methodologies from the April 29, 2002 Order modifying the C2C Guidelines.
- Modify small sample size table for benchmark measures to address performance standards other than 95%, *e.g.*, 90%.

Metrics Modifications:

- Disaggregate several metrics by product (*i.e.*, loop versus platform) and by class of service (*i.e.*, business versus residence) consistent with changes in C2C guidelines;
- Hot Cut MOE measures -- link on time performance and installation quality; and
- Replace PR-4-01 with PR-4-15 for interconnection trunks, consistent with changes in C2C guidelines.

Metrics Added:

- Completion Notifier Metrics: OR-4-11, OR-4-16 and OR-4-17;
- Resolution Timeliness: OR-10-01, OR-10-02, BI-3-04 and BI 3-05. (Note: The BI-3 metrics will be under development until their definitions are resolved in the Carrier Working Group and ordered by the PSC);
- % Order Accuracy; and
- % Out of Service > 4 Hours and % Out of Service > 12 Hours.

Metrics Deleted:

- MR-2 Report Rate; and
- PR-4 Average Delay Days for Trunks.