VERIZON MASSACHUSETTS

APPENDIX A

[Effective Date]

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Note: **BOLD** indicates Critical Measure

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

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

	Total Weights For Resale MOE	263

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

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

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

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

	Total Weights For UNE Loop MOE	181

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

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

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

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

MR-4-07	% Out of Service > 12 Hours - Line Share/Split	10
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split	10

	Total Weights For DSL MOE	291

2. Mode of Entry: Dollars At Risk – $39,680,000

	Resale	UNE-Platform	UNE-Loop	Trunks	DSL
Monthly	$220,444	$1,984,000	$440,889	$220,444	$440,889
Annual	$2,645,333	$23,808,000	$5,290,667	$2,645,333	$5,290,667

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale

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

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

Table A-3-4: Interconnection Trunks

Table A-3-5: DSL

Table A-3-1: Resale

?? Maximum of $ 2,645,333 per year
?? Maximum Credit Performance Score "X" = -0.67000
?? Minimum threshold = -0.24715
?? Mid-point between minimum and maximum = -0.45858

Score Range		Monthly Dollars:
<	**And** ?	
	-0.24715	$0
-0.24715	-0.26941	$44,089
-0.26941	-0.29166	$53,371
-0.29166	-0.31392	$62,653
-0.31392	-0.33617	$71,935
-0.33617	-0.35843	$81,217
-0.35843	-0.38068	$90,498
-0.38068	-0.40294	$99,780
-0.40294	-0.42519	$109,062
-0.42519	-0.44745	$118,344
-0.44745	-0.46970	$127,626
-0.46970	-0.49196	$136,908
-0.49196	-0.51421	$146,190
-0.51421	-0.53647	$155,472
-0.53647	-0.55872	$164,753
-0.55872	-0.58098	$174,035
-0.58098	-0.60323	$183,317
-0.60323	-0.62549	$192,599
-0.62549	-0.64774	$201,881
-0.64774	-0.67000	$211,163
-0.67000		$220,444

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

?? Maximum of $ 23,808,000 per year
?? Maximum Credit Performance Score "X" = -0.67000
?? Minimum threshold = -0.25292
?? Mid-point between minimum and maximum = -0.46146

Score Range		Monthly Dollars:
<	And ?	
	-0.25292	$0
-0.25292	-0.27487	$396,800
-0.27487	-0.29682	$480,337
-0.29682	-0.31877	$563,874
-0.31877	-0.34073	$647,411
-0.34073	-0.36268	$730,947
-0.36268	-0.38463	$814,484
-0.38463	-0.40658	$898,021
-0.40658	-0.42853	$981,558
-0.42853	-0.45048	$1,065,095
-0.45048	-0.47244	$1,148,632
-0.47244	-0.49439	$1,232,168
-0.49439	-0.51634	$1,315,705
-0.51634	-0.53829	$1,399,242
-0.53829	-0.56024	$1,482,779
-0.56024	-0.58219	$1,566,316
-0.58219	-0.60415	$1,649,853
-0.60415	-0.62610	$1,733,389
-0.62610	-0.64805	$1,816,926
-0.64805	-0.67000	$1,900,463
-0.67000		$1,984,000

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

?? Maximum of $ 5,290,667 per year
?? Maximum Credit Performance Score "X" = -0.67000
?? Minimum threshold = -0.24862
?? Mid-point between minimum and maximum = -0.45931

Score Range		**Monthly Dollars:**
<	**And** ?	
	-0.24862	$0
-0.24862	-0.27080	$88,178
-0.27080	-0.29298	$106,742
-0.29298	-0.31515	$125,305
-0.31515	-0.33733	$143,869
-0.33733	-0.35951	$162,433
-0.35951	-0.38169	$180,996
-0.38169	-0.40387	$199,560
-0.40387	-0.42604	$218,124
-0.42604	-0.44822	$236,688
-0.44822	-0.47040	$255,251
-0.47040	-0.49258	$273,815
-0.49258	-0.51475	$292,379
-0.51475	-0.53693	$310,943
-0.53693	-0.55911	$329,506
-0.55911	-0.58129	$348,070
-0.58129	-0.60347	$366,634
-0.60347	-0.62564	$385,198
-0.62564	-0.64782	$403,761
-0.64782	-0.67000	$422,325
-0.67000		$440,889

Table A-3-4: Interconnection Trunks

?? Maximum of $ 2,645,333 per year
?? Maximum Credit Performance Score "X" = -1.00000
?? Minimum threshold = -0.21429
?? Mid-point between minimum and maximum = -0.60715

Score Range		Monthly Dollars:
<	And ?	
	-0.21429	$0
-0.21429	-0.27473	$44,089
-0.27473	-0.33517	$57,655
-0.33517	-0.39561	$71,221
-0.39561	-0.45605	$84,787
-0.45605	-0.51649	$98,352
-0.51649	-0.57693	$111,918
-0.57693	-0.63736	$125,484
-0.63736	-0.69780	$139,050
-0.69780	-0.75824	$152,616
-0.75824	-0.81868	$166,181
-0.81868	-0.87912	$179,747
-0.87912	-0.93956	$193,313
-0.93956	-1.00000	$206,879
-1.00000		$220,445

Table A-3-5: DSL

?? Maximum of $ 5,290,667 per year
?? Maximum Credit Performance Score "X" = -0.67000
?? Minimum threshold = -0.23024
?? Mid-point between minimum and maximum = -0.45012

Score Range		Monthly Dollars:
<	And ?	
	-0.23024	$0
-0.23024	-0.25339	$88,178
-0.25339	-0.27653	$106,742
-0.27653	-0.29968	$125,305
-0.29968	-0.32282	$143,869
-0.32282	-0.34597	$162,433
-0.34597	-0.36911	$180,996
-0.36911	-0.39226	$199,560
-0.39226	-0.41540	$218,124
-0.41540	-0.43855	$236,688
-0.43855	-0.46169	$255,251
-0.46169	-0.48484	$273,815
-0.48484	-0.50798	$292,379
-0.50798	-0.53113	$310,943
-0.53113	-0.55427	$329,506
-0.55427	-0.57742	$348,070
-0.57742	-0.60056	$366,634
-0.60056	-0.62371	$385,198
-0.62371	-0.64685	$403,761
-0.64685	-0.67000	$422,325
-0.67000		$440,889

APPENDIX B

[Effective Date]

Critical Measures Table B-1

		CRITICAL MEASURES	UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
		PRE-ORDERING								
1		**OSS Interface**	**$495,928**	**$141,064**	**$110,206**	**$110,206**				**$857,404**
	PO-1-06	Mechanized Loop Qualification - EDI				36,735				
	PO-1-06	Mechanized Loop Qualification - CORBA				36,735				
	PO-1-06	Mechanized Loop Qualification - Web GUI				36,735				
	PO-2-02	OSS Interface Availability - Prime - EDI	165,309	47,021	55,103					
	PO-2-02	OSS Interface Availability - Prime - CORBA	165,309	47,021						
	PO-2-02	OSS Interface Availability - Prime - Web GUI	165,309	47,021	55,103					
		ORDERING								
2		**% On Time Ordering Notification**	**$495,928**	**$141,064**	**$110,206**	**$110,206**	**$105,798**	**$21,562**		**$984,765**
	OR-1-02	% On Time LSRC -Flow Through	330,619	117,553	73,471					
	OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl				12,245				
	OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-2W xDSL Loops				30,613				
	OR-1-04	%OT LSRC-No Fac Ck(E -No FT)-Ln Share/Split				30,613				
	OR-1-12	% On Time FOC					26,449			
	OR-1-13	% On Time Design Layout Record					52,899			
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					26,449			
	OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT)-2Wdig-UNE/Rsl				12,245				
	OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT)-2W xDSL Loops				12,245				
	OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT) -Ln Share/Split				12,245				
	OR-4-16	% On Time PCN - 1 Bus. Day	165,309	23,511	36,735					
	OR-1-04	%OT LSRC-No Fac Ck(E-No FT)-All Spcls-UNE/Rsl						7,187		
	OR-1-06	%OT LSRC/ASRC-Fac Ck(E-No FT)-All Spcls-UNE/Rsl						7,187		
	OR-2-04	%OT LSR Rej-No Fac Ck(E-No FT)-UNE/Resale						3,594		
	OR-2-06	%OT LSR/ASR Rej-Fac Ck (Elec) –UNE/Resale						3,594		
		PROVISIONING								
3		**Installation Performance**	**$495,928**	**$141,064**	**$110,206**	**$110,206**	**$105,798**	**$81,936**		**$1,045,138**
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	41,327		8,477					
	PR-4-02	Average Delay Days - Total	123,982	20,152	25,432					
	PR-4-02	Average Delay Days - Total - 2W Digital				2,656				
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				13,278				
	PR-4-02	Average Delay Days -Total -Line Share/Split				13,278				
	PR-4-04	% Missed Appointments –Dispatch	82,655	80,608	16,955					
	PR-4-04	% Missed Appts - Disp - 2W Digital UNE/Resale				2,656				
	PR-4-04	% Missed Appts - Disp - Line Share/Split				6,639				
	PR-4-05	% Missed Appointments - No Dispatch	165,309		33,910					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				2,656				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				13,278				
	PR-4-14	% Completed On Time - 2W xDSL Loops				13,278				
	PR-4-15	% On Time Provisioning – Trunks					70,532			
	PR-6-01	% Installation Troubles w/in 30 Days	82,655	40,304	25,432		35,266			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				2,656				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				19,917				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				19,917				
	PR-4-01	% Missed Appointment -VZ -DSO –UNE/Resale						3,594		

	PR-4-01	% Missed Appointmment - VZ - DS1 - UNE/Resale						3,594		
	PR-4-01	% Missed Appointmment - VZ - DS3 - UNE/Resale						3,594		
	PR-4-01	% Missed Appointmment - VZ - Other - UNE/Resale						3,594		
	PR-4-02	Average Delay Days - Total - UNE/Resale						3,594		
	PR-5-01	% Missed Appointment - Facilities – UNE/Resale						14,375		
	PR-5-02	% Orders Held for Facilities > 15 days - UNE/Resale						14,375		
	PR-6-01	% Installation Troubles within 30 days - UNE/Resale						7,187		
	PR-8-01	Open Orders in Hold Status>30 Days-UNE/Resale						3,594		
	PR-4-01	% Missed Appointment - VZ - Total - EEL						7,187		
	PR-4-02	Average Delay Days - Total – EEL						3,594		
	PR-8-01	Open Orders in a Hold Status >30 Days - EEL						1,437		
	PR-4-01	% Missed Appointment - VZ - Total - IOF						7,187		
	PR-4-02	Average Delay Days - IOF						3,594		
	PR-8-01	Open Orders in a Hold Status >30 Days - IOF						1,437		
4	PR-4-07	**% On Time Performance - LNP**					**$105,798**			**$105,798**
5		**Hot Cut Performance**		**$141,064**						**$141,064**
	PR-6-02	% Installation Troubles within 7 days - Hot Cut								
	PR-9-01	% On Time Performance - Hot Cut								
		MAINTENANCE								
6		**Maintenace Performance**	**$ 495,928**	**$141,064**	**$110,206**	**$110,206**	**$105,798**	**$28,749**		**$991,952**
	MR-3-01	% Missed Repair Appointments - Loop - Bus.	123,982		27,552					
	MR-3-01	% Missed Repair Appointments - Loop - Res.	123,982		27,552					
	MR-3-01	% Missed Repair Appointments - Loop		56,426						
	MR-3-01	% Missed Repr Appt - Loop-2W Digtl-UNE/Resale				4,792				
	MR-3-01	% Missed Repr Appt - Loop - 2W xDSL Loops				11,979				
	MR-3-01	% Missed Repair Appoint - Loop - Line Share/Split				11,979				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				4,792				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				11,979				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours - Line Share/Split				11,979				
	MR-4-08	% Out of Service >24Hrs. - Bus.	61,991		13,776		35,266			
	MR-4-08	% Out of Service >24Hrs. - Res.	61,991		13,776					
	MR-4-08	% Out of Service >24Hrs. - Total		28,213						
	MR-5-01	% Repeat Reports within 30 Days	123,982	56,426	27,552		70,532			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				4,792				
	MR-5-01	% Repeat Reports w/in 30 Days - 2W xDSL Loops				23,958				
	MR-5-01	% Repeat Reports w/in 30 Days - Line Share/Split				23,958				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 - UNE/Resale						3,594		
	MR-4-01	Mean Time to Repair - DS1 & DS3 - UNE/Resale						3,594		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 - UNE/Resale						3,594		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 - UNE/Resale						3,594		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale						3,594		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale						3,594		
	MR-5-01	% Repeat Reports w/in 30 days - UNE/Resale						7,187		
		NETWORK PERFORMANCE								
7	NP-1-04	**Final Trunk Groups Blocked**					**$105,798**			**$105,798**
		NETWORK PERFORMANCE								
8		**Collocation**							**$88,165**	**$88,165**
	NP-2-01/2	% OT Response to Request for Collocation - Total								

									39,011	
	NP-2-05/6	% On Time - Physical Collocation - Total							45,253	
	NP-2-07/8	Average Delay Days - Total							3,901	
		RESOLUTION PROCESS								
9		**Resolution Process**							**$44,083**	**$44,083**
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							24,509	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							9,804	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days							919	
	BI-3-05	%CLEC Billng Claims Rslvd w/in 28 Cal. Days after Ack.							8,850	
		Month Total	**$1,983,712**	**$705,320**	**$440,825**	**$440,825**	**$528,990**	**$132,248**	**$132,248**	**$4,364,167**
		Annual Total	**$23,804,545**	**$8,,463,838**	**$5,289,899**	**$5,289,899**	**$6,347,879**	**$1,586,970**	**$ 1,586,970**	**$52,370,000**

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

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

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

Critical Measures Table B-2

Weights for Network Performance, Resolution Timeliness and Specials

Network Performance Maximum of $1,057,980 at risk annually (1/12 in each month)		Weight
NP-2-01/2	% OT Response to Request for Collocation – Total	5
NP-2-05/6	% On Time - Physical Collocation – Total	20
NP-2-07/8	Average Delay Days – Total	10
	Total	35

Resolution Timeliness Maximum of $528,990 at risk annually (1/12 in each month)		Weight
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	5
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	2
BI-3-04	% CLEC Billing Claims Acknowledged within Two Business Days	2
BI-3-05	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	20
	Total	29

Specials Maximum of $1,586,970 at risk annually (1/12 in each month)		Weight
	Ordering	
OR-1-04	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	10
OR-1-06	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	10
OR-2-04	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	5
OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	5
	Provisioning	
PR-4-01	% Missed Appointment -VZ -DSO -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -DS1 -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -DS3 -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -Other -UNE/Resale	5
PR-4-02	Average Delay Days - Total -UNE/Resale	5
PR-5-01	% Missed Appointment - Facilities -UNE/Resale	20
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	20
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	10
PR-8-01	Open Orders in a Hold Status > 30 Days -UNE/Resale	5
PR-4-01-3510	% Missed Appointment - VZ - Total – EEL	10
PR-4-02-3510	Average Delay Days - Total – EEL	5
PR-8-01-3510	Open Orders in a Hold Status >30 Days –EEL	2
PR-4-01-3530	% Missed Appointment - VZ - Total – IOF	10
PR-4-02-3530	Average Delay Days – IOF	5
PR-8-01-3530	Open Orders in a Hold Status >30 Days –IOF	2
	Maintenance & Repair	
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5
MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-08	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	5
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	5
MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale	10

	Total	184

APPENDIX C

[Effective Date]

Performance Scores for Measures with Absolute Standards:

Table C-1

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 [1]	OSS Response Time Measures Excluding WEB GUI	? 4 second difference	> 4 and ? 6 second difference	> 6 second difference
PO-1[2]	OSS Response Time Measures for WEB GUI	? 7 second difference	> 7 and ? 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	? 99.5%	? 98 and < 99.5%	< 98%
See Table [3]	Metrics with 95% standards	? 95%	? 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	? 80%	? 75 and < 80%	< 75%
OR-4-11	% Completed Orders with Neither a PCN or BCN Sent	?0.25%	>0.25% and ? 1%	>1%
OR-10-02	% PON Exceptions Resolved w/in 10 Business Days	? 99%	? 94 and < 99%	< 94%
PR-4-04	% Missed Appointment - VZ – Dispatch - 2 Wire xDSL	? 5%	> 5% and ?10%	> 10%
PR-6-02	Installation Troubles within 7 Days – Hot Cuts	? 2%	> 2% and ?3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days- Total	? 6 Days	> 6 and ? 15 Days	> 15 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

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

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

[3] The list of Metrics with a 95% Standard appears in Table C-2.

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

Table C-2: Performance Metrics with 95% Performance Standard:

PO	**Pre-Ordering**
8-01	Average Response Time – Manual Loop Qualification
8-02	Average Response Time – Engineering Record Response
OR	**Ordering**
1-02	% On Time LSRC - Flow Through - POTS/Pre-qualified Complex – 2hrs
1-02	% On Time LSRC - Flow Through – Platform – 2hrs
1-02	% On Time LSRC - Flow Through – Loop/Pre-qualified – 2hrs
1-04	% OT LSRC- No Facility Check (Elec.-No Flow Through) - POTS/ Pre-qualified Complex
1-04	% OT LSRC/ASRC - No Facility Check (Elec.-No Flow Through) – Platform
1-04	% OT LSRC/ASRC - No Facility Check (Elec.-No Flow Through) – Loop/LNP
1-04	% OT LSRC/ASRC- No Facility Check (Elec.-No Flow Through) - Specials
1-04	% OT LSRC/ASRC- No Facility Check (Elec.-No Flow Through) - 2 Wire Digital – UNE/Resale
1-04	% OT LSRC/ASRC- No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL Loops
1-04	% OT LSRC/ASRC - No Facility Check (Elec.-No Flow Through) - Line Share/Line Split
1-06	% On Time LSRC/ASRC– Facility Check (Electronic-No Flow Through) – POTS/Pre-qualified Complex
1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – Platform
1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – Loop/LNP
1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – Specials
1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – 2 Wire Digital– UNE/Resale
1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – 2 Wire xDSL Loops
1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – Line Share/Line Split
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
1-19	% On Time Response - Request for Inbound Augment (<=192)
2-12	% On Time Trunk ASR Reject
2-02	% On Time LSR Reject - Flow Through – POTS/Pre-qualified Complex
2-02	% On Time LSR Reject - Flow Through – Platform
2-02	% On Time LSR Reject - Flow Through – Loop/Pre-qualified
2-04	% OT LSR/ASR Rej.- No Facility Check (Elec.-No Flow Through) – POTS/Pre-qualified Complex
2-04	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) Platform
2-04	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) Loop/LNP
2-04	% OT LSR/ASR Rej.- No Facility Check (Elec.-No Flow Through) – Specials
2-04	% OT LSR/ASR Rej.- No Facility Check (Elec.-No Flow Through) - 2 Wire Digital - UNE/Resale
2-04	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL Loops
2-04	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) - Line Share/Line Split
2-06	% On Time LSR/ASR Reject - No Facility Check (Electronic-No Flow Through) – POTS/ Pre-qualified Complex

2-06	% On Time LSR/ASR Reject - Facility Check (Electronic-No Flow Through) – Platform
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic-No Flow Through) – Loop/LNP
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic-No Flow Through) – Specials
2-06	% On Time LSR/ASR Reject- Facility Check (Electronic-No Flow Through) - 2 Wire Digital – UNE/Resale
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic-No Flow Through) - 2 Wire xDSL Loops
2-06	% On Time LSR/ASR Reject- Facility Check (Electronic-No Flow Through) - Line Share/Line Split
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
4-16	% On time PCN – 1 Business Day
4-17	% On time BCN – 2 Business Days
10-01	% PON Exceptions Resolved w/in 3 Business Days
5-03	% Flow Through Achieved - POTS
6-03	% Accuracy - LSRC – POTS
6-03	% Accuracy - LSRC - Platform
6-03	% Accuracy - LSRC - Loop

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

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

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

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

A. Allowable Misses:

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

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

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

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

0 misses is a "0" performance score
1 miss is a zero weight with no performance score
2 misses is a "-1" performance score
more than 2 misses is a "-2" performance score

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

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

0 misses is a "0" performance score
1 miss is a zero weight with no performance score
2 misses is a "-1" performance score
more than 2 misses is a "-2" performance score

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

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

B. CLEC Exception Process

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

Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

[Effective Date]

STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon MA (Incumbent LEC). Verizon MA may be required to use statistical methodologies as a means to determine if "parity" exists, or if the performance for competitive local exchange carriers (CLECs) is equivalent to the performance for Verizon MA. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon MA will use the "modified t statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group) for measured variables. For the evaluation of parity metrics involving counted variables, the permutation test, also known as Fisher's exact test, will be used. The specific definitions and formulas are detailed below:[4]

Definitions and Formulas:

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

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

$\bar{X}$ denotes the average performance or mean of the sample
S denotes the standard deviation
n denotes the sample size
p denotes the proportion of failed performance, for percentages 10% translates to a 0.10 proportion

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

A statistical score below –1.645 is associated with a 5% percent or less chance that the performance for the CLEC will be incorrectly judged as being inferior to the Verizon MA, when, in fact, the performance for the CLEC is superior (Type I error). Note: For the purposes of the statistical evaluation of measured variable sample sizes of 30 or more, the standard normal Z distribution is used as reasonably approximating Student's t distribution.

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

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

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

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

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

B. Sample Size Requirements:

SMALL SAMPLE SIZE

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

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

If there are only 6 of one group (Verizon MA or CLEC), the other must be at least 30.
If there are only 7 of one, the other must be at least 18.
If there are only 8 of one, the other must be at least 14.
If there are only 9 of one, the other must be at least 12.
Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.

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

MEASURED VARIABLES WITH SAMPLE SIZE LESS THAN 30

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

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

a.) If the performance is worse for the CLEC than for Verizon MA , Verizon MA may use the LCUG t score until such time as a permutation test can be run in an automated fashion. Once the permutation test can be run in an automated fashion, it should be performed for all measured variable statistical tests having a sample size of less than 30.

b.) If the LCUG t score indicates an "out of parity" result, Verizon MA will run the permutation test.

c.) If the permutation test shows an "out of parity" condition, Verizon MA may perform a root cause analysis to determine cause, or may be required by the Department to perform a root cause analysis. If the cause is the result of "clustering" within the data, Verizon MA will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles

and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including Verizon MA's troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon MA will identify such behavior and work with the respective CLEC on corrective action.

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

START
Collect Inputs

?

Incumbent Proportion (incprop)	CLEC Proportion (clecprop)	Incumbent Total Obs (inctotal))	CLEC Total Obs (clectotal

?

Calculate: CLEC Failures (clecfail)
Incumbent Failures (incfail)
Total Failures (totfail)
Combined Total Observations (tottotal)
Total Proportion (totprop)

Note: If metric is one where a higher percentage is better, the number of failures is calculated as one minus the proportion multiplied by the number of observations instead of reported proportion x number of observations.

?

Statistical tests of parity should be performed 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 ok for statistical evaluation. A parity metric comparison that does not meet the above sample size criteria may be taken to the Carrier Working Group for further evaluation.

?

Set "cumulative probability total" cell entry to 0

?

Loop: For i = max(0, [totfail + clectotal - tottotal]) to (clecfail - 1):

Use the natural logarithm of the gamma function to calculate the probability of getting exactly i failures in a sample the size of the CLEC total given the combined total failures and the combined total number of observations.

i.e. = exp[ln gamma(totfail+1)
+ln gamma(tottotal-totfail+1)
+ln gamma(tottotal-clectotal+1)
+ln gamma(clectotal+1)
-ln gamma(i+1)
-ln gamma(totfail-i+1)
-ln gamma(tottotal+i-totfail-clectotal+1)
-ln gamma(clectotal-i+1)

-ln gamma(tottotal+1)]
Add this probability to the entry in the "cumulative probability total" cell.

?

The probability for the metric comparison is based upon the cumulative probability that exists in the "cumulative probability total" cell at the end of looping.

?

Determine the C2C Report "Statistical Score Equivalent" as the standard normal Z score that has the same probability as one minus the probability in the "cumulative probability total" cell.

C. Verizon Exceptions Process:

1. 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 is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon MA will have the right to file an exception to the performance scores in the Performance Assurance Plan if the following events occur:

a. **Event Driven Clustering - Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon MA may provide data demonstrating that all troubles within that failure, including Verizon MA troubles were resolved in an equivalent manner. Then, Verizon MA also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon MA and the remaining troubles will be compared according to normal statistical methodologies.

b. **Location Driven Clustering - Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and

resulting delay days were due to an individual location with a significant facility problem, Verizon MA will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon MA will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. **Time Driven Clustering- Single Day Events:** If a significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon MA will provide the data demonstrating the activity is on that day. Verizon MA will compare that single day's performance for the CLEC to Verizon MA's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

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

documentation of the events and communication to the individual CLEC and the Commission.

2. Documentation:

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

3. Timeline for Exceptions Process:

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

Action	**Date**
January Performance Reports	February 25th
Verizon Files Exceptions on January Performance	March 15th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 1st
Department Issues Ruling on Exceptions	April 15th
February Performance Reports	March 25th
March Performance Reports	April 25th
Credits Processed for January Performance	By May 1st

APPENDIX E

[Effective Date]

Mode of Entry Bill Credit Mechanism

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

1. For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).[5]

2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

Statistical Score	**Performance Score**
? **-1.645**	-2
? **-0.8225 and > -1.645**	-1
> -0.8225	0

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

		Average Delay Day Measures		**% Missed Appointment or %Complete On-Time Measures**
Resale	PR-4-02	Average Delay Days - Total – POTS	PR-4-04 PR-4-05	% Missed Appointment - VZ - Dispatch – POTS % Missed Appointment - VZ – No Dispatch - POTS
UNE - Platform	PR-4-02	Average Delay Days - Total – POTS	PR-4-04 PR-4-05	% Missed Appointment - VZ - Dispatch – Platform % Missed Appointment - VZ – No Dispatch - Platform
UNE – Loop	PR-4-02	Average Delay Days - Total – POTS	PR-4-04	% Missed Appointment - VZ - Dispatch - Loop-New
2 Wire Digital	PR-4-02	Average Delay Days -Total -2W Digital -UNE/Resale	PR-4-04 PR-4-05	% Missed Appointment -Dispatch -2W Digital -UNE/Resale % Missed Appointment –No Dispatch -2W Digital -UNE/Resale
2Wire DSL	PR-4-02	Average Delay Days -Total -2W xDSL Loops	PR-4-14	% Completed On Time -2W xDSL Loops
Line Share/Split	PR-4-02	Average Delay Days -Total -Line Share/Split	PR-4-04 PR-4-05	% Missed Appointment -Dispatch -Line Share/Split % Missed Appointment –No Dispatch -Line Share/Split
Collocation	NP-2-07/8	Average Delay Days - Total	NP-2-05/6	% On Time - Physical Collocat ion - Total

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See* Appendix C.)

4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.[6]

5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon MA's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

6. For example, assume the first two steps of the UNE-Platform Bill Credit Table were as follow:

Score	Mon. $	Mon. Vol.	Mon. Rate
-0.36268	$814,484	100,000	$8.14
-0.38463	$898,021	100,000	$8.98

Using the above Credit Table, if the Aggregate MOE score was -0. 3700 and a CLEC had 5,000 UNE-Platform lines (at the end of the month), it would entitled to a $40,700 Bill Credit ($8.14 X

[6] The measurement units for UNE-Platform, UNE-Loop, and Resale are lines in service. For Interconnection, it is minutes in use.

5,000 = $40,700).

7. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE-Platform, UNE-Loop, Resale and DSL MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply,. Next, determine the difference between the minimum and maximum performance scores for the MOE, in which the domain appeared. For example, the minimum score for the UNE-Platform MOE is –0.25292 and the maximum score for the UNE-Platform MOE is -0.67000, therefore, the difference is –0.41708. This figure would be multiplied by the 81.2%. This equals –0.33867. This number (-0.33867) would be added to the minimum score and would result in a domain clustering score of –0.59159. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of –0.59159 based on the Domain Clustering Rule.

APPENDIX F

[Effective Date]

Critical Measures Performance Scoring

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

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

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for -1 performance to 100% of the maximum monthly amount for -2 performance.[7] A sample table appears below for Z and t and performance scores where the maximum monthly amount for the measure is $105,798.

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

Statistical Score		Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	$0
? -0.8225	> -0.9048	-1	50%	$52,899
? -0.9048	> -0.9870	-1	55%	$58,189
? -0.9870	> -1.0693	-1	60%	$63,479
? -1.0693	> -1.1515	-1	65%	$68,769
? -1.1515	> -1.2338	-1	70%	$74,059
? -1.2338	> -1.3160	-1	75%	$79,348
? -1.3160	> -1.3983	-1	80%	$84,638
? -1.3983	> -1.4805	-1	85%	$89,928
? -1.4805	> -1.5628	-1	90%	$95,218
? -1.5628	> -1.6450	-1	95%	$100,508
? - 1.645		-2	100%	$105,798

[7] For Hot Cut Performance, if either metric is below standard, the entire critical measure is treated as below standard.

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

% Performance		Performance	Increment	Dollars
From	To	Score		
	? 95.0	0	0%	$0
< 95.0	? 94.5	-1	50%	$52,899
< 94.5	? 94.0	-1	55%	$58,189
< 94.0	? 93.5	-1	60%	$63,479
< 93.5	? 93.0	-1	65%	$68,769
< 93.0	? 92.5	-1	70%	$74,059
< 92.5	? 92.0	-1	75%	$79,348
< 92.0	? 91.5	-1	80%	$84,638
< 91.5	? 91.0	-1	85%	$89,928
< 91.0	? 90.5	-1	90%	$95,218
< 90.5	? 90.0	-1	95%	$100,508
< 90.0		-2	100%	$105,798

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

Pursuant to table F-1-1, $52,899 would be available if the aggregate Z-score equaled -0.823 and the performance score equaled –1.[9]

3. Determine which CLECs qualify for the market adjustment.

For measures where the statistical score is used, the cutoff point for qualification is Verizon MA's score on the critical measure +/- one sampling error (based upon the Verizon MA sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon MA's performance score was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

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

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

4. Calculate the individual market adjustments for qualified CLECs.

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

b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.

c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ? -1 for two consecutive months:[10]

1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less then -.8225 for Z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.

2. Determine each CLECs Bill Credit Adjustment base. The CLECs individual Z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.

3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a Z or t-score of -.8225 or less or a performance score of -1 or less. This rate is multiplied by the CLEC's qualified volume (*e.g.*, lines in services) to determine the amount to be credit to the CLEC for that critical measure.

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

APPENDIX G

[Effective Date]

APPENDIX H

[Effective Date]

Special Provisions– UNE Measures

UNE Ordering Performance Measures:

Verizon MA will provide an additional $1,058,333 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of $264,583 for each metric missing the standard will be distributed like the bill credits under Critical Measures.[11] Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC/ASRC – No Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-1-06	% On Time LSRCASRC – Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-04	% On Time LSR/ASR Reject – No Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-06	% On Time LSR/ASR Reject – Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%

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

Flow Through:

An additional $5.29 Million per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01	% Flow Through – Total – UNE	? 80%
OR-5-03	% Flow Through – Achieved – UNE	? 95%

For each measure, the UNE scores will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then one-fourth (1/4) the annual amount will be credited to all CLECs purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops. The prior three months will be examined to determine if bill credits are due.

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

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Processed				
UNE	25000	21000	22000	68000
Total % Flow Through - UNE Combined for Quarter:				73.5%
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Designed to Flow Through:				
UNE	18000	19000	18000	55000
Total % Achieved Flow Through – UNE Combined for Quarter:				90.9%

In this example, neither metric met the performance threshold, therefore, $1,322,500 would have been credited to all CLECs purchasing UNEs.

Additional Hot Cut Loop Performance Measures:

An additional $12.70 Million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01 – "% On Time - Hot Cut Loop" and PR-6-02 – "% Installation Troubles within 7 Days – Hot Cut Loop."[12] If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

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

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop[13]	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	? 3.00%	? 4.00%

Under Tier I, if Verizon MA does not satisfy the above standards for two consecutive months, it will distribute $529,167 to the affected CLECs. Under Tier II, if Verizon MA does not satisfy the above standards for a single month, it will distribute $1,058,333 to the affected CLECs. Below is an example of how this measure would work.

Example:

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

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-9-01	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	$1,058,333	$529,167	$0	$0

In month 1, Verizon MA did not satisfy the more stringent requirements of Tier II and $1,058,333 in bill credits would be due.

In month 2, Verizon MA satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon MA failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon MA.)

In month 3 both the Tier I and II standards were met, Verizon MA would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon MA to fail these performance standards two months in a row. Verizon MA service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

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[13] % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

APPENDIX I

[Effective Date]

CHANGE CONTROL ASSURANCE PLAN

TABLE OF CONTENTS

I. INTRODUCTION

To ensure that Verizon Massachusetts ("Verizon MA"), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon MA will undertake the actions set forth in this Change Control Assurance Plan (the "CCAP") after entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. A total of $13.2 million in bill credits will be at risk to CLECs if Verizon MA provides unsatisfactory service for the four measures in this Plan.

II. THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures are included in this Plan:

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

Attached hereto as Table I-A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements ("UNEs") or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Table I-A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining "lines in service." (*See* PAP Section II (C)(2))

Under this Change Control Assurance Plan, Verizon MA will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon MA

exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01, PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be $5.28 million under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed $5.28 million in any year,[14] an additional amount of $7.92 million will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of $13.2 million will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories.

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

III. MONTHLY REPORTS

Each month Verizon MA will issue a report on its performance on the above measures to each CLEC providing service in Massachusetts.[15] The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon MA must provide pursuant to the standards set forth in Table I-A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts

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[14] The "year" will be measured from the first day of Verizon MA's entry into the interLATA market.

[15] Verizon MA's performance on the other Change Control metrics will be reported in the monthly C2C reports.

must inform Verizon MA as to which of their accounts should receive any bill credits for the Change Control measures.

IV. REVIEWS, UPDATES AND AUDITS

Annual reviews and updates will occur under this Plan until the Department determines otherwise. However, Verizon MA, after consulting with Staff, may at any time recommend to the Department modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, Staff will have the right from time to time, on 60-days notice to Verizon MA, to conduct an audit of data reported in the monthly reports.[16]

V. EXCEPTION PROCESS

Verizon MA will have the right to file a petition with the Department seeking to have the standards contained in Table I-A waived or modified either for future or past periods. The Department shall grant such a request if it determines that the application of one or more of the standards contained in Table I-A would not serve the public interest. The application of one or more parts of Table I-A would not serve the public interest if Verizon MA could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon MA's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon MA petition for an Exception. In the event the Department rules in Verizon MA's

[16] Unlike the most of the measures in the PAP, the recording of data for each of the measures in this Plan will be done manually.

favor, Verizon MA will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

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

VII. FULLY INTEGRATED DOCUMENT

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

TABLE I-A
PAGE 1

Change Control Performance Assurance Plan Measures

PO-4-01	**% Change Management Notices Sent on Time**			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	? 95%	90 to 94.9%	< 90%
	Performance Credit	$0	$132,000	$264,000
PO-4-03	**Change Management Notice Delay 8 plus Days** (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	$13,200 per day		
PO-6-01	**% Software Validation** (See Note 1)			
	Performance Range	? 5%	5.1 to 10%	> 10%
	Performance Credit	$0	$52,800	$528,000
PO-7-04	**Delay Hours – Failed/Rejected Test Transactions – No Workaround** (See Note 2)			
	Performance Credit	$26,400 per day Per Release		

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

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