VERIZON MASSACHUSETTS

APPENDIX A

May 18, 2001

TABLE OF CONTENTS

- 1. Measures and Weights
- 2. Assignment of Dollars at Risk to MOE Categories on Monthly and Annual Basis
- 3. Minimum and Maximum Bill Credit Table

APPENDIX A – MODE OF ENTRY

1. Measures and Weights

Table A-1-1: Resale Table A-1-2: Unbundled Network Elements Table A-1-3: Interconnection Trunks Table A-1-4: DSL

Note: BOLD indicates Critical Measure

PO	Pro Ordering	Weight
<u>1-01</u>	The solution in the solution of the solution o	15
1-01	Customer Service Record CODPA	5
1-01	Customer Service Record WEB CIII	5
1_02	Customet Set vice Account was GOT	5
1-02	Due Date Availability - LDI	2
1-02	Due Data Availability -COKDA Due Doto Availability WER CUII	2
1-03	Address Volidotion FDI	5
1-03	Address Validation-COPRA	2
1-03	Address Validation WFR CIII	2
1-04	Address + and address + Ad	5
1-04	Product and Service Availability-LDA	2
1-04	Product and Service Availability-WEB GII	2
1-05	Telephone Number Availability and Reservation - FDI	5
1-05	Telephone Number Availability and Reservation -CORBA	2
1-05	Telephone Number Availability and Reservation - WFR CIU	2
2-02	OSS System A vailability – Prime-FDI	20
2-02	OSS System Availability - Prime-CORBA	10
2-02	OSS System Availability - Prime-WFB CIII	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Renair	10
OR	Ordering	10
<u>0R</u> 1-02	% On Time LSRC - Flow Through - POTS	20
1-04	% OT LSRC / ASRC – No Facility Check (Flee - No Flow Through) – POTS	5
1-04	% OT LSRC / ASRC – No Facility Check (Elec - No Flow Through) – Specials	5
1-06	% On Time LSRC /ASRC - Eacility Check (Electronic) - POTS	5
1-06	% On Time LSRC /ASRC – Facility Check (Electronic) – Specials	5
2-02	% On Time LSR Reject - Flow Through – POTS	15
2-04	% OT LSR/ASR Reject - No Facility Check (Elec No Flow Through) POTS	5
2-04	% OT LSR/ASR Reject - No Facility Check (ElecNo Flow Through)-Specials	5
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic) – POTS	5
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic) – Specials	5
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days	15
5-03	% Flow Through Achieved – POTS and Specials	20
PR	Provisioning	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	% Missed Appointment - VZ- Total – Specials	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total - Specials	10
4-04	% Missed Appointment - VZ - No Dispatch - POTS	10
4-05	% Missed Appointment VZ- No Dispatch - POTS	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days -POTS	15
6-01	% Installation Troubles within 30 days – Specials	15
MR	Maintenance & Repair	•
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	Mean Time to Repair – Specials	20
4-02	Mean Time to Repair - Loop Trouble	15
4-03	Mean Time to Repair - CO Trouble	5
4-08	% Out of Service > 24 Hours - POTS	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	% Repeat Reports w/in 30 days - POTS	15

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

APPENDIX A Page 4

5-01	% Repeat Reports w/in 30 days - Specials	15
<u>BI</u>	Billing	
1-02	% DUF in 4 Business Days	10
		541

.

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

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

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

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

Table A-1-3: Interconnection - Mode of Entry Weights

Ю	Pre-Ordering	Weight
1-06	Facility Available/Loop Qualification-EDI	5
1-06	Facility Available/Loon Onalification-WEB GUI	5
8-01	Average Response Time – Manual Loop Qualification	5
8-02	Average Response Time – Engineering Record Response	5
OR	Ordering	
1-04	% OT LSRC/ASRC – No Facility Check (ElecNo Flow Through) - 2 Wire Digital	2
1-04	% OT LSRC/ASRC - No Facility Check (Elec-No Flow Through) - 2 Wire xDSL	10
1-04	% OT LSRC/ASRC - No Facility Check (Elec-No Flow Through) - Line Share	10
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire Digital	2
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire xDSL	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Line Share	5
2-04	6 OT I SR/ASR Reject – No Facility Check (Flec - No Flow Through) - 2 Wire Digital	2
2-04	% OT LSR/ASR Reject - No Facility Check (Elec-No Flow Through)- 2 Wire xDSL	10
2-04	% OT LSR/ASR Reject – No Facility Check (Elec-No Flow Through)- Line Share	10
2-06	% On Low Large the facility Check (Electronic) – 2 Wire Digital	2
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire xDSL	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Line Share	5
PR	Provisioning	
3-03	% Completed w/in 3 Days (1-5 lines-Total) Line Share	10
3-10	% Completed with 6 Days (1-5 lines-Total) 2 line vDSL	10
4-02	Average Delay Days - Total – 2 Wire Digital	2
4-02	Average Delay Days - Total - 2 Wire vDSI	10
4-02	Average Delay Days - Total - Line Share	10
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire Digital	2
4-04	% Missed Appointment - VZ = Dispatch = 2 Wire vDSI	20
4-04	% Missed Appointment - VZ - Dispatch - Line Share	5
4-05	% Missed Appointment - VZ = No Dispatch - Line Share	20
6-01	% Installation Troubles within 30 days - 2 Wire Dioital	20
6-01	% Installation Troubles within 30 days - 2 Wire xDSL	10
6-01	% Installation Troubles within 30 days – Line Share	10
MR	Maintenance & Renair	
2-02	Network Trouble Report Rate – Loop - 2 Wire Digital	2
2-02	Network Trouble Report Rate - Loop – 2 Wire xDSL	5
2-02	Network Trouble Report Rate - Loop – Line Share	5
2-03	Network Trouble Report Rate - CO - 2 Wire Digital	2
2-03	Network Trouble Report Rate - CO – 2 Wire xDSL	5
2-03	Network Trouble Report Rate - CO- Line Share	5
3-01	% Missed Repair Appointments - 2 Wire Digital	2
3-01	% Missed Renair Appointments - 2 Wire xDSL	20
3-01	% Missed Renair Appointments – Line Share	20
3-02	% Missed Repair Appointments - Central Office - 2 Wire Digital	2
3-02	% Missed Repair Appointments - Central Office – 2 Wire xDSL	10
3-02	% Missed Repair Appointments - Central Office – Line Share	10
4-02	Mean Time to Repair - Loop Trouble - 2 Wire Digital	2
4-02	Mean Time to Repair- Loop Trouble – 2 Wire xDSL	20
4-02	Mean Time to Repair - Loop Trouble – Line Share	20
4-03	Mean Time to Repair - CO Trouble - 2 Wire Digital	2
4-03	Mean Time to Repair - CO Trouble – 2 Wire xDSL	10
4-03	Mean Time to Repair - CO Trouble – Line Sh are	10
5-01	% Repeat Reports w/in 30 days - 2 Wire Digital	2
5-01	% Repeat Reports w/in 30 days – 2 Wire xDSL	10
5-01	% Repeat Reports w/in 30 days – Line Share	10
I		373

	Resale	UNE	DSL	Trunks
Monthly	\$440,889	\$1,984,000	\$440,889	\$440,889
Annual	\$5,290,667	\$23,808,000	\$5,290,667	\$5,290,667

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

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale Table A-3-2: Unbundled Network Elements Table A-3-3: Interconnection Trunks Table A-3-4: DSL

Table A-3-1: Resale

- ?? Maximum of <u>\$ 5,290,667</u> per year
- ?? Maximum Credit Performance Score "X" = -0.67000
- ?? Minimum threshold = -0.16922
- ?? Mid-point between minimum and maximum = -0.41961

Score Range		Monthly Dollars:	
<	And ?		
	-0.16922	\$0	
-0.16922	-0.19558	\$88,178	
-0.19558	-0.22193	\$106,742	
-0.22193	-0.24829	\$125,305	
-0.24829	-0.27465	\$143,869	
-0.27465	-0.30100	\$162,433	
-0.30100	-0.32736	\$180,996	
-0.32736	-0.35372	\$199,560	
-0.35372	-0.38007	\$218,124	
-0.38007	-0.40643	\$236,688	
-0.40643	-0.43279	\$255,251	
-0.43279	-0.45915	\$273,815	
-0.45915	-0.48550	\$292,379	
-0.48550	-0.51186	\$310,943	
-0.51186	-0.53822	\$329,506	
-0.53822	-0.56457	\$348,070	
-0.56457	-0.59093	\$366,634	
-0.59093	-0.61729	\$385,198	
-0.61729	-0.64364	\$403,761	
-0.64364	-0.67000	\$422,325	
-0.67000		\$440,889	

Table A-3-2: Unbundled Network Elements

- ?? Maximum of <u>\$ 23,808,000</u> per year
- ?? Maximum Credit Performance Score "X" = -0.6700
- ?? Minimum threshold = -0.17129
- ?? Mid-point between minimum and maximum = -0.42065

Score Range		Monthly Dollars:	
<	And ?		
	-0.17129	\$0	
-0.17129	-0.19754	\$396,800	
-0.19754	-0.22379	\$480,337	
-0.22379	-0.25003	\$563,874	
-0.25003	-0.27628	\$647,411	
-0.27628	-0.30253	\$730,947	
-0.30253	-0.32878	\$814,484	
-0.32878	-0.35503	\$898,021	
-0.35503	-0.38127	\$981,558	
-0.38127	-0.40752	\$1,065,095	
-0.40752	-0.43377	\$1,148,632	
-0.43377	-0.46002	\$1,232,168	
-0.46002	-0.48626	\$1,315,705	
-0.48626	-0.51251	\$1,399,242	
-0.51251	-0.53876	\$1,482,779	
-0.53876	-0.56501	\$1,566,316	
-0.56501	-0.59126	\$1,649,853	
-0.59126	-0.61750	\$1,733,389	
-0.61750	-0.64375	\$1,816,926	
-0.64375	-0.67000	\$1,900,463	
-0.67000		\$1,984,000	

Table A-3-3: Interconnection Trunks

- ?? Maximum of <u>\$ 5,290,667</u> per year
- ?? Maximum Credit Performance Score "X" = -1.00000
- ?? Minimum threshold = -0.31909
- ?? Mid-point between minimum and maximum = -0.65955

Score Range		Monthly Dollars:	
<	And ?		
	-0.31909	\$0	
-0.31909	-0.37147	\$88,178	
-0.37147	-0.42385	\$115,309	
-0.42385	-0.47622	\$142,441	
-0.47622	-0.52860	\$169,573	
-0.52860	-0.58098	\$196,704	
-0.58098	-0.63336	\$223,836	
-0.63336	-0.68573	\$250,968	
-0.68573	-0.73811	\$278,099	
-0.73811	-0.79049	\$305,231	
-0.79049	-0.84287	\$332,362	
-0.84287	-0.89524	\$359,494	
-0.89524	-0.94762	\$386,626	
-0.94762	-1.00000	\$413,757	
-1.00000		\$440,889	

Table A-3-4: DSL

- ?? Maximum of <u>\$ 5,290,667</u> per year
- ?? Maximum Credit Performance Score "X" = -0.67000
- ?? Minimum threshold = -0.19705
- ?? Mid-point between minimum and maximum = -0.43353

Score Ra	ange	Monthly Dollars:	
<	And ?		
	-0.19705	\$0	
-0.19705	-0.22194	\$88,178	
-0.22194	-0.24683	\$106,742	
-0.24683	-0.27173	\$125,305	
-0.27173	-0.29662	\$143,869	
-0.29662	-0.32151	\$162,433	
-0.32151	-0.34640	\$180,996	
-0.34640	-0.37129	\$199,560	
-0.37129	-0.39619	\$218,124	
-0.39619	-0.42108	\$236,688	
-0.42108	-0.44597	\$255,251	
-0.44597	-0.47086	\$273,815	
-0.47086	-0.49576	\$292,379	
-0.49576	-0.52065	\$310,943	
-0.52065	-0.54554	\$329,506	
-0.54554	-0.57043	\$348,070	
-0.57043	-0.59532	\$366,634	
-0.59532	-0.62022	\$385,198	
-0.62022	-0.64511	\$403,761	
-0.64511	-0.67000	\$422,325	
-0.67000		\$440,889	

APPENDIX B

May 18, 2001

CR		Verizon	Resale	UNE	Trunks	Collocation	DSL	<u>Total</u>
#	Metric	CRITICAL MEASURES	\$	\$	\$	\$	\$	\$
		PRE-ORDERING						
1		OSS Interface	88,169	195,930			62,978	347,077
	PO-1-01	Customer Service Record – EDI	20,347	45,215				
	PO-1-01	Customer Service Record – CORBA	6,782	15,072				
	PO-1-01	Customer Service Record - WEB GUI	6,782	15,072				
	PO-1-06	Facility Availibility (Loop Qualification) - EDI					31,489	
	PO-1-06	Facility Availibility (Loop Qualification) - WEB GUI					31,489	
	PO-2-02	OSS Interface Availability - Prime - EDI	27,129	60,286				
	PO-2-02	OSS Interface Availability - Prime - CORBA	13,564	30,143				
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	13,564	30,143				
		ORDERING						
2		% On Time Ordering Notification	88,169	195,930			62,978	347,077
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	25,191	55,980				
	OR-1-04	% OT LSRC<10 Lin es (ElecNo Flow Through)- POTS	6,298	13,995				
	OR-1-04	% On Time LSRC <10 Lines (E) -2Wire xDSL					15,744	
	OR-1-04	% On Time LSRC <10 Lines (E) -DSL Line Share					15,744	
	OR-1-06	% OT LSRC >=10 Lines (Electronic) - POTS	6,298	13,995				
	OR-2-02	% On Time LSR Reject- Flow Through - POTS	18,893	41,985				
	OR-2-04	% OT LSR Rej.<10 lines (ElecNo Flow Through)-POTS	6,298	13,995				
	OR-2-04	% OT LSRC Reject <10 Lines (E) -2Wire xDSL					15,744	
	OR-2-04	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	6 000	12.005			15,744	
	OR-2-06	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	6,298	13,995				
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	18,893	41,985				
		PROVISIONING						
3		% Completed					62,978	62,978
	PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot Line Share					31,489	
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot- 2Wire xDSL					31,489	
4a	PR-4-01	% Missed Appointment - VZ - Total - EEL		195,930				195,930
4 b		% Missed Appointment	88,169	195,930	192,869		62,978	539,946
	PR-4-01	% Missed Appointment - VZ - Total - Specials	22,042	97,965				
	PR-4-01	% Missed Appointment - VZ - Total - Trunks			192,869			
	PR-4-02	Average Delay Days - Total - 2Wire xDSL					10,496	
	PR-4-02	Average Delay Days - Total - DSL Line Share					10,496	
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	22,042					
	PR-4-04	% Missed Appt VZ - Total - Dispatch - New Loops		97,965				
	PR-4-04	% Missed Appointment - Dispatch - 2Wire xDSL					20,993	
	PR-4-05 PR-4-05	% Missed Appt VZ - Total - No Dispatch - POTS % Missed Appt No Disp DSL Line Share	44,084				20,993	
5	PR-4-05	% Missed Appt VZ - No Disp Platform		195.930				195.930
6		Hot Cut Performance		391.861				391.861
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)						
	PR-6-02	% Troubles within 7 Days - Hot Cut						
7	PR-4-07	% On Time Performance - UNE LNP			192,869			192,869
		MAINTENANCE						
8		Missed Repair Appts.					62,978	62,978
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL					31,489	
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share					31,489	

Table B 1: Critical Measures:

CR		Verizon	<u>Resale</u>	<u>UNE</u>	<u>Trunks</u>	Collocation	DSL	<u>Total</u>
#	Metric	CRITICAL MEASURES	\$	\$	\$	\$	\$	\$
9		Mean Time To Repair	88,169	195,930	192,869		62,978	539,946
	MR-4-01	Mean Time To Repair – Specials	29,390	65,310				
	MR-4-01	Mean Time To Repair – Trunks			192,869			
	MR-4-02	Mean Time To Repair - Loop – 2Wire xDSL					31,489	
	MR-4-02	Mean Time To Repair - Loop – Line Share					31,489	
	MR-4-02	Mean Time To Repair - Loop Trouble	22,042	48,983				
	MR-4-03	Mean Time To Repair - Central Office	7,347	16,328				
	MR-4-08	% Out Of Service > 24 Hours - POTS	29,390	65,310				
10		% Repeat Reports within 30 Days	88,169	195,930			62,978	347,077
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	44,084	97,965				
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	44,084	185,185				
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL					31,489	
	MR-5-01	% Repeat Reports w/in 30 Days - Tot DSL Line Share					31,489	
		NETWORK PERFORMANCE						
11		Final Trunk Groups Blocked			192,869			192,869
	NP-1-03	Blocked 2 months			64,290			
	NP-1-04	Blocked 3 months			128,579			
12		Collocation				154,295		154,295
	NP-2-01/2	% On Time Response to Request for Collocat ion				23,557		
	NP-2-05/6	% On Time - Collocation				117,783		
	NP-2-07/8	Average Delay Days				12,956		
		Total Dollars at Risk - Monthly	440,844	1,763,374	771,476	154,295	440,844	3,570,833
		Total Dollars at Risk - Annually	5,290,123	21,160,494	9,257,716	1,851,543	5,290,123	42,850,000

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

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

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

APPENDIX C

May 18, 2001

Metric #'s	Measure	0	-1	-2
PO-1 and	OSS Response Time Measures	? 4 second difference	>4 and ? 6 second	> 6 second difference
MR-1 ⁻¹	Excluding WEB GUI		difference	
PO-1 ²	OSS Response Time Measures for	? 7 second difference	>7 and ? 9 second	> 9 second difference
	WEB GUI		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 –	? 80%	? 75 and < 80%	< 75%
	Ordering & Repair			
PR-4-04	% Missed Appointment - VZ –	? 5%	> 5% and ?10%	> 10%
	Dispatch - 2 Wire xDSL			
PR-6-02	Installation Troubles within 7 Days –	? 2%	> 2% and ? 3%	> 3%
	Hot Cuts			
NP-2-07	Collocation – Average Delay Days	? 6 Days	> 6 and ? 15 Days	> 15 Days
NP-2-08	- New			
NP-2-07	Collocation - Average Delay Days	? 3.5 Days	> 3.5 and ? 12.5 Days	> 12.5 Days
NP-2-08	- Augment			
NP-1-03	# of Final Trunk Groups Blocked for	Final Interconnection	Any individual Final	Any individual Final
NP-1-04	2 and 3 Months	Trunks meeting or	Interconnection Trunk	Interconnection Trunk
		exceeding blocking	group exceeding	group exceeding
		standard for one month	blocking standard for 2	blocking standard for 3
			months in a row	months in a row
PR-6-02	% Installation Troubles reported	? 2%	> 2 and ? 3%	> 3%
	within 7 Days – Hot Cut loop			

Performance Scores for Measures with Absolute Standards:

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 on the following page.

1

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-1-1: Performance Metrics with 95% Performance Standard:

<u>PO</u>	Pre-Ordering
8-01	Average Response Time – Manual Loop Qualification
8-02	Average Response Time – Engineering Record Response
<u>OR</u>	Ordering
1-02	% On Time LSRC - Flow Through - POTS – 2hrs
1-04	% OT LSRC<10 Lines (ElecNo Flow Through) - POTS
1-04	% OT LSRC<10 Lines (ElecNo Flow Through) - Specials
1-04	% OT LSRC<10 Lines (ElecNo Flow Through) - 2 Wire Digital
1-04	% OT LSRC<10 Lines (ElecNo Flow Through) - 2 Wire xDSL
1-04	% OT LSRC<10 Lines (ElecNo Flow Through) - Line Share
1-06	% On Time LSRC >=10 Lines (Electronic) – POTS
1-06	% On Time LSRC >=10 Lines (Electronic) – Specials
1-06	% On Time LSRC >=10 Lines (Electronic) – 2 Wire Digital
1-06	% On Time LSRC >=10 Lines (Electronic) – 2 Wire xDSL
1-06	% On Time LSRC >=10 Lines (Electronic) – Line Share
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through – POTS
2-04	% OT LSR Rej.<10 lines (ElecNo Flow Through) – POTS
2-04	% OT LSR Rej.<10 lines (ElecNo Flow Through) – Specials
2-04	% OT LSR Rej.<10 lines (ElecNo Flow Through) - 2 Wire Digital
2-04	% OT LSR Rej.<10 lines (ElecNo Flow Through) - 2 Wire xDSL
2-04	% OT LSR Rej.<10 lines (ElecNo Flow Through) - Line Share
2-06	% On Time LSR Reject >= 10 Lines (Electronic) – POTS
2-06	% On Time LSR Reject >= 10 Lines (Electronic) – Specials
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - 2 Wire Digital
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - 2 Wire xDSL
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Line Share
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
5-03	% Flow Through Achieved
<u>PK</u>	
<u>3-03</u>	% Completed within 3 Days (1-5 lines) - Total - Line Share
<u>3-10</u>	% Completed within 6 Days (1-5 lines) - Total - 2 Wire xDSL
4-07	% On Time Performance - LNP only
6-02	% Installation Troubles Within 7 Days - Hot Cut
9-01	% On Time Performance - Hot Cut
<u>RI</u>	Billing
1-02	% DUF in 4 Business Days
<u>NP</u>	Network Performance
2-01	% OT Response to Request for Physical Collocation - New

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

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

A. Allowable Misses:

- ?? If less than 20 items, find volume of items measured in Sample Size Column.
- ?? If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- ?? If the number of misses falls in the "0" column, a performance score of 0 is given the performance metric.
- ?? If the number of misses falls into the "-1" column, the performance score for the metric I -1.
- ?? If the number of misses falls into the -2 column, the performance score is -2.
- ?? "NA" is not applicable

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	? 1	2	3+

95% Standard:

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

May 18, 2001

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

Counted Variables:	Measured Variables:	1
$Z ? \frac{P_{INC} ? P_{CLEC}}{\sqrt{P_{INC} ? 1 ? P_{INC} ? \frac{2}{?} \frac{1}{n_{INC}} ? \frac{1}{n_{CLEC} ?} \frac{2}{?}}$	$t ? \frac{\overline{X}_{INC} ? \overline{X}_{CLEC}}{\sqrt{S^2_{INC} ? \frac{1}{?} \frac{1}{n_{INC}} ? \frac{1}{n_{CLEC}} ?}}$	

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

Definitions:

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

<u>Counted Variables</u> are metrics of proportions, such as percent measures.

X is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

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

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

B. Sample Size Requirements:

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

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

demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon-MA 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.

C. Verizon Exceptions Process:

1. A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. 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. <u>Event Driven Clustering: Cable Failure</u>: 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. 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. 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. <u>Time Driven Clustering: Single Day Events</u>: If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon-MA will provide the data demonstrating that 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, the incumbent Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

2. Documentation:

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

APPENDIX E

May 18, 2001

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).¹

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^{2}

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

¹ When "no activity occurs" in a metric the performance measure and its weight will be excluded from performance score.

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

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.³

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 Bill Credit Table were as follow:

Score	Mon. \$	Mon. Vol.	Mon. Rate
-0.30253	\$814,484	100,000	\$8.14
-0.32878	\$898,021	100,000	\$8.98

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a \$40,700 Bill Credit (\$8.14 X 5,000 = \$40,700).

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total

3

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

weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply,. Next, determine the difference between the minimum and maximum performance scores for the MOE, in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

May 18, 2001

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 a performance difference of less than 1% to 100% of the amount for performance differences of 10% and greater.¹ A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is \$195,930.

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

Statistic	cal Score	Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	\$0
? -0.8225	> -0.9048	-1.0	50%	\$97,965
? -0.9048	> -0.9870	-1.1	55%	\$107,762
? -0.9870	> -1.0693	-1.2	60%	\$117,558
? -1.0693	> -1.1515	-1.3	65%	\$127,355
? -1.1515	>-1.2338	-1.4	70%	\$137,151
? -1.2338	> -1.3160	-1.5	75%	\$146,948
? -1.3160	> -1.3983	-1.6	80%	\$156,744
? -1.3983	> -1.4805	-1.7	85%	\$166,541
? -1.4805	> -1.5628	-1,8	90%	\$176,337
? -1.5628	> -1.6450	-1.9	95%	\$186,134
? - 1.645		-2.0	100%	\$195,930

For HOT Cut Performance, if either metric is below standard, the entire critical measure is treated as below standard.

1

% Perfe	ormance	Performance	Increment	Dollars
From	To	Score		
	? 95.0	0	0%	\$0
< 95.0	? 94.5	-1.0	50%	\$97,965
< 94.5	? 94.0	-1.1	55%	\$107,762
< 94.0	? 93.5	-1.2	60%	\$117,558
< 93.5	? 93.0	-1.3	65%	\$127,355
< 93.0	? 92.5	-1.4	70%	\$137,151
< 92.5	? 92.0	-1.5	75%	\$146,948
< 92.0	? 91.5	-1.6	80%	\$156,744
< 91.5	? 91.0	-1.7	85%	\$166,541
< 91.0	? 90.5	-1,8	90%	\$176,337
< 90.5	? 90.0	-1.9	95%	\$186,134
< 90.0		-2.0	100%	\$195,930

Table F-1-2 Allocation of Dollars for Critical Measures Measures with 95% Standards²

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, \$97,965 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1^3

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.

² For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

³ 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, <u>i.e.</u>, for CLECs who receive a performance score ? -1 for two consecutive months:
 - 1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less 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 volume (*e.g.*, lines in services) to determine the amount to be credit to the CLEC for that critical measure.

APPENDIX G

APPENDIX H

May 18, 2001

Special Provisions

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 \$264,5835 for each metric missing the standard will be distributed like the bill credits under Critical Measures. 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 < 10 Lines	< 90%
OR-1-06	% On Time LSRC ? 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ? 10 Lines	< 90%

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 \$1,322,500 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.

Performance will be measured for the first time under this measure upon Verizon-MA's entry into the

InterLATA market. The prior three months will be examined to determine if bill credits are due.

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

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through	45000	40000	47000	50000
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: 9				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:

1

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."¹ If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

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.

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	Tier II
		Threshold	
PR-9-01	% On Time Hot Cut Loop ²	< 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 \$529,166 million 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 million to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance	Performance	Performance	Performance
		For Month 1	for Month 2	for Month 3	for Month 4
PR-9-01	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-02	% Installation Troubles within	2%	3.5%	2%	3.5%
	7 Days – Hot Cut Loop				
	Credit for the Month	\$1,058,333	\$529,166	\$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.

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon-MA's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$9.52 million per annum in bill credits is available for these three measures.

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

Verizon-MA will provide an addition \$528,889 in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days." If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon-MA's request are rejected as duplicates, a credit of \$528,889 will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (12/00 version) are attached. The measures and standards are as follows:

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

2

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

Verizon-MA will provide an additional \$264,444 in bill credits each month for a new measure "% SOP to Bill Completion Notice Sent Within 3 Business Days." A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

Function:

PO-9 Timeliness of Trouble Ticket Resolution

Definition:

The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.

Exclusions:

- ?? The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.
- ?? Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.

Performance Standard:

90% threshold for Special Provisions

Report Dimensions:	
Company:	

Geography: 22 State

minator

?? CLEC aggre	egate	?? State	
Products	?? EDI Notifier Trouble Tickets		
Sub-Metrics			
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days		
Calculation	Numerator		Denomi

Galoalation		Benominator
	Number of EDI missing notifier trouble	Total number of EDI missing notifier trouble
	ticket PONS in denominator cleared	ticket PONS submitted.
	within 3 business days after receipt.	

Function:

OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE combined:

Completion Notification Response Time:

The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Exclusions:

- ?? VZ Test Orders
- ?? When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.
- ?? From OR-4-09; Complex Resale Orders

Performance Standard:

OR-4-09: 90% threshold for Special Provision.

Report Dimensions OR-4 Completion Notification

Company:

?? CLEC Aggregate

Geography: ?? State

?? CLEC Specific

Sub-Metrics				
OR-4-09	% SOP to Bill Completion Within 3 Business Days			
Products	?? EDI Orders			
Calculation	Numerator		Denominator	
	Total number orders in denominator which billing completion notices (BCI are time-stamped in DCAS within 3 business days of SOP completion.	for N)	Number of SOP Completed Orders during the report period.	

APPENDIX I