

Carrier-to-Carrier Guidelines Performance Standards and Reports Appendices

Verizon Reports

**Connecticut
Delaware
District of Columbia
Maine
Maryland
Massachusetts
New Hampshire
New Jersey
New York
Pennsylvania¹
Rhode Island
Vermont
Virginia
West Virginia**

¹ Not Applicable to former GTE Territory

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Appendix A

~~Specials and Trunk Maintenance Code Descriptions~~Reserved For Future Use

Trunk Maintenance

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (TROUBLE_CD) is either "FAC" or "CO" indicating the trouble was found in the Facility cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Measure Trunks:	Criteria
Total Lines	Count of all Message Trunks that are currently working...i.e. provisioning work is complete.
Total Network Troubles	Trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network -- trbl_cd is "FAC" or "CO".
Network Trouble Report Rate	Total network troubles divided by total working lines then multiply by 100
Mean Time to Repair	Average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer -----avg (ACTUAL_DURATION_STOP) -----the ACTUAL_DURATION_STOP field does not contain any time where the Verizon technician could not gain access to the customer location.
Out of Service	This is used as the divisor for the entire out of service metrics. Upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (TROUBLE_CD is "FAC" or "CO")
Out of Service Over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24 hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (TROUBLE_CD is "FAC" or "CO").
% Out of Service Over 24	Total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100

Maintenance Additional Details Continued

Repeats	Total troubles entered -- where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% Repeats	Total repeated troubles divided by total troubles...then multiply by 100.
Trunks:	
Trouble Code	The code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
Out of Service Indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. For designed circuits the flag is always set to y

Specials Services Maintenance

Included are all special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for special access circuits under the Access tariff. However, access circuits ordered by a retail customer are included.

Criteria for inclusion (for line count and trouble tickets) is report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit ID does not indicate (fourth character of circuit id for a length of 2) "TK", "IB", "DI", "DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (TROUBLE_CD) is either "FAC" "CO" or "STN" indicating a network trouble, Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/lines are excluded where circuit id (ektid character 4 for a length of 2) indicates non UNE access circuit, as defined in the C2C Guidelines glossary.

Measure Special Services:	Criteria
Total Lines	Count circuits where center (MCTR) is not blank, not an official service (CKT_ID 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout), and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
Total Network Troubles	Trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - TROUBLE_CD is "FAC" "CO" or "STN".
Network trouble report rate	Total network troubles divided by total working lines then multiply by 100.
Total Troubles-Loop	Trouble close out code indicates the trouble was found in the facility portion of the Verizon Network - (TROUBLE_CD is "FAC")
Network Trouble Report Rate-Loop	Total troubles loop divided by total lines multiply by 100
Total Troubles "CO"	Trouble close out code indicates the trouble was found in the central office portion of the Verizon Network - (TROUBLE_CD is "CO").
Network Trouble Report Rate-CO	Total troubles central office divided by total lines then multiply by 100.
Mean Time to Repair	Average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customeravg (ACTUAL_DURATION_STOP)the ACTUAL_DURATION_STOP field does not contain any time where the Verizon technician could not gain access to the customer location.

Special Services

Mean Time to Repair Loop	Average (mean) of all duration times for receipt of the loop trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer....avg (ACTUAL_DURATION_STOP) and TROUBLE_CD is "FAC".... the ACTUAL_DURATION_STOP field does not contain any time where the Verizon technician could not gain access to customer location
Mean Time to Repair CO	Average (mean) of all duration times from receipt of the CO trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ...avg(ACTUAL_DURATION_STOP) and TROUBLE_CD is "CO"...the ACTUAL_DURATION_STOP field does not contain any time where the Verizon Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
Out of Service	This is used as the divisor for all of the out of service metrics...upon initial contact with the customer it is determined that the circuit is completely out of service (OUT_OF_SERVICE_IND="y" and not just intermittent problem and that the trouble completion code indicated that a trouble was found within the Verizon network (TROUBLE_CD is "FAC" "CO" or "STN").
Out of Service Loop	This is used as the divisor for all of the loop out of service metrics...upon initial contact with the customer it is determined that the circuit is completely out of service (OUT_OF_SERVICE_IND="y") and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Verizon network (TROUBLE_CD is "FAC").
Out of Service CO	This is used as the divisor for all of the CO out of service metrics...upon initial contact with the customer it is determined that the circuit is completely out of service (OUT_OF_SERVICE_IND="y") and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the CO piece of the Verizon network (TROUBLE_CD is "CO").

Out of Service Over 24	The trouble report entry indicated that the circuit was out of service (OUT_OF_SERVICE_IND="y") to the customer and that the trouble was reported more than 24 hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (TROUBLE_CD is "FAC" "CO" or "STN").
% Out of Service Over 24	Total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100.
Out of Service Over 24—Loop	The trouble report entry indicated that the circuit was out of service (OUT_OF_SERVICE_IND="y") to the customer and that the trouble was reported more than 24 hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility network (TROUBLE_CD is "FAC").
% Out of Service Over 24—Loop	Total troubles out of service more than 24 hours loop divided by total troubles that were out of service—loop to the customer then multiply by 100.
Out of Service Over 24—CO	The trouble report entry indicated that the circuit was out of service (OUT_OF_SERVICE_IND="y") to the customer and that the trouble was reported more than 24 hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Central Office network (TROUBLE_CD is "CO").
% Out of Service over 24—CO	Total troubles out of service more than 24 hours CO divided by total troubles that were out of service—CO to the customer then multiply by 100.
Repeats	Total troubles entered—where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (RPR_RPT_30DAY_IND="y") where trouble close out code indicates trouble was found within the Verizon Network.
% Repeats	Total repeated troubles divided by total troubles...then multiply by 100.
Trouble Code	The code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
Out of Service Indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. For designed circuits the flag is always set to y

Example of Actual Coding for Out of Service Specials

Stop OOS-le 3 (5)	ACTUAL_DURATION_STOP is le 003:00 (hrs/min) and OSI is y and TROUBLE_CD is CO
% Stop OOS-le 3 (5)	Stop OOS-le 3(5) / total OOS 5 * 100
Stop OOS-le 4 (5)	ACTUAL_DURATION_STOP is le 004:00 (hrs/min) and OSI is y and TROUBLE_CD is CO
% Stop OOS-le 4(5)	Stop OOS-le 4(5) / total OOS 5 * 100
Stop OOS-le 4 (3,4)	ACTUAL_DURATION_STOP is le 004:00 (hrs/min) and OSI is y and TROUBLE_CD is FAC
% Stop OOS-le 4 (3,4)	Stop OOS-le 4(3,4) / total OOS 3/4 * 100
Stop OOS-le 16(3,4)	ACTUAL_DURATION_STOP is le 016:00 (hrs/min) and OSI is y and TROUBLE_CD is FAC
% Stop OOS-le 16(3,4)	Stop OOS-le 16(3,4) / total OOS 3/4 * 100

Appendix B

Provisioning Codes

NMP Provisioning Tables

ORDER TYPE:

Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)
R	Record Change
D	Disconnect of entire service
F	Disconnect portion of an outside move from the "From" location

Appointment Type Code (ATC):

This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than the company's offered Due date
S	The customer requested a due date that was earlier than the company's offered due date
C	The customer requested a special due date to coordinate a hot cut.
R	A due date could not be applied due to company or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Verizon Initiated Customer Affecting
Z	Verizon Initiated Customer Non-Affecting

Missed Appointment Code (MAC)

When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customer's premises (customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date
SC	CLEC Not Ready
—	Under Development: CLEC Not Ready – due to late FOC

Company (VZ) Missed Appointment:

CA	The cable pair from the VZ central office to the customer premises could not be assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The VZ business office taking the request caused the delay (misplaced the order)
CC	A Common Cause that affected a large area caused the delay (Hurricanes/work stoppages)
CF	The assigned cable facility was bad
CL	Not enough VZ technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technicians truck broke down)
CS	The VZ Central office work was not complete (line not programmed)

SWO:

A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal VZ service
NS	Special services
NP	VZ Coin services
NI	Private Public Pay Phone (not VZ)

For South:

NO & O	Verizon Internal Services
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SELLER TYPE:

A code used to identify orders for Wholesale/Resale/UNE

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

RID:

The presence of a Record Inventory Date (RID) indicates a Special Services order.

Service Code Modifier (SCM)

Identifies the service grouping of a special service circuit.

ITEM	SERVICE ORDER	NMP Provisioning Field	VALUE
Dispatch	OCB in STAT section	OCB_COC	= 'O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<> 'O'
Dispatch	Number of times dispatched by the WFA/DO system	WFA_NUM_DO	>0
No Dispatch	Number of times dispatched by the WFA/DO system	WFA_NUM_DO	=0
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	= '55B'
Company services	Line of Business (LOB) indicator	LOB	'09000' (New York/New England '09' (Mid-Atlantic)
Seller	RSID, or AECN, or CCAR in ID in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	'W' OR 'X' <u>See: Appointment Type Code (ATC)</u>
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer/ <u>Company</u> Missed Appointment	Follows "SD/" after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR, SO, SL, <u>SC</u>

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
AA	ANALOG	DS0	N	LE	ANALOG	DS0	A	WF	DIGITAL	DS0	A
AB	DIGITAL	DS0	N	LF	ANALOG	DS0	A	WG	ANALOG	DS0	N
AD	ANALOG	DS0	N	LG	ANALOG	DS0	A	WI	ANALOG	DS0	N
AF	ANALOG	DS0	N	LH	ANALOG	DS0	A	WJ	ANALOG	DS0	A
AI	ANALOG	DS0	N	LJ	ANALOG	DS0	A	WL	ANALOG	DS0	A
AL	ANALOG	DS0	N	LK	ANALOG	DS0	A	WN	ANALOG	DS0	A
AN	ANALOG	DS0	N	LL	ANALOG	DS0	N	WO	ANALOG	DS0	N
AP	ANALOG	DS0	N	LN	ANALOG	DS0	A	WP	ANALOG	DS0	A
AQ	DIGITAL	DS0	N	LP	ANALOG	DS0	A	WQ	ANALOG	DS0	A
AR	DIGITAL	DS0	N	LQ	ANALOG	DS0	A	WR	ANALOG	DS0	A
AT	ANALOG	DS0	N	LR	ANALOG	DS0	A	WS	ANALOG	DS0	N
AU	ANALOG	DS0	N	LS	ANALOG	DS0	N	WU	ANALOG	DS0	N
BA	LCL SPL	DS0	N	LT	ANALOG	DS0	N	WV	ANALOG	DS0	N
BL	ANALOG	DS0	N	LV	ANALOG	DS0	A	WX	ANALOG	DS0	N
BS	ANALOG	DS0	N	LY	ANALOG	DS0	A	WY	ANALOG	DS0	N
CA	ANALOG	DS0	N	LZ	ANALOG	DS0	A	WZ	ANALOG	DS0	N
CC	DIGITAL	DS0	N	MA	ANALOG	DS0	N	XA	DIGITAL	DS0	A
CE	ANALOG	DS0	N	MC	ANALOG	DS0	N	XB	DIGITAL	DS0	A
CF	ANALOG	DS0	N	ML	ANALOG	DS0	N	XC	DIGITAL	DS0	A
CG	ANALOG	DS0	N	MQ	ANALOG	DS0	A	XD	DIGITAL	DS0	A
CI	ANALOG	DS0	N	MR	ANALOG	DS0	A	XE	DIGITAL	DS0	A
CK	ANALOG	DS0	N	MS	ANALOG	DS0	N	XF	DIGITAL	DS0	A
CL	LCL SPL	DS0	N	MT	ANALOG	DS0	N	XG	DIGITAL	DS0	A
CN	ANALOG	DS0	N	NA	ANALOG	DS0	N	XH	DIGITAL	DS0	A
CP	ANALOG	DS0	N	NC	ANALOG	DS0	N	XI	DIGITAL	DS0	A
CR	ANALOG	DS0	N	ND	LCL SPL	DS0	N	XJ	DIGITAL	DS0	A
CS	ANALOG	DS0	N	NQ	ANALOG	DS0	A	XL	ANALOG	DS0	A
CT	ANALOG	DS0	N	NT	ANALOG	DS0	A	XR	DIGITAL	DS0	A
CV	ANALOG	DS0	N	NU	ANALOG	DS0	A	XX	ANALOG	DS0	N
CW	ANALOG	DS0	N	NV	ANALOG	DS0	A	YG	DIGITAL	DS0	A
CX	ANALOG	DS0	N	NW	ANALOG	DS0	A	YN	DIGITAL	DS0	A
CZ	ANALOG	DS0	N	NY	ANALOG	DS0	A	ZA	COMPANY CKTS	DS0	N
DA	DIGITAL	DS0	N	OC	ANALOG	DS0	N	ZC	COMPANY CKTS	DS0	N
DC	DIGITAL	DS0	N	OI	ANALOG	DS0	N	ZD	COMPANY CKTS	DS0	N
DD	ANALOG	DS0	N	ON	ANALOG	DS0	N	ZE	COMPANY CKTS	DS0	N
DI	LCL SPL	DS0	N	OP	ANALOG	DS0	N	ZF	COMPANY CKTS	DS0	N
DJ	ANALOG	DS0	N	OS	ANALOG	DS0	N	ZM	COMPANY CKTS	DS0	N
DK	ANALOG	DS0	N	PA	ANALOG	DS0	N	ZP	COMPANY CKTS	DS0	N
DL	ANALOG	DS0	N	PB	ANALOG	DS0	A	ZQ	COMPANY CKTS	DS0	N
DM	DIGITAL	DS0	N	PC	DIGITAL	DS0	N	ZS	COMPANY CKTS	DS0	N
DO	LCL SPL	DS0	N	PD	ANALOG	DS0	N	ZT	COMPANY CKTS	DS0	N
DP	DIGITAL	DS0	N	PE	ANALOG	DS0	A	ZV	COMPANY CKTS	DS0	N

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING, continued

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
DQ	DIGITAL	DS0	N	PF	ANALOG	DS0	A	ZZ	COMPANY CKTS	DS0	N
DR	DIGITAL	DS0	N	PG	ANALOG	DS0	N				
DS	DIGITAL	DS0	N	PI	ANALOG	DS0	N				
DT	ANALOG	DS0	N	PJ	ANALOG	DS0	A	AC	HIGHCAP	DS1	A
DU	ANALOG	DS0	N	PK	ANALOG	DS0	A	AH	HIGHCAP	DS1	A
DW	DIGITAL	DS0	N	PL	ANALOG	DS0	N	AS	HIGHCAP	DS1	N
DX	DIGITAL	DS0	N	PM	ANALOG	DS0	N	CH	HIGHCAP	DS1	N
DY	DIGITAL	DS0	N	PN	ANALOG	DS0	A	DB	HIGHCAP	DS1	N
DZ	DIGITAL	DS0	N	PQ	ANALOG	DS0	A	DF	HIGHCAP	DS1	N
EA	ANALOG	DS0	N	PR	ANALOG	DS0	N	DG	HIGHCAP	DS1	N
EB	ANALOG	DS0	N	PS	ANALOG	DS0	N	DH	HIGHCAP	DS1	N
EC	ANALOG	DS0	N	PT	ANALOG	DS0	N	FL	HIGHCAP	DS1	N
EE	ANALOG	DS0	N	PV	ANALOG	DS0	N	HC	HIGHCAP	DS1	A
EF	ANALOG	DS0	N	PW	ANALOG	DS0	N	HJ	HIGHCAP	DS1	A
EG	ANALOG	DS0	N	PX	LCL SPL	DS0	N	HK	HIGHCAP	DS1	N
EL	ANALOG	DS0	N	PZ	ANALOG	DS0	N	HL	HIGHCAP	DS1	N
EM	ANALOG	DS0	N	QB	DIGITAL	DS0	N	HN	HIGHCAP	DS1	N
EN	ANALOG	DS0	N	QD	DIGITAL	DS0	N	HU	HIGHCAP	DS1	N
EO	ANALOG	DS0	N	QE	DIGITAL	DS0	N	HX	HIGHCAP	DS1	A
EP	ANALOG	DS0	N	QJ	DIGITAL	DS0	N	IP	HIGHCAP	DS1	N
EQ	ANALOG	DS0	N	QK	DIGITAL	DS0	N	JE	HIGHCAP	DS1	A
ES	ANALOG	DS0	N	QL	DIGITAL	DS0	N	QA	HIGHCAP	DS1	N
EV	ANALOG	DS0	N	QR	DIGITAL	DS0	N	QG	HIGHCAP	DS1	N
EW	ANALOG	DS0	N	QS	DIGITAL	DS0	N	SY	HIGHCAP	DS1	A
EX	ANALOG	DS0	N	QU	ANALOG	DS0	N	TD	HIGHCAP	DS1	A
FA	ANALOG	DS0	N	QY	DIGITAL	DS0	N	TE	HIGHCAP	DS1	A
FD	ANALOG	DS0	N	RA	ANALOG	DS0	N	UF	HIGHCAP	DS1	N
FE	DIGITAL	DS0	N	RC	DIGITAL	DS0	N	UH	HIGHCAP	DS1	N
FF	DIGITAL	DS0	N	RD	ANALOG	DS0	N	UM	HIGHCAP	DS1	N
FP	ANALOG	DS0	N	RE	ANALOG	DS0	N	VS	HIGHCAP	DS1	N
FQ	ANALOG	DS0	N	RG	ANALOG	DS0	N	VW	HIGHCAP	DS1	N
FR	ANALOG	DS0	N	RL	ANALOG	DS0	N	VX	HIGHCAP	DS1	N
FT	ANALOG	DS0	N	RO	ANALOG	DS0	N	VY	HIGHCAP	DS1	N
FV	ANALOG	DS0	N	RS	ANALOG	DS0	N	YB	HIGHCAP	DS1	A
FW	ANALOG	DS0	N	RT	ANALOG	DS0	N	ED	HIGHCAP	DS3	A
FX	ANALOG	DS0	N	SA	ANALOG	DS0	N	EH	HIGHCAP	DS3	A
FZ	ANALOG	DS0	N	SB	ANALOG	DS0	A	EJ	HIGHCAP	DS3	A
GA	DIGITAL	DS0	N	SC	ANALOG	DS0	N	EK	HIGHCAP	DS3	A
GB	DIGITAL	DS0	N	SD	ANALOG	DS0	A	FI	HIGHCAP	DS3	N
GC	DIGITAL	DS0	N	SE	ANALOG	DS0	A	GW	HIGHCAP	DS3	N
GD	DIGITAL	DS0	N	SF	ANALOG	DS0	A	HD	HIGHCAP	DS3	A
GE	DIGITAL	DS0	N	SG	ANALOG	DS0	N	HE	HIGHCAP	DS3	A
GF	DIGITAL	DS0	N	SJ	ANALOG	DS0	A	HF	HIGHCAP	DS3	A
GG	DIGITAL	DS0	N	SK	ANALOG	DS0	N	HG	HIGHCAP	DS3	A
GH	DIGITAL	DS0	N	SL	LCL SPL	DS0	N	HH	HIGHCAP	DS3	A
GI	DIGITAL	DS0	N	SM	ANALOG	DS0	N	HI	HIGHCAP	DS3	N
GJ	DIGITAL	DS0	N	SN	ANALOG	DS0	N	HT	HIGHCAP	DS3	A
GK	DIGITAL	DS0	N	SQ	ANALOG	DS0	N	HZ	HIGHCAP	DS3	N
GL	DIGITAL	DS0	N	SS	ANALOG	DS0	N	JI	HIGHCAP	DS3	A
GM	DIGITAL	DS0	N	ST	DIGITAL	DS0	N	LI	HIGHCAP	DS3	N
GN	DIGITAL	DS0	N	SV	ANALOG	DS0	A	LM	HIGHCAP	DS3	N
GO	DIGITAL	DS0	N	SZ	ANALOG	DS0	A	LO	HIGHCAP	DS3	N
GP	DIGITAL	DS0	N	TA	ANALOG	DS0	N	LU	HIGHCAP	DS3	N

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING, continued

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
GQ	DIGITAL	DS0	N	TB	ANALOG	DS0	N	LW	HIGHCAP	DS3	N
GR	DIGITAL	DS0	N	TC	ANALOG	DS0	N	LX	HIGHCAP	DS3	A
GS	DIGITAL	DS0	N	TF	ANALOG	DS0	N	MB	HIGHCAP	DS3	N
GT	DIGITAL	DS0	N	TG	ANALOG	DS0	N	MD	HIGHCAP	DS3	N
GU	DIGITAL	DS0	N	TK	LCL_SPL	DS0	N	MF	HIGHCAP	DS3	N
GV	DIGITAL	DS0	N	TL	ANALOG	DS0	N	MI	HIGHCAP	DS3	N
GX	ANALOG	DS0	N	TM	ANALOG	DS0	N	MM	HIGHCAP	DS3	N
GZ	DIGITAL	DS0	N	TN	ANALOG	DS0	N	OA	HIGHCAP	DS3	A
H	ANALOG	DS0	N	TO	ANALOG	DS0	N	OE	HIGHCAP	DS3	A
HA	DIGITAL	DS0	N	TQ	ANALOG	DS0	A	QC	HIGHCAP	DS3	N
HB	DIGITAL	DS0	N	TR	ANALOG	DS0	N	QH	HIGHCAP	DS3	N
HM	DIGITAL	DS0	N	TT	ANALOG	DS0	N	QI	HIGHCAP	DS3	N
HP	DIGITAL	DS0	N	TU	ANALOG	DS0	N	TV	HIGHCAP	DS3	A
HQ	DIGITAL	DS0	N	TW	ANALOG	DS0	A	TZ	HIGHCAP	DS3	A
HR	DIGITAL	DS0	N	TX	ANALOG	DS0	N	VR	HIGHCAP	DS3	N
HS	DIGITAL	DS0	A	TY	ANALOG	DS0	N	YH	HIGHCAP	DS3	A
HV	ANALOG	DS0	N	UN	ANALOG	DS0	N	YI	HIGHCAP	DS3	A
HW	DIGITAL	DS0	N	US	DIGITAL	DS0	N	JJ	HIGHCAP	Other	A
HY	DIGITAL	DS0	N	VF	ANALOG	DS0	N	JK	HIGHCAP	Other	A
IA	DIGITAL	DS0	A	VH	ANALOG	DS0	N	ME	HIGHCAP	Other	N
IB	DIGITAL	DS0	N	VI	ANALOG	DS0	N	MG	HIGHCAP	Other	N
ID	DIGITAL	DS0	N	VM	ANALOG	DS0	N	MH	HIGHCAP	Other	N
IO	ANALOG	DS0	N	VN	ANALOG	DS0	N	MJ	HIGHCAP	Other	N
IT	ANALOG	DS0	N	VT	ANALOG	DS0	N	MK	HIGHCAP	Other	N
KC	ANALOG	DS0	A	WA	ANALOG	DS0	A	MP	HIGHCAP	Other	N
LA	ANALOG	DS0	N	WB	DIGITAL	DS0	A	OB	HIGHCAP	Other	A
LB	ANALOG	DS0	A	WC	DIGITAL	DS0	A	OD	HIGHCAP	Other	A
LC	ANALOG	DS0	A	WD	DIGITAL	DS0	A	OF	HIGHCAP	Other	A
LD	ANALOG	DS0	A	WE	DIGITAL	DS0	A	OG	HIGHCAP	Other	A

Appendix C

Pre-Ordering Details

ENVIEW PROCESS – NOTES:

The EnView process' resulting response times are reported for each of the Verizon Regions. EnView executes transactions through customized scripts. The customized scripts were created for each application based on the replications of actual transactions that were executed by a Verizon service representative using the OSS, and of a CLEC representative accessing the OSS through a Verizon interface. The EnView robot creates log records that indicate whether the transaction was successful or failed. The robot also records transaction response times.

The EnView robot sends transactions to the same interface that CLECs utilize to gain access to Verizon's OSS. There is no difference between the processing of the EnView transactions, and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability (ADSL Loop Qualification), and Reject Query.

Timeouts are set at 60 seconds, and are an indication that the EnView robot prior to the 60-second time-out threshold did not receive a response. Timeouts are removed from the queue, and therefore are not included in the response time calculations; instead they are captured in the PO-1-08 % Timeout metric.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the BigFile server located in the Verizon data center in Burlington, Massachusetts.

NMP Application – The Network Metrics Platform (NMP) application uses an Oracle database to produce average response time results. All preorder data used for average response time calculations is read into the Oracle database.

The following transactions and response time differences are measured and reported for Pre-Order response times:

EDI/CORBA/Web GUI Due Date Availability
(DDA)
Live Wire Due Date Availability
Difference

EDI/CORBA/Web GUI Customer Address
Validation (ADV)
Live Wire Customer Address Validation
Difference

EDI/CORBA/Web GUI Reserve TN (TNS)
Live Wire Reserve TN
Difference

EDI/CORBA/Web GUI Product & Service
Availability (PSA)
Live Wire Product & Service Availability
Difference

EDI/CORBA/Web GUI Customer Service
Record (CSR)
BOSS Customer Service Record (CSR)
Difference

EDI/CORBA/Web GUI Facility Availability
(ADSL Loop Qualification)
OSS Facility Availability (ADSL Loop
Qualification)
Difference

EDI/CORBA/Web GUI Rejected Query
OSS Rejected Query
Difference

EDI/CORBA Parsed CSR
Difference

In order to make a like for like comparison between Request Manager and the OSS an adjustment is made to the response times prior to calculating the Request Manager and OSS response time differences. The daily average response time for the PREMIS/LiveWire Address Validation transaction is combined with the response time for the PREMIS/LiveWire Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. Monthly results include response times for each of the PreOrder transaction types. Transaction count weighting factors are not included in the averaging process.

Appendix D

Reserved For Future Use

Appendix E

Local Number Portability Process

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to VZ for a loop hot-cut with LNP. VZ returns a FOC to the CLEC with the date and time for the cutover. VZ also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. VZ sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. The FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC.

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. VZ has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Verizon number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Verizon number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the VZ Regional CLEC Co-ordination Center (RCCC) will arrange with internal VZ personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date VZ will install a 10 digit unconditional trigger on the VZ line (during the porting process, it is VZ's policy to place the 10 digit trigger on all telephone numbers, with the exception of virtual numbers like DID and distinctive ringing, to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone two days prior to the HOT CUT in the afternoon and notify the CLEC of any problems found. On the due date, the CLEC will notify the RCC of the "Go Ahead" via the Wholesale Provisioning Tracking System (WPTS) which is an interactive web-based system; or the RCCC will contact the CLEC before the scheduled HOT CUT time to ensure that both parties are ready. Verizon has an obligation to meet FDT and DD within a specific window of time. The window of time as follows:

1-9 lines	1 hour
10-49 lines	2 hours
50-99 lines	3 hours
100-199 lines	4 hours
200 + lines	8 hours

Exception: Hot Cut conversions involving IDLS have a requirement to be completed within a four (4) hour window. For example, AM = 8:00AM to 12:00PM. PM = 1:00PM to 5:00PM. If the CLEC indicates that the port should proceed, VZ will cut the loop at the scheduled time (FDT), or AM/PM window if IDLC and report the completion to the CLEC within the appropriate HOT CUT window via WPTS or by a call. Upon notification of the completion, the CLEC will send a notice to NPAC to activate LNP in real time. As long as a trigger has been placed on the Verizon line, this PORT OUT is under the total control of the CLEC. However, the line should be ported upon notification of the successful HOT CUT to prevent any possible service interruptions.

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT:

VZ will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the VZ switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the VZ service order. At the same time the service orders are issued, VZ will send the FOC to the CLEC and create the subscription version to the NPAC. Since no Hot Cut is involved, once the 10 digit trigger is added to the VZ telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10-digit trigger is not applied because the VZ account has virtual telephone numbers, e.g. DID, then the FDT would govern the porting out activity and VZ will handle in the same manner as a Hot Cut by verbal communication.

VZ places the 10-digit trigger on all porting orders with the exception of virtual telephone numbers. Virtual telephone numbers are those numbers without OE (office equipment), e.g. DID, remote call forwarding. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. VZ activates the 10 digit trigger at least 1 day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose. Since DID numbers do not have OE, porting requests for DID service requires coordination between the CLEC and the RCCC at the FDT.

On all ports without a loop and with a trigger, the VZ service order will carry

a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the VZ line is disconnected from the switch.

Appendix F

E911 Updates

ENHANCED 911 DATABASE UPDATES

Background:

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by VZ in those counties where VZ is the incumbent telephone company or has been contracted by the municipality or state to be the lead telephone company or database administrator. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. VZ is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of VZ's local service or by VZ's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. VZ updates the E911 database once each evening from the VZ service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. VZ developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When VZ or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The Telephone Company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database to make the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to the E911 database to identify the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in VZ's *CLEC Handbook* and *E911 PS/ALI Guide*. Both documents are available to the public at VZ's website.

Appendix G

Repair Disposition Codes

All repair codes can be found in the CLEC Handbook, Volume 3, and Section 8

Disposition Codes: http://www22.verizon.com/wholesale/clecsupport/content/1,16835,East%20east-wholesale-customer_docs-verizon_east_cust_docs,00.html

Cause Codes: http://www22.verizon.com/wholesale/clecsupport/content/1,16835,East%20east-wholesale-customer_docs-verizon_east_cust_docs,00.html

8.8 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8.8.1 Disposition Codes North

Disposition Code Table	
Disposition Code	Trouble was found in:
03xx	Verizon Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0391-97	Network Interface Device
04xx	Verizon Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Verizon Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Disposition Code Table	
Disposition Code	Trouble was found in:
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Verizon's Central Office/IDC applies.

8.9.1 Cause Code Table - North

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	Trouble was caused by.....
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

8.7.2 Disposition Codes South (PA, DE, NJ, MD, DC, VA, WV)

Disposition Code	Trouble was found in:
03xx	Station Wiring
030x	Complex Inside Wiring
031x	Reserved
0300	Other/Came Clear
0301	Less Than 25 Pairs
0302	25-50 Pairs
0303	Over 50 Pairs
0304	25 Pair Ribbon Connector
0305	Jack/Connecting Block
032x	Modular Connector (OCS, Public and 911 only)
0320	Other/Came Clear
0321	Surface Mount
0322	Flush Mount
0323	Wall Phone Mount
0324	1A Type converter
0325	Customer convenience Termination
0326	"R" Interface (TA)
0327	"S" Interface (NT2-TA / TE1)
0328	"T" Interface (NT1-NT2)
0329	"U" Interface (NT1-Loop)
033x	Simple Inside Wiring (OCS, Public and 911 only)
0331	Simple Inside Wire
0339	Came Clear
034x	Network Interface Device
0341	Indoor-Single/Multiple
0342	Outdoor-Single/Multiple
0343	Network Terminating Wire
0344	(PCA) Protective Connecting Arrangement

0349	Came Clear
035x	Nonmodular Termination (OCS, Public and 911 only)
0350	Other/Came Clear
0351	Connecting Block
0352	Jack
036x	Reserved for Protective Live Wire
037x	Protection
0371	Protection
0372	Grounding/Bonding
0379	Came Clear
038x	Aerial/Buried Service Wire
0381	Aerial
0382	Buried
0389	Came clear
039x	Other Network Devices
0390	Reserved for Future Regional Use
0391	Suppressor
0392	(MTU) Maintenance Test Unit
0399	Came Clear
04xx	Outside Plant
040x	Trouble Not Repaired
0400	Came clear
0401	Pair Transferred
0402	Pair Cut Dead / Bridge Tap Removed
0403	Pair Transposed
0404	Reversing Clips / Shoes
041x	Cable – Distribution & Feeder
0411	Cable
0412	Load Coil Capacitor/Buildout
0413	Temporary Closure
0414	Cut and Damaged Cable
042x	Closure/Splice Case
0421	Hard Closure/Case
0422	Poly /Ready Access Closure
0423	Encapsulated
0424	Closure Pedestal
043x	Terminal
0431	Ready Access-Aerial
0432	Ready Access-Buried
0433	Fixed Count Distribution Aerial/Buried
0434	Cross Connecting Terminal
044x	Distribution Wire/Terminal
0441	Distribution Wire
0442	Wire Terminal
045x	Reserved

046x	IOF Carrier Supporting Hardware
0461	IOF Copper Fed
0462	IOF Fiber Fed
047x	Loop Carrier Supporting Hardware
0471	Multiplexer
0472	Power Source
0473	Common Circuit Pack
0474	Channel Unit
0475	Repeater Shelf
0476	Wiring
0477	Monitoring Unit
0478	Fiber Termination Panel
048x	Miscellaneous
0481	Miscellaneous
0482	Loop Treatment Device
0483	Fiber Optics
05xx	Central Office
050x	Other Switched Services
0501	Billing
0502	Signal Transfer Point
0503	Access Tandem
0504	Originating Equipment Change
0505	Frame –Cross connect Changes
0506	Protector Change
0507	Precautionary Changes (All)
051x	Switching Equipment
0510	Other/Came Clear
0511	Common Equipment
0512	Line Equipment
0513	Subscriber Line Carrier – Integrated
0514	Trunk Equipment
0515	Carrier System Integrated Other
0516	Common Channel Signaling C.O. Equipment
0517	Power
052x	Line Translations
0520	Other/Came Clear
0525	Line Translations Error
0526	Line Translations Document Error
0529	PIC Provisioning Error
053x	Frame
0530	Other/Came Clear
0531	Cross Connection
0532	Protector
0533	Reversing Device/Test Cord
055x	Software

0550	Other/Came Clear
0551	Switch Software
0552	Translations – Other
056x	Network Terminal Equipment
0560	Other/Came Clear
0561	Digital Loop Carrier
0562	IOF Carrier
0563	Transmission/Signaling/Equipment
0564	Miscellaneous Customer Service Equipment
0565	Test System/Circuit
057x	Non Message Network Switched Services
0571	Central Office-Local Area Network
0572	PPSN-Access Concentrator (ANP)
0573	PPSN-Packet Switch (EXD-P)
0574	Group Access Bridging Equipment (GAB)
0575	Regulated Adjunct Processors
0576	Multi Services Platform (MSP)
058x	Radio System
0580	Other /Came Clear
0581	Maritime
0582	Improved Mobile Telephone Service (IMTS)
0583	Manual Mobile Radio Service
059x	Database for Data Driven Service
0590	Other/Came clear
0591	Calling Card Service
0592	Automatic Intercept System (AIS)
0593	Expanded 911 Service (E911)
0594	BOC 800 Service
0595	Class
0596	900 NXX Service
0597	Advanced Intelligent Network (AIN)
06xx	Customer Action
060x	No Access-Customer Can't be Reached during 3 day Follow-up period
0601	No Access-Unable to Renegotiate
061x	Error or Misuse of Equipment (OCS, Public and 911 only)
0611	Use of Equipment (i.e., ROH, Dialing, Power)
062x	Error or Misuse of customer Administered Systems
0621	Use of Features (i.e., MACSTAR, CCFR)
063x	Error or Misuse of Features/Company Administered
0630	VMS
0631	Custom Calling Features
0632	Multi Services Platform (MSP)
0637	Class
0639	Miscellaneous

09xx	Not Found Troubles
090x	Miscellaneous
0901	Dispatched out, No Access and During Follow-up Procedures in the Center, the Customer States that the Trouble has Disappeared
0902	Found OK by Technician
0903	Found OK by Customer
091x	Reserved
093x	Public Technician Dispatched & Found OK
0931	Found OK by Technician
0932	Found OK per Customer
094x	OCS Technician Dispatched & Found OK
0941	Found OK by Technician
0942	Found OK per Customer
097x	Test OK and Trouble is NOT Referred or Dispatched
0971	Verified OK with Customer
0972	Customer Does Not Answer
0973	Traffic Overload
0974	Test OK via Front-end – Closed Out
0975	Customer Canceled Original Report
0979	Predictor
098x	Found OK in Database Driven Services
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System (AIS)
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
099x	Other Switched Services
0991	(CO-LAN)
0992	Public Packet Switched Network (PPSN)-Access Concentrator
0993	Public Packet Switched Network (PPSN)-Packet Switched
0994	Group Access Bridging (GAB) Equipment
0995	Found OK – IN
0996	Found OK – IN (VMS)
10xx	Referred Out
101x	Referred to Another Unit Number
1010	(PAB) Applies when a Trouble Report is Referred via SAB Resulting in a PAB Status – Detail Code 1010 is automatically applied to originating MC upon closeout from the receiving MC
12xx	Customer Equipment and Wiring
120x	Other (i.e., Wire Tap Investigations-No charge applied)
1204	Wire Tap (Bell Atlantic PA, DE only)
1205	Wire Tap Found
1206	Wire Tap Not Found
122x	Customer Equipment/Wire Cable-Dispatched Out-Charge Applied

1221	Equipment
1222	Customer Wire/Cable
1223	Installation T&M as a Result of a No Visit Order, Repair Work is Performed and T&M Charges apply
1225	No Access-Trouble Proven to Customer's Side of Network Interface Device (NID)
1231	Wholesale No Trouble Found – OK to NID – Dispatch Out – Proved to CPE
1232	Wholesale No Trouble Found – Dispatch In
1233	No Access to NID – Dispatch Out
1239	Wholesale No Trouble Found - OK to NID – Dispatch Out
124x	Company/Customer Initiated Test No Charge Applied
1241	Company Initiated Test Dispatched/Non Dispatched
1242	Customer/ Vendor Initiated Test Dispatched/Non-Dispatched
125x	Non Standard Wire/Cable- Non Registered Equipment-Dispatched Out-Charge Applied
1251	Equipment/Wire/Cable
126x	Reserved
127x	Customer Equipment/Diagnostics and Vendor Referral-No Charge Applied
1270	Unregulated-MSP Services
1271	CRSAB/CSB
1272	MC/CSB/CSC/NTC/NRC/Technician, etc.
1273**	Guardian/Sentry/Set Customer Received Loaner Set
1274	Customer who has taken a Bell Atlantic telephone number with them to a co-carrier and the trouble is not in the facilities provided by Bell Atlantic
1275	Referred to Long Distance Vendor
1276	Sentry II
1277	Sentry III
1278	BASI CPE Contract
1279	VMS CO Equipment
128x	Maintenance Agreements
1282	Total Premise Solution One year warranty
1283	Guardian/Sentry I Mounting Cord (Cust did not receive loaner set)
1284	90 day Warranty
1285	Residence/Business OWMP Wire & Jacks
1286	Guardian/Sentry I Wire & Jacks
1287	Contractual Agreements
129x	Customer Equipment/Wire/Cable-No Charge Applied
1290	No NID, No T&M "If Company Policy"
1299	Special Billing Arrangements

8.8.2 Cause Code Table – South (PA, DE, NJ, MD, DC, VA, WV)

The Cause Code describes the trouble's cause.

Cause Code	Trouble was caused by:
1XX	Employee & Operational Support System
161	LNP-LSMS/SOA (Local Service Management System/Service Order Activation)
162	LNP-Database Signal Control Point (SCP)
163	LNP-Switch/Translations
2XX	Non-employee
216	Competitive Local Exchange Carrier (CLEC) or Long Distance/Inter-Exchange Carrier (IC)
3XX	Plant Equipment
4XX	Weather/Environment

Appendix H

Flow Through Ordering Scenarios

**VERIZON GENERIC FLOW-THROUGH SCENARIOS
COVERING THE FORMER BELL ATLANTIC TERRITORIES IN
CT, MA, ME, NH, NY, RI, VT**

Title		Updated: 01/15/04
Resale Services	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Basic Exchange – Residence (res & bus)	• Conversions As Is – <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • Conversions As Is with Changes – <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversions As Specified (Full Migration) – <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - Addition and Deletion of lines - New, Change, Delete Single Line Hunting - USOC In scope list by state • Conversions As Specified (Partial Migration – Non BTN and BTN) – <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - Addition and Deletion of lines - New, Change, Delete Single Line Hunting - USOC In Scope list by state • New Activity <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional Listings - New Single Line Hunting - USOC In scope list by state	• New activity over 5 lines (for facility check) - all other activity 20 or more lines • Expedites (EXP) • Directory Captions and Indents • Multi Line Hunting • New activity if Telephone field populated with “N” • Post Migration Deny • Post Migration Restore Deny • Conversion of Retail to Resale where the Retail account is suspended • Conversion of Resale to Resale where the Resale account is suspended • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Special Pricing Plan (SPP) • PAL • COIN • CENTREX • ISDN (BRI) • ISDN (PRI) • PBX • Advanced Services • Foreign exchange service • Semi-public • Prison/Inmate • WATS • WSOP (Working Service on Premise) = V (Validate Status of existing service) • NPI (Number Portability Type) = C (Port in Working Telephone Number) • TC MULT • ECCKT • SNGL (Signaling) = GS (Ground Start) = WS (Wink Start) = DD (Delayed Dial) = IM (Immediate) = E1 (E + M1) = E2 (E + M2) = E3 (E = M3) • Resale Private Line • Resale Frame Relay

Resale: Basic Exchange – Residence (res & bus) (cont.)	• Resale Account Activity <i>Includes:</i> - Remote Call Forwarding - USOC In scope list by state - Add lines - Delete Account - Delete lines - Seasonal Suspend - Restore of Seasonal Suspend - Outside Move (change end user location) - Change PIC/LPIC - Add, Change, Delete Freeze PIC/LPIC - Add, Change, Delete Blocking - Add, Change, Delete Features - Existing, New, Change, Remove Single Line Hunting - Add, Change, or Delete Local & Foreign Directory Lstg for Straight Main and Additional listings in conjunction with appropriate scenarios listed above - Change telephone number (BTN and non-BTN) - SNP - Restore - Call Intercept • Resale to Resale “As Is” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Resale “As Is With Changes” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings	• Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received = 3 if request previously confirmed
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Resale: Basic Exchange – Residence (res & bus) (cont.)	• Resale to Resale “As Specified” (Full Migration) <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - New, Change, Delete Single Line Hunting - USOC In scope list by state • Resale to Resale “As Specified” (Partial Migration – Non BTN) <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - New, Change, Delete Single Line Hunting - USOC In scope list by state • Platform to Resale “As Is” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • WSOP (Working Service on Premise) = C (Cut Through exists) • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received	
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Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop • 2W Analog 2W CSS Loop • 4W Analog 4W CSS Loop • 2W digital <i>Includes:</i> - ISDN - ADSL - HDSL - XDSL - Digital Design • 4W digital - HDSL - 56 KBs - 64 KBs • Sub Loop <i>Includes:</i> - 2W Analog - 4W Analog 2W Digital <i>Includes:</i> - ISDN - ADSL - XDSL - Digital Design 4W Digital <i>Includes:</i> - HDSL - 56 KBs - 64 KBs • PART <i>Includes:</i> - Line Share with DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term	• Conversions from Retail and Resale <i>Includes:</i> - 2 Wire Analog Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings • New Activity <i>Includes:</i> - ISDN loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings - 2 Wire Analog Basic Analog w/Local & Foreign Directory Lstg for Straight Main and Additional listings - ADSL • Partial Conversion (BTN and non-BTN) • All Disconnect Activity (except Line Sharing) • CHC (coordinated hot cut) • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent =1 post confirmation if service order is still pending with a due date greater than the day the SUP is received =2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received • Line Sharing <i>Includes:</i> - New - Delete - DPA on account - Line Sharing Speed Changes	• Loop Qualification Status of R (Required) • New activity over 5 lines (for facility check) • Conversion of ISDN loop • ANALOG - 2W CSS Loop - 4W analog - 4W CSS Loop • DIGITAL - All Digital 2W Zero Bridge Taps - 2W HDSL - 2W XDSL - 2W Digital Design - 4W Digital - 4W HDSL - 56 KBs - 64 KBs • Line Sharing (except New and Delete) • Expedites • Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed • Sub Loop Analog - All 4 Wire Digital - All Digital 2W Zero Bridge Taps - 4W HDSL - 4W 56KBs - 4W 64KBs

Loop (cont.)	• Conversion of Platform to Loop (Full Migration) • Line Splitting - New - Disc Data • Sub Loop <i>Includes:</i> - Analog: 2 Wire New and Delete - Digital: 2 Wire New and Delete <i>Includes:</i> - ISDN - ADSL - HDSL - XDSL - Digital Design - Line Share • PART - Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term - Disconnects	
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Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop with LNP	• Conversions from Retail and Resale <i>Includes:</i> Basic loop w/ Local & Foreign Directory Lstg for Straight Main and Additional listings • Partial Migrations (BTN and non-BTN) • All Disconnects • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent • Conversion of Platform to Loop with LNP (Full Migration) • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date minus 1 day greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date minus 1 day greater than the day the SUP is received	• Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received = 3 if request previously confirmed

Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
LNP	• Conversions from Retail and Resale <i>Includes:</i> Local & Foreign Directory Lstg for Straight Main • Partial Migrations (BTN and non-BTN) • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received • Conversion of Platform to LNP (Full Migration)	• Migrations with additional listings • Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed

Unbundled Network Elements (UNE-P)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Platform (bus/res)	•Conversions As Is— <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings •Conversion As Is—with Changes <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings •Conversions As Specified (Full Migration) <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings –Addition and Deletion of lines –USOC In scope list by state •Conversions As Specified (Partial Migration—BTN/Non-BTN) <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings –Addition and Deletion of lines –Hunting –USOC In scope list by state •New Activity— <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings –USOC In scope list by state •Platform Account Activity <i>Includes:</i> –USOC In scope list by state –Add Lines –Delete Lines –Delete Account includes hunting –Delete of hunting	•New activity 10 or more (for facility check) •Expedites (EXP) •Directory Captions and Indents •Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Special Pricing Plan (SPP) •Hunting Activity •New activity if Telephone field populated with “N” •CENTREX •ISDN (BRI) •ISDN (PRI) •Advanced Services •Foreign exchange service •SMDI port •P Phone •DS1 DID/DOD PBX •Project •NPI (Number Portability Type) = C (Port in Working Telephone Number) •BI1/BI2 (Billing Account Number) = D •WSOP (Working Service on Premise) = V (Validate Status of existing service) •Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed •Migration of Residence Auxillary Lines •COIN—Change telephone number (BTN) •COIN—Outside Move (Change end user location) • COIN—Partial Migration (BTN and non-BTN)

Platform (bus/res) (cont.)		-Change telephone number (Non-BTN) -Change telephone number (BTN) -Change PIC/LPIC -Freeze PIC/LPIC -Suspend (Seasonal/Deny) -Restore (Seasonal/Deny) -Add, Change, Delete Blocking -Add, Change, Delete Features -Add, Change, Delete Local & Foreign Straight Main and Additional Listings in conjunction with appropriate scenarios listed above -Outside Move (Change end user location) ◆Resale to Platform “As Is” <i>Includes:</i> -Local & Foreign Directory Lstg for Straight Main and Additional Listings ◆Resale to Platform “As Is with Changes” <i>Includes:</i> -Local & Foreign Directory Lstg for Straight Main and Additional Listings ◆Resale to Platform “As Specified (Full Migration)” <i>Includes:</i> -Local & Foreign Directory Lstg for Straight Main and Additional Listings -USOC In scope list by state ◆Resale to Platform “As Specified (Partial Migration—BTN / Non-BTN)” <i>Includes:</i> -Local & Foreign Directory Lstg for Straight Main and Additional Listings -USOC In scope list by state	
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Platform (bus/res) (cont.)		• CLEC to CLEC “As Specified (Full Migration)” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main and Additional Listings – USOC In-scope list by state • Coin conversion “As-Is” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main, Additional listings • Coin conversion “As-Is with Changes” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main, Additional listings • Coin conversion “As Specified (Full Migration)” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main, Additional listings – USOC In-scope list by state • Coin New Connect <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main, Additional listings – USOC In-scope list by state • Coin Platform Account Activity <i>Includes:</i> – USOC In-scope list by state – Add Lines – Delete Lines – Delete Account – Change telephone number (Non-BTN) – Change PIC/LPIC – Freeze PIC/LPIC – Suspend (Seasonal/Deny) – Restore (Seasonal/Deny) – Add, Change, Delete Blocking – Add, Change, Delete Features – Add, Change, Delete Local	
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Platform (bus/res) (cont.)	& Foreign Straight Main and Additional Listings in conjunction with appropriate scenarios listed above • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if the service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if the service order is still pending with a due date greater than the day the SUP is received	
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Line Splitting Platform	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Line Splitting	• Line Splitting Account Activity (New York only) Includes: – Platform USOC In scope list by State – Change PIC/LPIC – Add, Change, Remove, Freeze PIC/LPIC – Add, Change, Delete Blocking – Add, Change, Delete Features • Disconnects with Line Splitting • Line Sharing to Line Splitting (Same CLEC) • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received	• Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
LIDB (Line Information)	Request Types	Exceptions*

Data Base)	Mechanically Generated (Flow-through)	*Is not inclusive of LSR entry errors
LIDB	All (only an ACT of C and an LNA of C is allowed)	

Standalone Directory	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Standalone Directory Listings	- Local & Foreign New, Change, Delete Directory Lstg for Straight Main and Additional listings - Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received	- Directory Captions and Indents - Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed

Note:

1. Unless otherwise noted in Request Types Mechanically Generated (Flow-through), product to product i.e. Loop to Loop, does not flow through at Level 5.

Synopsis of Changes:

Date Changed	Title	Column: F/T = Flowthrough E = Exceptions T = Title	A = Add, C = Change, D = Delete
11/20/00	Resale	E	C: from Auxiliary Lines C: to Auxiliary Lines (Residence)
12/21/00	Platform	E	D: Partial Conversion As Specified (BTN)
12/21/00	Platform	F/T	C: from Partial Conversion As Specified (Non-BTN) C: to Partial Conversion As Specified (BTN/Non-BTN)
12/22/00	Loop	E	C: from Line Sharing C: to Line Sharing (except New)
12/22/00	Loop	F/T	A: Line Sharing (New only)
12/22/00	Loop	F/T	C: from All Disconnect Activity C: to All Disconnect Activity (except Line Sharing)
12/27/00	Platform	E	A: Migration of Residence Auxiliary Lines
01/19/01	All Scenarios	F/T	C: from Supplement Type (SUP) = 1, 2, 3 if no service order in the system C: to Supplement Type (SUP) = 1, 2, 3 if confirmation not sent
01/19/01	All	E	C: from Supplement Type (SUP)

	Scenarios		= 1, 2, 3 if service order is in the system C: to Supplement Type (SUP) = 1, 2, 3 if request previously confirmed
02/05/01	Resale	E	C: from Auxiliary Lines (Residence) C: to Auxiliary Lines (Residence) (NE only)
02/20/01	Loop	R	C: Line Sharing (New only) C: Line Sharing (New and Delete only)
02/20/01	Loop	E	C: Line Sharing (except New) C: Line Sharing (except New and Delete)
03/09/01	All	Header	D: Notation "Legacy System"
06/19/01	Resale	F/T	C: from Resale Account Activity - New, Change, Remove Single Line Hunting C: to Resale Account Activity - Existing, New, Change, Remove Single Line Hunting
06/19/01	Resale	E	D: Hunting activity of "E"
06/19/01	Loop	F/T	A: Conversion of Platform to Loop (Full Migration)
06/19/01	Loop	F/T	A: Conversion of Platform to Loop (Partial Migration Non-BTN)
06/19/01	Loop with LNP	F/T	A: Conversion of Platform to Loop with LNP (Full Migration)
06/19/01	Loop with LNP	F/T	A: Conversion of Platform to Loop with LNP (Partial Migration Non-BTN)
06/19/01	LNP	F/T	A: Conversion of Platform to LNP (Full Migration)
06/19/01	LNP	F/T	A: Conversion of Platform to LNP (Partial Migration Non-BTN)
06/19/01	Line Splitting	F/T	A: Line Splitting Account Activity (New York only) <i>Includes:</i> - Platform USOC In scope list by State - Change PIC/LPIC - Add, Change, Remove Freeze PIC/LPIC - Add, Change, Delete Blocking - Add, Change, Delete Features
06/19/01	LIDB	F/T	A: Offered by Contract All (only an ACT of C and an LNA of C is allowed)
08/03/01	Loop	E	A: Loop Qualification Status of R (Required)
08/21/01	Platform	E	D: Outside Move (Change end user location)
08/21/01	Platform	F/T	A: Outside Move (Change end user location)
08/21/01	Platform	E	D: Change telephone number (BTN)
08/21/01	Platform	F/T	A: Change telephone number (BTN)
08/21/01	Platform	E	A: COIN – Change telephone number (BTN)
08/21/01	Platform	E	A: COIN – Outside Move (Change end user location)
09/17/01	Platform	E	A: COIN – Partial Migration (BTN and non-BTN)
09/17/01	Loop	F/T	D: Conversion of Platform to Loop (Partial Migration Non-BTN)
09/17/01	Loop with LNP	F/T	D: Conversion of Platform to Loop with LNP (Partial Migration Non-BTN)
09/17/01	LNP	F/T	D: Conversion of Platform to LNP (Partial Migration Non-BTN)
10/23/01	Heading	T	C: from heading of Service C: to heading of Title
10/23/01	Column	Column	C: from Column Identifier R (Request Type) C: to F/T = Flowthrough
10/23/01	Loop	T	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	E	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	T	A: 2W CSS Loop
10/23/01	Loop	T	A: 4W CSS Loop
10/23/01	Loop	T	A: 2W Digital Design
10/23/01	Loop	T	D: 4W Digital ISDN
10/23/01	Loop	T	D: 4W Digital ADSL
10/23/01	Loop	T	D: 4W Digital XDSL

10/23/01	Loop	T	A: 4W Digital 56KBs
10/23/01	Loop	T	A: 4W Digital 64KBs
10/23/01	Loop	T	A: Sub Loop Includes: - 2W Analog - 4W Analog - 2W Digital Includes: - ISDN - ADSL - XDSL - Digital Design - 4W Digital Includes: - HDSL - 56KBs - 64KBs
10/23/01	Loop	F/T	D: All reference to 2W CSS
10/23/01	Loop	E	A: 2W CSS Loop A: 4W CSS Loop
10/23/01	Loop	F/T	C: from Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional Listing C: to 2 Wire Analog Basic Loop w/Local & Foreign Directory Lstg for Straight Main and Additional Listing
10/23/01	Loop	F/T	A: Line Splitting - New - Disc Data
10/23/01	Loop	E	(UNDER ANALOG) D: 2W P phone
10/23/01	Loop	E	(UNDER DIGITAL) A: All Digital 2W Zero Bridge Taps
10/23/01	Loop	E	(UNDER DIGITAL) D: 2W ADSL zero bridge tap
10/23/01	Loop	E	(UNDER DIGITAL) A: 2W Digital Design
10/23/01	Loop	E	(UNDER DIGITAL) A: 4W Digital
10/23/01	Loop	E	(UNDER DIGITAL) A: 4W HDSL
10/23/01	Loop	E	(UNDER DIGITAL) A: 56KBs
10/23/01	Loop	E	(UNDER DIGITAL) A: 64KBs
10/23/01	Loop	E	A: Sub Loop - Analog All 4-Wire - Digital All Digital 2W Zero Bridge Taps 4W HDSL 4W 56KBs 4W 64KBs
10/23/01	Resale	F/T	Under Supplement Type (SUP) A: = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received =2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
10/23/01	Resale	E	Supplement Type (SUP)

			C: from = 1, 2, 3 if request previously confirmed C: to 3 if request previously confirmed A: = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received
10/23/01	Resale	E	D: Change telephone number (BTN or Non-BTN)
10/23/01	Resale	F/T	A: Change telephone number (BTN and Non-BTN)
10/23/01	Platform	F/T	Under Supplement Type (SUP) A: = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
10/23/01	Platform	E	Supplement Type (SUP) C: from = 1, 2, 3 if request previously confirmed C: to 3 if request previously confirmed A: = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received
10/23/01	Line Splitting	T	C: from Line Splitting C: to Line Splitting Platform
10/23/01	Line Splitting Platform	F/T	C: from Line Splitting Account Activity (New York only) C: to Line Splitting Account A
10/23/01	Line Splitting Platform	F/T	A: Disconnects with Line Splitting A: Line Sharing to Line Splitting (Same CLEC)
10/23/01	Standalone Listing	E	C: from Supplement Type (SUP) = 1, 2, 3 if request previously confirmed C: to Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
10/23/01	Standalone Listing	F/T	C: from Supplement Type (SUP) = 1, 2, 3 if confirmation not sent C: to Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
12/20/01	Resale	E	D: = C (Cut Through exists)
12/20/01	Resale	F/T	A: WSOP (Working Service on Premise)

			= C (Cut Through exists)
12/20/01	Resale	F/T	A: Platform to Resale "As Is" Includes: - Local & Foreign Directory Lstg for Straight Main and Additional listings
12/20/01	Loop	E	D: Partial conversion with BTN
12/20/01	Loop	F/T	C: from Partial Conversion (Non-BTN) C: to Partial Conversion (BTN and Non-BTN)
12/20/01	Loop wi LNP	E	D: Partial conversion with BTN
12/20/01	Loop wi LNP	F/T	C: from Partial Migration (Non-BTN) C: to Partial Migration (BTN and Non-BTN)
12/20/01	LNP	E	D: Partial conversion with BTN
12/20/01	LNP	F/T	C: from Partial Migration (Non-BTN) C: to Partial Migration (BTN and Non-BTN)
12/20/01	LNP	E	C: from Supplement Type (SUP) = 1, 2, 3 if request previously confirmed C: to Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
12/20/01	LNP	F/T	C: from Supplement Type (SUP) = 1, 2, 3 if no confirmation sent C: to Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
03/14/02	Loop	F/T	A: Under Sub Loop: Line Share
05/29/02	Resale	E	D: Auxiliary Lines (Residence) (NE only)
05/29/02	Resale	E	D: Partial Migration As Specified (BTN)
05/29/02	Resale	F/T	C: Conversion As Specified (Partial Migration – Non-BTN and BTN)
05/29/02	Resale	E	D: Remote Call Forwarding
05/29/02	Resale	F/T	A: Remote Call Forwarding
05/29/02	Platform	E	D: WSOP (Working Service on Premise) = C (Cut Through Exists)
05/29/02	Loop	E	A: PART - Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data with DS3 Port Term
10/23/02	Resale	F/T	A: Under Resale Account Activity - SNP - Restore
10/23/02	Platform	F/T	A: Under platform Account Activity - Delete of hunting
10/23/02	Platform	F/T	C: Under Platform Account Activity From: Delete Account To: Delete Account includes Hunting
01/28/03	UNE	F/T	A: PART

			- Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term - Disconnects
01/28/03	UNE	E	D: PART - Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term - Disconnects
03/21/03	Resale	F/T	A: Call Intercept
08/12/03	UNE	E	C: Supplement Type (SUP) = 1, 2, 3 if request previously confirmed T: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
08/12/03	Loop wi LNP	E	C: Supplement Type (SUP) = 1, 2, 3 if request previously confirmed T: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
10/05/03	Loop	F/T	A: Under Line Sharing (New and Delete only) Line Sharing with DBA
10/05/03	Loop	F/T	A: Under Line Sharing (New and Delete only) Line Sharing Speed Changes
01/15/04	Line Splitting	F/T	A: Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
01/15/04	Loop	F/T	A: = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
01/15/04	Line Splitting	E	A: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not

			Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
01/15/04	Loop wi LNP	F/T	C: From: Supplement Type (SUP) = 1, 2, 3 if confirmation not sent T: Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date minus 1 day greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date minus 1 day greater than the day the SUP is received
01/15/04	Loop wi LNP	E	C: From: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed C: To: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received = 3, if request previously confirmed

**VERIZON GENERIC FLOW-THROUGH SCENARIOS
COVERING THE FORMER BELL ATLANTIC TERRITORIES IN
DE, MD, NJ, PA, VA, WV, DC**

Title		Updated: 01/15/04
Resale Services	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Basic Exchange – Residence (res & bus)	• Conversions As Is – <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • Conversions As Is with Changes – <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversions As Specified <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - Addition and Deletion of lines - USOC In scope list by state • New Activity <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional Listings - USOC In scope list by state • Resale Account Activity <i>Includes:</i> - USOC In scope list by state - Add lines - Delete Account - Delete lines - Deny - Restore Deny - Outside Move - Change telephone number (BTN) - Change telephone number (Non-BTN) - Change PIC/LPIC - Freeze PIC/LPIC (all valid entries)	• New activity over 10 lines Business and 5 lines (Residence) • Expedites (EXP) • Directory Captions and Indents, Special instructions lstgs • Hunting activity • For conversion as specified with a Line activity of conversion as is • Partial conversion • Conversion as specified disconnect of main line • New activity if Telephone field populated with “N” • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • PAL • CENTREX • ISDN (BRI) • ISDN (PRI) • PBX • Advanced Services • Foreign exchange service • Semi-public • Prison/Inmate • WATS • SADLO = NEW ADDR • ADL (Additional line request) • Total number of listings over 99 • New Jersey – Retail to Resale Migration of SNP’d account • Resale Private Line • Resale Frame Relay • All listing changes that are not end state. (i.e. request that does not contain all necessary fields including) LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name)

Resale: Basic Exchange – Residence (res & bus) (cont.)	- Add, Change, Delete Blocking - Add, Change, Delete Features - Add, Change, or Delete Local & Foreign Directory Lstg for Straight Main and Additional listings - Remote Call Forwarding • COIN/COCOT to Resale - As is - As Specified - Disconnect - Subsequent changes: - Change PIC/LPIC - Add, Change, Delete Blocking - Add, Change, Delete Features • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received • Platform to Resale Conversion “As Is” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • Platform to Resale Conversion “As Is With Changes” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings	LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received = 3 if request previously confirmed • Seasonal Suspend • Seasonal Restore • TOS 3rd character (class) of G (Message)
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Resale: Basic Exchange – Residence (res & bus) (cont.)	• Platform to Resale Conversion “As Specified (Full Migration)” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - USOC In scope list by state • Resale to Resale Conversions “As Is” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Resale Conversion “As Is With Changes” <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Resale Conversions “As Specified” (Full Migration) <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional listings - Addition and Deletion of lines - USOC In scope list by state • Conversion of Retail to Resale and the Retail Account is Seasonally Suspended or in a Deny Status • Conversion of Resale to Resale and the Resale account is Seasonally Suspended or in a Deny Status • Partial Conversion, Retail to Resale, WTN only	
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Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop • 2W Analog 2W CSS Loop • 4W Analog 4W CSS Loop • 2W digital <i>Includes:</i> - ISDN - ADSL - HDSL - XDSL - Digital Design • 4W digital - HDSL - 56 KBs - 64 KBs • Sub Loop <i>Includes:</i> - 2W Analog - 4W Analog - 2W Digital <i>Includes:</i> - ISDN - ADSL - XDSL - Digital Design - 4W Digital • PART <i>Includes:</i> - Line Share with DS3 Port Term - Data only with DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term	• Conversions from Retail and Resale <i>Includes:</i> - 2 Wire Analog Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings • New Activity <i>Includes:</i> - ISDN loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings - 2 Wire Analog w/Local & Foreign Directory Lstg for Straight Main and Additional listings - ADSL • All Disconnect Activity • CHC (coordinated hot cut) • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent =1 post confirmation if service order is still pending with a due date greater than the day the SUP is received =2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received • Line Sharing (New and Disconnect only) • Line Splitting - New - Disc Data	• Loop Qualification Status of R (Required) • Conversion & New over 20 loops • New Activity – Digital Loop Not Qualified • Disconnect over 50 loops • Partial Conversion with BTN • Conversion of ISDN loop • ANALOG - 2W CSS Loop - 4W analog - 4W CSS Loop • DIGITAL - All Digital 2W Zero Bridge Taps - 2W HDSL - 2W XDSL - 2W Digital Design - 4W Digital - 4W HDSL - 56 KBs - 64 KBs • Line Sharing (except New and Disconnect) • Additional Engineering (AENG) • Expedites • Directory Captions and Indents, Special instruction lstgs • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO = NEW ADDR • Total number of listing over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • New Jersey, Delaware, Pennsylvania only: Full migrations with new listing

Loop (cont.)	• Sub Loop <i>Includes:</i> - Analog: 2 Wire New and Delete - Digital: 2 Wire New and Delete <i>Includes:</i> - ISDN - ADSL - HDSL - XDSL - Digital Design - Line Share • Conversion of Platform to Loop (Full Migration) • Conversion As Specified (Partial Migration non BTN only) • Partial Conversion (Non-BTN) • PART - Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term • Conversion from Retail to Sub-Loop <i>Includes:</i> 2W Analog	• Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) = 3 if request previously confirmed • Sub Loop - Analog - All 4 Wire - Digital - All Digital 2W Zero Bridge Taps - 4W HDSL - 4W 56KBs - 4W 64KBs • Partial Migration of BTN
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Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop with LNP	- Conversions from Retail and Resale <i>Includes:</i> Basic loop w/ Local & Foreign Directory Lstg for Straight Main and Additional listings - Disconnects - Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received - Conversion of Platform to Loop with LNP (Full Migration) - Partial Conversion (Non-BTN) - Conversion from Retail to Sub-Loop <i>Includes:</i> 2W Analog - Conversion from Retail to Loop with LNP for COCOT	- Partial conversion with BTN - Disconnect over 50 - Directory Captions and Indents, Special instruction lstgs - Additional Engineering (AENG) - Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) - SADLO = NEW ADDR - Total number of listings over 99 - All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. - New Jersey, Delaware, Pennsylvania only: Full migrations with new listing - Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) = 3 if request previously confirmed

Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
LNP	• Conversions from Retail and Resale • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received • Conversion of Platform to Loop with LNP (Full Migration) • Partial Conversion (Non-BTN)	• Partial conversion with BTN • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO = NEW ADDR • Total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) = 3 if request previously confirmed

Unbundled Network Elements (UNE-P)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Platform (bus/res)	•Conversions As Is— <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings •Conversion As Is—with Changes <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings •Conversions As Specified <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings –USOC In scope list by state –Partial Migration Non-BTN •New Activity— <i>Includes:</i> –Local & Foreign Directory Lstg for Straight Main and Additional Listings –USOC In scope list by state •Platform Account Activity <i>Includes:</i> –USOC In scope list by state –Add Lines –Delete Lines –Delete Account –Change telephone number (BTN and Non-BTN) –Change PIC/LPIC –Freeze PIC/LPIC –Suspend (two way) –Restore (two way) –Add, Change, Delete Blocking –Add, Change, Delete Features –Add, Change, Delete Local & Foreign Straight Main and Additional Listings –Outside Move –Remote Call forwarding	•Additional Engineering (AENG) •Expedites •New activity over 5 lines •Migrate, Change, Delete, and New Lines over 20 lines •Remove inter/intra and inter intra freeze •Directory Captions and Indents, Special instruction lstgs •Additional Engineering (AENG) •Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) •Suspension (one way) •Restore (one way) •COIN •PAL •Hunting Activity •New activity if Telephone field populated with “N” •CENTREX •ISDN (BRI) •ISDN (PRI) •Advanced Services •Foreign exchange service •Semi-public •Prison/Inmate •WATS •SMDI Port •P Phone •DS1 •DID/DOD •PBX •SADLO = NEW ADDR •Total number of listings over 99 •All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including - LAPR (Listed Address House Prefix) - LANO (Listed Address House Number) - LASF (Listed Address House Number Suffix) - LASD (Listed Address Street Directional) - LASN (Listed Address Street Name) - LATH (Listed Address Thoroughfare) - LASS (Listed Address Street Suffix) - LALOC (Listed Address Locality) - LAST (Listed Address State/Province) - LAZC (Listed Address Zip Code) If they are present on the existing listing. •Supplement Type (SUP)

Platform (bus/res) (cont.)		• Resale to Platform Conversions “As Is” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main and Additional Listings • Resale to Platform Conversion “As Is with Changes” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main and Additional Listings • Resale to Platform Conversion “As Specified (Full Migration)” <i>Includes:</i> – Local & Foreign Directory Lstg for Straight Main and Additional Listings – USOC In scope list by state • Conversion of Retail/Resale to Platform where the Retail account is Seasonally Suspended • Conversion of Platform to Platform where the Platform account is Seasonally Suspended • Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received • Option B (PA only) • CLEC to CLEC “As Specified”	= 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed • Partial Migration of BTN
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Platform (bus/res) (cont.)	(Full Migration) Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings ◆Partial migrations (non-BTN) ◆Retail COIN/COCOT to PAL -As is -As Specified -Disconnect Subsequent changes: -PIC/LPIC changes -Line Side Answer Supervision -Blocking Options ◆Resale COIN/COCOT to PAL -As Specified -As is -Disconnect -Subsequent changes ◆Platform COIN/COCOT to Platform -As Specified -As is -Subsequent changes	
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Line Splitting Platform	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Line Splitting	•Line Splitting Account Activity <i>Includes:</i> –Platform-USOC-In-scope list by State –Change PIC/LPIC –Add, Change, Remove, Freeze PIC/LPIC –Add, Change, Delete Blocking –Add, Change, Delete Features •Disconnects with Line Splitting •Line Sharing to Line Splitting (Same CLEC)	
LIDB (Line Information Data Base)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
LIDB	All (only an ACT of C and an LNA of C is allowed)	

Standalone Directory	Request Types	Exceptions*
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	Mechanically Generated (Flow-through)	*Is not inclusive of LSR entry errors
Standalone Directory Listings	- Local & Foreign New, Change, Delete Directory Lstg for Straight Main and Additional listings - Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received	- Directory Captions and Indents, Special instruction lstgs - SADLO = NEW ADDR - Total number of listing over 99 - All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) - If they are present on the existing listing. - Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed

Note:

- Listing Exception: 20 or more listings in DC, MD, VA, WV do not flow Level 5
 - Unless otherwise noted in Request Types Mechanically Generated (Flow-through), product to product i.e. Loop to Loop, does not flow through at Level 5.

Synopsis of Changes:

Date Changed	Title	Column: F/T = Flowthrough E = Exceptions T = Title	A = Add, C = Change, D = Delete
10/27/00	Loop	F/T = Disconnect	C: from Disconnect Activity C: to All Disconnect Activity
10/27/00	Resale	E	A: New Jersey – Retail to Resale Migration of SNP'd account
11/16/00	Resale	F/T =Conversation As Specified	A: USOC In scope list by state
11/16/00	Resale	F/T =New Activity	A: USOC In scope list by state
11/16/00	Resale	F/T =Account Activity	C: from Change Blocking C: to Add, Change, Delete Blocking
11/16/00	Resale	F/T =Account Activity	C: from Change Features C: to Add, Change, Delete Features
11/16/00	Resale	E	A: Resale Private Line
11/16/00	Resale	E	A: Resale Frame Relay
11/16/00	Platform	F/T =Conversation	A: USOC In scope list by state

		As Specified	
11/16/00	Platform	F/T =New Activity	A: USOC In scope list by state
11/16/00	Platform	F/T =Account Activity	C: from Change Blocking C: to Add, Change, Delete Blocking
11/16/00	Platform	R =Account Activity	C: from Change Features C: to Add, Change, Delete Features
11/16/00	All Scenarios	E	A: All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields, e.g. listed name and address fields, etc.)
12/01/00	All Scenarios	E	C: from All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields, e.g. listed name and address fields, etc.) C: to All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing.
01/26/01	Platform	F/T – expanded the statement Conversion of Retail and Resale to Platform	C: from Conversion of Retail and Resale to Platform C: to - Resale to Platform Conversions As Is – Includes: Local & Foreign Directory Lstg for Straight Main and Additional Listings - Resale to Platform Conversion As Is – with Changes Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings - Resale to Platform Conversion As Specified (Full Migration) Includes: Local & Foreign Directory Lstg for Straight Main and Additional Listings - USOC In scope list by state
01/26/01	All Scenarios	Remove Note: Add info to F/T and E columns	Remove Note 1: SUP 3 flows through at Level 5 if no service order in the system. Exception for SUP: Sup 1, 2, with or without a service order in the system and 3 if a service order is in the system. Add to R column: Supplement Type (Sup) = 1 if confirmation not sent on any prior version Add to E Column: Supplement Type (Sup) = 2, 3 = 1, if request previously confirmed

01/26/01	All Scenarios	Note:	Change numbering of notes.
01/26/01	All Scenarios	E	A: New Jersey only: Removal or change to existing listing where NLST precedes the listing
01/26/01	Platform	E	A: New Jersey only: Suspend (two way)
01/26/01	Loop and Loop wi LNP	E	A: New Jersey, Delaware, Pennsylvania only: Full migrations with new listing
02/05/01	Platform	E	A: Option B (PA only)
02/05/01	Loop	F/T: Added Line Sharing (New only)	C: from Line Sharing C: to Line Sharing (except New)
02/20/01	All Scenarios	E	D: New Jersey only: Removal or change to existing listing where NLST precedes the listing
02/20/01	Platform	E	D: New Jersey only: Suspend (two way)
03/09/01	All	Header	D: Notation "Legacy System"
03/21/01	Platform	E	D: Option B (PA only)
03/21/01	Platform	F/T	A: Option B (PA only)
04/04/01	Loop, Loop wi LNP, LNP	F/T	D: Partial Migration (Non-BTN)
04/04/01	Loop, Loop wi LNP, LNP	E	A: Partial Migration (Non-BTN)
04/18/01	Resale	F/T	D: Suspend (two way)
04/18/01	Resale	F/T	D: Restore (two way)
04/18/01	Resale	F/T	A: Deny
04/18/01	Resale	F/T	A: Restore Deny
04/18/01	Resale	E	A: Seasonal Suspend
04/18/01	Resale	E	A: Seasonal Restore
06/07/01	Platform	F/T	A: Clec to Clec As Specified (Full Migration)
06/07/01	Platform	E	D: Migration of Platform to Platform
06/07/01	All	F/T	C: from Supplement Type (Sup) = 1 if confirmation not sent on any prior version C: to Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version
06/07/01	All	E	C: from Supplement Type (Sup) = 2, 3 = 1, if request previously confirmed C:to Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed
06/19/01	Resale	F/T	C: from Freeze PIC/LPIC C; to Freeze PIC/LPIC (all valid entries)
06/19/01	Resale	E	D: Remove inter/intra and inter-intra freeze
06/19/01	Loop	F/T	C: from Line Sharing (New only) C: to Line Sharing (New and Disconnect only)
06/19/01	Loop	E	C: from Line Sharing (except New) C: to Line Sharing (except New and Disconnect)
06/19/01	Platform	E	D: Outside Move
06/19/01	Platform	F/T	A: Outside Move
06/19/01	LIDB	F/T	A: Offered by Contract All (only an ACT of C and an LNA of C is allowed)
08/03/01	Loop	E	A: Loop Qualification Status of R (Required)
08/21/01	Platform	E	D: Change telephone number (BTN)
08/21/01	Platform	F/T	A: Change telephone number (BTN)
08/21/01	Resale	E	C: from Change telephone number (BTN) C: to Change telephone number (BTN) MDVW and eTRAK
08/21/01	Resale	F/T	A: to Change telephone number (BTN) PA, DE, NJ
08/21/01	Resale	F/T	A: Platform to Resale Conversion As Specified (Full

			Migration) -Includes: Local & Foreign Directory Lstg for Straight Main and Additional Listings - USOC In scope list by state
08/21/01	Resale	E	A: TOS 3 rd character (class) of G (Message)
09/17/01	Resale	F/T	A: Resale to Resale Conversions As Is – <i>Includes</i>: - Local & Foreign Directory Lstg for Straight Main and Additional listings
09/17/01	Resale	F/T	A: Resale to Resale Conversion As Is – with Changes <i>Includes</i>: - Local & Foreign Directory Lstg for Straight Main and Additional Listings
09/17/01	Resale	F/T	Add: Resale to Resale Conversions As Specified (Full Migration) <i>Includes</i> -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -USOC In scope list by state
10/23/01	Heading	T	C:from heading of Service C: to heading of Title
10/23/01	Column	Column	C: from Column Identifier R (Request Type) C: to F/T =Flowthrough
10/23/01	Resale	E	D: Change telephone number (BTN) MDVW and eTRAK
10/23/01	Resale	F/T	C: from Change telephone number (BTN) PA,DE,NJ C: to Change telephone number (BTN)
10/23/01	Resale	F/T	Supplement Type (Sup) C: from Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version C: to Supplement Type (Sup) = 1, 2, 3 if confirmation not sent on any prior version A: =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the sup is received
10/23/01	Resale	E	C: from =2 with or without a confirmation = 1, 3, if request previously confirmed C: to =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received =3, if request previously confirmed
10/23/01	Loop	T	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	E	D: All reference to M Loop (Use ASR to Order)
10/23/01	Loop	T	A: 2 W CSS Loop
10/23/01	Loop	T	A: 4 W CSS Loop

10/23/01	Loop	T	A: 2 W Digital Design
10/23/01	Loop	T	D: 4W Digital ISDN
10/23/01	Loop	T	D: 4W Digital ADSL
10/23/01	Loop	T	D: 4W Digital XDSL
10/23/01	Loop	T	A: 4W Digital 56KBs
10/23/01	Loop	T	A: 4W Digital 64KBs
10/23/01	Loop	T	A: Sub Loop Includes: -2W Analog -4W Analog -2 W Digital <i>Includes:</i> -ISDN -ADSL -XDSL -Digital Design - 4W Digital <i>Includes:</i> -HDSL -56 KBs -64 KBs
10/23/01	Loop	F/T	D: All reference to 2W CSS
10/23/01	Loop	E	A: 2W CSS Loop A: 4W CSS Loop
10/23/01	Loop	F/T	C: from Basic loop w/Local&Foreign Directory Lstg for Straight Main and Additional Listing C: to 2 Wire Analog Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional Listing
10/23/01	Loop	F/T	A: Line Splitting -New -Disc Data
10/23/01	Loop	F/T	A: Sub Loop <i>Includes:</i> - Analog: 2 Wire New and Delete - Digital: 2 Wire New and Delete <i>Includes:</i> ISDN ADSL HDSL XDSL Digital Design
10/23/01	Loop, Loop LNP, LNP wi	F/T	C: from Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version C: to Supplement Type (Sup) = 1, 2, 3 if confirmation not sent on any prior version A: =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the sup is received
10/23/01	Loop, Loop LNP, LNP wi	E	C: from Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed C: to Supplement Type (Sup) = 1 post confirmation if service order is still pending

			with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) = 3, if request previously confirmed
10/23/01	Loop	E	(UNDER ANALOG) D: 2W P phone
10/23/01	Loop	E	(UNDER DIGITAL) A: All Digital 2W Zero Bridge Taps
10/23/01	Loop	E	(UNDER DIGITAL) D: 2W ADSL zero bridge tap
10/23/01	Loop	E	(UNDER DIGITAL) A: 2W Digital Design
10/23/01	Loop	E	(UNDER DIGITAL) A: 4W Digital
10/23/01	Loop	E	(UNDER DIGITAL) A: 4W HDSL
10/23/01	Loop	E	(UNDER DIGITAL) A: 56KBs
10/23/01	Loop	E	(UNDER DIGITAL) A: 64KBs
10/23/01	Loop	E	A: Sub Loop -Analog All 4Wire -Digital: All Digital 2W Zero Bridge Taps 4W HDSL 4W 56KBs 4W 64KBs
10/23/01	Platform	F/T	Under Supplement Type (Sup) C: from Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version C: to Supplement Type (Sup) = 1, 2, 3 if confirmation not sent on any prior version A: =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the sup is received
10/23/01	Platform	E	Supplement Type (SUP) C: from = 1, 2, 3 if request previously confirmed C: to 3 if request previously confirmed A: =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received
10/23/01	Line Splitting	T	A: Title of Line Splitting (Platform)

	(Platform)		
10/23/01	Line Splitting Platform	F/T	A: Line Splitting Account <i>Includes:</i> -Platform USOC In scope list by State -Change PIC/LPIC -Add, Change, Remove Freeze PIC/LPIC -Add Change Delete Blocking -Add, Change Delete Features A: Disconnects with Line Splitting A: Line Sharing to Line Splitting (Same Clec)
10/23/01	Standalone Listings	F/T	C: from Supplement Type (Sup) = 1, 3 if confirmation not sent on any prior version C: to: Supplement Type (Sup) = 1, 2, 3 if confirmation not sent on any prior version =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the sup is received
10/23/01	Standalone Listings		C: from Supplement Type (Sup) = 2 with or without a confirmation = 1, 3, if request previously confirmed C: to Supplement Type (Sup) =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received =-3, if request previously confirmed
12/20/01	Resale	F/T	A: Platform to Resale Conversion As Is <i>Includes:</i> -Local & Foreign Directory Lstg for Straight Main and Additional Listings
12/20/01	Resale	F/T	A: Platform to Resale: Conversion As Is – with Changes <i>Includes:</i> - Local & Foreign Directory Lstg for Straight Main and Additional Listings
12/20/01	Resale	F/T	A: Conversion of Retail to Resale where the Retail account is Seasonally Suspended
12/20/01	Resale	F/T	A: Conversion of Resale to Resale where the Resale account is Seasonally Suspended
12/20/01	Loop	F/T	A: Conversion of Platform to Loop (Full migration)
12/20/01	Loop wi LNP	F/T	A: Conversion of Platform to Loop with LNP (Full migration)
12/20/01	LNP	F/T	A: Conversion of Platform to LNP (Full migration)
12/20/01	LNP	E	C: from Supplement Type (Sup) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received

			or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) = 3, if request previously confirmed C: to Supplement Type (Sup) = 1 post confirmation if service order is still pending with a due date that is less than the day the sup is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) = 3, if request previously confirmed
12/20/01	LNP	F/T	C: from Supplement Type (Sup) = 1, 2, 3 if confirmation not sent on any prior version =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the sup is received C: to Supplement Type (Sup) = 1, 2, 3 if confirmation not sent on any prior version =1 post confirmation if service order is still pending with a due date is equal to or greater than the day the sup is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the sup is received
12/20/01	Platform	F/T	A: Conversion of Retail/Resale to Platform where the Retail account is Seasonally Suspended
12/20/01	Platform	F/T	A: Conversion of Platform to Platform where the Platform account is Seasonally Suspended
03/14/02	Resale	E	C: from New activity over 5 lines C: to New activity over 10 lines Business and 5 lines (Residence)
03/14/02	Loop	F/T	A: Under Sub Loop Line Share
03/14/02	Loop, Loop LNP, LNP wi	F/T	D: Partial Conversion (BTN)
03/14/02	Loop, Loop LNP, LNP wi	F/T	A: Partial Conversion (Non-BTN)
03/14/02	Platform	E	C: from All Partial Migrations (BTN and Non-BTN) C: to Partial migrations (BTN)
03/14/02	Platform	F/T	A: to Partial migrations (non-BTN)
03/14/02	Note	Note	C from: Note:

			1. Listing Exception: 20 or more listings in DC, MD, VA, WV do not flow Level 5 C to: Note: 2. Listing Exception: 20 or more listings in DE, MD, VA, WV do not flow Level 5
05/30/02	Resale	E	D: Remote Call Forwarding
05/30/02	Resale	F/T	A: Remote Call Forwarding
05/30/02	Platform	E	A: Partial Migration of BTN
05/30/02	Platform	F/T	A: Conversion As Specified (Partial Migration non BTN only)
05/30/02	Loop	E	A: Partial Migration of BTN
05/30/02	Loop	F/T	A: Conversion As Specified (Partial Migration non BTN only)
05/30/02	Resale	F/T	C: From: COIN conversion as is To: Coin to Resale for MDVW – As Is, As Specified, Disconnect, Subsequent Changes: PIC/LPIC changes. Line Side Answer Supervision, Blocking Options
05/30/02	Resale	E	C: From: COIN Conversion as is with Changes, As Specified, New Activity and all Post Migration To: COIN Conversion as is with Changes, As Specified, New Activity, and all Post Migration changes for New Jersey, Delaware, Pennsylvania.
05/30/02	Platform	F/T	A: COIN to PAL for New Jersey, Delaware, Pennsylvania – As is, As Specified, Disconnect, Subsequent Changes: PIC/LPIC changes, Line Side Answer Supervision, Blocking Options
05/30/02	Platform	E	A: COIN to PAL for MDVW
05/30/02	Resale	F/T	C: From: Conversion of Retail to Resale and the Retail account is Seasonally Suspended To: Conversion of Retail to Resale and the Retail Account is Seasonally Suspended or in a Deny Status
05/30/02	Resale	F/T	C: From: Conversion of Resale to Resale and the Resale account is Seasonally Suspended To: Conversion of Resale to Resale and the Resale Account is Seasonally Suspended or in a Deny Status
05/30/02	Loop	F/T	A: PART -Line Share With DS3 Port Term -Data only With DS3 Port Term -CLEC Voice and CLEC Data With DS3 Port Term
08/19/02	Platform	E	D: Partial migration (BTN)
08/19/02	Platform	F/T	A: Partial migration (BTN)
08/19/02	Resale	E	D: COCOT – Conversion As Is with Changes, As Specified, and all Post Migration changes for New Jersey, Delaware, Pennsylvania
08/19/02	Resale	F/T	A: COCOT – Conversion As Is with Changes, As Specified, and all Post Migration changes for New Jersey, Delaware, Pennsylvania
10/04/02	Platform	F/T	D: Partial migration (BTN)
10/04/02	Platform	E	A: Partial migration (BTN)
11/25/02	Platform	F/T	A: Under Platform Account Activity Remote Call Forwarding
11/25/02	UNE	F/T	A: Conversion from Retail to Sub-Loop

			<i>Includes:</i> 2W Analog:
11/25/02	Loop with LNP	F/T	A: Conversion from Retail to Sub-Loop <i>Includes:</i> 2W Analog:
11/25/02	Platform	F/T	C: From Coin to PAL for New Jersey, Delaware, Pennsylvania To: Retail COIN/COCOT to PAL
11/25/02	Platform	E	D: COIN to PAL for MDVW
11/25/02	Resale	F/T	C: From COIN to Resale for MDVW To: COIN/COCOT to Resale
11/25/02	Resale	E	D: COIN – New Activity for New Jersey, Delaware, Pennsylvania
01/24/03	Loop w/LNP	F/T	A: Conversion from Retail to Loop with LNP for COCOT
01/24/03	Platform	F/T	A: Resale COIN/COCOT to PAL -As Specified -As is -Disconnect -Subsequent change
01/24/03	Platform	F/T	A: Platform COIN/COCOT to Platform -As Specified -As is -Subsequent changes
01/24/03	Resale	F/T	A: Partial Conversion, Retail to Resale, WTN only

Appendix I

Reserved For Future Use

Appendix J

Reserved For Future Use

Appendix K

Statistical Methodology

CT, NY, MA, ME, NH, RI, DE, DC, VA, WV, MD, PA, and NJ Appendix K Statistical Metric Evaluation Procedures

Carrier to Carrier Statistical Metric Evaluation Procedures

Statistical evaluation is used here as a tool to assess whether the Incumbent Local Exchange Company's (ILEC) wholesale service performance to the Competitive Local Exchange Companies (CLECs) is at least equal in quality to the service performance that the ILEC provides to itself (i.e., parity). Carrier-to-Carrier (C2C) measurements having a parity standard are metrics where both the CLEC and ILEC performance are reported.²

A. Statistical Framework

The statistical tests of the null hypothesis of parity against the alternative hypothesis of non-parity defined in these guidelines use ILEC and CLEC observational data. The ILEC and CLEC observations for each month are treated as random samples drawn from operational processes that run over multiple months. The null hypothesis is that the CLEC mean performance is at least equal to or better than the ILEC mean performance.

Statistical tests should be performed under the following conditions.

- 1) The data must be reasonably free of measurement/reporting error.
- 2) The ILEC to CLEC comparisons should be reasonably like to like.
- 3) The minimum sample size requirement for statistical testing is met. (Section B)
- 4) The observations are independent. (Section D)

These conditions are presumed to be met until contrary evidence indicates otherwise.

To the extent that the data and/or operational analysis indicate that additional analysis is warranted, a metric may be taken to the Carrier Working Group for investigation.

² Section 251(c)(2)(C) of the Telecommunications Act of 1996 states that facilities should be provided to CLECs on a basis "that is at least equal in quality to that provided by the local exchange carrier to itself." Paragraph 3 of Appendix B of FCC Opinion 99-404 states, "Statistical tests can be used as a tool in determining whether a difference in the measured values of two metrics means that the metrics probably measure two different processes, or instead that the two measurements are likely to have been produced by the same process."

B. Sample Size Requirements

The assumptions that underlie the C2C Guidelines statistical models 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, the characteristics of the sample may not reasonably represent those of the population. Meaningful statistical analysis may be performed and confident conclusions may be drawn, if the sample size is sufficiently large to minimize the violations of the assumptions underlying the statistical model.

The following sample size requirements, based upon both statistical considerations and also some practical judgment, indicate the minimum sample sizes above which parity metric test results (for both counted and measured variables) may permit reasonable statistical conclusions.

The statistical tests defined in these guidelines are valid under the following conditions:

*If there are only 6 of one group (ILEC 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.*

When a parity metric comparison does not meet the above sample size criteria, it may be taken to the Carrier Working Group for alternative evaluation. In such instances, a statistical score (Z score equivalent) will not be reported, but rather an "SS" (for Small Sample) will be recorded in the statistical score column; however, the means (or proportions), number of observations and standard deviations (for means only) will be reported.

C. Statistical Testing Procedures

Parity metric measurements that meet the sample size criteria in Section B will be evaluated according to the one-tailed permutation test procedure defined below.

Combine the ILEC and CLEC observations into one group, where the total number of observations is $n_{ilec} + n_{clec}$. Take a sufficiently large number of random samples of size n_{clec} (e.g., 500,000). Record the mean of each re-sample of size n_{clec} . Sort the re-sampled means from best to worst (left to right) and compare where on the distribution of re-sampled means the original CLEC mean is located. If 5% or less of the means lie to the right of the reported CLEC mean, then reject the null hypothesis that the original CLEC sample and the original ILEC sample came from the same population.

If the null hypothesis is correct, a permutation test yields a probability value (*p value*) representing the probability that the difference (or larger) in the ILEC and CLEC sample means is due to random variation.

Permutation test *p values* are transformed into "Z score equivalents." These "Z score equivalents" refer to the standard normal Z score that has the same probability as the *p-values* from the permutation test. Specifically, this statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the probability of seeing the reported CLEC mean, or worse, in the distribution of re-sampled permutation test means. A Z score of less than or equal to -1.645 occurs at most 5% of the time under the null hypothesis that the

CLEC mean is at least equal to or better than the ILEC mean. A Z score greater than -1.645 (p-value greater than 5%) supports the belief that the CLEC mean is at least equal to or better than the ILEC mean. For reporting purposes, Z score equivalents equal to or greater than 5.0000 are displayed on monthly reports as 5.0000. Similarly, values for a Z statistics equal to or less than -5.0000 are displayed as -5.0000 .

Alternative computational procedures (i.e., computationally more efficient procedures) may be used to perform measured and counted variable permutation tests so long as those procedures produce the same p-values as would be obtained by the permutation test procedure described above. The results should not vary at or before the fourth decimal place to the Z score equivalent associated with the result generated from the exact permutation test. (i.e., the test based upon the exact number of combinations of n_{clec} from the combined $n_{ilec} + n_{clec}$).

Measured Variables (i.e., metrics of intervals, such as mean time to repair or average delay days):

The following permutation test procedure is applied to measured variable metrics:

1. Compute and store the mean for the original CLEC data set.
2. Combine the ILEC and CLEC data to form one data set.
3. Draw a random sample without replacement of size n_{clec} (sample size of original CLEC data) from the combined data set.
 - a) Compute the test statistic (re-sampled CLEC mean).
 - b) Store the new value of test statistic for comparison with the value obtained from the original observations.
 - c) Recombine the data set.
4. Repeat Step 3 enough times such that if the test were re-run many times the results would not vary at or before the fourth decimal place of the reported Z score equivalent (e.g., draw 500,000 re-samples per Step 3).
5. Sort the CLEC means created and stored in Step 3 and Step 4 in ascending order (CLEC means from best to worst).
6. Determine where the original CLEC sample mean is located relative to the collection of re-sampled CLEC sample means. Specifically, compute the percentile of the original CLEC sample mean.
7. Reject the null hypothesis if the percentile of the test statistic (original CLEC mean) for the observations is less than .05 (5%). That is, if 95% or more of the re-sampled CLEC means are better than the original CLEC sample mean, then reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean. Otherwise, the data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
8. Generate the C2C Report "Z Score Equivalent," known in this document as the standard normal Z score that has the same percentile as the test statistic.

Counted Variables (i.e., metrics of proportions, such as percent measures):

A hypergeometric distribution based procedure (a.k.a., Fisher's Exact test)³ is an appropriate method to evaluate performance for counted metrics where performance is measured in terms of success and failure. Using sample data, the hypergeometric distribution estimates the probability (*p value*) of seeing **at least** the number of failures found in the CLEC sample. In turn, this probability is converted to a Z score equivalent using the inverse of the standard normal cumulative distribution.

The hypergeometric distribution is as follows:

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

Where:

p value = the probability that the difference in the ILEC and CLEC sample proportions could have arisen from random variation, assuming the null hypothesis

n_{clec} and n_{ilec} = the CLEC and ILEC sample sizes (i.e., number of failures + number of successes)

p_{clec} and p_{ilec} = the proportions of CLEC and ILEC failed performance, for percentages 10% translates to a 0.10 proportion = number of failures / (number of failures + number of successes)

Either of the following two equations can be used to implement a hypergeometric distribution-based procedure:

The probability of observing **exactly** f_{clec} failures is given by:

$$\Pr(i = f_{clec}) = \frac{\binom{(f_{clec} + f_{ilec})}{f_{clec}} \binom{(n_{clec} + n_{ilec}) - (f_{clec} + f_{ilec})}{n_{clec} - f_{clec}}}{\binom{(n_{clec} + n_{ilec})}{n_{clec}}}$$

Where:

f_{clec} = CLEC failures in the chosen sample = $n_{clec} p_{clec}$

f_{ilec} = ILEC failures in the chosen sample = $n_{ilec} p_{ilec}$

n_{clec} = size of the CLEC sample

n_{ilec} = size of the ILEC sample

³ This procedure produces the same results as a permutation test of the equality of the means for the ILEC and CLEC distributions of 1s and 0s, where successes are recorded as 0s and failures as 1s.

Alternatively, the probability of observing **exactly** f_{clec} failures is given by:

$$\Pr(i = f_{clec}) = \frac{n_{clec}! n_{ilec}! f_{total}! s_{total}!}{(n_{clec} + n_{ilec})! f_{clec}! (n_{clec} - f_{clec})! (f_{total} - f_{clec})! (n_{ilec} - f_{total} + f_{clec})!}$$

Where:

s_{clec} = the number of CLEC successes = $n_{clec} (1 - p_{clec})$

s_{ilec} = the number of ILEC successes = $n_{ilec} (1 - p_{ilec})$

$f_{total} \equiv f_{clec} + f_{ilec}$

$s_{total} \equiv s_{clec} + s_{ilec}$

The probability of observing f_{clec} **or more** failures [$\Pr(i \geq f_{clec})$] is calculated according to the following steps:

1. Calculate the probability of observing exactly f_{clec} using either of the equations above.
2. Calculate the probability of observing all more extreme frequencies than $i = f_{clec}$, conditional on the
 - a. total number of successes (s_{total}),
 - b. total number of failures (f_{total}),
 - c. total number of CLEC observations (n_{clec}), and the
 - d. total number of ILEC observations (n_{ilec}) remaining fixed.
3. Sum up all of the probabilities for $\Pr(i \geq f_{clec})$.
4. If that value is less than or equal to 0.05, then the null hypothesis is rejected.

D. Root Cause/Exceptions

Root Cause: If the permutation test shows an “out-of-parity” condition, the ILEC may perform a root cause analysis to determine cause. Alternatively, the ILEC 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, the ILEC will provide such documentation.

Clustering Exceptions: Due to the definitional nature of the variables used in the performance measures, some comparisons may not meet the requirements for statistical testing. Individual data points may not 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. However, for all troubles, including the ILEC’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, the ILEC will identify such behavior and work with the respective CLEC on corrective action.

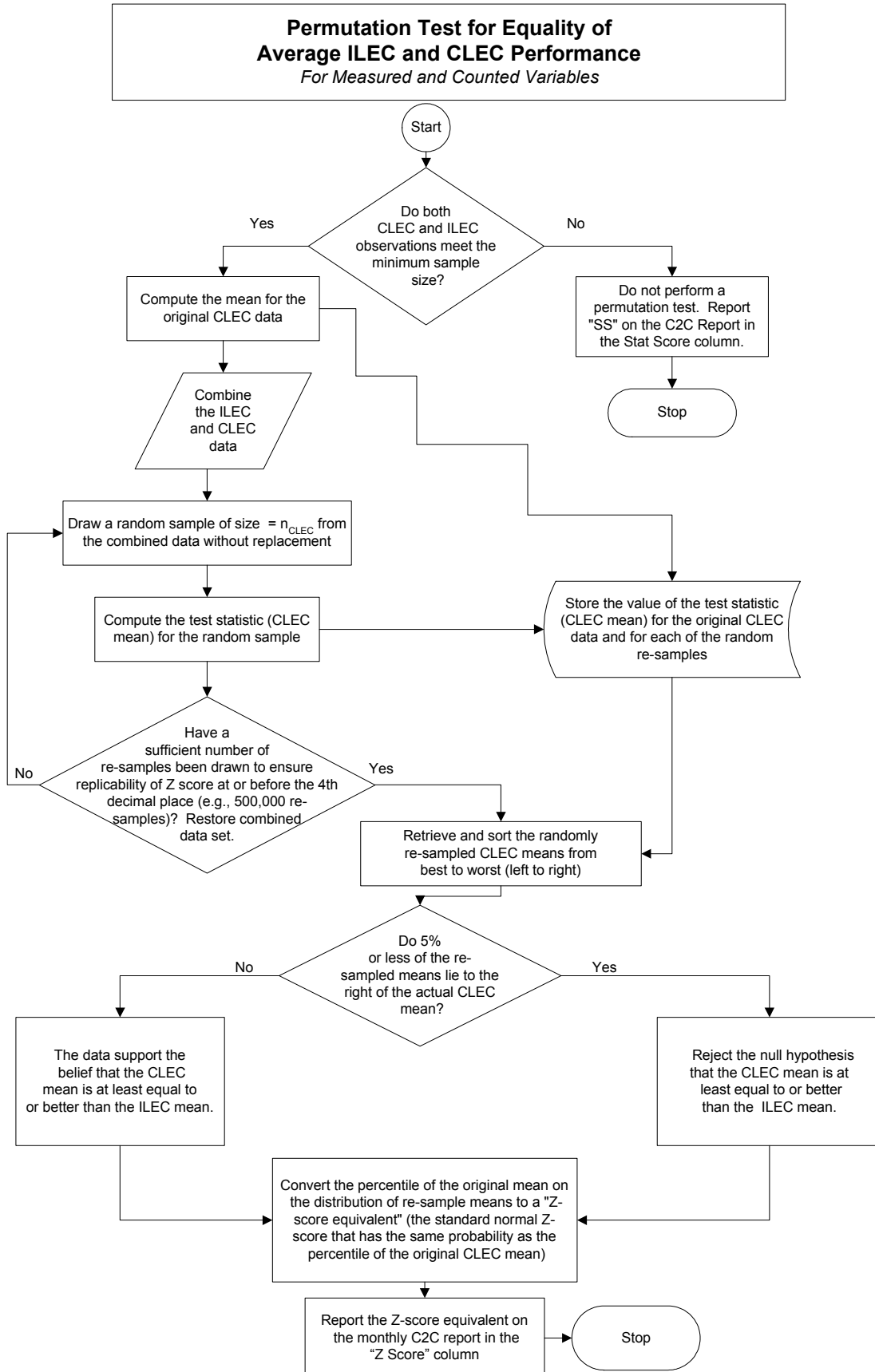
Another assumption underlying the statistical models used here is the assumption that the data are independent. In some instances, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence contributes to “clustering” of data. Clustering occurs when individual items (orders, troubles, etc.) are clustered together as one single event. This being the case, the ILEC 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, the ILEC ~~may~~will provide data demonstrating that all troubles within that failure, including the ILEC troubles, were resolved in an equivalent manner. Then, the ILEC also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the ILEC 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, the ILEC will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, the ILEC will provide the provisioning performance with that data excluded from the overall performance for both the CLEC and the ILEC and the remaining troubles will be compared according to normal statistical methodologies. 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 occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, the ILEC will provide the data demonstrating the activity is on that day. The ILEC will compare that single day's performance for the CLEC to the ILEC's own performance. Then, the ILEC will provide data with that day excluded from overall performance to demonstrate "parity."

CLEC Actions: If performance for any measure is impacted by unusual CLEC behavior, the ILEC 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 the ILEC has missed an appointment. If such action negatively impacts performance, the ILEC will provide appropriate detailed documentation of the events and communication to the individual CLEC and the Commission.

Documentation: The ILEC will provide all necessary detailed documentation to support its claim that an exception is warranted, ensuring protection of customer proprietary information, to the CLEC(s) and Commission. ILEC and CLEC performance details include information on individual trouble reports or orders. For cable failures, the ILEC will provide appropriate documentation detailing all other troubles associated with that cable failure.



Vermont Appendix K Statistical Methodologies

For performance measures where “parity” is the standard, Verizon will use the following tests:

Sample Sizes	Means:	Proportions:	Rates:
	Modified t	Modified t	Modified Z
“Large samples”	$t = \frac{\bar{X}_{clec} - \bar{X}_{vz}}{\sqrt{s_{vz}^2 \left(\frac{1}{n_{vz}} + \frac{1}{n_{clec}} \right)}}$	$t = \frac{p_{clec} - p_{vz}}{\sqrt{p_{vz}(1-p_{vz}) \left(\frac{1}{n_{vz}} + \frac{1}{n_{clec}} \right)}}$	$Z = \frac{r_{clec} - r_{vz}}{\sqrt{r_{vz} \left(\frac{1}{b_{vz}} + \frac{1}{b_{clec}} \right)}}$
“Small samples”	Permutation testing	Fisher’s exact test	Binomial exact test

Note: If the metric is one where a higher mean, proportion or rate signifies better performance, the means, proportions, or rates in the numerator of the statistical formulas should be reversed.

Definitions:

$\bar{X}_i$ is the sample mean where $i = CLEC, VZ$.

p_i is the sample proportion where $0.000 < p_i < 1.000$ and where $i = CLEC, VZ$.

r_i is the sample rate where $i = CLEC, VZ$.

s_{vz}^2 is the sample VZ variance.

n_i is the number of transactions where $i = CLEC, VZ$.

n is the total number of transactions ($\sum_1^i n_i$).

b_i is the number of base elements where $i = CLEC, VZ$.

b is the total number of base elements ($\sum_1^i b_i$).

q_{vz} is the relative proportion of base elements such that $q_{vz} = \frac{b_{vz}}{b}$.

Procedures for testing differences between CLEC and Verizon performance

1. If the CLEC performance is better than or equal to the Verizon performance, no testing will be done.
2. If the CLEC performance is worse than the Verizon performance,
 - a. For means: If $n_i \geq 30$, the modified t-test will be used. If $n_i < 30$, the modified t-test will be used until permutation testing can be done in an automated fashion.
 - b. For proportions: If $n_i p_i (1 - p_i) \geq 5$, the modified t-test will be used. Otherwise Fisher's exact test will be used.
 - c. For rates: Until the binomial test can be run for all samples in an automated fashion, the following sample size condition will apply: If $n q_{vz} (1 - q_{vz}) \geq 5$, the modified Z-test described above will be used. Otherwise, the binomial test (non-automated) will be used.

Appendix L

Example of C2C Performance Reports in ASCII Format

<u>Field Name</u>	<u>Type</u>	<u>Description</u>	<u>Example</u>
<u>STATE</u>	<u>ALPHA</u>	The state for which performance is being reported	<u>NY</u>
<u>METRIC_MONTH</u>	<u>DATE</u>	The month for which performance is being reported in MM/DD/YYYY format (DD is first day of reported month).	<u>4/1/2004</u>
<u>CLEC_ID</u>	<u>ALPHANUMERIC</u>	The identifier associated with a CLEC (AGGR for Aggregate reporting).	<u>AGGR</u>
<u>METRIC_ID</u>	<u>ALPHANUMERIC</u>	The metric ID for each reported measure in NN-RR-CC-TTTT format where: <u>NN is the domain (Pre-Ordering, Ordering, etc.)</u> <u>RR is the metric number (1, 2, etc.)</u> <u>CC is the sub-metric number (01, 02, etc.)</u> <u>TTTT is the product code (2100, etc.)</u>	<u>PO-1-01-6020</u>
<u>GEOGRAPHY</u>	<u>ALPHA</u>	The geography associated with the reporting ('Entire State' for state-level reporting.)	<u>Entire State</u>
<u>METRIC_DESC</u>	<u>ALPHANUMERIC</u>	The description associated with the performance measure.	<u>Average Response Time - Customer Service Record (CSR)</u>
<u>PRODUCT_DESC</u>	<u>ALPHA</u>	The description associated with the metric product code	<u>EDI</u>
<u>STANDARD</u>	<u>ALPHANUMERIC</u>	The performance standard for the sub-metric	<u>Parity plus <= 4 Seconds</u>
<u>VZ_PERF</u>	<u>NUMERIC</u>	The Verizon performance	
<u>CLEC_PERF</u>	<u>NUMERIC</u>	The CLEC performance	
<u>VZ_DEN</u>	<u>NUMERIC</u>	The Verizon denominator	
<u>CLEC_DEN</u>	<u>NUMERIC</u>	The CLEC denominator	
<u>VZ_NUM</u>	<u>NUMERIC</u>	The Verizon numerator	
<u>CLEC_NUM</u>	<u>NUMERIC</u>	The CLEC numerator	
<u>DIFFERENCE</u>	<u>NUMERIC</u>	The difference between Verizon and CLEC performance	
<u>STANDARD_DEV</u>	<u>NUMERIC</u>	The standard deviation	
<u>Z_SCORE</u>	<u>NUMERIC</u>	The Z-Score calculation	

Appendix M

Order Accuracy Details

Order Accuracy Details:

In the order processing area two issues of concern are: (1) whether appropriate information is being recorded on the Order Confirmation ("LSRC") that Verizon is sending CLECs; and (2) whether the Verizon order correctly reflects what is included on the Local Service Request. Verizon will separately measure performance for order confirmation and order accuracy.

LSRC Accuracy:

Long Term Solution: (NY, CT, MA, RI, NH, ME, VT, PA, DE, NJ, MD, DC, VA, WV)

Upon implementation of the "Request Manager" (formerly known as LSRM in the South states), Verizon will have an automated capability to measure % LSRCs re-sent due to error.

Order Accuracy

Permanent Solution:

Order accuracy performance will be completed using a manual sampling process whereby 20 completed Service Orders are selected each day using a random number generator within Request Manager. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field-by-field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, ~~UNE-P~~ and Switching orders)
- Due Date

Includes all fields on service order that impact service. For example "optional fields" such as call forwarding to telephone number would be included as a "feature" field and be subject to review.

Order Accuracy – Directory Listing*

The following fields on the Directory Listing Form of the LSR (LSOG4 or greater) (if populated) need to be compared to SOP: Else - the CSR of the former retail customer needs to be compared to SOP.

<u>Field</u>	<u>Name</u>	<u>Definition</u>
10	LACT	Listing Activity (new, z, change)
11	ALI	Alpha Numeric Listing Identifier Code (optional - change or delete activity) resale & platform additional listings, UNE primary and additional listings
12	RTY	Record Type (main, addl, foreign listing)
13	LTY	Listing Type (listed, non listed)
39	LTN	Listed Telephone Number
45	LNLN	Listed Name, Last Name
46	LNFN	Listed Name, First Name
56	ADI	Address Indicator (O to omit address)
59	LASF	Listed Address House Number Suffix
60	LASD	Listed Address Street Directional
61	LASN	Listed Address Street Name
62	LATH	Listed Address Thorofare (St., Rd., Ave.)
63	LASS	Listed Address Street Suffix (Main St. West)
65	LALOC	Listed Address Locality
94	YPH	Yellow Page Heading

*Applicable to Verizon East states that report OR-6-04

Appendix N

Verizon Wholesale Change Control Notification Process

Verizon issues wholesale metrics change controls to update program algorithms used to produce metric results. Verizon distributes a notification file to CLECs on a weekly basis that details the metrics change controls worked during the week. The notification file contains the following information:

Time period covered in the notice
 Change Control Number
 Notification Number
 Title of the change
 Status of the Change
 Change Type
 Sub-Type
 First Data Month in Production
 Scheduled Filing Date
 Data Months Affected
 Business Reason
 Additional Notes
 Domain Impacted
 Report Type
 Metric Impacted
 Product Codes
 States affected.

Types of Distribution Lists

Notifications are sent to CLECs via the following two types of distribution lists:

State specific: This list contains a list of parties who have requested to receive wholesale metric change control notifications for specific East states. For example, a CCR that impacts the state of New York will utilize a NY distribution list. Any CLEC who does business in New York and has requested to receive metrics change control notifications will be on this distribution list.

CLEC Specific: This list contains a CLEC specific email addresses. This list is utilized for wholesale metric change controls that are CLEC specific. For example, Special Project PON CCRs are specific to one CLEC resulting in a metrics change control notification to the specific CLEC involved in the project.

Maintenance of CLEC distribution lists

CLECs are responsible to notify Verizon when the CLEC needs distribution list updates. CLECs requests for updates or additions to a state or CLEC specific list must be sent via email to the following Verizon email address:

`vz.ccr.notification.request@core.verizon.com`

Verizon will monitor the email database and will make updates once a week. CLECs will be notified of updates via a response to the email.

Appendix O

Test Deck- Weighted Transaction Matrix

MDVW (eTRAK) Quality Baseline Validation Test Deck- LSOG 5/6

PRE-ORDER 25% of total weights 24 scenarios						ORDER 75% of total weights 50 scenarios			TOTAL 100% 74 scenarios
40% of preorder 10% of total 5 scenarios	12% of preorder 3% of total 1 scenario	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 5 scenarios	RESALE 20% of orders 15% of total 18 scenarios	UNE 40% of orders 30% of total 17 scenarios	PLATFORM 40% of orders 30% of total 15 scenarios	SYSTEMS L = Legacy C = CORBA
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings/Service Analyzer	TN Availability Ord Reservation	Facility Availability (Loop Qualification)/ Loop Make-Up	<u>Scenarios</u> 1 0.83% 2 0.83% 3 0.83% 4 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 8S 0.83% 9 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83%	<u>Scenarios</u> 30 1.76% 31 1.76% 32 1.76% 32S 1.76% 32J 1.76% 33 1.76% 34 1.76% 35 1.76% 35S 1.76% 36 1.76% *37 0.00% 38 1.76% 40 1.76% 41 1.76% 43 1.76% 44 1.76% 45 1.76% 46 1.76%	<u>Scenarios</u> 18 2.00% 19 2.00% 20 2.00% 21 2.00% 22 2.00% 23 2.00% 24 2.00% 25 2.00% 26 2.00% 27 2.00% 27S 2.00% 28 2.00% 29 2.00% 39 2.00% 42 2.00%	
16C 2.00% 16L 2.00% 17 2.00% 18 2.00% 19 2.00%	4 3.00%	6C 0.60% 6L 0.60% 7 0.60% 8 0.60% 9 0.60%	5 0.60% 10 0.60% 11 0.60% 12 0.60% 13 0.60%	1 1.00% 2 1.00% 3 1.00%	14 0.60% 15L 0.60% 15C 0.60% 20C 0.60% 20L 0.60%				
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

*****Order UNE Scenario 37 serves as a placeholder for a future scenario

Pennsylvania/Delaware/New Jersey Quality Baseline Validation Test Deck- LSOG 5/6

PRE-ORDER 25% of total weights 26 scenarios						ORDER 75% of total weights 50 scenarios			TOTAL 100% 76 scenarios
40% of preorder 10% of total 5 scenarios	12% of preorder 3% of total 1 scenario	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 7 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 5 scenarios	RESALE 20% of orders 15% of total 18 scenarios	UNE 40% of orders 30% of total 17 scenarios	PLATFORM 40% of orders 30% of total 15 scenarios	SYSTEMS L = Legacy C = CORBA
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings/Service Analyzer	TN Availability Ord Reservation	Facility Availability (Loop Qualification)/ Loop Make-Up	<u>Scenarios</u> 1 0.83% 2 0.83% 3 0.83% 4 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 9 0.83% 9S 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83%	<u>Scenarios</u> 30 1.76% 31 1.76% 32 1.76% 32S 1.76% 32J 1.76% 33 1.76% 34 1.76% 35 1.76% 35S 1.76% 36 1.76% *37 0.00% 38 1.76% 40 1.76% 41 1.76% 43 1.76% 44 1.76% 45 1.76% 46 1.76%	<u>Scenarios</u> 18 2.00% 19 2.00% 20 2.00% 21 2.00% 22 2.00% 23 2.00% 24 2.00% 25 2.00% 26 2.00% 27 2.00% 27S 2.00% 28 2.00% 29 2.00% 39 2.00% 42 2.00%	
16C 2.00% 16L 2.00% 20 2.00% 21 2.00% 22 2.00%	4 3.00%	6C 0.60% 6L 0.60% 7 0.60% 8 0.60% 9 0.60%	5 0.43% 10 0.43% 11 0.43% 12 0.43% 13 0.43% 21C 0.43% 21L 0.43%	1 1.00% 2 1.00% 3 1.00%	14 0.60% 15C 0.60% 15L 0.60% 20C 0.60% 20L 0.60%				
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

*****Order UNE Scenario 37 serves as a placeholder for a future scenario

Northeast Regional Quality Baseline Validation Test Deck- LSOG 5/6

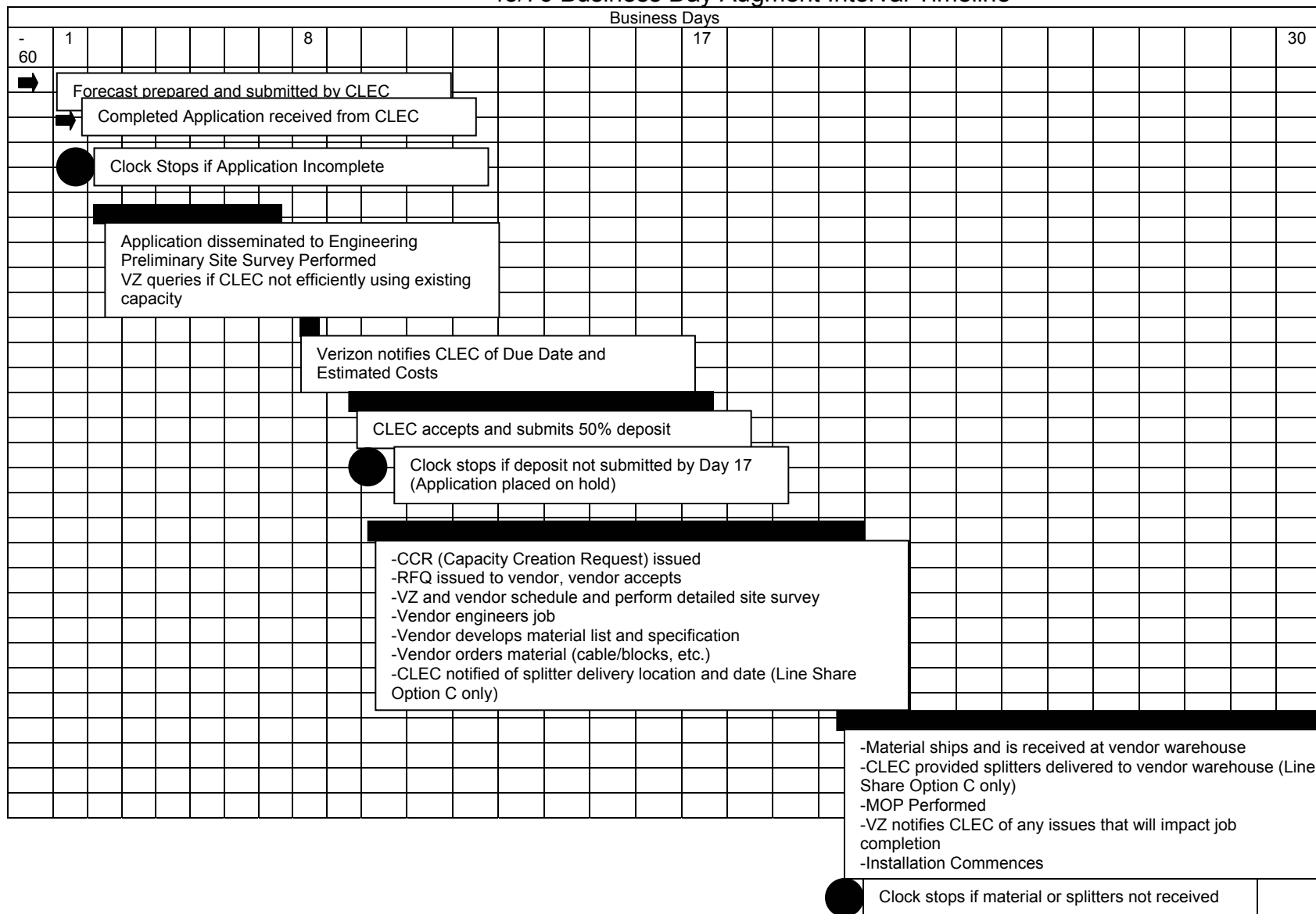
PRE-ORDER						ORDER			TOTAL
25% of total weights 24 scenarios						75% of total weights 50 scenarios			100% 74 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 6 scenarios	12% of preorder 3% of total 1 scenario	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 7 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 5 scenarios	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 17 scenarios	40% of orders 30% of total 15 scenarios	L = Legacy C = CORBA
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings/Service Analyzer	TN Availability Ord Reservation	Facility Availability (Loop Qualification)/ Loop Make-Up	<u>Scenarios</u>	<u>Scenarios</u>	<u>Scenarios</u>	
16C 1.67%	4 3.00%	6C 0.60%	5 0.43%	1 1.00%	14 0.60%	1 0.83%	30 1.76%	18 2.00%	
16L 1.67%		6L 0.60%	10 0.43%	2 1.00%	15L 0.60%	2 0.83%	31 1.76%	19 2.00%	
17 1.67%		7 0.60%	11 0.43%	3 1.00%	15C 0.60%	3 0.83%	32 1.76%	20 2.00%	
18 1.67%		8 0.60%	12 0.43%		20C 0.60%	4 0.83%	32S 1.76%	21 2.00%	
19 1.67%		9 0.60%	14 0.43%		20L 0.60%	5 0.83%	32J 1.76%	22 2.00%	
22 1.67%			21C 0.43%			6 0.83%	33 1.76%	23 2.00%	
			21L 0.43%			7 0.83%	34 1.76%	24 2.00%	
						8 0.83%	35 1.76%	25 2.00%	
						8S 0.83%	35S 1.76%	26 2.00%	
						9 0.83%	36 1.76%	27 2.00%	
						10 0.83%	*37 0.00%	27S 2.00%	
						11 0.83%	38 1.76%	28 2.00%	
						12 0.83%	40 1.76%	29 2.00%	
						13 0.83%	41 1.76%	39 2.00%	
						14 0.83%	43 1.76%	42 2.00%	
						15 0.83%	44 1.76%		
						16 0.83%	45 1.76%		
						17 0.83%	46 1.76%		
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

*****Order UNE Scenario 37 serves as a placeholder for a future scenario

Appendix P

Collocation 45 Day Augment Milestone Chart

45/76 Business Day Augment Interval Timeline



Interval Timeline cont.

[illegible]

Guidelines for Deployment of 45 Business Day Augment Interval

- Verizon reserves the right to negotiate longer intervals if the CLEC is not efficiently using existing terminations or facilities and cannot demonstrate an immediate need for a 45 business day augment interval.
- CLEC must install sufficient equipment to support requested terminations/facilities
- CFA will be delivered at completion of augment
- In large central offices with complex cable runs (i.e.:multiple floors) VZ may request to negotiate extensions to the 45 business day interval
- CLEC may elect to pay expedite charges for material delivery (i.e.:cable) to insure interval is met

Maryland Appendix Q

Changes to the Carrier-to-Carrier Guidelines Performance Standards and Reports

Consensus Decision⁴ and Nonconsensus Decision⁵

1. Verizon Maryland shall file with the Commission the New York consensus and/or nonconsensus metric change(s) and proposed implementation interval(s), including an explanation of time required to implement, and description of the changes made to adapt to Maryland systems. Such filings shall be within 30 calendar days of submission date of the compliance filing in New York⁶ and shall be made in accordance with the Commission's Rules and Procedures.
2. With each such filing, Verizon Maryland may submit to the Commission any opposition to adoption of any metric change(s). Verizon Maryland shall set forth its reasons for opposition in any such filing.
3. Verizon Maryland shall make an electronic copy of its filing on the proposed consensus and/or nonconsensus change(s) available to the Maryland Carrier Collaborative ("MCC"), the Office of People's Counsel and the Commission Staff at the time of filing.
4. The Commission Staff, Office of People's Counsel, and interested parties shall have an opportunity to comment and/or request a hearing on the proposed metric change(s) submitted by Verizon Maryland. Such comments are not limited but should address whether the metric change(s) appropriately adapts the New York metric to Maryland; should discuss the proposed implementation interval(s) and should be filed within 20 days of Verizon Maryland's filing. Verizon Maryland and others that did not object to a metric change(s) or proposed implementation interval(s) shall be provided an opportunity to respond if anyone objects to the adoption of the change(s) or implementation intervals within 10 days of the filing of the objection, or 30 days following Verizon Maryland's initial filing.

⁴ A consensus decision is a change to the NY Guidelines that has been agreed to (or not opposed) by the parties in the NY Carrier Working Group and has been approved by the New York Public Service Commission.

⁵ A nonconsensus decision is a change to the NY Guidelines that has been approved by the New York Public Service Commission but not agreed to by all parties in the NY Carrier Working Group.

⁶ The compliance filing in New York is the filing by Verizon New York with the New York Public Service Commission of revisions to the NY Guidelines that contain metric changes that have been approved by the New York Public Service Commission.

5. If neither the Commission Staff, the Office of People's Counsel, nor any interested party, including Verizon Maryland, has objected to the adoption of a proposed consensus or nonconsensus metric change(s) after the Commission has provided an opportunity for comment, the change should be considered approved forty-five (45) days after submission of the filing, unless otherwise ordered by the Commission.

Other Changes

1. The Maryland Carrier-to-Carrier Collaborative shall remain as a forum for parties to discuss performance standards, metric change(s) and other issues relevant to the Maryland telecommunications industry.
2. The Commission encourages parties to continue participating in the Maryland Collaborative process and to consider the MCC as the most appropriate vehicle for the initial consideration of any proposed Maryland-specific metric change(s).
3. The MCC is encouraged to submit proposed metric change(s) to the New York Carrier Working Group for its consideration. Thereafter, the proposed changes should be presented to the Commission in accordance with the existing Consensus Decision and Nonconsensus Decision process contained in the MD Guidelines.
4. Any party shall be free to oppose, before the Commission, a proposal to which it has not agreed. While no party shall be prevented from proposing metric change(s) to the MD Guidelines in accordance with the Commission's Rules of Practice and Procedure, the Commission would expect that the Maryland Collaborative process would be bypassed only in extreme situations.

New Jersey Appendix Q

Changes to the Carrier-to-Carrier Guidelines Performance Standards and Reports

CHANGES TO THE NEW JERSEY CARRIER-TO-CARRIER GUIDELINES PERFORMANCE STANDARDS AND REPORTS AND TO THE INCENTIVE PLAN AND REPORTS

Consensus Decision⁷ and Nonconsensus Decision⁸

1. Verizon New Jersey Inc. shall electronically submit to a designee of the Division of Telecommunications Staff of the New Jersey Board of Public Utilities (Board Staff) the New York consensus and nonconsensus metric change(s) and proposed implementation interval(s), including an explanation of the time required to implement, and description of the changes made to adapt to New Jersey systems. In addition, Verizon New Jersey Inc. shall submit to the Board Staff a recommendation for the manner in which the proposed changes shall be reflected in the Incentive Plan (IP). Such submissions shall be made no later than 30 calendar days after the submission date of the compliance filing in New York⁹ and shall be made in accordance with the Board's Rules and Procedures.
2. The Board Staff shall submit an electronic copy of the proposed consensus and nonconsensus change(s) for comment to the New Jersey Carrier Working Group ("CWG"), the Ratepayer Advocate and any interested party within three (3) business days of Verizon New Jersey's electronic submission.
3. Changes to the Guidelines:
 - a) Any interested party, which shall include but not be limited to parties participating in the New Jersey Carrier Working Group ("CWG") and the Ratepayer Advocate, shall have an opportunity to comment and request an examination of the proposed metric change(s) submitted by the Board Staff. Such comments shall be filed with the Board Staff within 20 calendar days of Board Staff's initial submission. All interested parties shall have an opportunity to respond to any such comments or requests. Such response shall be filed within 30 calendar days following Board Staff's initial submission.
 - b) If no interested party has objected to the adoption of a proposed consensus or nonconsensus metric change(s) after the opportunity for comment, the change shall be considered approved forty-five (45) calendar days after the initial submission by Board Staff, unless otherwise determined by the Board of Public Utilities.
 - c) Upon receipt of an objection by the Board Staff, the change proposed will be considered suspended until such time as final resolution on the issue can be reached and all parties are notified of the outcome, whether by formal Board action or through Carrier Working Group negotiations.

⁷ A consensus decision is a change to the NY Guidelines that has been agreed to (or not opposed) by the parties in the NY Carrier Working Group and has been approved by the New York Public Service Commission.

⁸ A nonconsensus decision is a change to the NY Guidelines that has been approved by the New York Public Service Commission but not agreed to by all parties in the NY Carrier Working Group.

⁹ The compliance filing in New York is the filing by Verizon New York with the New York Public Service Commission of revisions to the NY Guidelines that contain metric changes that have been approved by the New York Public Service Commission.

4. Changes to Appendix A of the Incentive Plan:
 - a) All interested parties, which shall include but not be limited to parties participating in the New Jersey Carrier Working Group ("CWG") and the Ratepayer Advocate, shall have an opportunity to comment and request an examination of the proposed IP change(s) submitted by Board Staff. Such comments shall be filed within 20 calendar days of Board Staff's initial submission. Any interested party shall have an opportunity to respond to any such comments or requests. Such response shall be filed within 30 calendar days following Board Staff's initial submission.
 - b) If no interested party has objected to the proposed IP change(s) after the Board Staff has provided an opportunity for comment, the change shall be considered approved forty-five (45) calendar days after the initial submission by Board Staff, unless otherwise determined by the Board of Public Utilities.
 - c) Upon receipt of an objection by the Board Staff, the change proposed will be considered suspended until such time as final resolution on the issue can be reached and all parties are notified of the outcome, whether by formal Board action or through Carrier Working Group negotiations.

Other Changes

1. The New Jersey CWG shall remain as a forum for parties to discuss performance standards, metric change(s) and other issues relevant to the New Jersey telecommunications industry.
2. The Board encourages parties to continue participating in the New Jersey Collaborative process and to consider the CWG as the most appropriate vehicle for the initial consideration of any proposed New Jersey-specific metric change(s).
3. The CWG is encouraged to submit proposed metric change(s) to the New York Carrier Working Group for its consideration. Thereafter, the proposed changes should be presented to the Board in accordance with the existing Consensus Decision and Nonconsensus Decision process contained in the NJ Guidelines.

Appendix R

New York Carrier Working Group

Statement of Purpose & Guidelines for Participation

Reviewing and revising Case 97-C-0139 Carrier-to-Carrier guidelines for performance metrics in the state of New York is primary purpose of this group. Carrier Working Group will address only those issues that pertain to the state of New York or are common to New York and other states.

Party participation in the Carrier Working Group is limited to ILECs, CLECs, Commission staffs, and Consultants sponsored by any of the preceding entities. Active participants are requested to acknowledge their understanding of the Guidelines for Participation by providing their signature at the bottom of this document.

While parties understand that consensus does not mean unanimous approval, the group recognizes that it has historically operated most effectively by modifying resolutions of issues to the maximum extent possible to achieve unanimity and minimizing the number of issues left to the Commission for decision.

General Guidelines:

- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.
- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

Participant Signature

Appendix S

Projects Requiring Special Handling

Projects Requiring Special Handling

Verizon customers have the opportunity to request special handling for unique or large-volume order activity that requires a particular type of coordination which results in defined deviation from normal business practices and system edits on the part of both the customer and Verizon. This special handling is called a “project”¹⁰ and exists both on the Retail and Wholesale sides of the business. In Retail, a project could be a large POTS to Centrex or PBX conversion that would require coordination between the customer, the Verizon business office, the Verizon downstream provisioning forces (central office and field) and Verizon site support. Negotiated critical dates, times, and customized provisioning and feature packages are part of the effort. In addition to this scenario, examples of Projects requiring special handling for CLECs also include: migrations of many end users to the CLEC’s platform acquired simultaneously from either Verizon or another CLEC in a business acquisition such as a bankruptcy (however this process is described in detail in the NY PSC Case 00-C-0188 Order dated December 4, 2001 (<http://www.dps.state.ny.us/fileroom/doc10880.pdf>) and is not part of this appendix); line or feature changes to an entire CLEC customer base (for example, hundreds of thousands of changes to the PIC or LPIC or blocking of certain types of services); high volumes of hot-cuts in the same central office where special handling and communication between the CLEC and Verizon is critical; and large jobs involving a large, sensitive customer such as a hospital or government agency. This special handling/coordination is of great benefit to the customer and ensures timely installation on the negotiated due dates and accurate provisioning of requested services associated with a large request or unusual circumstances. This special handling is also of benefit to Verizon in controlling and managing potentially disrupting workflow.

To serve the CLECs in this area, each Verizon Wholesale National Market Center (NMC) has established a “project group” staffed by representatives and managers. These groups are expert in provisioning these large, complex and sensitive requests. They act as the Single Point of Contact to the CLEC and provide the CLEC a conduit for communications throughout the entire project. The project team works the project LSRs in aggregate, as opposed to random distribution throughout the general NMC representative population. This level of service can provide the CLEC specialized instruction, directions for completing LSRs, up-to-the-minute status, and can eliminate delay and re-work that might normally arise out of a query on an incorrectly filled out LSR. To that end, order information is typically organized and scrubbed to ensure accuracy. This specialized support also facilitates real time correction of facilities issues such as “working pairs” and “no dial tone” situations on a hot-cut.

To the extent that this specialized project support causes Verizon to miss certain metrics, Verizon will exclude the PONS associated with the project from specific ordering and provisioning metrics. For example, a CLEC might elect to transmit all orders for the entire project at once yet, schedule the implementation and resulting due dates at varying later times.

¹⁰ This project description does not apply to those orders that Verizon unilaterally requires a project be established (e.g. routine CLEC to CLEC migrations).

Upon agreement from both Verizon and the CLEC that the work will be handled as a project the CLEC will transmit either electronically or in writing the following information:

1. A list of PONs to be associated with the project.
2. A unique PON identifier.
3. Start date
4. Approximate completion date
5. A definition of the special handling to be required by the project and the requested deviations from standard business practices due to the project.
6. The state(s) in which the special project PONs will apply.

Verizon will exclude such PONs from specific metrics as shown in Table A. Table B lists measurements that would only be excluded if circumstances warrant. The metrics and the circumstances for exclusion are identified below. Verizon will exclude special project PONs from the results for the month if it receives a letter from the CLEC before the 15th of the month. Otherwise, the exclusion will begin in the next reporting month.

Based on the project specifications, including completion criteria, that Verizon personnel receive (or based on a copy of the CLEC project specifications forwarded by CLEC metrics personnel), Verizon will at the CLECs request alert the CLEC of potential Table B metric issues as early in the project planning as possible.

Verizon will provide the affected CLEC and the Commission staff notification of the exclusions via the metrics change control notification process. The change control notification identifies:

1. A list of the specific project PONs to be excluded from the Table B metrics (on a metric by metric basis) associated with the project along with sufficient data to justify the exclusion
2. The data months for which the exclusions will apply.

Should Verizon and the project requesting CLEC not agree on metrics to be excluded, Verizon will initiate the Wholesale Metrics Change Control and the project will proceed. Verizon and the CLEC will attempt to resolve the metrics issue on a business-to-business basis. Absent agreement, the parties will use the EDR process to resolve the issue.

Projects requiring special handling will be excluded from the following metrics as appropriate:

TABLE A

<i>Metric #</i>	<i>Metric Name</i>	<i>Circumstances for exclusion</i>
OR-1	Order Confirmation Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-1.
OR-2	Reject Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that automatically reject (flow through) will not be excluded from OR-2.
OR-7	Order Confirmation/Rejects	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-7.
PR-1 (PR-2 where it still exists)	Average Interval Offered	Special handling frequently results in longer than standard intervals. Verizon may not be able to exclude these via "X" coding per normal process. A PON specific exclusion may be redundant, but will ensure that the longer interval is excluded.
PR-3	Completed within Specified number of Days	Special handling frequently results in longer than standard intervals

Projects requiring special handling will be excluded from the following metrics if circumstances warrant. This will be determined on a case-by-case basis and/or at the CLEC's request when the project is being negotiated. Verizon will notify the CLEC of the metric exclusion through the Metrics Change Control process.

TABLE B

<i>Metric #</i>	<i>Metric Name</i>	<i>Circumstances for exclusion</i>
OR-4	Timeliness of Completion Notification	If the nature of the project or unique circumstances of the account will cause fall out for Post Completion Discrepancy (PCD), orders will be excluded from relevant metrics. For example, if a CLEC knows that it is providing incorrect address information, and requests that the LSRs not be rejected, the order will fall out for correction as a PCD.
OR-5	Percent Flow Through	An order that would in normal circumstances flow through, but does not because manual handling is required for the special project would be excluded
PR-6	Installation Quality	In situations where testing or cooperative testing can not occur through the normal process

Appendix T

Provisioning Cooperative Continuity Testing – UNE 2-Wire xDSL Loop

After completing the installation of a UNE 2-Wire xDSL Loop, the Verizon field technician will contact any CLEC that chooses to perform a cooperative continuity test. The CLEC indicates they elect to participate in cooperative testing by noting the CLEC's toll-free number on the LSR submitted to Verizon. The participating CLEC must provide a toll-free number and have remote test access capabilities.

The Verizon technician will test with the CLEC from the customer's demarcation point. . Once the Loop is accepted by the CLEC, the CLEC must provide a serial number to the Verizon technician. The Verizon technician will wait (i.e., hold) no longer than five (5)-minutes to begin the test.

If the CLEC remote test system is inoperative, or if the Verizon technician cannot complete the test for any reason, Verizon's Provisioning Center will contact the CLEC when the work is completed to provide the demarcation information to the CLEC, and permit the CLEC to perform a one-way test on the Loop to verify it meets service requirements. The CLEC may accept the Loop, or may indicate to the Verizon Provisioning Center that there is a defect. The CLEC shall specify the defect if one is encountered, and Verizon will take corrective action where possible (e.g., Verizon can take corrective action because the 2-Wire xDSL Loop is within the specified technical 2-Wire xDSL Loop parameters).

Maryland Appendix U

Interconnection Trunks Provided Over Loop Transport Facilities

**Exception-Waiver
Interconnection Trunks Provided Over Loop Transport Facilities**

Verizon may file a petition for an exception or waiver in connection with interconnection trunks¹¹ that are provided over loop transport facilities.¹² If Verizon fails to meet a performance standard as a result of its performance in connection with interconnection trunks that are provided over loop transport facilities, Verizon may petition the Commission for an exclusion or adjustment of Verizon's performance results in connection with such interconnection trunks. In the petition, Verizon shall demonstrate why its performance in connection with interconnection trunks that are provided over loop transport facilities should be excluded or adjusted.¹³ CLECs and other interested parties shall be given an opportunity to respond to any Verizon MD petition for an exception or waiver. The Commission will determine which, if any, of the performance results should be excluded or adjusted.

¹¹ As used in this paragraph, "interconnection trunks" include, but are not limited to, "Interconnection Trunks," "Interconnection Trunks (CLEC)," "CLEC Trunks" and "VZ Inbound Augment Trunks."

¹² See, *In the Matter of the Review By the Commission Into Verizon Maryland Inc.'s Compliance with the Conditions of 47 U.S.C. §271(c)*, Case No. 8921, Letter of December 16, 2002, from the Maryland Public Service Commission to William R. Roberts, President, Verizon Maryland Inc., Para. 5, "Entrance Facilities."

¹³ The measurements affected by loop transport interconnection include, but are not limited to, measurements under the following metrics: PR-1, PR-4, PR-6, MR-2, MR-4, MR-5 and NP-1.

Maryland Exhibit 1

ADDITIONAL PROVISIONS

Reporting Date. Performance Measurement Reports will be distributed on the 25th day of the month following the measured month for CLEC Aggregate Reports, and the 27th day of the month following the measured month for CLEC Specific Reports (or, if the 25th or 27th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

Virginia Exhibit 1

ADDITIONAL PROVISIONS

1. **Reporting Date.** Performance Measurement Reports will be distributed on the 27th day of the month following the reporting month for Aggregate CLEC and Aggregate Affiliate Reports, and the 29th day of the month following the reporting month for CLEC Specific Reports (or, if the 27th or 29th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

West Virginia Exhibit 1

ADDITIONAL PROVISIONS

1. Reporting Date. Performance Measurement Reports will be distributed on the 27th day of the month following the reporting month for Aggregate CLEC and Aggregate Affiliate Reports, and the 29th day of the month following the reporting month for CLEC Specific Reports (or, if the 27th or 29th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

New Jersey Exhibit 1

1. **Interpretation.** These Carrier-to-Carrier Guidelines (Guidelines) are intended to implement the order of the Board (In The Matter of the Establishment of Permanent Performance Measures and Standards, Docket Nos. TX98010010, TX95120631, TO96070519, TO98010035 and TO98060343 ("Order") (as amended from time-to-time), and other applicable orders of the Board. The Guidelines shall be construed and implemented so as to be consistent with and implement the Order and other applicable orders of the Board.
2. **Changes.** The Board may modify the Guidelines by Order, including, but not limited to, in order to conform the Guidelines to changes in Verizon's systems and processes.
3. **Skewed Data.** As determined by the Board, Verizon shall not be responsible for a failure to meet a performance standard, to the extent such failure was the result of: (a) a Force Majeure event; (b) a statistically invalid measurement; or, (c) Event Driven Clustering, Location Driven Clustering, Time Driven Clustering, or CLEC Actions, as described in Appendix J.

Force Majeure events include the following: (a) events or causes beyond the reasonable control of Verizon; or, (b) unusually severe weather conditions, earthquake, fire, explosion, flood, epidemic, war, revolution, civil disturbances, acts of public enemies, any law, order, regulation, ordinance or requirement of any governmental or legal body, strikes, labor slowdowns, picketing or boycotts, unavailability of equipment, parts or repairs thereof, or any acts of God.

If Verizon claims that it is excused under Exhibit I Section 3 from meeting a performance standard due to a Force Majeure event, Verizon will submit notice to the Board and all affected CLECs within 5 business days of the event. If any interested party wishes to dispute Verizon's claim, it must do so within thirty (30) calendar days after the monthly report is submitted to the Board, that party shall request that the Board institute an appropriate proceeding to resolve the dispute. If it is determined that no Force Majeure event existed, Verizon must pay the remedy with interest associated with the failure to meet the performance standard for that reporting period.

If at the time of the reporting period the specified performance standard was not met, Verizon will pay the appropriate remedy into an interest bearing escrow account. If no party disputes Bell's claim of a Force Majeure event within 30 days of the monthly report, the escrowed funds revert back to Verizon.

4. Confidentiality.

(a) Verizon Information:

- (1) As used in this Section 4(a), the following terms have the meanings stated below:
 - (A) "Verizon Information:" (1) information contained in the report for Verizon Retail performance; (2) information contained in the report for Verizon Affiliate Aggregate performance; and, (3) any other information about or related to Verizon retail customers or Verizon Affiliates, disclosed to a CLEC in conjunction with the Guidelines.
 - (B) "Agent:" (1) an employee, agent, contractor or affiliate¹⁴ of a CLEC; and, (2) an employee of an agent, contractor or affiliate of a CLEC.
- (2) A CLEC may disclose Verizon Information to other persons only as follows: (1) to CLEC Agents who need to receive the Verizon Information for a use permitted by this Section 4(a); (2) to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreements, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between Verizon and the CLEC. A CLEC may use Verizon Information only for the following purposes: (1) assessment of Verizon's performance in providing service; (2) assessment of Verizon's performance in complying with these Guidelines; (3) enforcement of the CLEC's rights under the Guidelines, an applicable agreement or tariff, or applicable law; (4) such other uses as may be required by applicable law or permitted by the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, including, but not limited to, reporting to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (5) such other uses as may be required or permitted by an agreement between Verizon and the CLEC. A CLEC's Agents shall be bound by the same restrictions on disclosure and use of Verizon Information as the CLEC is under this Section 4(a) and the CLEC shall require its Agents to comply with these restrictions.
- (3) Except as otherwise expressly required by applicable law, in providing performance reports to a CLEC and otherwise performing its obligations under the Guidelines, Verizon shall not be obligated, and may decline, to disclose to a CLEC any individually identifiable information pertaining to a person other than the CLEC, including, but not limited to, any other carrier customer of Verizon or any retail customer of Verizon.

¹⁴ As used in this Section 4(a) definition of Agent," an "affiliate of a CLEC" is a person that (directly or indirectly) controls, is controlled by, or is under common control with, the CLEC.

(b) CLEC Information

(1) As used in this Section 4(b), the following terms have the meanings stated below:

(A) "CLEC Information:" information disclosed by Verizon to a CLEC in a report for CLEC Specific performance for that CLEC, while such information is in a CLEC individually identifiable form.

(B) "Agent:" (1) an employee, agent, contractor or affiliate¹⁵ of Verizon; and, (2) an employee of an agent, contractor or affiliate of Verizon.

(2) Verizon may disclose CLEC Information to other person only as follows: (1) to Verizon's Agents who need to receive the CLEC Information for a use permitted by this Section 4(b); (2) to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreement, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between Verizon and the CLEC. Verizon may use CLEC Information only for the following purposes: (1) performing its obligations under the Guidelines; (2) assessment of Verizon's performance in providing service; (3) assessment of Verizon's performance in complying with these Guidelines; (4) enforcement of Verizon's rights under the Guidelines, an applicable agreement or tariff, or applicable law; (5) provision of service to CLECs; (6) such other uses as may be required by applicable law or permitted by the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator including, but not limited to, reporting to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (7) such other uses as may be required or permitted by an agreement between Verizon and the CLEC. Verizon's Agents shall be bound by the same restrictions on disclosure and use of CLEC Information as Verizon is under this Section 4(b) and Verizon shall require its Agents to comply with these restrictions.

(c) Exceptions

The restrictions on disclosure and use of Verizon Information and CLEC Information stated in Sections 4(a) and 4(b), above shall not apply:

(1) With regard to Verizon Information, if Verizon makes the Verizon Information publicly available; and,

(2) With regard to CLEC Information, if the CLEC makes the CLEC Information publicly available.

¹⁵ As used in the Section 4(b) definition of "Agent," an "affiliate of Verizon" is a person that (directly or indirectly) controls, is controlled by, or is under control with, Verizon.

- (d) This Section 4 is intended to be in addition to and not in derogation of any applicable law protecting the confidentiality of the information of a telecommunications carrier or the customers or users of a telecommunications carrier. This Section 4 shall not be construed as permitting any disclosure or use of information otherwise prohibited by applicable law.
5. **Reporting Date.** Performance Measurement Reports will be distributed on the 25th day of the month following the reporting month (or, if the 25th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).
6. **CLEC General Obligations.** CLECs shall comply with all of the obligations imposed upon them by the Guidelines, including, but not limited to, the obligation to provide timely, accurate forecasts for interconnection trunks (both “CLEC to Verizon” and “Verizon to CLEC”) and collocation.