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February 3, 2003

BY HAND AND E-MAIL

Honorable Janet Hand Deixler
Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223

**Re: Case 99-C-0949 – Compliance Filing –
Performance Assurance Plan**

Dear Secretary Deixler:

Enclosed please find an original and fifteen (15) copies of the Compliance Filing of Verizon New York Inc. (“Verizon NY”) for the 2003 Performance Assurance Plan (the “2003 PAP”), which is being filed pursuant to the “Order Amending Performance Assurance Plan.”¹ The 2003 PAP, annexed hereto, reflects each of the modifications that the Commission has directed. In addition, the 2003 PAP includes a number of administrative and editorial changes, which Staff agrees should be made. The changes are as follows:

¹ See Case 99-C-0949, “Order Amending Performance Assurance Plan” (issued January 24, 2003).

1. 2003 PAP Document – Edits:

(a) Page 13 under the section entitled “UNE Ordering Performance,” the listed metrics have been edited to reflect the current, complete name for each metric.²

(b) Page 16, footnote 20 has been edited to read as follows: “Refer to Appendix D for the a discussion of the appropriate statistical tests.”

(c) The proposed 2003 PAP originally referred to the “final” page of the monthly report that identifies CLEC-specific payments due. This provision was clarified to indicate that this page is an additional page included in the CLEC-specific reports. (*See* page 17.)

(d) The proposed 2003 PAP refers to monthly reports being due within 25 days of the end of each month. A footnote was added to clarify that if the 25th day falls on a weekend or holiday, the reports will be due on the first subsequent business day. (*See* page 17, n.22.)

2. Appendix B – Critical Measure No. 6 – UNE Loop: In the proposed 2003 PAP the allocation of dollars was based on Staff’s working model for UNE-Loop and Resale and had weights of 2 and 10 for MR-3-01 and MR-5-01, respectively. However, Appendix A of the proposed 2003 PAP had weights of 10 and 10 for these measures. An analysis of the model confirmed that Cells Q177, Q178, and Q179 on Tab I were linked to the incorrect weights. With the change in weights, the allocations of dollars within Critical Measure No. 6 for UNE Loop and Resale are now as follows:

² For the convenience of the parties, Verizon NY has also attached a redlined version of the 2003 PAP showing the revisions that have been made. All references herein are to the redlined version.

MAINTENANCE		UNE - Loop	Resale
6	Maintenance Performance	\$266,667	\$208,333
	MR-3-01 % Missed Repair Appointments – Loop – Bus.		52,083
	MR-3-01 % Missed Repair Appointments – Loop – Res.		52,083
	MR-3-01 % Missed Repair Appointments – Loop	106,667	
	MR-4-08 % Out of Service >24 Hrs. – Bus.		26,042
	MR-4-08 % Out of Service >24 Hrs. – Res.		26,042
	MR-4-08 % Out of Service >24 Hrs. – Total	53,333	
	MR-5-01 % Repeat Reports within 30 Days	106,667	52,083

These changes are reflected in Appendix B, Table B-1.

3. Appendix B – Other Critical Measures: The proposed 2003 PAP inadvertently omitted the weights associated with the metrics included in Critical Measure Nos. 8 and 9 and the Critical Measure for Specials. The weights for these measures appear in Table B-2 in Appendix B.

4. Appendix C – Correction: Metric OR-10-02 was incorrectly referred to in Table C-2 in Appendix C, which only lists measures with 95% benchmark standards. It should be deleted from that table and added to Table C-1 as follows:

Metric No.	Measure	0	-1	-2
OR-10-02	% PON Exceptions Resolved w/in 10 Business Days	≥ 99%	≥ 94 and < 99%	< 94%

(See Appendix C, Table C-1.)

5. Appendix D – Memorandum of Understanding: Subsequent to the comment cycle for the proposed 2003 PAP, the Carrier Working Group adopted a Memorandum of Understanding regarding the display of max/min scores of +5 or -5 for the stat score columns (the z or t score columns) and the use of the LCUG t when no permutation test was necessary. It was agreed that these provisions should be added to Appendix D to correspond with the language in the Memorandum of

Understanding. These changes appear in the footnote on page 1 and in the text on page 4 of Appendix D.

6. Appendix E – Corrections:

(a) With regard to Delay Day metrics, historically the practice has been to find good performance if there is no CLEC activity on an Average Delay Day metric, and the corresponding CLEC % Missed Appointment performance is 0% with activity in the same report period. In these instances, the Average Delay Day metric receives a “0” performance score with its assigned weight for the month. This practice was not documented. The practice is now memorialized in a footnote in Appendix E with a table of applicable metrics. (*See Appendix E, page 1, n.7.*)

(b) Because collocation is no longer included in the referenced provision, the sentence in the footnote on page 2 of Appendix E that states: “For Collocation, it is collocation cages installed in the month” has been deleted.

7. Appendix F – Critical Measures – Individual Rule: In the proposed 2003 PAP, no provision exists to cover the situation when there was no activity in the previous month. To address this, under the Individual Rule, if a CLEC has a performance score of -1 or less, in a month when Verizon NY passes a measure at the aggregate level, and no activity exists in the previous month to determine the CLEC’s eligibility for payment under the Individual Rule, Verizon NY will look back one additional month for a performance score of -1 or less for the eligibility determination. If there is no activity in either of the two previous months, the Individual Rule will not be triggered. (See Appendix F, page 3, n.10.)

8. Appendix F – Edits:

(a) In the proposed 2003 PAP, Appendix F, Tables F-1-1 and F-1-2, showed scores of -1.1, -1.2, -1.3 ... -1.9. However, under the 2003 PAP, a performance score is either a 0, -1 or -2. Thus, it was agreed that the values of -1.1 through -1.9 would be changed to -1 in Tables F-1-1 and F-1-2. (See Appendix F, Tables.)

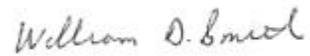
(b) The last sentence of Appendix F, page 3, section B3, was edited to add the word “qualified” to match the embedded text currently in the Staff PAP Working Model. The beginning of the sentence now reads as follows: “This rate is multiplied by the CLEC’s *qualified* volume” (See Appendix F, page 3.)

9. Appendix H – Clarification: A clarification to Appendix H was needed to explain how to allocate bill credits since the UNE metrics under the 2003 PAP are split into UNE Platform and Loop sections. The allocation is as follows: the amounts at risk for UNE Flow Through and UNE Ordering measures are first allocated between Platform and Loop in the same proportions as the totals

at risk for the two modes in MOE and then, within each mode, by each CLEC's proportion of lines (i.e., CLEC Platform lines/Total Platform lines). (See Appendix H, page 1, n.11.)

10. Miscellaneous Edits: A number of typographical errors have been corrected.

Respectfully submitted,



William D. Smith

cc: All Active Parties (By E-Mail and U.S. Mail)

PERFORMANCE ASSURANCE PLAN

VERIZON NEW YORK INC.

March 2003

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APPENDICES TO PERFORMANCE ASSURANCE PLAN

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PERFORMANCE ASSURANCE PLAN

I. INTRODUCTION

To ensure that Verizon New York Inc. (“Verizon NY”) provides high-quality service to Competitive Local Exchange Carriers (“CLECs”) after Verizon NY has gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996 (the “1996 Act”), the commitments set forth in this Performance Assurance Plan (the “Plan” or “PAP”) will take effect after Verizon NY’s entry into that market.¹ The actions include, *inter alia*, the adoption of carrier-to-carrier service measurements and standards, scoring mechanisms to determine whether CLECs are receiving non-discriminatory treatment (including statistical methodologies), bill credits for unsatisfactory performance, monthly reporting requirements, and provisions for annual reviews, updates and audits. Also included are provisions for a Quality Assurance Program for Verizon NY’s measures and an Exceptions Process that will allow Verizon NY to obtain, subject to Commission approval, modifications to reported service results. Under this Plan, Verizon NY will issue bill credits to CLECs if it provides unsatisfactory performance. The amount of the bill credits under this Plan will total no more than \$208 million annually.²

¹ The Public Service Commission (the “Commission”) retains the first line of authority for enforcing these commitments. The Federal Communications Commission (the “FCC”) will have authority for preventing Verizon NY from future marketing in long distance should post-entry developments so warrant.

² Verizon NY recognizes that interconnection agreements between Verizon NY and the CLECs remain an essential part of the statutory scheme under the 1996 Act. Although the performance provisions of those agreements will be in effect during the term of the agreements, Verizon NY will engage in good faith negotiations on new performance provisions when the current interconnection agreements expire. Where an existing interconnection agreement with a CLEC in New York State incorporates performance standards and remedies, such standards and remedies will not be unilaterally withdrawn by Verizon NY. Such standards and remedies will continue to be offered by Verizon NY in subsequent negotiations with those CLECs upon expiration of the existing agreements and similarly will be

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II. PROVISIONS OF THE PLAN

A. Measures, Methods of Analysis and Standards

1. Measures

The measures and standards in this Plan have generally been taken directly from the current version of Guidelines for Carrier-to-Carrier Performance Standards and Reports (the “Guidelines”), which were initially developed in Case 97-C-0139 and cover the areas of Pre-order, Ordering, Provisioning, Maintenance and Repair, Billing and Network Performance. These measures and standards were developed after more than two years of collaborative meetings with CLECs and were initially approved by the Commission on February 16, 1999.³ The measures have also been reviewed by the Department of Justice. Accordingly, these measures and standards represent the interests of a broad body of stakeholders. Periodic collaborative meetings with CLECs in the Carrier Work Group in Case 97-C-0139 have resulted in revisions to the measures and standards by the Commission since their initial adoption, and it is expected that further revisions will be adopted to reflect the needs of the competitive marketplace.

2. Methods of Analysis

Primarily, two interrelated methods will be used to monitor VerizonNY’s wholesale performance to CLECs on the performance measurements. The first method is designed to measure VerizonNY’s overall Section 271 performance in five categories that correspond to the methods or modes CLECs use to enter the local exchange market: Resale; Unbundled Network

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negotiated in good faith with other CLECs who request negotiation of such terms and conditions.

³ See Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Adopting Inter-Carrier Service Quality Guidelines (issued February 16, 1999).

Elements - Platform (“UNE-Platform”); Unbundled Network Elements - Loop (“UNE-Loop”); Interconnection (Trunks); and Digital Subscriber Line (“DSL”). This is referred to as the Mode of Entry (“MOE”) measurements method, and a total of \$75 million in annual bill credits will be available to CLECs if Verizon NY provides the maximum allowable unsatisfactory performance in all five MOE categories. (See Appendix A.) The MOE measurements provide a mechanism to measure the overall level of Verizon NY’s service to the entire CLEC industry in the five areas.

The second method will measure Verizon NY’s performance in critical areas, on both a CLEC-specific and a CLEC-aggregate basis. The Critical Measures are also grouped by the five categories used in MOE and, in addition, include measures for Specials, Collocation and the Resolution Process.⁴ These measures are a subset of the measures included in the MOE measurements for Resale, UNE-Platform, UNE-Loop, Trunks and DSL, and include additional measures for Collocation, Specials and Resolution Process. A total of \$99 million in annual bill credits will be available to CLECs if Verizon NY provides the maximum allowable out of parity performance on all Critical Measures. (See Appendix B.) The Critical Measures cover Verizon NY’s service in areas critical to the CLECs and provide a mechanism to assure that CLECs on an individual basis are receiving non-discriminatory service. All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionally among the submetrics in that Critical Measure.

In addition, this Plan contains a “Special Provisions” section that focuses on a number of UNE measures that have been viewed as measuring key aspects of Verizon NY’s performance after it gains entry into the interLATA market. In order to assure that Verizon NY will provide

⁴ The Resolution Process includes measures for the resolution of PON related-trouble tickets and billing claims.

satisfactory service in these key areas, *e.g.*, flow through, hot cuts and ordering, VerizonNY has made \$34 million in addition to the \$174 million available in MOE and Critical Measures for bill credits for these measures. In addition, \$24 million in unused bill credits will be available for certain UNE measures. (*See* Section II(E)(3) *infra.*)

3. Standards

Each measure will be evaluated according to one of two standards. For the measures where a VerizonNY retail analogue exists, a “parity” standard will be applied.⁵ For those measures where no retail analogues are available, an absolute standard has been specified as a surrogate to determining whether VerizonNY is providing non-discriminatory service to the CLECs. The metrics with absolute standards are displayed in Appendix C.

B. Distribution Of The \$174 Million Among Measurements

1. The \$174 Million Distribution

\$75 million in annual bill credits have been attributed to the MOE measures and have been distributed to each of the MOE categories in amounts that reflect the importance of that MOE to the local exchange competition. These amounts can double to \$150 million in annual bill credits. (*See* section II.C.2 below.) Each month one-twelfth (1/12) of the annual amount will be available for bill credits. (*See* Appendix A.) An analogous principle has been applied to the \$99 million for the Critical Measures bill credits. (*See* Appendix B.)

2. Reallocation Of Potential Bill Credits

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the Plan and the Change Control Assurance Plan, which is discussed below hereto. The Commission will give the Company 15 days notice prior

⁵ The parity measures in the Plan fall into two categories: Measured variables and Counted variables. Measured variables are metrics of means or averages, such as mean time to repair. Counted variables are metrics of proportions such as percent measures.

to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

Bill credits of \$218 million are available for shifting to areas deemed critical during the course of the year. The funds consist of:

\$75 Million – Mode of Entry;

\$99 Million – Critical Measures;

\$34 Million – Special Provisions; and

\$10 Million – Change Control Assurance Plan.

3. The Change Control Assurance Plan

A separate plan has been proposed for the Change Control process. Under the Change Control Assurance Plan, \$10 million in bill credits will be available to CLECs for unsatisfactory performance on four Change Control metrics. However, under that Plan if the bill credit amounts due CLECs in any one plan year exceed \$10 million, VerizonNY will use funds available for bill credits under the MOE categories to pay CLECs for bill credits owing for Change Control measures, up to an additional \$15 million. Bill credits for Change Control measures will be given priority over bill credits for MOE measures. The MOE monthly caps will not apply to the Change Control bill credits, but will continue to apply to the MOE measures.

C. MOE Scoring And Bill Credit Calculations

1. Scoring

As noted, the measures and standards for the MOE measurements have been placed into five categories: Resale, UNE Platform, UNE - Loop, Interconnection (Trunks) and DSL. Since the 1996 Act requires that VerizonNY provide interconnection “that is at least equal in quality” to that provided to itself, and “non-discriminatory access” to unbundled elements, each month

Verizon NY will apply statistical tests, which are outlined in Appendix D, to Verizon NY and CLEC performance data to develop t scores or equivalent permutation or Fisher's Exact Test scores for the measures.⁶ These statistical scores will be converted into a performance score for each MOE measure as follows:

<u>Statistical Score</u>	<u>Performance Score</u>
$Z \leq -1.645$	-2
$-1.645 < Z \leq -0.8225$	-1
$-0.8225 < Z$	0

For small sample sizes of measures with a parity standard, the Permutation Test will be applied to obtain the statistical scores, which will be converted into a performance score.

(See Appendix D.) For small sample sizes of measures with absolute standards, a small sample size table will be applied to obtain the performance scores. Measures with absolute standards will be given a performance score of 0, -1, or -2 depending on the performance for that measure. (See Appendix C.)

Thus, for each of the measures within the five MOE categories, Verizon NY's performance will be graded 0 (no discrimination), -1 (discrimination in question), or -2 (discrimination probable). Each measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the next two months. Should Verizon NY maintain a performance score of 0 for the next two months, then the score in the original month will be changed from -1 to 0.⁷ The 0 would then be used in conjunction with all

⁶ The statistical methodologies set forth in Appendix D were taken from the New York State Carrier-to-Carrier Guidelines Performance Standards and Reports in Case 97-C-0139.

⁷ If there is no activity or insufficient sample for evaluation of a metric in either or both of the two subsequent months, the performance score from the previous month or scores from the previous 2 months will be used in that order to obtain two scores to determine the outcome of the -1 in the month under evaluation. If two scores cannot be obtained from the four months (2 forward and 2 back), the -1 in the month under evaluation will be changed to a 0.

of the other metrics in that MOE category to determine an aggregate score. A score of -2 in a given month will not be subject to change based upon performance in subsequent months.

The performance score for each metric will then be weighted, based upon the importance of the metric in determining whether that MOE is open to competition. (See Appendix A, which lists the weights for the MOE measurements.) The weighted scores will then be aggregated (averaged) by each MOE category (Resale, UNE Platform, UNE Loop, Interconnection and DSL), producing an overall weighted score for each of the five categories.

2. Bill Credit Calculations

If Verizon NY's overall (aggregate) performance score in the five categories falls below a minimum score in any given month, wholesale price reductions in the form of bill credits will be implemented and remain in effect for one month.⁸ If an overall score falls to the maximum score or below, the maximum wholesale price reduction will be implemented. Scores between the minimum and maximum scores will also be entitled to credits pursuant to a credit table for each MOE category. (Credit Tables with the range of scores between the minimum and maximum and the applicable rates appear in Appendix A.) The bill credits payable to the CLECs will be determined each month by dividing the amount from the table in Appendix A by the actual monthly volumes of the CLEC units in service. The measurement units for each of the MOEs is as follows:

1. UNE Loop – Lines in service at end of month;
2. UNE - Platform – Lines in service at the end of month;
3. Resale – Lines in service at end of month;
4. Interconnection (Trunks) – Minutes of use in month; and
5. DSL – Lines in service at end of month.⁹

⁸ The intent is that the minimum score for each MOE category corresponds to the threshold at which there is a 95% certainty that parity does not exist.

⁹ For the purpose of this Plan:

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The maximum scores represent the maximum allowable out of parity condition, which would significantly limit a mode of entry as a competitively viable option. The minimum and maximum performance scores and the start point percentages are as follows:

Mode of Entry	Minimum Market Adj.	Maximum Market Adj.	% Market Adj. at Minimum¹⁰	No. of Increments (min. to max.)
UNE – Platform	-0.25292	-.6700	20%	19
UNE – Loop	-0.24862	-.6700	20%	19
Resale	-0.24715	-.6700	20%	19
Interconnection	-0.21429	-1.0000	20%	13
DSL	-0.23024	-.6700	20%	19

Should Verizon NY provision performance at one half the difference (*i.e.*, the midpoint) between the minimum and maximum scores in any one of the five MOE categories for three consecutive months, the amounts in the credit tables in Appendix A for that same three-month period will be doubled for the applicable MOE category. (The midpoints for the MOEs are delineated in Appendix A.) The amounts in Appendix A will remain doubled until such time as Verizon NY achieves a score of one quarter (or greater) the difference between the minimum and maximum scores in that category in any given month. In addition, performance at the maximum score for three consecutive months in any one of the five MOE categories will result in an

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1. Lines in service for UNE-Platform means UNE-Platform lines.
2. Lines in service for UNE-Loop means UNE 2 wire analog loops.
2. Lines in service for Resale means Resale POTS lines.
3. Trunks – minutes of use per month.
4. Lines in service for DSL means Resale 2 Wire Digital Services, UNE 2 Wire Digital loops, UNE 2 Wire xDSL loops, UNE line shared loops, and UNE Line Split loops.

¹⁰ The “% Market Adj. at Minimum” indicates the amount of monthly bill credits that will be due to CLECs if Verizon NY trips the minimum score. For example, if Verizon NY were to score -.253 on the UNE-Platform MOE in a month, then 20% of the \$3,750,000 monthly amount would be due. (*See* Appendix A.)

extension of the original duration of the UNE-P offering set forth in the Pre-filing Statement (at 8-11) for two years for every geographic area.

Appendix E provides a detailed step-by-step description of how the MOE performance scores and bill credits will be calculated and distributed to the CLECs.

3. The Domain Clustering Rule

Domain Clustering will provide CLECs with an additional layer of protection under the MOE mechanism. The term Domain refers to four service quality measures (*i.e.*, Pre-Order Ordering, Provisioning, and Maintenance and Repair)¹¹ that are included in the UNE-Platform, UNE Loop, Resale and DSL MOEs. Under the Domain Clustering Rule, each Domain will be reviewed each month. If 75% or more of the respective Ordering, Provisioning, or Maintenance and Repair Domain weights are tripped, the higher of the clustering overlay or overall market score will be used to determine the market adjustments for the UNE-Platform, UNE-Loop, Resale and DSL MOEs. The same rule will apply to the Pre-Order Domain, except that the clustering overlay would be effective if all Pre-Order response time measures failed at the -2 level, in which case 75% would be used in the overlay calculations. The Domain Clustering methodologies are set forth in detail in Appendix E.

D. Critical Measures Scoring And Bill Credit Calculations

1. Scoring

Verizon NY's performance in these measurement categories is critical to the CLECs' ability to compete in the New York local exchange market. Should Verizon NY performance miss the applicable performance standards for even *one* of these categories, the eligible CLECs

¹¹ The domains do not include billing.

will be entitled to bill credits. (See Appendix B.) The statistical tests and performance scoring mechanism described in the MOE section also apply to these measures.¹²

Like the MOE scoring, each Critical Measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the subsequent two months. Should Verizon NY maintain a performance score of 0 for those two months, then the score in the original month will be changed from -1 to 0.¹³ A score of -2 in a given month, however, will not be subject to change based upon performance in subsequent months.

2. Bill Credit Calculations

For each Critical Measure, Verizon NY's performance for all CLECs during a given month will be averaged. Should the resulting performance score in any one category fall to -1 or below or to a Z or t score of -0.8225 or below ("Sub-Standard Performance"),¹⁴ 50% of the maximum bill credits for that measure will be payable to the eligible CLECs. The eligible CLECs are all those CLECs that received Sub-Standard Performance during that month (the "Aggregate Rule"). In addition, should any CLEC receive Sub-Standard Performance for two consecutive months, bill credits for that CLEC will be implemented for the two month period, notwithstanding the fact that all CLECs on average may have received satisfactory performance during the two months (the "Individual Rule").¹⁵

¹² To the extent that a Critical Measure contains more than one measure, the weights from Appendix A will be used to determine the amount of bill credits available for the individual measure.

¹³ If there is no activity or insufficient sample for evaluation of a metric in either or both of the two subsequent months, the performance score from the previous month or scores from the previous 2 months will be used in that order to obtain two scores to determine the outcome of the -1 in the month under evaluation. If two scores cannot be obtained from the four months (2 forward and 2 back), the -1 in the month under evaluation will be changed to a 0.

¹⁴ The Permutation Test will be used to derive Z and t scores for measures with small sample sizes as described in the Guidelines and Appendix D.

¹⁵ If all CLECs on average received an aggregate score below -1 for both months, the individual CLEC

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For performance scores between -1 and -2, or Z or t scores between -0.8225 and -1.645, the bill credits will increase by ten incremental amounts and the amounts payable to each CLEC will be in direct proportion to the amount of service that CLEC receives from VerizonNY compared to the other CLECs who received Sub-Standard Performance pursuant to the Critical Measure. For example, under Critical Measure, “% Repeat Reports within 30 days,” the percent of bill credits for an unsatisfactory score would be calculated by determining the number of lines a CLEC had compared to other CLECs that received Sub-Standard Performance.¹⁶ If a score falls to the maximum level, the maximum bill credits will be implemented for the Critical Measure in question.

Appendix F provides a detailed step-by-step description of how the Critical Measures scores and bill credits will be calculated and distributed to the CLECs.

E. Special Provisions -- UNE Measures

A number of key measures have been identified that measure aspects of VerizonNY’s performance on service quality on UNE items that are viewed as essential for CLECs to ensure their ability to effectively compete in the local service market. Accordingly, additional funds will be made available for these measures under the subparagraphs described below.

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with the below average score would be entitled to bill credits for the Critical Measure in question under the Aggregate Rule. Likewise, if all CLECs on average received an aggregate score below -1 for the first of the two months and an aggregate score above -1 for the second month, the individual CLEC with Sub-Standard Performance during both months would be entitled to receive bill credits pursuant to the Aggregate Rule for the first month and pursuant to the Individual Rule for the second month. A CLEC is only entitled to receive bill credits under the Individual Rule if it receives a score of -1 or less in a Critical Measure category and the CLEC group on average received a score greater than -1 for the Critical Measure.

¹⁶ For Collocation – bill credits distribution will be determined by the cages completed during month, *i.e.*, collocation arrangements completed: all arrangements including (a) physical, (b) virtual and (c) other collocation arrangements provided under tariff.

1. Flow Through Measures For UNEs

Verizon NY will make an additional \$10 million per year available for potential bill credits, which will be paid on a quarterly basis, for the following flow through UNE metrics measured on a cumulative quarterly basis: OR-5-01 “% Flow Through - Total” and OR-5-03 “% Flow Through Achieved.” Under this section a performance standard of 80% will apply to OR-5-01 and a performance standard of 95% will apply to OR-5-03. If at the end of any quarter Verizon NY has not achieved one of these two performance standards, it will distribute one-quarter of the annual amount available under this subsection in bill credits. The bill credits will be available to all CLECs purchasing UNEs. Any amounts due will be credited based on the CLEC’s lines in service.¹⁷ The scoring methodology for this measure is set forth in more detail in Appendix H.

2. UNE Ordering Performance

An additional \$2 million per month, or \$24 million per year, will be made available for bill credits for four non-flow-through UNE performance measures:

OR-1-04 % On Time LSRC/ASRC – No Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP ;
OR-1-06 % On Time LSRC/ASRC – Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP ;
OR-2-04 % On Time LSR/ASR Reject – No Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP ; and
OR-2-06 % On Time LSR/ASR Reject – Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP .”

Funding for these additional bill credits will come from any unused funds in a month or the six prior months. \$500,000 in bill credits per metric will be distributed under this section to all CLECs ordering UNEs based on the CLEC’s lines in service if performance is less than 90%

¹⁷ Lines in service will equal: UNE-Platform and UNE Loop.

on the respective measures. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (See Appendix H.)

3. Additional Hot Cut Performance Measures

An additional \$24 million in new funds for bill credits will be made available for service quality related to two Hot Cut Performance Measures: PR-9-01 “% on Time Performance - Hot Cut” and PR-6-02 “Installation Quality - % Installation Troubles Reported Within 7 Days.” Bill credits will be paid under this section if either of two events occurs:

- (a) If for any two consecutive months Verizon NY fails to achieve either 90% on-time performance for Hot Cuts or has a greater than a 3.00% rate for I-codes for hot cuts, Verizon NY will distribute \$1 million in bill credits to the affected CLECs. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. If Verizon NY fails to meet either of these measures in the first month, but meets them in the second month, no bill credits will be due.
- (b) If for any one month Verizon NY fails to achieve 85% on-time performance for Hot Cuts or scores greater than a 4.00% rate for I-codes for hot cuts, Verizon NY will distribute \$2 million in bill credits to the affected CLECs for that month. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (See Appendix H.)

F. Monthly Reports

In order to ensure that there is timely information regarding Verizon NY’s performance, Verizon NY will report its performance on a monthly basis. Each month a report will be made available to all CLECs providing service in New York.

A sample copy of the report appears in Appendix G. The first five pages will provide information regarding the MOE measures and will include:

1. Verizon NY actual performance to its retail customers where such measures exist and to its CLEC customers for each metric;

2. The number of observations for Verizon NY and the CLECs for each measure (where applicable);
3. The Verizon NY standard deviation (where applicable);
4. The sampling error (where applicable);
5. The appropriate statistical scores (where applicable)¹⁸ or the difference between Verizon NY's and the CLECs' actual performance on the measure (where applicable);
6. A performance score for each measure;
7. The weight for each measure;
8. The weighted performance score; and
9. An aggregation of the performance scores, weighted performance scores, and aggregate bill credits, if any, due under each MOE.

The sixth and seventh pages will provide a listing of the Critical Measures and the bill credits, if any, that are due for these measures on a CLEC-wide basis. The eighth page will include performance details for Critical Measures for Network Performance, Specials and Resolution Processes. The ninth and tenth pages address the Special Provision and the Change Control Measures. The eleventh page will provide a summary of the total bill credits, if any, due to the CLEC industry. In addition, CLEC specific reports will include bill credit amounts, if any, due to the individual CLEC for the MOE, Critical Measures and Special Provisions.¹⁹ The monthly report will be provided within 25 days of the end of each month.²⁰

Verizon NY will continue to provide a separate report on all measures established in the Carrier-to-Carrier ("C2C") proceeding (Case 97-C-0139), allowing for additions, deletions and

¹⁸ Refer to Appendix D for the a discussion of the appropriate statistical tests.

¹⁹ The computer model that will be used to calculate the MOE and Critical Measures bill credits will be posted on Verizon NY's Wholesale Website.

²⁰ If the 25th day is a weekend or holiday, the monthly reports will be provided by the first subsequent business day.

other modifications ordered by the Commission. In addition, to the extent allowed by law, Verizon NY will make available CLEC-specific C2C electronic reports enabling those receiving the reports to evaluate performance at greater levels of detail, including but not limited to residential and business, geographic and class of service performance. The C2C reports will be made available to any CLEC requesting the reports.

Verizon NY will provide to each CLEC in a usable format the underlying data used to calculate Verizon NY's performance for that CLEC at the same time Verizon NY submits its monthly report.²¹ Such reports must also be filed with the Department's Staff.

G. Bill Credits Payment

Should Verizon NY's performance not meet the standards set forth above for the MOE and Critical Measure measurements, CLECs will receive bill credits for those MOE categories or Critical Measures scores that fall below the respective minimum levels. To the extent warranted, bill credits will appear on each CLEC's bill four months after the month in which the unsatisfactory performance has occurred. If the bill credits exceed the balance due Verizon NY on the CLEC's bill, the net balance will be carried as a credit on to the CLEC's next month's bill.

Verizon NY will issue checks in lieu of outstanding bill credits to CLECs that discontinue taking service from Verizon NY.²² Verizon NY may, however, exercise ordinary

²¹ Pursuant to the "Order Amending Performance Assurance Plan", issued January 24, 2003, in Case 99-C-0949, at 4, a two-year statute of limitation on challenges to PAP performance will be adopted and effective July 25, 2003 for the June 2003 performance report. The initiation of this provision is contingent upon Verizon NY providing the algorithms, in a structured format, related to the PAP metrics to the Director of Communications prior to July 25, 2003. Verizon NY will provide notice to CLECs receiving PAP reports that it has satisfied this obligation.

²² Verizon NY will be specifically prohibited from recovering revenue losses attributable to the Performance Assurance Plan and the Change Control Assurance Plan.

commercial means to ensure that it will not issue such a check prior to receipt of a CLEC's undisputed payments due Verizon NY.

H. Term Of Performance Assurance Plan

This plan will become effective the day Verizon NY gains entry into the interLATA market. At such time as Verizon NY eliminates its Section 272 affiliate, the parties will reconvene for purposes of reevaluating the appropriateness of the standards, measurements and corrective actions set forth in this Plan. Until such time as a replacement mechanism is developed or the Plan is rescinded, this Plan, as it may be modified before such time by the Commission and Verizon NY, shall remain in effect. (*See Section II(J), infra.*)

I. Quality Assurance Program

Verizon NY will establish a Carrier-to-Carrier Service Quality Assurance Program after adoption of this Plan. Verizon NY will formulate a Quality Assurance Program for wholesale services that leverages the successful experience gained from a similar program used in the retail environment. These procedures are being introduced to provide oversight in a systemic way and to further continuous improvement in service quality reporting activities. Sampling and analysis techniques will be employed for all Domains to ensure accuracy of measurements reporting and work document accuracy. Wholesale services will be segregated along Resale, UNE Loop, and UNE-Platform categories and disaggregated further into appropriate subdivisions of wholesale products.

J. Exceptions and Waiver Process

Recognizing that C2C service quality data may be influenced by factors beyond Verizon NY's control, Verizon NY may file Exception or Waiver petitions with the Commission seeking to have the monthly service quality results modified on three generic grounds. The first involves the potential for "clustering" of data, and the effect that such clustering has on the

statistical models used in this Plan. The requirements of the clustering exception are set forth in Appendix D.

The second ground for filing exceptions relates to CLEC behavior. If performance for any measure is impacted by unusual CLEC behavior, VerizonNY will bring such behavior to the attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior which may influence performance results include order quality; actions that cause 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 VerizonNY has missed an appointment. If such action negatively influences VerizonNY's performance on any metric, VerizonNY will be permitted to petition for relief. The petition, which will be filed with the Commission and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior has caused VerizonNY to miss the service quality target. VerizonNY's petition must include all data that demonstrates how the measure was missed. It should also include information that excludes the data affected by the CLEC behavior. CLECs and other interested parties will be given an opportunity to respond to any VerizonNY petition for an Exception. If the Commission determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the monthly reports.

The third ground for filing Waivers relates to situations beyond VerizonNY's control that negatively affect its ability to satisfy only those measures with absolute standards. The performance requirements dictated by absolute standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be achieved during periods of emergency, catastrophe, natural disaster, severe storms, or other events beyond VerizonNY's control.

Verizon NY may therefore petition the Commission for a waiver of specific performance results for those metrics that have performance targets dictated by absolute standards, if the Company's performance results do not meet the specific standard. This waiver process shall not be available for those metrics for which Verizon NY's wholesale performance is measured by comparison to retail performance (parity metrics).

Any petition pursuant to this provision must demonstrate clearly and convincingly the extraordinary nature of the circumstances involved, the impact that the circumstances had on Verizon NY's service quality, why the Company's normal, reasonable preparations for difficult situations proved inadequate, and the specific days affected by the event. The petition must also include an analysis of the extent to which the parity metrics (retail and wholesale) were affected by the subject event, and must be filed within 45 days from the end of month in which the event occurred.

The Commission will determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

The resolution of a waiver exception request will occur prior to the scheduled payment period. To facilitate this, any petition seeking a waiver shall be filed within 45 days of the last day of the month in which the challenged event occurred. CLECs will have 10 days to serve and file replies to Verizon NY requested exceptions.

Verizon NY will compensate CLECs for lost interest while an unsuccessful waiver is under review.

K. Annual Review, Updates And Audits

1. Annual Review And Updates

Each year the Commission Staff and Verizon NY will review the Performance Assurance Plan to determine whether any modifications or additions should be made. During this review, Staff and Verizon NY will determine, among other things, whether: (1) measures and weights should be modified, added or deleted; (2) modifications should be made to the distribution of dollars at risk among the four MOE and Critical Measures categories; (3) geographic deaveraging should be adopted for reporting metric results; (4) the clustering and CLEC behavior exceptions included in Appendix D should be modified; (5) small sample size procedures should be modified; and (6) the methodologies used to calculate the bill credits should be modified. All aspects of the Plan, however, will be subject to review.

The annual review will not be subject to limitation, and any topic legitimately related to the Plan will be reviewed. All disputes will be resolved by the Commission. Nothing in the Performance Assurance Plan can or will diminish Commission jurisdiction over Verizon NY service.

The annual review process will be initiated no more than six months before the anniversary date of Verizon NY's entry into the long distance market pursuant to Section 271. The parties to Case 97-C-0271 will be given an opportunity to comment on any proposed modifications to the Performance Assurance Plan prior to formal Commission action. Any modifications to the Plan will be implemented as soon as is reasonably practical after Commission approval of the modifications.

2. Audits

Each year, and at least four months prior to the annual review, the Staff will conduct an audit of selected portions of the Plan to assess whether Verizon NY is accurately recording and

reporting CLEC and Verizon NY service quality data. In addition, during the first six months after the Plan has been adopted, Staff will continue its Metric Replication project to assure that the data reported in the monthly reports accurately reflects the service quality being provided to these CLECs.²³ At the end of this six-month period, Staff will make a recommendation based on its assessment of Verizon NY's internal controls and actual metric replication results whether the metric replication project should be continued. The replication effort may be extended, as necessary, until the Commission's requirements for quality reporting from Verizon NY are satisfied.

In addition, CLECs upon a showing of good cause will have the right to challenge the accuracy of the data and/or scores related to any measure Verizon NY reports in the monthly summary reports. (*See* Appendix G.) In the event of such a challenge, Verizon NY will employ an independent outside auditor that will conduct a review of the challenged material. If the outside auditor finds that no material errors were made in the reporting of the data and/or scores, the CLEC initiating the audit will be responsible for paying all costs associated with the audit. If the CLEC's claim is sustained, Verizon NY will be responsible for the payment of such costs.

III. FULLY INTEGRATED DOCUMENT

The terms and provisions of this Plan are submitted in their entirety to the Commission for approval. This Plan represents a fully integrated statement of the commitments Verizon NY will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Commission for approval on a piecemeal basis.

²³ Metric Replication evaluates Verizon NY's metrics process by attempting to recreate its performance metrics using filtered data from Verizon NY's target databases. The target databases include, *inter alia*, NORD, SORD, DCAS, Sentinel, CAFÉ and NAMS. Replication relies on mathematical techniques to verify and validate Verizon NY's performance and reporting of the metrics. The objective is to recreate Verizon NY's performance metrics using the technical definitions verified and validated in the C2C proceeding.

Verizon New York Inc.

APPENDIX A

March 2003

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Table A-1-2: Unbundled Network Elements - Platform

Table A-1-3: Unbundled Network Elements - Loop

Table A-1-4: Interconnection Trunks

Table A-1-5: DSL

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

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

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

Table A-1-4: Interconnection - Mode of Entry Weights

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

Table A-1-5: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
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	2
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	5
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI	2
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

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

	RESALE	UNE-Platform	UNE-Loop	Trunks	DSL
Monthly	\$416,666	\$3,750,000	\$833,333	\$416,666	\$833,333
Annual	\$5,000,000	\$45,000,000	\$10,000,000	\$5,000,000	\$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-3-4: Interconnection Trunks**Table A-3-5: DSL**

Table A-3-1: Resale

- Maximum of \$ 5,000,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.24715
- Mid-point between minimum and maximum = -0.45858

Score Range		Monthly Dollars:
<	And ³	
	-0.24715	\$0
-0.24715	-0.26941	\$83,333
-0.26941	-0.29166	\$100,877
-0.29166	-0.31392	\$118,421
-0.31392	-0.33617	\$135,965
-0.33617	-0.35843	\$153,509
-0.35843	-0.38068	\$171,053
-0.38068	-0.40294	\$188,596
-0.40294	-0.42519	\$206,140
-0.42519	-0.44745	\$223,684
-0.44745	-0.46970	\$241,228
-0.46970	-0.49196	\$258,772
-0.49196	-0.51421	\$276,316
-0.51421	-0.53647	\$293,860
-0.53647	-0.55872	\$311,404
-0.55872	-0.58098	\$328,947
-0.58098	-0.60323	\$346,491
-0.60323	-0.62549	\$364,035
-0.62549	-0.64774	\$381,579
-0.64774	-0.67000	\$399,123
-0.67000		\$416,667

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
- Mid-point between minimum and maximum = -0.46146

Score Range		Monthly Dollars:
<	And ³	
	-0.25292	\$0
-0.25292	-0.27487	\$750,000
-0.27487	-0.29682	\$907,895
-0.29682	-0.31877	\$1,065,789
-0.31877	-0.34073	\$1,223,684
-0.34073	-0.36268	\$1,381,579
-0.36268	-0.38463	\$1,539,474
-0.38463	-0.40658	\$1,697,368
-0.40658	-0.42853	\$1,855,263
-0.42853	-0.45048	\$2,013,158
-0.45048	-0.47244	\$2,171,043
-0.47244	-0.49439	\$2,328,947
-0.49439	-0.51634	\$2,486,842
-0.51634	-0.53829	\$2,644,737
-0.53829	-0.56024	\$2,802,632
-0.56024	-0.58219	\$2,960,526
-0.58219	-0.60415	\$3,118,421
-0.60415	-0.62610	\$3,276,316
-0.62610	-0.64805	\$3,434,211
-0.64805	-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

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

Table A-3-4: Interconnection Trunks

- Maximum of \$ 5,000,000 per year
- Maximum Credit Performance Score “X” = -1.00000
- Minimum threshold = -0.21429
- Mid-point between minimum and maximum = -0.60715

Score Range		Monthly Dollars:
<	And ³	
	-0.21429	\$0
-0.21429	-0.27473	\$83,333
-0.27473	-0.33517	\$108,974
-0.33517	-0.39561	\$134,615
-0.39561	-0.45605	\$160,256
-0.45605	-0.51649	\$185,897
-0.51649	-0.57693	\$211,538
-0.57693	-0.63736	\$237,179
-0.63736	-0.69780	\$262,821
-0.69780	-0.75824	\$288,462
-0.75824	-0.81868	\$314,103
-0.81868	-0.87912	\$339,744
-0.87912	-0.93956	\$365,385
-0.93956	-1.00000	\$391,026
-1.00000		\$416,667

Table A-3-5: DSL

- Maximum of \$ 10,000,000 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.23024
- Mid-point between minimum and maximum = -0.45012

Score Range		Monthly Dollars:
<	And ³	
	-0.23024	\$0
-0.23024	-0.25339	\$166,667
-0.25339	-0.27653	\$201,754
-0.27653	-0.29968	\$236,842
-0.29968	-0.32282	\$271,930
-0.32282	-0.34597	\$307,018
-0.34597	-0.36911	\$342,105
-0.36911	-0.39226	\$377,193
-0.39226	-0.41540	\$412,281
-0.41540	-0.43855	\$447,368
-0.43855	-0.46169	\$482,456
-0.46169	-0.48484	\$517,544
-0.48484	-0.50798	\$552,632
-0.50798	-0.53113	\$587,719
-0.53113	-0.55427	\$622,807
-0.55427	-0.57742	\$657,895
-0.57742	-0.60056	\$692,982
-0.60056	-0.62371	\$728,070
-0.62371	-0.64685	\$763,158
-0.64685	-0.67000	\$798,246
-0.67000		\$833,333

APPENDIX B

March 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		52,083					
	MR-3-01	%Missed Repair Appointments - Loop - Res.	234,375		52,083					
	MR-3-01	%Missed Repair Appointments - Loop		106,667						
	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 Dig-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		26,042		66,667			
	MR-4-08	% Out of Service >24Hrs. - Res.	117,188		26,042					
	MR-4-08	% Out of Service >24Hrs. - Total		53,333						
	MR-5-01	% Repeat Reports within 30 Days	234,375	106,667	52,083		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.

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.

Critical Measures Table B-2

Weights for Network Performance, Resolution Timeliness and Specials

Network Performance		Weight
Maximum of \$2,000,000 at risk annually (1/12 in each month)		
NP-2-01/2	% OT Response to Request for Collocation – Total	5
NP-2-05/6	% On Time - Physical Collocation – Total	20
NP-2-07/8	Average Delay Days – Total	10
Total		35

Resolution Timeliness		Weight
Maximum of \$1,000,000 at risk annually (1/12 in each month)		
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	5
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	2
BI-3-04	% CLEC Billing Claims Acknowledged within Two Business Days	2
BI-3-05	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	20
Total		29

Specials		Weight
Maximum of \$3,000,000 at risk annually (1/12 in each month)		
Ordering		
OR-1-04	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	10
OR-1-06	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	10
OR-2-04	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	5
OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	5
Provisioning		
PR-4-01	% Missed Appointment -VZ -DSO -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -DS1 -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -DS3 -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -Other -UNE/Resale	5
PR-4-02	Average Delay Days - Total -UNE/Resale	5
PR-5-01	% Missed Appointment - Facilities -UNE/Resale	20
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	20
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	10
PR-8-01	Open Orders in a Hold Status > 30 Days -UNE/Resale	5
PR-4-01-3510	% Missed Appointment - VZ - Total – EEL	10
PR-4-02-3510	Average Delay Days - Total – EEL	5
PR-8-01-3510	Open Orders in a Hold Status >30 Days –EEL	2
PR-4-01-3530	% Missed Appointment - VZ - Total – IOF	10
PR-4-02-3530	Average Delay Days – IOF	5
PR-8-01-3530	Open Orders in a Hold Status >30 Days –IOF	2
Maintenance & Repair		
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5
MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-08	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	5
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	5
MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale	10
Total		184

APPENDIX C

March 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%
OR-10-02	% PON Exceptions Resolved w/in 10 Business Days	≥ 99%	≥ 94 and < 99%	< 94%
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.

Table C-2: 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 - 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 - No Facilities Check (Elec.-No Flow Through) – Specials
- 1-04 % OT LSRC - 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 – 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 – Facilities Check (Electronic) – Specials
- 1-06 % On Time LSRC – Facilities Check (Electronic) 2 Wire Digital– UNE/Resale
- 1-06 % On Time LSRC – Facilities Check (Electronic) – 2 Wire xDSL Loops
- 1-06 % On Time LSRC – 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. - 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. - No Facilities Check (Elec.-No Flow Through) Specials
- 2-04 % OT LSR Rej. - No Facilities Check (Elec.-No Flow Through) 2 Wire Digital – UNE/Resale
- 2-04 % OT LSR Rej. - No Facilities Check (Elec.-No Flow Through) – 2 Wire xDSL Loops
- 2-04 % OT LSR Rej. - No Facilities Check (Elec.-No Flow Through) – Line Share/ Line Split
- 2-06 % On Time LSR Reject – 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 - Facilities Check (Electronic) Specials
- 2-06 % On Time LSR Reject - Facilities Check (Electronic) 2 Wire Digital– UNE/Resale
- 2-06 % On Time LSR Reject - Facilities Check (Electronic) – 2 Wire xDSL Loops

- 2-06 % On Time LSR Reject - 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
- 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

- 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

Small Sample Size Scoring Procedures for Counted Variable Performance Measures with Absolute Standards for Use on CLEC Aggregate Results

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

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

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

March 2003

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 (incumbent 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:⁴

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

⁴ Values calculated for a z-statistic or t-statistic that are equal to or greater than 5.0000 will be displayed on monthly reports as 5.0000 and values for a z-statistic or t-statistic that are equal to or less than -5.0000 will be displayed as -5.0000.

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 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

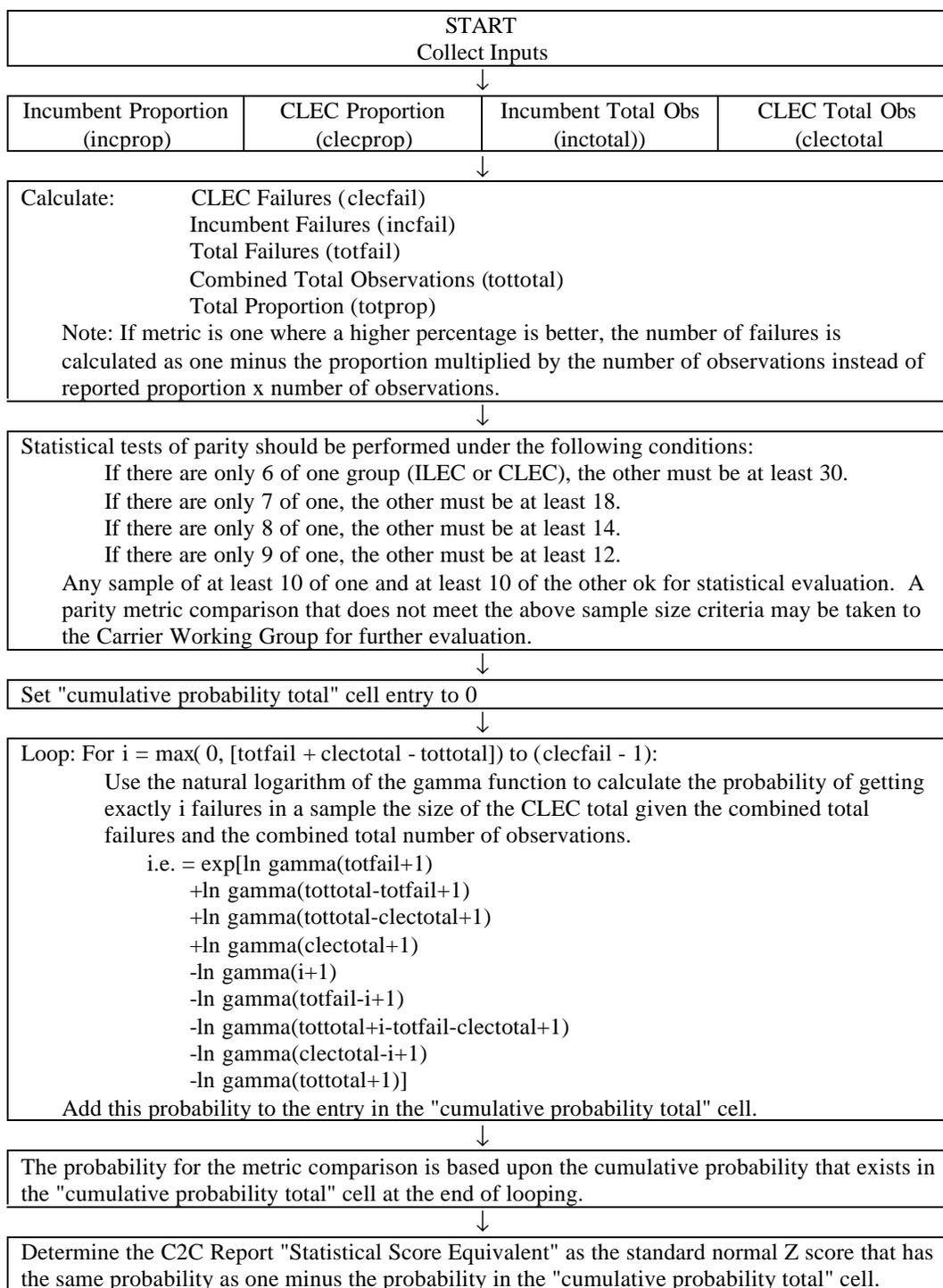
If either the CLEC or Verizon NY sample size is less than 30 for a measured variable and if the sample sizes exceed the minimum sample sizes described above, then the following statistical evaluation procedure will be used:

If the absolute performance for the CLEC is better than the Verizon NY performance, no statistical analysis is required. When a measured variable that is evaluated for parity does not require a permutation test because the number of Verizon or CLEC observations in a month is less than 30 and the CLEC performance is not worse than the corresponding Verizon retail performance, the LCUG-t scores will be displayed in the statistical score column.

- 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 PAP Report
Counted Variable Metric Comparisons**



C. Verizon Exceptions Process:

1. Another assumption underlying the statistical models used here is the assumption that the data is independent. In some instances, 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 a 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 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 NY 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

March 2003

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

⁶ When “no activity occurs” in a metric or when there is insufficient sample size for a metric as specified in Appendix D, the performance measure and its weight will be excluded from performance score. Measures and weights will not be excluded when there is a combination of no CLEC activity on an “Average Delay Day” measure, and activity with 0% performance on the corresponding CLEC “% Missed Appointment” measure (or 100% on a % On-Time measure) in the same report period. The Average Delay Day measure receives a “0” performance score and retains its assigned weight for the month when these combinations occur. The following tables lists the measure combinations:

Average Delay Day Measures			% Missed Appointment or %Complete On-Time Measures	
Resale	PR-4-02	Average Delay Days - Total – POTS	PR-4-04	% Missed Appointment - VZ - Dispatch – POTS
			PR-4-05	% Missed Appointment - VZ – No Dispatch - POTS
UNE - Platform	PR-4-02	Average Delay Days - Total – POTS	PR-4-04	% Missed Appointment - VZ - Dispatch – Platform
			PR-4-05	% Missed Appointment - VZ – No Dispatch - Platform
UNE – Loop	PR-4-02	Average Delay Days - Total – POTS	PR-4-04	% Missed Appointment - VZ - Dispatch - Loop-New
2 Wire Digital	PR-4-02	Average Delay Days -Total -2W Digital -UNE/Resale	PR-4-04	% Missed Appointment -Dispatch -2W Digital -UNE/Resale
			PR-4-05	% Missed Appointment –No Dispatch -2W Digital -UNE/Resale
2Wire DSL	PR-4-02	Average Delay Days -Total -2W xDSL Loops	PR-4-15	% Completed On Time -2W xDSL Loops
Line Share/Split	PR-4-02	Average Delay Days -Total -Line Share/Split	PR-4-04	% Missed Appointment -Dispatch -Line Share/Split
			PR-4-05	% Missed Appointment –No Dispatch -Line Share/Split
Collocation	NP-2-07/8	Average Delay Days - Total	NP-2-05/6	% On Time - Physical Collocation - Total

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.

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.
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

* The measurement units for UNEs, Resale and Interconnection are lines in service.

follow:

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

Using the above Credit Table, if the Aggregate MOE score was -0.3700 and a CLEC had 5,000 UNE Platform lines (at the end of the month), it would be entitled to a \$76,950 Bill Credit ($\$15.39 \times 5,000 = \$76,950$).

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-Platform, UNE-Loop, 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-Platform MOE is -0.25292 and the maximum score for the UNE-Platform MOE is -0.67000, therefore, the difference is -0.41708. This figure would be multiplied by the 81.2%. This equals -0.33867. This number (-0.33867) would be added to the minimum score

and would result in a domain clustering score of -0.59159. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.59159 based on the Domain Clustering Rule.

APPENDIX F

March 2003

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.

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

<u>Statistical Score</u>		<u>Performance Score</u>	<u>Increment</u>	<u>Dollars</u>
<u>From</u>	<u>To</u>			
	>-0.8225	0	0%	\$0
≤ -0.8225	-0.9048	-1	50%	\$100,000
≤ -0.9048	> -0.9870	-1	55%	\$110,000
≤ -0.9870	> -1.0693	-1	60%	\$120,000
≤ -1.0693	> -1.1515	-1	65%	\$130,000
≤ -1.1515	> -1.2338	-1	70%	\$140,000
≤ -1.2338	> -1.3160	-1	75%	\$150,000
≤ -1.3160	> -1.3983	-1	80%	\$160,000
≤ -1.3983	> -1.4805	-1	85%	\$170,000
≤ -1.4805	> -1.5628	-1	90%	\$180,000
≤ -1.5628	> -1.6450	-1	95%	\$190,000
≤ -1.645		-2	100%	\$200,000

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	50%	\$100,000
< 94.5	≥ 94.0	-1	55%	\$110,000
< 94.0	≥ 93.5	-1	60%	\$120,000
< 93.5	≥ 93.0	-1	65%	\$130,000
< 93.0	≥ 92.5	-1	70%	\$140,000
< 92.5	≥ 92.0	-1	75%	\$150,000
< 92.0	≥ 91.5	-1	80%	\$160,000
< 91.5	≥ 91.0	-1	85%	\$170,000
< 91.0	≥ 90.5	-1	90%	\$180,000
< 90.5	≥ 90.0	-1	95%	\$190,000
< 90.0		-2	100%	\$200,000

- 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 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 months⁹:
1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final performance score equal to or less than -. -1 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 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 -. performance score of -1 or less. This rate is multiplied by the CLEC's qualified volume (*e.g.*, lines in service) to determine the amount to be credited to the CLEC for that critical measure.**

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

⁹ For the individual rule, if a CLEC has a performance score of -1 or less in the current month where Verizon passes a measure at the aggregate level and there is no activity in the previous month to determine the CLEC's eligibility for payment under the individual rule, VZ will instead look back one additional month for a performance score of -1 or less for the eligibility determination. If there is not activity in either of the two previous months, the individual rule will not be triggered.

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

APPENDIX G

March 2003

APPENDIX H

March 2003

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 service¹⁰. Lines in service will equal: UNE-Platform and UNE-Loops. 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/ASRC – No Facility Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-1-06	% On Time LSRC – Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-04	% On Time Reject – No Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-06	% On Time Reject – Facilities Check (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%

¹⁰ Any bill credit amounts due for Special Provisions UNE Ordering are to be allocated between UNE-Platform and UNE-Loop in the same proportions as the totals at risk for the two modes in MOE. Then, within each mode, the amounts are to be allocated corresponding to each CLEC's UNE-Platform lines as a proportion of total UNE-Platform lines and each CLEC's UNE-Loops as a proportion of total UNE-Loops.

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%

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) of the annual amount 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.

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%

Total Orders that Flow Through

UNE

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 reported within 7 Days – Hot Cut Loop.¹¹ 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 ¹² Threshold	Tier III ¹³
----------	---------------------------------	------------------------

¹¹ 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.

¹² Threshold is measured based on two consecutive months of performance

¹³ Threshold is measured based on an individual month’s performance

PR-9-01	% On Time - Hot Cut Loop	< 90%	< 85%
PR-6-02	% Installation Troubles reported within 7 Days – Hot Cut Loop	≥ 3%	≥ 4%

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 reported within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	\$2 M	\$1 M	\$0M	\$0M

CHANGE CONTROL ASSURANCE PLAN

Verizon - New York Inc.

March, 2003

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APPENDIX A – Change Control Measures

I. INTRODUCTION

The “Order Adopting Permanent Rule” in Case 97-C-0139 added three new metrics related to the Change Control Process to the Carrier-to-Carrier Guidelines.¹ To ensure that New York Telephone Company, d/b/a Verizon - New York (“Verizon NY”), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon NY will undertake the actions set forth in this Change Control Assurance Plan (the “C.C.A.P.”) after entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. A total of \$25 million in bill credits will be at risk to CLECs if Verizon NY provides unsatisfactory service for the four measures in this Plan.

II. THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures, which have been taken from the June Order, are included in this Plan:

1. PO-4-01:% Change Management Notices Sent on Time;
2. PO-4-03:Change Management Notice Delay 8 plus Days;
3. PO-6-01:% Software Validation; and
4. PO-7-04:Delay Hours - Failed/Rejected Test Transactions - No Workaround.

Attached hereto as Appendix A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard.

¹ In addition to PO-4 Timeliness of Change Management Notice, which was included in the Guidelines adopted by the Commission in February (*see* Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Adopting Inter-Carrier Service Quality Guidelines” (issued February 16, 1999), the Commission adopted PO-5, Average Notification of Interface Outage, PO-6 Software Validation and PO-7 Software Problem Resolution Timeliness. (*See* Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Establishing Permanent Rule” (issued June 30, 1999) (the “June Order”), Appendix at 8-12.

If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements (“UNEs”) or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Appendix A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining “lines in service.” (*See C.C.A.P. at 6, n.7.*)

Under this Change Control Assurance Plan, Verizon NY will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon NY exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01, PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be \$10 million under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed \$10 million in any year,² an additional amount of \$15 million will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of \$25 million will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories. (*See P.A.P., Section II(B)(2).*)

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the P.A.P. and the C.C.A.P. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

² The “year” will be measured from the first day of Verizon NY’s entry into the interLATA market.

III. MONTHLY REPORTS

Each month Verizon NY will issue a report on its performance on the above measures to each CLEC providing service in New York.³ The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon NY must provide pursuant to the standards set forth in Appendix A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts must inform Verizon NY as to which of their accounts should receive any bill credits for the Change Control measures.

IV. REVIEWS, UPDATES AND AUDITS

Biannual reviews and updates will occur under this Plan until the Commission determines otherwise. However, Verizon NY, after consulting with Staff, may at any time recommend to the Commission modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, Staff will have the right from time to time, on 60-days notice to Verizon NY, to conduct an audit of data reported in the monthly reports.⁴

V. EXCEPTION PROCESS

Verizon NY will have the right to file a petition with the Commission seeking to have the standards contained in Appendix A waived or modified either for future or past periods. The Commission shall grant such a request if it determines that the application of one or more of the

³ Verizon NY's performance on the other Change Control metrics will be reported in the monthly C2C reports.

⁴ Unlike the most of the measures in the P.A.P., the recording of data for each of the measures in this Plan will be done manually.

standards contained in Appendix A would not serve the public interest. The application of one or more parts of Appendix A would not serve the public interest if Verizon NY could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon NY's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon NY petition for an Exception. In the event the Commission rules in Verizon NY's favor, Verizon NY will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

The Change Control Assurance Plan will have the same term as the Performance Assurance Plan. It will remain in effect, as modified from time to time by the Commission, until the Commission rescinds the Performance Assurance Plan or develops a replacement mechanism.

VII. FULLY INTEGRATED DOCUMENT

The terms and provisions of this Plan are submitted in their entirety to the Commission for approval. This Plan represents a fully integrated statement of the commitments Verizon NY will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Commission for approval on a piecemeal basis.

Change Control Performance Assurance Plan Measures

PO-4-01	% Change Management Notices Sent on Time			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	\$0	\$250,000	\$500,000
PO-4-03	Change Management Notice Delay 8 plus Days (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	\$25,000 per day		
PO-6-01	% Software Validation (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	\$0	\$100,000	\$1,000,000
PO-7-04	Delay Hours – Failed/Rejected Test Transactions – No Workaround (See Note 2)			
	Performance Credit	\$50,000 per day Per Release		

Note 1: Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2: PO-7-04 applies to failed Test Deck items executed by Verizon NY in PO-6-01 and applies until all errors reported in PO-6-01 are fixed.

Verizon New York Performance Assurance Plan Report

UNE Platform

<Month>

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC				
PO-1-01-6020	Customer Service Record - EDI								
PO-1-03-6020	Address Validation - EDI								
PO-2-02-6020	OSS Interface Availability - Prime - EDI								
PO-1-01-6030	Customer Service Record - CORBA								
PO-1-03-6030	Address Validation - CORBA								
PO-2-02-6030	OSS Interface Availability - Prime - CORBA								
PO-1-01-6050	Customer Service Record - Web GUI								
PO-1-03-6050	Address Validation - Web GUI								
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI								

OR	Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC				
OR-1-02-3143	% On Time LSRC - Flow Through - Platform - 2hrs								
OR-2-02-3143	% On Time LSR Reject - Flow Through - Platform								
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent								
OR-4-16-3000	% On Time PCN - 1 Business Day								
OR-4-17-3000	% On Time BCN - 2 Business Day								
OR-5-03-3143	% Flow Through - Achieved - POTS								
OR-6-03-3143	% Accuracy - LSRC - Platform								
OR-1-04-3143	% OT LSRC - No Facility Check - Platform								
OR-1-06-3143	% OT LSRC/ASRC - Facility Check - Platform								
OR-2-04-3143	% OT LSR Rej.- No Facility Check - Platform								
OR-2-06-3143	% OT LSR/ASR Rej. - Facility Check - Platform								

PR	Provisioning	Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform										
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform										
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform										
PR-4-02-3100	Average Delay Days - Total - POTS										
PR-5-01-3140	% Missed Appointment - Facilities - Platform										
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform										
PR-6-01-3121	% Installation Troubles within 30 days - Platform										

MR	Maintenance & Repair	Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC						
MR-1-01-2000	Avg. Response Time - Create Trouble										
MR-1-06-2000	Avg. Response Time - Test Trouble (POTS only)										

MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus										
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus										
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus										
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus										
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus										
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus										
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus										
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res										
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res										
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res										
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res										
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res										
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res										
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res										
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform										

BI	Billing	Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC						
BI-1-02-2030	% DUF in 4 Business Days										
								Totals			

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

**Verizon New York
Performance Assurance Plan Report**

UNE LOOP

<Month>

PO	Pre-Ordering	Performance		Observations		VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score	
		VZ	CLEC	VZ	CLEC								
PO-1-01-6020	Customer Service Record - EDI												
PO-1-03-6020	Address Validation -EDI												
PO-2-02-6020	OSS Interface Availability - Prime - EDI												
PO-1-01-6030	Customer Service Record - CORBA												
PO-1-03-6030	Address Validation - CORBA												
PO-2-02-6030	OSS Interface Availability - Prime - CORBA												
PO-1-01-6050	Customer Service Record - Web GUI												
PO-1-03-6050	Address Validation - Web GUI												
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI												
OR Ordering													
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs												
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual												
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent												
OR-4-16-3000	% On Time PCN - 1 Business Day												
OR-4-17-3000	% On Time BCN - 2 Business Day												
OR-5-03-3331	% Flow Through - Achieved - POTS												
OR-6-03-3331	% Accuracy - LSRC - Loop												
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP												
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP												
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP												
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP												
PR Provisioning													
PR-4-02-3100	Average Delay Days - Total - POTS												
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New												
PR-5-01-3112	% Missed Appointment - Facilities - Loop												
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop												
PR-6-01-3112	% Installation Troubles within 30 days - Loop												
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut												
PR-9-01-3520	% On Time Performance - Hot Cut												
MR Maintenance & Repair													
MR-1-01-2000	Avg. Response Time - Create Trouble												
Diff.													
Stat. Score													
MR-3-01-3550	% Missed Repair Appointments - Loop - Loop												
MR-4-02-3550	Mean Time to Repair - Loop Trouble - Loop												
MR-4-07-3550	% Out of Service > 12 Hours - Loop												
MR-4-08-3550	% Out of Service > 24 Hours - Loop												
MR-5-01-3550	% Repeat Reports w/in 30 days - Loop												
MR-3-02-3550	% Missed Repair Appointments - CO - Loop												
MR-4-03-3550	Mean Time to Repair - CO Trouble - Loop												
										Totals			

"NA" - no activity "UD" - under development "SS" - Small Sample

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

Verizon New York Performance Assurance Plan Report

RESALE

<Month>

PO Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	
		VZ	CLEC	VZ	CLEC					
PO-1-01-6020	Customer Service Record - EDI									
PO-1-03-6020	Address Validation -EDI									
PO-2-02-6020	OSS Interface Availability - Prime - EDI									
PO-1-01-6050	Customer Service Record - Web GUI									
PO-1-03-6050	Address Validation - Web GUI									
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI									
OR Ordering						Diff.	Perf. Score	Wgt.	Wgtd. Score	
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs									
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex									
OR-4-11-2000	% Completed Orders with neither a PCN or BCN Sent									
OR-4-16-2000	% On Time PCN - 1 Business Day									
OR-4-17-2000	% On Time BCN - 2 Business Day									
OR-5-03-2000	% Flow Through - Achieved - POTS									
OR-6-03-2000	% Accuracy - LSRC									
OR-1-04-2100	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx									
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx									
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx									
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx									
PR Provisioning		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score		
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total									
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS									
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS									
PR-4-02-2100	Average Delay Days - Total - POTS									
PR-5-01-2100	% Missed Appointment - Facilities - POTS									
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS									
PR-6-01-2100	% Installation Troubles within 30 days - POTS									
MR Maintenance & Repair						Diff.		Stat Score		
MR-1-01-2000	Average Response Time - Create Trouble									
MR-1-06-2000	Average Response Time - Test Trouble (POTS only)									
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.									
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.									
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.									
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.									
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus									
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.									
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.									
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.									
MR-3-02-2120	% Missed Repair Appointments - CO - Res.									
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.									
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.									
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.									
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.									
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.									
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS									
BI Billing								Totals		
BI-1-02-2030	% DUF in 4 Business Days									
								"NA" - no activity	"UD" - under development	"SS" - Small Sample
								Totals		

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

Verizon New York Performance Assurance Plan Report

DSL

<Month>

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score
		VZ	CLEC	VZ	CLEC				
PO-1-06-6020	Mechanized Loop Qualification - EDI								
PO-2-02-6020	OSS Interface Availability - Prime - EDI								
PO-1-06-6030	Mechanized Loop Qualification - CORBA								
PO-2-02-6030	OSS Interface Availability - Prime - CORBA								
PO-1-06-6050	Mechanized Loop Qualification - Web GUI								
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI								
PO-8-01-2000	% On Time - Manual Loop Qualification								
PO-8-02-2000	% On Time - Engineering Record Request								
OR Ordering									
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale								
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale								
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale								
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale								
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops								
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops								
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops								
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops								
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split								
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split								
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split								
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split								
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent								
OR-4-16-3000	% On Time PCN - 1 Business Day								
OR-4-17-3000	% On Time BCN - 2 Business Day								
PR Provisioning									
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale								
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale								
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale								
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale								
PR-8-01-1341	Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale								
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops								
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops								
PR-4-14-3342	% Completed On Time -2W xDSL Loops								
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops								
PR-8-01-3342	Open Orders in Hold Status >30 Days -2W xDSL Loops								
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split								
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split								
PR-4-02-3340	Average Delay Days -Total -Line Share/Split								
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split								
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split								
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split								
PR-8-01-3340	Open Orders in Hold Status >30 Days -Line Share/Split								
MR Maintenance & Repair									
MR-1-01-2000	Average Response Time - Create Trouble								
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale								
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale								
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale								
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale								
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale								
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale								
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale								
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops								
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops								
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops								
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops								
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops								
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops								
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split								
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split								
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split								
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split								
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split								
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split								
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals		

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

Verizon New York Performance Assurance Plan Report

TRUNKS

<Month>

OR Ordering	Performance CLEC		Observations VZ CLEC					Perf. Score	Wgt.	Wgtd. Score	
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)											
OR-1-13-5020 % On Time Design Layout Record											
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)											
OR-2-12-5000 % On TimeTrunk ASR Reject											
PR Provisioning	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sample Error	Stat. Score				
PR-4-07-3540 % On Time Performance - LNP only											
PR-4-15-5000 % On Time Provisioning - Trunks											
PR-5-01-5000 % Missed Appointment - Facilities											
PR-5-02-5000 % Orders Held for Facilities >15 Days											
PR-6-01-5000 % Installation Troubles w/in 30 Days											
PR-8-01-5000 Open Orders in a Hold Status >30 Days											
MR Maintenance & Repair											
MR-4-01-5000 Mean Time to Repair - Total											
MR-4-05-5000 % Out of Service >2 Hours											
MR-4-06-5000 % Out of Service >4 Hours											
MR-4-07-5000 % Out of Service >12 Hours											
MR-4-08-5000 % Out of Service >24 Hours											
MR-5-01-5000 % Repeat Reports w/in 30 Days											
NP Network Performance											
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months											
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months											
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals			

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

Verizon New York		<Month>							
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Resolution	Total
PRE-ORDERING									
1	OSS Interface								
	PO-1-06	Mechanized Loop Qualification - EDI							
	PO-1-06	Mechanized Loop Qualification - CORBA							
	PO-1-06	Mechanized Loop Qualification - Web GUI							
	PO-2-02	OSS Interface Availability - Prime - EDI							
	PO-2-02	OSS Interface Availability - Prime - CORBA							
	PO-2-02	OSS Interface Availability - Prime - Web GUI							
ORDERING									
2	% On Time Ordering Notification								
	OR-1-02	% On Time LSRC -Flow Through							
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl							
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops							
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split							
	OR-1-12	% On Time FOC							
	OR-1-13	% On Time Design Layout Record							
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)							
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl							
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops							
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split							
	OR-4-16	% On Time PCN - 1 Bus. Day							
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl							
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl							
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale							
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale							
	PROVISIONING								
3	Installation Performance								
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)							
	PR-4-02	Average Delay Days - Total							
	PR-4-02	Average Delay Days - Total - 2W Digital							
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop							
	PR-4-02	Average Delay Days -Total -Line Share/Split							
	PR-4-04	% Missed Appointments -Dispatch							
	PR-4-04	% Missed Appts - Disp - 2W Digital UNE/Resale							
	PR-4-04	% Missed Appts - Disp - Line Share/Split							
	PR-4-05	% Missed Appointments - No Dispatch							
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale							
	PR-4-05	% Missed Appt -No Disp -Line Share/Split							
	PR-4-14	% Completed On Time - 2W xDSL Loops							
	PR-4-15	% On Time Provisioning - Trunks							
	PR-6-01	% Installation Troubles w/in 30 Days							
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale							
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops							
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split							
	PR-4-01	% Missed Appointment -VZ -DSO -UNE/Resale							
	PR-4-01	% Missed Appointment -VZ -DS1 -UNE/Resale							
	PR-4-01	% Missed Appointment -VZ -DS3 -UNE/Resale							
	PR-4-01	% Missed Appointment -VZ -Other -UNE/Resale							
	PR-4-02	Average Delay Days - Total -UNE/Resale							
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale							
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale							
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale							
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale							
	PR-4-01	% Missed Appointment - VZ - Total - EEL							
	PR-4-02	Average Delay Days - Total - EEL							
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL							
	PR-4-01	% Missed Appointment - VZ - Total - IOF							
	PR-4-02	Average Delay Days - IOF							
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF							

Verizon New York			<Month>							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Resolution	Total
4	PR-4-07	% On Time Performance - LNP								
5		Hot Cut Performance								
	PR-6-02	% Installation Troubles within 7 days - Hot Cut								
	PR-9-01	% On Time Performance - Hot Cut								
MAINTENANCE										
6		Maintenace Performance								
	MR-3-01	% Missed Repair Appointments - Loop - Bus.								
	MR-3-01	% Missed Repair Appointments - Loop - Res.								
	MR-3-01	% Missed Repair Appointments - Loop								
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale								
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops								
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split								
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08	% Out of Service >24Hrs. - Bus.								
	MR-4-08	% Out of Service >24Hrs. - Res.								
	MR-4-08	% Out of Service >24Hrs. - Total								
	MR-5-01	% Repeat Reports within 30 Days								
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale								
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked								
8		Collocation								
	NP-2-01/2	% OT Response to Request for Collocation - Total								
	NP-2-05/6	% On Time - Physical Collocation - Total								
	NP-2-07/8	Average Delay Days - Total								
RESOLUTION PROCESS										
9		Resolution Process								
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total										

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total				
NP-2-05/6	% On Time - Physical Collocation - Total				
NP-2-07/8	Average Delay Days - Total				

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days				
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days				
BI-3-04	% CLEC Billing Claims Acknowledged within Two Business Days				
BI-3-05	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.				

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale				
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale				
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale				
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale				

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale							
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale							
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale							
PR-4-01-1200	% Missed Appointment -VZ -Other -UNE/Resale							
PR-4-02-1200	Average Delay Days - Total -UNE/Resale							
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale							
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale							
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale							
PR-8-01-1200	Open Orders in a Hold Status > 30 Days -UNE/Resale							
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL							
PR-4-02-3510	Average Delay Days - Total - EEL							
PR-8-01-3510	Open Orders in a Hold Status >30 Days -EEL							
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF							
PR-4-02-3530	Average Delay Days - IOF							
PR-8-01-3530	Open Orders in a Hold Status >30 Days -IOF							

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale							
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale							
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale							
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale							
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale							
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale							
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale							

"NA" - no activity "UD" - under development "SS" - Small Sample

Total

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

<Month>

Special Provision - UNE Ordering

% On Time Observations Market Adj.

OR-1-04	% OT LSRC - No Facility Check - POTS
OR-1-06	% OT LSRC/ASRC - Facility Check - POTS
OR-2-04	% OT LSR Rej.- No Facility Check - POTS
OR-2-06	% OT LSR/ASR Rej. - Facility Check - POTS

Total Market Adj*

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation

UNE Loop allocation

Special Provision - UNE Flow Through

OR-5-01-3000	% Flow Through - Total - POTS & Specials	OR-5-03-3143	% Flow Through - Achieved - POTS
--------------	--	--------------	----------------------------------

Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
<Prior Prior>				<Prior Prior>			
<Prior>				<Prior>			
<Current>				<Current>			
Overall				Overall			

Market Adjustment *

* For allocation, any Flow Through market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation

UNE Loop allocation

Special Provision - Hot Cut - Loop Performance

% On Time Current Mo. Observations % On Time Prior Month Observations

PR-9-01-3520	% On Time Performance - Hot Cut
--------------	---------------------------------

%Troubles %Troubles Prior Month

PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut
--------------	---

Greater of - Tier I (2 mo) or Tier II (1mo) Total

Market Adjustment *

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

Verizon New York

Change Control Assurance Plan

<Month>

% On Time Observations Mrkt Adj.

PO-4-01 % Change Management Notices sent on Time (type 3,4,5)

* Cumulative number of delay days greater than 8 standard **Delay Days*** Observations

PO-4-03 Change Management Notice Delay 8 plus Days (type 1-5)

% Test Deck Test Deck
Wgt. Failure Wgt.

PO-6-01 % Software Validation

* Cumulative number of delay hours greater than 48 hour standard **Delay Hours*** Observations

**PO-7-04 Delay Hours - Failed/Rejected Test Deck Transactions
Transactions failed, no workaround**

Total Market Adjustment

UNE Platform allocation

UNE Loop allocation

Resale allocation

DSL allocation

Verizon New York

PAP/CCAP Market Adjustment Summary

	<Month>	Weighted <u>Score</u>	Market <u>Adjustment</u>
MODE OF ENTRY			
Unbundled Network Elements - Platform			
Unbundled Network Elements - Loop			
Resale			
Digital Subscriber Lines			
Trunks			

Mode of Entry Total

CRITICAL MEASURES

- 1 OSS Interface
- 2 % On Time Ordering Notification
- 3 Installation Performance
- 4 % On Time Performance - LNP
- 5 Hot Cut Performance
- 6 Maintenance Performance
- 7 Final Trunk Groups Blocked
- 8 Collocation
- 9 Resolution Processes

Critical Measure Total

-

Individual Rule Payments:

Not Shown (needs two months of data)

SPECIAL PROVISIONS

- UNE Ordering
- UNE Flow Through
- UNE Hot Cut Loop

Special Provision Total

CHANGE CONTROL

Grand Total

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

PERFORMANCE ASSURANCE PLAN
VERIZON NEW YORK INC.

March 2003~~May 2001~~

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APPENDICES TO PERFORMANCE ASSURANCE PLAN

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PERFORMANCE ASSURANCE PLAN

I. INTRODUCTION

To ensure that Verizon New York Inc. (“Verizon NY”) provides high-quality service to Competitive Local Exchange Carriers (“CLECs”) after Verizon NY has gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996 (the “1996 Act”), the commitments set forth in this Performance Assurance Plan (the “Plan” or “PAP”) will take effect after Verizon NY’s entry into that market.¹ The actions include, *inter alia*, the adoption of carrier-to-carrier service measurements and standards, scoring mechanisms to determine whether CLECs are receiving non-discriminatory treatment (including statistical methodologies), bill credits for unsatisfactory performance, monthly reporting requirements, and provisions for annual reviews, updates and audits. Also included are provisions for a Quality Assurance Program for Verizon NY’s measures and an Exceptions Process that will allow Verizon NY to obtain, subject to Commission approval, modifications to reported service results. Under this Plan, Verizon NY will issue bill credits to CLECs if it provides unsatisfactory performance. The amount of the bill credits under this Plan will total no more than \$208 million annually.²

¹ ~~After Verizon NY obtains long distance entry, t~~The Public Service Commission (the “Commission”) will retain the first line of authority for enforcing these commitments. The Federal Communications Commission (the “FCC”) will have authority for preventing Verizon NY from future marketing in long distance should post-entry developments so warrant.

² Verizon NY recognizes that interconnection agreements between Verizon NY and the CLECs remain an essential part of the statutory scheme under the 1996 Act. Although the performance provisions of those agreements will be in effect during the term of the agreements, Verizon NY will engage in good faith negotiations on new performance provisions when the current interconnection agreements expire. Where an existing interconnection agreement with a CLEC in New York State incorporates performance standards and remedies, such standards and remedies will not be unilaterally withdrawn by Verizon NY. Such standards and remedies will continue to be offered by Verizon NY in subsequent negotiations with those CLECs upon expiration of the existing agreements and similarly will be

(Continued . . .)

II. PROVISIONS OF THE PLAN

A. Measures, Methods of Analysis and Standards

1. Measures

The measures and standards in this Plan have generally been taken directly from the current version of Guidelines for Carrier-to-Carrier Performance Standards and Reports (the “Guidelines”), which were initially developed in Case 97-C-0139 and cover the areas of Pre-order, Ordering, Provisioning, Maintenance and Repair, Billing and Network Performance. These measures and standards were developed after more than two years of collaborative meetings with CLECs and were initially approved by the Commission on February 16, 1999, ~~and modified on June 30, 1999, February 16, 2000 and December 15, 2000.~~³ The measures have also been reviewed by the Department of Justice. Accordingly, these measures and standards represent the interests of a broad body of stakeholders. Periodic collaborative meetings with CLECs in the Carrier Work Group in Case 97-C-0139 have resulted in revisions to the measures and standards by the Commission since their initial adoption, and it is expected that further revisions will be adopted to reflect the needs of the competitive marketplace.

2. Methods of Analysis

Primarily, two interrelated methods will be used to monitor Verizon NY’s wholesale performance to CLECs on the performance measurements. The first method is designed to

(. . . Continued)

negotiated in good faith with other CLECs who request negotiation of such terms and conditions.

³ See Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Adopting Inter-Carrier Service Quality Guidelines (issued February 16, 1999).” ~~; Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Establishing Permanent Rule” (issued June 30, 1999). See also Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Establishing Additional Inter-Carrier Service Quality Guidelines and Granting in Part Petitions for Reconsideration and Clarification” (issued February 16, 2000), and “Order Adopting Revisions to Intercarrier Service Quality Guidelines” (issued December 15, 2000).~~

measure VerizonNY's overall Section 271 performance in ~~five~~ four categories that correspond to the methods or modes CLECs use to enter the local exchange market: Resale; Unbundled Network Elements - Platform ("UNE-Platforms"); Unbundled Network Elements - Loop ("UNE-Loop"); Interconnection (Trunks); and Digital Subscriber Line ("DSL"). This is referred to as the Mode of Entry ("MOE") measurements method, and a total of \$75 million in annual bill credits will be available to CLECs if Verizon NY provides the maximum allowable unsatisfactory performance in all ~~five~~ four MOE categories. (See Appendix A.) The MOE measurements provide a mechanism to measure the overall level of VerizonNY's service to the entire CLEC industry in the ~~five~~ four areas.

The second method will measure VerizonNY's performance in ~~twelve~~ critical areas, on both a CLEC-specific and a CLEC-aggregate basis. The ~~e~~Critical ~~m~~Measures are also grouped by the five categories used in MOE and, in addition, include measures for Specials, Collocation and the Resolution Process.⁴ ~~:(1) OSS Interface; (2) % On Time Ordering Notification; (3) % Completed (DSL); (4a) % Missed Appointment VZ Total EEL; (4b) % Missed Appointments; (5) % Missed Appointments VZ No Dispatch Platform; (6) Hot Cut Performance ; (7) % On Time Performance UNE LNP; (8) Missed Repair Appointments; (9) Mean Time to Repair; (10) % Repeat Reports within 30 days; (11) % Final Trunk Groups Blocked; and (12) Collocation.~~⁵ ~~This is referred to as the Critical Measures measurements method.~~ These ~~Critical M~~Critical M measures are a subset of the measures included in the MOE measurements for Resale, UNE-Platform, UNE-Loop, Trunks and DSL, and include additional measures for Collocation, Specials and Resolution Process. ~~, and a~~ total of ~~\$9984~~ million in

⁴ The Resolution Process includes measures for the resolution of PON related-trouble tickets and billing claims.

⁵ ~~The collocation measures encompass cageless collocation.~~

annual bill credits will be available to CLECs if Verizon NY provides the maximum allowable out of parity performance on all ~~twelve~~ Critical Measures. (See Appendix B.) The Critical Measures cover Verizon NY's service in areas critical to the CLECs and provide a mechanism to assure that CLECs on an individual basis are receiving non-discriminatory service. All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionally among the submetrics in that Critical Measure.

In addition, this Plan contains ~~a two~~ "Special Provisions" sections that focuses on a number of UNE measures that have been viewed as measuring key aspects of Verizon NY's performance after it gains entry into the interLATA market. In order to assure that Verizon NY will provide satisfactory service in these key areas, *e.g.*, flow through, hot cuts and ordering, Verizon NY has made ~~\$3452~~ million in addition to the ~~\$150-\$174~~ million available in MOE and Critical Measures for bill credits for these measures. In addition, \$24 million in unused bill credits will be available for certain UNE measures. (See Section II(E)(~~34~~)(~~b~~) *infra*.)

3. Standards

Each measure will be evaluated according to one of two standards. For the measures where a Verizon NY retail analogue exists, a "parity" standard will be applied.⁶ For those measures where no retail analogues are available, an absolute standard has been specified as a surrogate to determining whether Verizon NY is providing non-discriminatory service to the CLECs. The metrics with absolute standards are displayed in Appendix C.

⁶ The parity measures in the Plan fall into two categories: Measured variables and Counted variables. Measured variables are metrics of means or averages, such as mean time to repair. Counted variables are metrics of proportions such as percent measures.

B. Distribution Of The ~~\$174156~~ Million Among Measurements

1. The ~~\$174156~~ Million Distribution

\$75 million in annual bill credits have been attributed to the MOE measures and have been distributed to each of the MOE categories in amounts that reflect the importance of that MOE to the local exchange competition. These amounts can double to \$150 million in annual bill credits. (See section II.C.2 below.) Each month one-twelfth (1/12) of the annual amount will be available for bill credits. (See Appendix A.) An analogous principle has been applied to the ~~\$9981~~ million for the Critical Measures bill credits. (See Appendix B.)

2. Reallocation Of Potential Bill Credits

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the Plan and the Change Control Assurance Plan, which is discussed below he reto. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

Bill credits of \$218 million are available for shifting to areas deemed critical during the course of the year. The funds consist of:

\$75 Million – Mode of Entry;

~~\$9981~~ Million – Critical Measures;

~~\$3452~~ Million – Special Provisions; and

\$10 Million – Change Control Assurance Plan.

3. The Change Control Assurance Plan

A separate plan has been proposed for the Change Control process. Under the Change Control Assurance Plan, \$10 million in bill credits will be available to CLECs for unsatisfactory performance on four Change Control metrics. However, under that Plan if the bill credit amounts due CLECs in any one plan year exceed \$10 million, Verizon NY will use funds

available for bill credits under the MOE categories to pay CLECs for bill credits owing for Change Control measures, up to an additional \$15 million. Bill credits for Change Control measures will be given priority over bill credits for MOE measures. The MOE monthly caps will not apply to the Change Control bill credits, but will continue to apply to the MOE measures.

C. MOE Scoring And Bill Credit Calculations

1. Scoring

As noted, the measures and standards for the MOE measurements have been placed into ~~five~~ four categories: Resale, UNE Platform, UNE - Loop, Interconnection (Trunks) and DSL. Since the 1996 Act requires that Verizon NY provide interconnection “that is at least equal in quality” to that provided to itself, and “non-discriminatory access” to unbundled elements, each month Verizon NY will apply statistical tests, which are outlined in Appendix D, to Verizon NY and CLEC performance data to develop Z scores, t scores or equivalent permutation or Fisher’s Exact Test scores for the measures.⁷ These statistical scores will be converted into a performance score for each MOE measure as follows:

<u>Statistical Score</u>	<u>Performance Score</u>
$Z \leq -1.645$	-2
$-1.645 < Z \leq -0.8225$	-1
$-0.8225 < Z$	0

For small sample sizes of measures with a parity standard, the Permutation Test will be applied to obtain the statistical scores, which will be converted into a performance score. (See Appendix D.) For small sample sizes of measures with ~~an~~ absolute standards ~~of 95%~~, a small sample size table will be applied to obtain the performance scores. Measures with absolute

⁷ The statistical methodologies set forth in Appendix D were taken from the New York State Carrier-to-Carrier Guidelines Performance Standards and Reports in Case 97-C-0139.

standards will be given a performance score of 0, -1, or -2 depending on the performance for that measure. (See Appendix C.)

Thus, for each of the measures within the five ~~four~~ MOE categories, VerizonNY's performance will be graded 0 (no discrimination), -1 (discrimination in question), or -2 (discrimination probable). Each measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the next two months. Should VerizonNY maintain a performance score of 0 for the next two months, then the score in the original month will be changed from -1 to 0.⁸ The 0 would then be used in conjunction with all of the other metrics in that MOE category to determine an aggregate score. A score of -2 in a given month will not be subject to change based upon performance in subsequent months.

The performance score for each metric will then be weighted, based upon the importance of the metric in determining whether that MOE is open to competition. (See Appendix A, which lists the weights for the MOE measurements.) The weighted scores will then be aggregated (averaged) by each MOE category (Resale, UNE Platform, UNE Loop, Interconnection and DSL), producing an overall weighted score for each of the five ~~four~~ categories.

2. Bill Credit Calculations

If VerizonNY's overall (aggregate) performance score in the five ~~four~~ categories falls below a minimum score in any given month, wholesale price reductions in the form of bill credits will be implemented and remain in effect for one month.⁹ If an overall score falls to the

⁸ If there is no activity or insufficient sample for evaluation of a metric in either or both of the two subsequent months, the performance score from the previous month or scores from the previous 2 months will be used in that order to obtain two scores to determine the outcome of the -1 in the month under evaluation. If two scores cannot be obtained from the four months (2 forward and 2 back), the -1 in the month under evaluation will be changed to a 0.

⁹ The intent is that the minimum score for each MOE category corresponds to the threshold at which there is a 95% certainty that parity does not exist.

maximum score or below, the maximum wholesale price reduction will be implemented. Scores between the minimum and maximum scores will also be entitled to credits pursuant to a credit table for each MOE category. (Credit Tables with the range of scores between the minimum and maximum and the applicable rates appear in Appendix A.) The bill credits payable to the CLECs will be determined each month by dividing the amount from the table in Appendix A by the actual monthly volumes of the CLEC units in service. The measurement units for each of the MOEs is as follows:

1. UNE Loop – Lines in service at end of month;
2. UNE - Platform – Lines in service at the end of month;
- ~~3~~2. Resale – Lines in service at end of month;
- ~~4~~3. Interconnection (Trunks) – Minutes of use in month; and
- ~~5~~4. DSL – Lines in service at end of month.¹⁰

The maximum scores represent the maximum allowable out of parity condition, which would significantly limit a mode of entry as a competitively viable option. The minimum and maximum performance scores and the start point percentages are as follows:

¹⁰ For the purpose of this Plan:

1. ~~1.~~ 1. Lines in service for UNE-Platform means UNE-Platform lines.
2. Lines in service for UNE-Loop means, all types of UNE 2 wire analog loops and IOF, except DSL.
2. Lines in service for Resale means Resale POTS lines ~~plus circuits~~.
3. Trunks – minutes of use per month.
4. Lines in service for DSL means ~~DSL-UNE-Resale 2 Wire Digital Services, UNE 2 Wire Digital~~ loops, UNE 2 Wire xDSL loops, and UNE line shared loops, and UNE Line Split loops.

Mode of Entry	Minimum Market Adj.	Maximum Market Adj.	% Market Adj. at Minimum ¹¹	No. of Increments (min. to max.)
UNE – Platform	-0.2529247129	-0.6700	20%	19
UNE – Loop	-0.24862	-0.6700	20%	19
Resale	-0.2471546922	-0.6700	20%	19
Interconnection	-0.2142931909	-1.0000	20%	13
DSL¹²	-0.2302419705	-0.6700	20%	19

Should Verizon NY provision performance at one half the difference (*i.e.*, the midpoint) between the minimum and maximum scores in any one of the ~~five~~ ~~four~~-MOE categories for three consecutive months, the amounts in the credit tables in Appendix A for that same three-month period will be doubled for the applicable MOE category. (The midpoints for the MOEs are delineated in Appendix A.) The amounts in Appendix A will remain doubled until such time as Verizon NY achieves a score of one quarter (or greater) the difference between the minimum and maximum scores in that category in any given month. In addition, performance at the maximum score for three consecutive months in any one of the ~~five~~ ~~four~~-MOE categories will result in an extension of the original duration of the UNE-P offering set forth in the Pre-filing Statement (at 8-11) for two years for every geographic area.

Appendix E provides a detailed step-by-step description of how the MOE performance scores and bill credits will be calculated and distributed to the CLECs.

¹¹ The “% Market Adj. at Minimum” indicates the amount of monthly bill credits that will be due to CLECs if Verizon NY trips the minimum score. For example, if Verizon NY were to score ~~-0.253473~~ on the ~~UNE-Platform~~ MOE in a month, then 20% of the \$3,750,000 monthly amount would be due. (See Appendix A.)

¹² ~~The minimum and maximum market adjustment scores above for DSL have been calculated assuming PR 3-03 to be an absolute measure. However, if the provisioning interval for line sharing to CLECs is better than the absolute standard, PR 3-03 would be scored as a parity measure, and the scores would range from ~~-0.22082 to -0.6700.~~~~

3. The Domain Clustering Rule

Domain Clustering will provide CLECs with an additional layer of protection under the MOE mechanism. The term Domain refers to four service quality measures (*i.e.*, Pre-Order Ordering, Provisioning, and Maintenance and Repair)¹³ that are included in the [UNE-Platform](#), [UNE Loop](#), Resale and DSL MOEs. Under the Domain Clustering Rule, each Domain will be reviewed each month. If 75% or more of the respective Ordering, Provisioning, or Maintenance and Repair Domain weights are tripped, the higher of the clustering overlay or overall market score will be used to determine the market adjustments for the [UNE-Platform](#), [UNE-Loop](#), Resale and DSL MOEs. The same rule will apply to the Pre-Order Domain, except that the clustering overlay would be effective if all Pre-Order response time measures failed at the -2 level, in which case 75% would be used in the overlay calculations. The Domain Clustering methodologies are set forth in detail in Appendix E.

D. Critical Measures Scoring And Bill Credit Calculations

1. Scoring

Verizon NY's performance in [these twelve](#)-measurement categories is critical to the CLECs' ability to compete in the New York local exchange market. Should Verizon NY performance miss the applicable performance standards for even *one* of these [twelve](#)-categories, the eligible CLECs will be entitled to bill credits. (See Appendix B.) The statistical tests and performance scoring mechanism described in the MOE section also apply to these measures.¹⁴

Like the MOE scoring, each Critical Measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the subsequent

¹³ The domains do not include billing.

¹⁴ To the extent that a Critical Measure contains more than one measure, the weights from Appendix A will be used to determine the amount of bill credits available for the individual measure.

two months. Should VerizonNY maintain a performance score of 0 for those two months, then the score in the original month will be changed from -1 to 0.¹⁵ A score of -2 in a given month, however, will not be subject to change based upon performance in subsequent months.

2. Bill Credit Calculations

For each Critical Measure, Verizon NY's performance for all CLECs during a given month will be averaged. Should the resulting performance score in any one category fall to -1 or below or to a Z or t score of -0.8225 or below ("Sub-Standard Performance"),¹⁶ 50% of the maximum bill credits for that measure will be payable to the eligible CLECs. The eligible CLECs are all those CLECs that received Sub-Standard Performance during that month (the "Aggregate Rule"). In addition, should any CLEC receive Sub-Standard Performance for two consecutive months, bill credits for that CLEC will be implemented for the two month period, notwithstanding the fact that all CLECs on average may have received satisfactory performance during the two months (the "Individual Rule").¹⁷

For performance scores between -1 and -2, or Z or t scores between -0.8225 and -1.645, the bill credits will increase by ten incremental amounts and the amounts payable to each CLEC

¹⁵ If there is no activity or insufficient sample for evaluation of a metric in either or both of the two subsequent months, the performance score from the previous month or scores from the previous 2 months will be used in that order to obtain two scores to determine the outcome of the -1 in the month under evaluation. If two scores cannot be obtained from the four months (2 forward and 2 back), the -1 in the month under evaluation will be changed to a 0.

¹⁶ The Permutations Test will be used to derive Z and t scores for measures with small sample sizes as described in the Guidelines and Appendix D.

¹⁷ If all CLECs on average received an aggregate score below -1 for both months, the individual CLEC with the below average score would be entitled to bill credits for the Critical Measure in question under the Aggregate Rule. Likewise, if all CLECs on average received an aggregate score below -1 for the first of the two months and an aggregate score above -1 for the second month, the individual CLEC with Sub-Standard Performance during both months would be entitled to receive bill credits pursuant to the Aggregate Rule for the first month and pursuant to the Individual Rule for the second month. A CLEC is only entitled to receive bill credits under the Individual Rule if it receives a score of -1 or less in a Critical Measure category and the CLEC group on average received a score greater than -1 for the

(Continued . . .)

will be in direct proportion to the amount of service that CLEC receives from VerizonNY compared to the other CLECs who received Sub-Standard Performance pursuant to the Critical Measure. For example, under Critical Measure ~~No. 10~~, “% Repeat Reports within 30 days,” the percent of bill credits for an unsatisfactory score would be calculated by determining the number of lines a CLEC had compared to other CLECs that received Sub-Standard Performance.¹⁸ If a score falls to the maximum level, the maximum bill credits will be implemented for the Critical Measure in question.

Appendix F provides a detailed step-by-step description of how the Critical Measures scores and bill credits will be calculated and distributed to the CLECs.

E. Special Provisions -- UNE Measures

1. UNE Measures

A number of key measures have been identified that measure aspects of VerizonNY’s performance on service quality on UNE items that are viewed as essential for CLECs to ensure their ability to effectively compete in the local service market~~during the first year after VerizonNY’s entry in the interLATA market~~. Accordingly, additional funds will be made available for these measures under the subparagraphs described below.

a.1. Flow Through Measures For UNEs

VerizonNY will make an additional \$10 million per year available for potential bill credits, which will be paid on a quarterly basis, for the following flow through UNE metrics measured on a cumulative quarterly basis: OR-5-01 “% Flow Through - Total” and OR-5-03 “%

(. . . Continued)

Critical Measure.

¹⁸ For Collocation – bill credits distribution will be determined by the cages completed during month, *i.e.*, collocation arrangements completed: all arrangements including (a) physical, (b) virtual and (c) other collocation arrangements provided under tariff.

Flow Through Achieved.” Under this section a performance standard of 80% will apply to OR-5-01 and a performance standard of 95% will apply to OR-5-03. If at the end of any quarter Verizon NY has not achieved one of these two performance standards, it will distribute one-quarter of the annual amount available under this subsection~~\$2.5 million~~ in bill credits. ~~The first point of assessment will be upon Verizon NY’s entry in to the interLATA market, and any bill credits due under this section will be distributed at that point in time based upon performance during the three calendar months preceding entry into the interLATA market.~~ The bill credits will be available to all CLECs purchasing UNEs. Any amounts due will be credited based on the CLEC’s lines in service.¹⁹ The scoring methodology for this measure is set forth in more detail in Appendix H.

b.2. UNE Ordering Performance

An additional \$2 million per month, or \$24 million per year, will be made available for bill credits for four non-flow-through UNE performance measures:

- OR-1-04 “% On Time LSRC/ASRC – No Facilities Check < 10 lines (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP POTS”;
- OR-1-06 “% On Time LSRC/ASRC – Facilities Check ≥ 10 lines (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP POTS”;
- OR-2-04 “% On Time LSR/ASR Reject – No Facilities Check < 10 lines (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP POTS”; and
- OR-2-06 “% On Time LSR/ASR Reject – Facilities Check ≥ 10 lines (Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP POTS.”

Funding for these additional bill credits will come from any unused funds in a month or the six prior months. \$500,000 in bill credits per metric will be distributed under this section to all CLECs ordering UNEs based on the CLEC’s lines in service if performance is less than 90% on the respective measures. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (See Appendix H.)

¹⁹ Lines in service will equal: UNE-~~P~~Platform and; UNE Loops, ~~IOF, and EEL Loops~~.

a.3. Additional Hot Cut Performance Measures

An additional \$24 million in new funds for bill credits will be made available for service quality related to two Hot Cut Performance Measures: PR-9-01 “% on Time Performance - Hot Cut” and PR-6-02 “Installation Quality - % Installation Troubles Reported Within 7 Days.” Bill credits will be paid under this section if either of two events occurs:

- (a) If for any two consecutive months Verizon NY fails to achieve either 90% on-time performance for Hot Cuts or has a greater than a 3.00% rate for I-codes for hot cuts, Verizon NY will distribute \$1 million in bill credits to the affected CLECs. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. If Verizon NY fails to meet either of these measures in the first month, but meets them in the second month, no bill credits will be due.
- (b) If for any one month Verizon NY fails to achieve 85% on-time performance for Hot Cuts or scores greater than a 4.00% rate for I-codes for hot cuts, Verizon NY will distribute \$2 million in bill credits to the affected CLECs for that month. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (See Appendix H.)

~~2. Electronic Data Interface Measures~~

~~In order to ensure that the Electronic Data Interface (“EDI”) between Verizon NY Operational Support Systems (“OSS”) and the CLEC systems is providing non-discriminatory service, \$18 million in additional funds will be made available for the measures described below.~~

~~a. % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days~~

~~The new measure is defined as 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 the 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 NY 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 P.M. and trouble ticket clearances sent after 5 P.M. will be considered effective on the following business day. Performance shall be reported for the week in which the trouble ticket was received. This measure has a standard of 90% and \$1 million in additional bill credits are available per month for CLECs if this is not satisfied. In addition, this measure is subject to the requirement that no more than 5% of the orders resubmitted by CLECs at Verizon NY's request are rejected as duplicates. Verizon NY must satisfy both standards to avoid the payment of bill credits. (See Appendix I.)~~

~~**b.% SOP To Bill Completion Within 3 Business Days**~~

~~This measure is defined as the percent of orders provisioning complete in Verizon NY's Service Order Processor ("SOP") that have BCN notices within 3 business days. The source of this information is the DCAS PON Master File. The start time is when physical completion of the order has been entered into SOP. The end time is when the BCN is time stamped in DCAS. \$0.5 million in additional bill credits will be available for this measure. (See Appendix I.)~~

F. Monthly Reports

In order to ensure that there is timely information regarding Verizon NY's performance, Verizon NY will report its performance on a monthly basis. Each month a ~~6~~ page report will be made available to all CLECs providing service in New York.

A sample copy of the report appears in Appendix G. The first ~~five~~ three pages will provide information regarding the MOE measures and will include:

1. Verizon NY actual performance to its retail customers where such measures exist and to its CLEC customers for each metric;

2. The number of observations for Verizon NY and the CLECs for each measure (where applicable);
3. The Verizon NY standard deviation (where applicable);
4. The sampling error (where applicable);
5. The appropriate statistical scores (where applicable)²⁰ or the difference between Verizon NY's and the CLECs' actual performance on the measure (where applicable);
6. A performance score for each measure;
7. The weight for each measure;
8. The weighted performance score; and
9. An aggregation of the performance scores, weighted performance scores, and aggregate bill credits, if any, due under each MOE.

The ~~sixth and seventh~~ ~~fourth~~ page~~s~~ will provide a listing of the Critical Measures and the bill credits, if any, that are due for these measures on a CLEC-wide basis. The eighth page will include performance details for Critical Measures for Network Performance, Specials and Resolution Processes. The ~~ninth fifth~~ and ~~tenth sixth~~ pages address the Special Provisions and the Change Control Measures. The ~~eleventh seventh~~ page will provide a summary of the total bill credits, if any, due the CLEC industry. In addition, CLEC specific reports will include bill credit ~~The final page will provide the~~ amounts, if any, due to the individual CLEC for the MOE, ~~and~~ Critical Measures and Special Provisions.²¹ The monthly report will be provided within 25 days of the end of each month.²²

²⁰ ~~Refer to Appendix D for a discussion of the appropriate statistical tests. A Permutations Test will be applied to small sample sizes to obtain a probability. The probability will be converted to a Z or t score, which in turn will be converted to a performance score as described in the Guidelines and Appendix D.~~

²¹ The computer model that will be used to calculate the MOE and Critical Measures bill credits will be posted on Verizon NY's TISOC Wholesale Website.

²² If the 25th day is a weekend or holiday, the monthly reports will be provided by the first subsequent business day.

Verizon NY will continue to provide a separate report on all measures established in the Carrier-to-Carrier (“C2C”) proceeding (Case 97-C-0139), allowing for additions, deletions and other modifications ordered by the Commission. In addition, to the extent allowed by law, Verizon NY will make available CLEC-specific C2C electronic reports enabling those receiving the reports to evaluate performance at greater levels of detail, including but not limited to residential and business, geographic and class of service performance. The C2C reports will be made available to any CLEC requesting the reports.

Verizon NY will provide to each CLEC in a usable format the underlying data used to calculate Verizon NY’s performance for that CLEC at the same time Verizon NY submits its monthly report.²³ Such reports must also be filed with the Department’s Staff.

G. Bill Credits Payment

Should Verizon NY’s performance not meet the standards set forth above for the MOE and Critical Measure measurements, CLECs will receive bill credits for those MOE categories or Critical Measures scores that fall below the respective minimum levels. To the extent warranted, bill credits will appear on each CLEC’s bill four months after the month in which the unsatisfactory performance has occurred. If the bill credits exceed the balance due Verizon NY on the CLEC’s bill, the net balance will be carried as a credit on to the CLEC’s next month’s bill.

Verizon NY will issue checks in lieu of outstanding bill credits to CLECs that discontinue taking service from Verizon NY.²⁴ Verizon NY may, however, exercise ordinary

²³ Pursuant to the “Order Amending Performance Assurance Plan”, issued January 24, 2003, in Case 99-C-0949, at 4, a two-year statute of limitation on challenges to PAP performance will be adopted and effective July 25, 2003 for the June 2003 performance report. The initiation of this provision is contingent upon Verizon NY providing the algorithms, in a structured format, related to the PAP metrics to the Director of Communications prior to July 25, 2003. Verizon NY will provide notice to CLECs receiving PAP reports that it has satisfied this obligation.

commercial means to ensure that it will not issue such a check prior to receipt of a CLEC's undisputed payments due Verizon NY.

H. Term Of Performance Assurance Plan

This plan will become effective the day Verizon NY gains entry into the interLATA market. At such time as Verizon NY eliminates its Section 272 affiliate, the parties will reconvene for purposes of reevaluating the appropriateness of the standards, measurements and corrective actions set forth in this Plan. Until such time as a replacement mechanism is developed or the Plan is rescinded, this Plan, as it may be modified before such time by the Commission and Verizon NY, shall remain in effect. (*See* Section II(J), *infra*.)

I. Quality Assurance Program

Verizon NY will establish a Carrier-to-Carrier Service Quality Assurance Program after adoption of this Plan. Verizon NY will formulate a Quality Assurance Program for wholesale services that leverages the successful experience gained from a similar program used in the retail environment. These procedures are being introduced to provide oversight in a systemic way and to further continuous improvement in service quality reporting activities. Sampling and analysis techniques will be employed for all Domains to ensure accuracy of measurements reporting and work document accuracy. Wholesale services will be segregated along Resale, UNE Loop, and UNE-Platform categories and disaggregated further into appropriate subdivisions of wholesale products.

(. . . Continued)

²⁴ Verizon NY will be specifically prohibited from recovering revenue losses attributable to the Performance Assurance Plan and the Change Control Assurance Plan.

J. Exceptions and Waiver Process

Recognizing that C2C service quality data may be influenced by factors beyond VerizonNY's control, VerizonNY may file Exception or Waiver petitions with the Commission seeking to have the monthly service quality results modified on three generic grounds. The first involves the potential for "clustering" of data, and the effect that such clustering has on the statistical models used in this Plan. The requirements of the clustering exception are set forth in Appendix D.

The second ground for filing exceptions relates to CLEC behavior. If performance for any measure is impacted by unusual CLEC behavior, VerizonNY will bring such behavior to the attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior which may influence performance results include order quality; actions that cause 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 VerizonNY has missed an appointment. If such action negatively influences VerizonNY's performance on any metric, VerizonNY will be permitted to petition for relief. The petition, which will be filed with the Commission and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior has caused VerizonNY to miss the service quality target. VerizonNY's petition must include all data that demonstrates how the measure was missed. It should also include information that excludes the data affected by the CLEC behavior. CLECs and other interested parties will be given an opportunity to respond to any VerizonNY petition for an Exception. If the Commission determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the monthly reports.

The third ground for filing Waivers relates to situations beyond VerizonNY's control that negatively affect its ability to satisfy only those measures with absolute standards. The performance requirements dictated by absolute standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be achieved during periods of emergency, catastrophe, natural disaster, severe storms, or other events beyond VerizonNY's control.

VerizonNY may therefore petition the Commission for a waiver of specific performance results for those metrics that have performance targets dictated by absolute standards, if the Company's performance results do not meet the specific standard. This waiver process shall not be available for those metrics for which VerizonNY's wholesale performance is measured by comparison to retail performance (parity metrics).

Any petition pursuant to this provision must demonstrate clearly and convincingly the extraordinary nature of the circumstances involved, the impact that the circumstances had on VerizonNY's service quality, why the Company's normal, reasonable preparations for difficult situations proved inadequate, and the specific days affected by the event. The petition must also include an analysis of the extent to which the parity metrics (retail and wholesale) were affected by the subject event, and must be filed within 45 days from the end of month in which the event occurred.

The Commission will determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

The resolution of a waiver exception request will occur prior to the scheduled payment period. To facilitate this, any petition seeking a waiver shall be filed within 45 days of the last

day of the month in which the challenged event occurred. CLECs will have 10 days to serve and file replies to Verizon NY requested exceptions.

Verizon NY will compensate CLECs for lost interest while an unsuccessful waiver is under review.

K. Annual Review, Updates And Audits

1. Annual Review And Updates

Each year the Commission Staff and Verizon NY will review the Performance Assurance Plan to determine whether any modifications or additions should be made. During this review, Staff and Verizon NY will determine, among other things, whether: (1) measures and weights should be modified, added or deleted; (2) modifications should be made to the distribution of dollars at risk among the four MOE and Critical Measures categories; (3) geographic deaveraging should be adopted for reporting metric results; (4) the clustering and CLEC behavior exceptions included in Appendix D should be modified; (5) small sample size procedures should be modified; and (6) the methodologies used to calculate the bill credits should be modified.²⁵ All aspects of the Plan, however, will be subject to review.

The annual review will not be subject to limitation, and any topic legitimately related to the Plan will be reviewed. All disputes will be resolved by the Commission. Nothing in the Performance Assurance Plan can or will diminish Commission jurisdiction over Verizon NY service.

The annual review process will be initiated no more than six months before the anniversary date of Verizon NY's entry into the long distance market pursuant to Section 271.

²⁵~~In particular, during the first annual review, the methodology used to calculate amounts due to CLECs under the Individual Rule for bill credits under the Critical Measures category will be analyzed to determine whether the rule provides for an appropriate distribution of bill credits.~~

The parties to Case 97-C-0271 will be given an opportunity to comment on any proposed modifications to the Performance Assurance Plan prior to formal Commission action. Any modifications to the Plan will be implemented as soon as is reasonably practical after Commission approval of the modifications.

2. Audits

Each year, and at least four months prior to the annual review, the Staff will conduct an audit of selected portions of the Plan to assess whether Verizon NY is accurately recording and reporting CLEC and Verizon NY service quality data. In addition, during the first six months after the Plan has been adopted, Staff will continue its Metric Replication project to assure that the data reported in the monthly reports accurately reflects the service quality being provided to these CLECs.²⁶ At the end of this six-month period, Staff will make a recommendation based on its assessment of Verizon NY's internal controls and actual metric replication results whether the metric replication project should be continued. The replication effort may be extended, as necessary, until the Commission's requirements for quality reporting from Verizon NY are satisfied.

In addition, CLECs upon a showing of good cause will have the right to challenge the accuracy of the data and/or scores related to any measure Verizon NY reports in the monthly summary reports. (*See* Appendix G.) In the event of such a challenge, Verizon NY will employ an independent outside auditor that will conduct a review of the challenged material. If the outside auditor finds that no material errors were made in the reporting of the data and/or scores,

²⁶ Metric Replication evaluates Verizon NY's metrics process by attempting to recreate its performance metrics using filtered data from Verizon NY's target databases. The target databases include, *inter alia*, NORD, SORD, DCAS, Sentinel, CAFÉ and NAMS. Replication relies on mathematical techniques to verify and validate Verizon NY's performance and reporting of the metrics. The objective is to recreate Verizon NY's performance metrics using the technical definitions verified and validated in the C2C proceeding.

the CLEC initiating the audit will be responsible for paying all costs associated with the audit. If the CLEC's claim is sustained, Verizon NY will be responsible for the payment of such costs.

III. FULLY INTEGRATED DOCUMENT

The terms and provisions of this Plan are submitted in their entirety to the Commission for approval. This Plan represents a fully integrated statement of the commitments Verizon NY will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Commission for approval on a piecemeal basis.

Verizon New York Inc.

~~May 2001~~

APPENDIX A

March 2003

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1. Measures and Weights
2. Assignment of Dollars at Risk to MOE Categories on Monthly and Annual Basis
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APPENDIX A – MODE OF ENTRY

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Table A-1-2: Unbundled Network Elements - Platform

Table A-1-3: Unbundled Network Elements - Loop

Table A-1-~~43~~: Interconnection Trunks

Table A-1-~~54~~: DSL

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

		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>170</u>

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

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

APPENDIX A
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		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) - 2 Wire 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	\$105,000,000	\$45,000,000	\$10,000,000	\$105,000,000	\$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>
<u>-0.93956-0.94762</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 = -0.2302419705
- Mid-point between minimum and maximum = -0.4501243353

Score Range		Monthly Dollars:	
<	And ³		
	<u>-0.23024-0.19705</u>	\$0	
<u>-0.23024-0.19705</u>	<u>-0.25339-0.22194</u>	\$166,667	
<u>-0.25339-0.22194</u>	<u>-0.27653-0.24683</u>	\$201,754	
<u>-0.27653-0.24683</u>	<u>-0.29968-0.27173</u>	\$236,842	
<u>-0.29968-0.27173</u>	<u>-0.32282-0.29662</u>	\$271,930	
<u>-0.32282-0.29662</u>	<u>-0.34597-0.32151</u>	\$307,018	
<u>-0.34597-0.32151</u>	<u>-0.36911-0.34640</u>	\$342,105	
<u>-0.36911-0.34640</u>	<u>-0.39226-0.37129</u>	\$377,193	
<u>-0.39226-0.37129</u>	<u>-0.41540-0.39619</u>	\$412,281	
<u>-0.41540-0.39619</u>	<u>-0.43855-0.42108</u>	\$447,368	
<u>-0.43855-0.42108</u>	<u>-0.46169-0.44597</u>	\$482,456	
<u>-0.46169-0.44597</u>	<u>-0.48484-0.47086</u>	\$517,544	
<u>-0.48484-0.47086</u>	<u>-0.50798-0.49576</u>	\$552,632	
<u>-0.50798-0.49576</u>	<u>-0.53113-0.52065</u>	\$587,719	
<u>-0.53113-0.52065</u>	<u>-0.55427-0.54554</u>	\$622,807	
<u>-0.55427-0.54554</u>	<u>-0.57742-0.57043</u>	\$657,895	
<u>-0.57742-0.57043</u>	<u>-0.60056-0.59532</u>	\$692,982	
<u>-0.60056-0.59532</u>	<u>-0.62371-0.62022</u>	\$728,070	
<u>-0.62371-0.62022</u>	<u>-0.64685-0.64511</u>	\$763,158	
<u>-0.64685-0.64511</u>	<u>-0.67000</u>	\$798,246	
<u>-0.67000</u>		\$833,333	

APPENDIX B

March 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		52,083					
	MR-3-01	% Missed Repair Appointments - Loop - Res.	234,375		52,083					
	MR-3-01	% Missed Repair Appointments - Loop		106,667						
	MR-3-01	% Missed Repr Appt -Loop-2W Digt-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 Dig-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		26,042		66,667			
	MR-4-08	% Out of Service >24Hrs. - Res.	117,188		26,042					
	MR-4-08	% Out of Service >24Hrs. - Total								
	MR-5-01	% Repeat Reports within 30 Days	234,375	53,333	52,083		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
	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
	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 Acknwldged 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.

Critical Measures Table B-2

Weights for Network Performance, Resolution Timeliness and Specials

<u>Network Performance</u>		<u>Weight</u>
<u>Maximum of \$2,000,000 at risk annually (1/12 in each month)</u>		
<u>NP-2-01/2</u>	<u>% OT Response to Request for Collocation – Total</u>	<u>5</u>
<u>NP-2-05/6</u>	<u>% On Time - Physical Collocation – Total</u>	<u>20</u>
<u>NP-2-07/8</u>	<u>Average Delay Days – Total</u>	<u>10</u>
<u>Total</u>		<u>35</u>

<u>Resolution Timeliness</u>		<u>Weight</u>
<u>Maximum of \$1,000,000 at risk annually (1/12 in each month)</u>		
<u>OR-10-01</u>	<u>% PON Exceptions Resolved w/in 3 Bus Days</u>	<u>5</u>
<u>OR-10-02</u>	<u>% PON Exceptions Resolved w/in 10 Bus Days</u>	<u>2</u>
<u>BI-3-04</u>	<u>% CLEC Billing Claims Acknowledged within Two Business Days</u>	<u>2</u>
<u>BI-3-05</u>	<u>% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.</u>	<u>20</u>
<u>Total</u>		<u>29</u>

<u>Specials</u>		<u>Weight</u>
<u>Maximum of \$3,000,000 at risk annually (1/12 in each month)</u>		
<u>Ordering</u>		
<u>OR-1-04</u>	<u>% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale</u>	<u>10</u>
<u>OR-1-06</u>	<u>% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale</u>	<u>10</u>
<u>OR-2-04</u>	<u>% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale</u>	<u>5</u>
<u>OR-2-06</u>	<u>% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale</u>	<u>5</u>
<u>Provisioning</u>		
<u>PR-4-01</u>	<u>% Missed Appointment -VZ -DSO -UNE/Resale</u>	<u>5</u>
<u>PR-4-01</u>	<u>% Missed Appointment -VZ -DS1 -UNE/Resale</u>	<u>5</u>
<u>PR-4-01</u>	<u>% Missed Appointment -VZ -DS3 -UNE/Resale</u>	<u>5</u>
<u>PR-4-01</u>	<u>% Missed Appointment -VZ -Other -UNE/Resale</u>	<u>5</u>
<u>PR-4-02</u>	<u>Average Delay Days - Total -UNE/Resale</u>	<u>5</u>
<u>PR-5-01</u>	<u>% Missed Appointment - Facilities -UNE/Resale</u>	<u>20</u>
<u>PR-5-02</u>	<u>% Orders Held for Facilities > 15 days -UNE/Resale</u>	<u>20</u>
<u>PR-6-01</u>	<u>% Installation Troubles within 30 days -UNE/Resale</u>	<u>10</u>
<u>PR-8-01</u>	<u>Open Orders in a Hold Status > 30 Days -UNE/Resale</u>	<u>5</u>
<u>PR-4-01-3510</u>	<u>% Missed Appointment - VZ - Total – EEL</u>	<u>10</u>
<u>PR-4-02-3510</u>	<u>Average Delay Days - Total – EEL</u>	<u>5</u>
<u>PR-8-01-3510</u>	<u>Open Orders in a Hold Status >30 Days –EEL</u>	<u>2</u>
<u>PR-4-01-3530</u>	<u>% Missed Appointment - VZ - Total – IOF</u>	<u>10</u>
<u>PR-4-02-3530</u>	<u>Average Delay Days – IOF</u>	<u>5</u>
<u>PR-8-01-3530</u>	<u>Open Orders in a Hold Status >30 Days –IOF</u>	<u>2</u>
<u>Maintenance & Repair</u>		
<u>MR-4-01</u>	<u>Mean Time to Repair - nonDS0 & DS0 -UNE/Resale</u>	<u>5</u>
<u>MR-4-01</u>	<u>Mean Time to Repair - DS1 & DS3 -UNE/Resale</u>	<u>5</u>
<u>MR-4-06</u>	<u>% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale</u>	<u>5</u>
<u>MR-4-08</u>	<u>% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale</u>	<u>5</u>
<u>MR-4-06</u>	<u>% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale</u>	<u>5</u>
<u>MR-4-08</u>	<u>% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale</u>	<u>5</u>
<u>MR-5-01</u>	<u>% Repeat Reports w/in 30 days -UNE/Resale</u>	<u>10</u>
<u>Total</u>		<u>184</u>

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	
		<u>200</u>	

APPENDIX C

March 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%
OR-10-02	% PON Exceptions Resolved w/in 10 Business Days	≥ 99%	≥ 94 and < 99%	< 94%
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
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

March 2003



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 (incumbent 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:⁴

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

⁴ Values calculated for a z-statistic or t-statistic that are equal to or greater than 5.0000 will be displayed on monthly reports as 5.0000 and values for a z-statistic or t-statistic that are equal to or less than -5.0000 will be displayed as -5.0000.

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 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

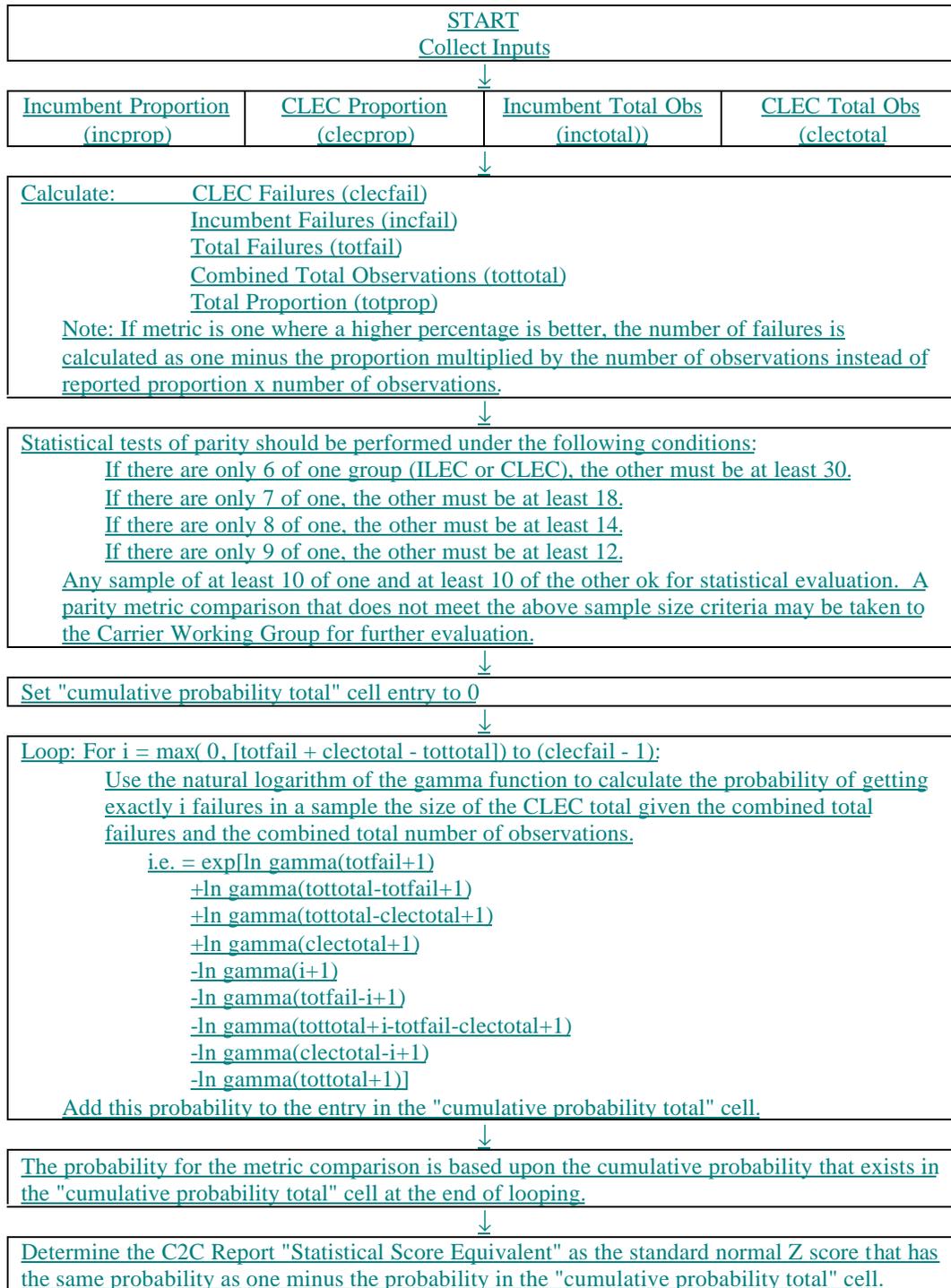
If either the CLEC or Verizon NY sample size is less than 30 for a measured variable and if the sample sizes exceed the minimum sample sizes described above, then the following statistical evaluation procedure will be used:

If the absolute performance for the CLEC is better than the Verizon NY performance, no statistical analysis is required. When a measured variable that is evaluated for parity does not require a permutation test because the number of Verizon or CLEC observations in a month is less than 30 and the CLEC performance is not worse than the corresponding Verizon retail performance, the LCUG-t scores will be displayed in the statistical score column.

- 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 PAP 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.

⁵ 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 a 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 [NY](#) 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 ⁶	By May 1st

⁶ 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

March 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).⁷
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 ⁸

⁷ When “no activity occurs” in a metric [or when there is insufficient sample size for a metric as specified in Appendix D](#), the performance measure and its weight will be excluded from performance score. [Measures and weights will not be excluded when there is a combination of no CLEC activity on an “Average Delay Day” measure, and activity with 0% performance on the corresponding CLEC “% Missed Appointment” measure \(or 100% on a % On-Time measure\) in the same report period. The Average Delay Day measure receives a "0" performance score and retains its assigned weight for the month when these combinations occur. The following tables lists the measure combinations:](#)

		<u>Average Delay Day Measures</u>		<u>% Missed Appointment or %Complete On-Time Measures</u>
<u>Resale</u>	<u>PR-4-02</u>	<u>Average Delay Days - Total – POTS</u>	<u>PR-4-04</u> <u>PR-4-05</u>	<u>% Missed Appointment - VZ - Dispatch – POTS</u> <u>% Missed Appointment - VZ – No Dispatch - POTS</u>
<u>UNE - Platform</u>	<u>PR-4-02</u>	<u>Average Delay Days - Total – POTS</u>	<u>PR-4-04</u> <u>PR-4-05</u>	<u>% Missed Appointment - VZ - Dispatch – Platform</u> <u>% Missed Appointment - VZ – No Dispatch - Platform</u>
<u>UNE – Loop</u>	<u>PR-4-02</u>	<u>Average Delay Days - Total – POTS</u>	<u>PR-4-04</u>	<u>% Missed Appointment - VZ - Dispatch - Loop-New</u>
<u>2 Wire Digital</u>	<u>PR-4-02</u>	<u>Average Delay Days -Total -2W Digital -UNE/Resale</u>	<u>PR-4-04</u> <u>PR-4-05</u>	<u>% Missed Appointment -Dispatch -2W Digital -UNE/Resale</u> <u>% Missed Appointment –No Dispatch -2W Digital -UNE/Resale</u>
<u>2Wire DSL</u>	<u>PR-4-02</u>	<u>Average Delay Days -Total -2W xDSL Loops</u>	<u>PR-4-15</u>	<u>% Completed On Time -2W xDSL Loops</u>
<u>Line Share/Split</u>	<u>PR-4-02</u>	<u>Average Delay Days -Total -Line Share/Split</u>	<u>PR-4-04</u> <u>PR-4-05</u>	<u>% Missed Appointment -Dispatch -Line Share/Split</u> <u>% Missed Appointment –No Dispatch -Line Share/Split</u>
<u>Collocation</u>	<u>NP-2-07/8</u>	<u>Average Delay Days - Total</u>	<u>NP-2-05/6</u>	<u>% On Time - Physical Collocation - Total</u>

⁸ For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

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.
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

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

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 ~~-0.37003100~~ and a CLEC had 5,000 UNE [Platform](#) lines (at the end of the month), it would be entitled to a \$76,950 Bill Credit ($\$15.39 \times 5,000 = \$76,950$).

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-Platform](#), [UNE-Loop](#), 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-Platform](#) MOE is ~~-0.2529247129~~ and the maximum score for the [UNE-Platform](#) MOE is ~~-0.67000~~, therefore, the difference is ~~-0.4170849871~~. This figure would be

multiplied by the 81.2%. This equals [-0.3386740495](#). This number ([-0.3386740495](#)) would be added to the minimum score and would result in a domain clustering score of [-0.5915957624](#). If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of [-0.5915957624](#) based on the Domain Clustering Rule.

APPENDIX F

March 2003



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%	\$100,000 <u>\$208,334</u>
≤ -0.9048	> -0.9870	-1-1	55%	\$110,000 <u>\$229,167</u>
≤ -0.9870	> -1.0693	-1-2	60%	\$120,000 <u>\$250,000</u>
≤ -1.0693	> -1.1515	-1-3	65%	\$130,000 <u>\$270,834</u>
≤ -1.1515	> -1.2338	-1-4	70%	\$140,000 <u>\$291,667</u>
≤ -1.2338	> -1.3160	-1-5	75%	\$150,000 <u>\$312,500</u>
≤ -1.3160	> -1.3983	-1-6	80%	\$160,000 <u>\$333,334</u>
≤ -1.3983	> -1.4805	-1-7	85%	\$170,000 <u>\$354,167</u>
≤ -1.4805	> -1.5628	-1-8	90%	\$180,000 <u>\$375,000</u>
≤ -1.5628	> -1.6450	-1-9	95%	\$190,000 <u>\$395,834</u>
≤ -1.645		-2-0	100%	\$200,000 <u>\$416,667</u>

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards ⁹

% 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.

⁹ 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 months¹⁰:
1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final performance score equal to or less than -. -1 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 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 -. performance score of -1 or less. This rate is multiplied by the CLEC's qualified volume (*e.g.*, lines in services) to determine the amount to be credited to the CLEC for that critical measure.**

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

¹⁰ For the individual rule, if a CLEC has a performance score of -1 or less in the current month where Verizon passes a measure at the aggregate level and there is no activity in the previous month to determine the CLEC's eligibility for payment under the individual rule, VZ will instead look back one additional month for a performance score of -1 or less for the eligibility determination. If there is not activity in either of the two previous months, the individual rule will not be triggered.

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

APPENDIX G

March 2003

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APPENDIX H

March 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 service¹¹. Lines in service will equal: UNE-Platform and, 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/ASRC – <u>No Facility Check < 10 Lines(Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP</u>	< 90%
OR-1-06	% On Time LSRC – <u>Facilities Check ≥ 10 Lines(Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP</u>	< 90%
OR-2-04	% On Time Reject – <u>No Facilities Check < 10 Lines(Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP</u>	< 90%
OR-2-06	% On Time Reject – <u>Facilities Check ≥ 10 Lines(Electronic-No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP</u>	< 90%

¹¹ Any bill credit amounts due for Special Provisions UNE Ordering are to be allocated between UNE-Platform and UNE-Loop in the same proportions as the totals at risk for the two modes in MOE. Then, within each mode, the amounts are to be allocated corresponding to each CLEC's UNE-Platform lines as a proportion of total UNE-Platform lines and each CLEC's UNE-Loops as a proportion of total UNE-Loops.

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%

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) of 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

UNE

35000	33000	32000	100000

Total % Flow Through - UNE for Quarter:

75%

Total Orders that Flow Through

UNE

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 reported within 7 Days – Hot Cut Loop.¹² 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

¹² 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.

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 ¹³ Threshold	Tier III ¹⁴
PR-9-01	% On Time - Hot Cut Loop	< 90%	< 85%
PR-6-02	% Installation Troubles <u>reported</u> within 7 Days – Hot Cut Loop	≥ 3%	≥ 4%

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.

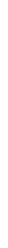
Example:

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 <u>reported</u> within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	\$2 M	\$1 M	\$0M	\$0M

¹³ Threshold is measured based on two consecutive months of performance

¹⁴ Threshold is measured based on an individual month’s performance

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.

CHANGE CONTROL ASSURANCE PLAN

Verizon - New York Inc.

January March, 20031

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APPENDIX A – Change Control Measures

I. INTRODUCTION

The “Order Adopting Permanent Rule” in Case 97-C-0139 added three new metrics related to the Change Control Process to the Carrier-to-Carrier Guidelines.¹ To ensure that New York Telephone Company, d/b/a Verizon - New York (“Verizon NY”), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon NY will undertake the actions set forth in this Change Control Assurance Plan (the “C.C.A.P.”) after entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. A total of \$25 million in bill credits will be at risk to CLECs if Verizon NY provides unsatisfactory service for the four measures in this Plan.

II. THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures, which have been taken from the June Order, are included in this Plan:

1. PO-4-01: % Change Management Notices Sent on Time;
2. PO-4-03: Change Management Notice Delay 8 plus Days;
3. PO-6-01: % Software Validation; and
4. PO-7-04: Delay Hours - Failed/Rejected Test Transactions - No

Workaround.

¹ In addition to PO-4 Timeliness of Change Management Notice, which was included in the Guidelines adopted by the Commission in February (*see* Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Adopting Inter-Carrier Service Quality Guidelines” (issued February 16, 1999), the Commission adopted PO-5, Average Notification of Interface Outage, PO-6 Software Validation and PO-7 Software Problem Resolution Timeliness. (*See* Case 97-C-0139, *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, “Order Establishing Permanent Rule” (issued June 30, 1999) (the “June Order”), Appendix at 8-12.

Attached hereto as Appendix A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements (“UNEs”) or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Appendix A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining “lines in service.” (*See C.C.A.P. at 6, n.7.*)

Under this Change Control Assurance Plan, Verizon NY will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon NY exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01, PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be \$10 million under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed \$10 million in any year,² an additional amount of \$15 million will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of \$25 million will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories. (*See P.A.P., Section II(B)(2).*)

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the P.A.P. and the C.C.A.P. The Commission will

² The “year” will be measured from the first day of Verizon NY’s entry into the interLATA market.

give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

III. MONTHLY REPORTS

Each month Verizon NY will issue a report on its performance on the above measures to each CLEC providing service in New York.³ The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon NY must provide pursuant to the standards set forth in Appendix A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts must inform Verizon NY as to which of their accounts should receive any bill credits for the Change Control measures.

IV. REVIEWS, UPDATES AND AUDITS

Biannual reviews and updates will occur under this Plan until the Commission determines otherwise. However, Verizon NY, after consulting with Staff, may at any time recommend to the Commission modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, Staff will have the right from time to time, on 60-days notice to Verizon NY, to conduct an audit of data reported in the monthly reports.⁴

³ Verizon NY's performance on the other Change Control metrics will be reported in the monthly C2C reports.

⁴ Unlike the most of the measures in the P.A.P., the recording of data for each of the measures in this Plan will be done manually.

V. EXCEPTION PROCESS

Verizon NY will have the right to file a petition with the Commission seeking to have the standards contained in Appendix A waived or modified either for future or past periods. The Commission shall grant such a request if it determines that the application of one or more of the standards contained in Appendix A would not serve the public interest. The application of one or more parts of Appendix A would not serve the public interest if Verizon NY could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon NY's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon NY petition for an Exception. In the event the Commission rules in Verizon NY's favor, Verizon NY will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

The Change Control Assurance Plan will have the same term as the Performance Assurance Plan. It will remain in effect, as modified from time to time by the Commission, until the Commission rescinds the Performance Assurance Plan or develops a replacement mechanism.

VII. FULLY INTEGRATED DOCUMENT

The terms and provisions of this Plan are submitted in their entirety to the Commission for approval. This Plan represents a fully integrated statement of the commitments Verizon NY will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Commission for approval on a piecemeal basis.

Change Control Performance Assurance Plan Measures

PO-4-01	% Change Management Notices Sent on Time			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	\$0	\$250,000	\$500,000
PO-4-03	Change Management Notice Delay 8 plus Days (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	\$25,000 per day		
PO-6-01	% Software Validation (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	\$0	\$100,000	\$1,000,000
PO-7-04	Delay Hours – Failed/Rejected Test Transactions – No Workaround (See Note 2)			
	Performance Credit	\$50,000 per day Per Release		

Note 1: Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2: PO-7-04 applies to failed Test Deck items executed by Verizon NY in PO-6-01 and applies until all errors reported in PO-6-01 are fixed.