

<b>Function:</b>	
<b><u>Order Confirmation Timeliness SS-OR-1</u></b>	
<b>Definition:</b>	
This metric measures the Order Confirmation Timeliness.	
<p><b>Order Confirmation Response Time:</b> The amount of elapsed time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures ASRs confirmed completed between the measured dates. <b>Note:</b> The received date is restarted for rejected orders upon receipt of a valid order and for each SUPP to change address, connecting facility assignment (CFA) or anything that materially affects the design of the circuit.</p> <p><b>Percent of Orders Confirmed on Time:</b> The percentage of orders confirmed within the timeframes as specified below.</p> <p><b>Facility Checks</b> and reservation of facilities are completed on all orders before the confirmation is sent.</p>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• VZ Test Orders.</li> <li>• Weekend and holiday hours (other than flow-through): <ul style="list-style-type: none"> <li>• Weekend hours are from 5:00 PM Friday to 8:00 AM Monday.</li> <li>• Holiday hours are from 5:00 PM of the business days preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.</li> </ul> </li> </ul>	
<b>Performance Standard:</b>	
95% On Time according to the schedule below: <b>Electronically Submitted Orders:</b> Firm Order Confirmation: <ul style="list-style-type: none"> <li>• Orders with facility check: 72 hours</li> </ul> Design Layout Record: <ul style="list-style-type: none"> <li>• 5 business days</li> </ul> <b>Faxed/Mailed Orders:</b> Add 24 hours to interval above.	
<b>Report Dimensions</b>	
<b>Company:</b> <ul style="list-style-type: none"> <li>• Carrier Aggregate</li> <li>• Carrier Specific</li> <li>• VZ Affiliates Aggregate</li> </ul>	<b>Geography:</b>  State

<b>Metric Calculation Specifics</b>		
<b>SS-OR-1-01</b>	<b>% On Time ASRC – Facility Check (Electronic – No Flow-through)</b>	
<b>Products</b>	Special Access Services: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic ASRs confirmed with a facilities check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic ASRs due for confirmation with a facility check.
<b>SS-OR-1-02</b>	<b>% On Time ASRC – Facility Check (Fax/Mail)</b>	
<b>Products</b>	Special Access Services: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of faxed or mailed ASRs confirmed with a facilities check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of faxed or mailed ASRs due for confirmation with a facility check.
<b>SS-OR-1-03</b>	<b>% On Time Design Layout Record (DLR)</b>	
<b>Products</b>	Special Access Services: <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of DLRs completed on or before 5 days.	Number of DLRs due in month.

<b>Function:</b>		
<b><u>Reject/Query Timeliness SS-OR-2</u></b>		
<b>Definition:</b>		
This metric measures Reject/Query Timeliness.		
<p><b>Reject/Query Response Time:</b> The amount of elapsed time (in hours and minutes) between receipt of an ASR and distribution of an ASR reject/query.</p> <p><b>Percent of Orders Rejected/Queried On Time:</b> The percentage of ASRs rejected/queried within the timeframes as specified below.</p>		
<b>Notes:</b>		
<p>(1) Rejected ASRs (ASRs failing basic front-end edits) are not placed in the PON Master File.</p> <p>(2) Measurements are based on rejected/queried ASRs.</p> <p>(3) VZ does not include cancelled orders in the measurements.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>VZ Test Orders</li> <li>Duplicate Rejects/Queries – Rejects/Queries issued against a unique PON (PON + Version Number + Carrier Id), identical and subsequent to the first reject/query.</li> <li>Weekend and holiday hours (other than flow-through): <ul style="list-style-type: none"> <li>Weekend hours are from 5:00 PM Friday to 8:00 AM Monday.</li> <li>Holiday hours are from 5:00 PM of the business days preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.</li> </ul> </li> </ul>		
<b>Performance Standard:</b>		
95% On Time According to schedule below:		
<b>Electronically Submitted Orders:</b> 24 hours.		
<b>Faxed/Mailed Orders:</b> 24 hours.		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>Carrier Aggregate</li> <li>Carrier Specific</li> <li>VZ Affiliates Aggregate</li> </ul>		<b>Geography:</b>  State
<b>Metric Calculation Specifics</b>		
<b>SS-OR-2-01</b>	<b>% On Time ASR Reject/Query (Electronic)</b>	
<b>Products</b>	Special Access Services: <ul style="list-style-type: none"> <li>DS0</li> <li>DS1</li> <li>DS3</li> <li>OCX</li> <li>Other</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of electronic rejects/queries sent where reject date and time minus the submission date and time is within the standard for the specified product.	Total number of ASRs electronically submitted rejected/queried for a specified product.

<b>SS-OR-2-02</b>	<b>% On Time ASR Reject/Query (Fax)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>• <i>Special Access - DS0</i></li> <li>• <i>Special Access - DS1</i></li> <li>• <i>Special Access - DS3</i></li> <li>• <i>Special Access – OCX</i></li> <li>• <i>Special Access (other)</i></li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	<i>Number of faxed rejects/queries sent where reject/query date and time minus the submission date and time is within the standard for the specified product.</i>	<i>Total number of faxed ASRs rejected/queried for a specified product.</i>

<b>Function:</b>		
<b><u>Provisioning On Time Performance - Met Commitments SS-PR-1</u></b>		
<b>Definition:</b>		
<p>This metric measures the Percent of Orders completed as verified by the customer on or before the first confirmed commitment date, or a subsequent customer initiated and verified change in the order due date.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p><b>For carriers:</b> A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• VZ Test Orders</li> <li>• Disconnect Orders</li> <li>• Verizon Administrative orders</li> <li>• Record Orders</li> <li>• Orders that are not complete. (Orders are included in the month that they are completed)</li> <li>• <i>Customer Not Ready (CNR), No Access (NA) and Lost Access (LA) only if verified by the customer.</i></li> </ul>		
<b>Performance Standard:</b>		
% Installation Commitments On Time: <i>Greater Than or Equal to 96.0%</i>		
<b>Report Dimensions</b>		
Company: <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• <i>Other Carrier Aggregate</i></li> <li>• <i>Other Carrier Specific</i></li> <li>• <i>Verizon Affiliates Aggregate</i></li> </ul>		Geography:  <i>State</i>
<b>Metric Calculation Specifics</b>		
<b>SS-PR-1-01</b>	<b>% Missed Appointment – Verizon – Total</b>	
<b>Description</b>	The percent of orders completed on or before the commitment date.	
<b>Products</b>	<i>DS0, DS1, DS3, Ocx, Other</i>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Orders where the Order completion date is on or before the order due date.	Number of orders completed for product group.

Function:		
<b>Average Delay Days On Missed Installation Orders SS-PR-2</b>		
Definition:		
<p>For orders where the installation commitment was missed due to Verizon reasons, this metric measures the average number of days between the first confirmed commitment due date (or a subsequent customer initiated due date that was verified by the customer) and the actual work completion date as verified by the customer.</p> <p>Each circuit is counted as a separate order, even if multiple circuits are ordered at the same time.</p> <p><b>For carriers:</b> A requested change in order due date is communicated by a supplemental issue of the ASR ("supp").</p>		
Exclusions:		
<ul style="list-style-type: none"> <li>• VZ Test Orders</li> <li>• Disconnect Orders</li> <li>• Verizon Administrative orders</li> <li>• Record Orders</li> <li>• Orders that are not complete. (Orders are included in the month that they are completed)</li> <li>• <i>Customer Not Ready (CNR), No Access (NA) and Lost Access (LA) <b>only</b> if verified by the customer.</i></li> <li>• Saturdays, Sundays, and Legal Holidays are not counted as Delay Days.</li> </ul>		
Performance Standard:		
<p>Average Delay Days:</p> <p style="text-align: center;"><i>Less Than or Equal to 3.0</i></p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• <i>Other Carrier Aggregate</i></li> <li>• <i>Other Carrier Specific</i></li> <li>• <i>Verizon Affiliates Aggregate</i></li> <li>• <i>Jeopardy Code</i></li> </ul>		<p>Geography:</p> <p><i>State</i></p>
Metric Calculation Specifics		
<b>SS-PR-2-01</b>	<b>Average Delay Days – Total</b>	
<b>Description</b>	For orders missed due to Verizon reasons, the average number of days between committed due date and actual work completion date.	
<b>Products</b>	<i>DS0, DS1, DS3, Ocx, Other</i>	
Calculation	Numerator	Denominator
	Sum of the completion date minus due date for orders missed due to company reasons.	Number of orders missed for company reasons.

<b>Function:</b>		
<b><u>Installation Quality SS-PR-3</u></b>		
<b>Definition:</b>		
<p><i>This metric measures the percent of circuits installed where a reported trouble was found in the network within 30 days of order completion.</i></p> <p><b>Trouble Report:</b> Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK). For Carriers, Disposition Code 05 includes translation troubles closed via STARMEM automatically by the carrier. Source for trouble reports: VZ NORD database.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Customer Premises Equipment (CPE) troubles verified by the customer</li> </ul>		
<b>Performance Standard:</b>		
<p><b>Percent Installation Troubles Reported Within 30 Days:</b>  Less than or equal to 1.0 trouble reports within 30 days per 100 links installed during the calendar month.</p>		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Verizon Affiliates Aggregate</li> </ul>		<b>Geography:</b>  State
<b>Metric Calculation Specifics</b>		
<b>SS-PR-3-01</b>	<b>% Installation Troubles reported within 30 Days</b>	
<b>Description</b>	The trouble report rate on circuits installed where a trouble was reported within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).	
<b>Products</b>	DS0, DS1, DS3, Ocx, Other	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of trouble reports on circuits installed within 30 days of trouble report.	Total circuits installed in calendar month.

Function:		
Percent Missed Appointments Due to a Lack of Facilities SS-PR-4		
Definition:		
This metric measures facility missed orders.		
Facility Missed Orders: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.		
Exclusions:		
<ul style="list-style-type: none"><li>• VZ Test Orders</li><li>• Disconnect Orders</li><li>• Verizon Administrative orders</li><li>• Record Orders</li><li>• Orders that are not complete. (Orders are included in the month that they are completed)</li><li>• Customer Not Ready (CNR), No Access (NA) and Lost Access (LA) only if verified by the customer.</li></ul>		
Performance Standard:		
Percent Missed Appointments Due to a Lack of Facilities: No performance standard is associated with this metric.		
Report Dimensions		
Company: <ul style="list-style-type: none"><li>• VZ Retail</li><li>• Other Carrier Aggregate</li><li>• Other Carrier Specific</li><li>• Verizon Affiliates Aggregate</li></ul>		Geography:  State
Metric Calculation Specifics		
SS-PR-4-01	Percent Missed Appointments Due to a Lack of Facilities	
Description	The percent of Dispatched Orders completed after the commitment date, due to a lack of Verizon facilities.	
Products	Specials	
Calculation	Numerator	Denominator
	Number of dispatched orders where the order completion date is greater than the order DD due to Verizon Facility reasons for the product group.	Number of dispatched orders completed for the product group.



<b>Function:</b>		
<b><u>Completed within Specified Interval SS-PR-5</u></b>		
<b>Definition:</b>		
For Specials orders, the percent of orders completed in specified number (by metric) of business days as specified, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request (ASR) is received. If Carrier order is faxed, application date is business next day.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• VZ Test Orders.</li> <li>• Disconnect Orders.</li> <li>• Orders where customers request a due date that is beyond the standard published product installation interval. (X Appointment Code).</li> <li>• Verizon Administrative orders.</li> <li>• Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete).</li> <li>• Orders completed late due to any verified end user or Carrier caused delay.</li> </ul>		
<b>Performance Standard:</b>		
DS0 = 6 days, DS1 = 9 days, DS3 = 20 days, Ocx = to be determined, Other = as specified in attachment 3 of these guidelines		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Verizon Affiliates Aggregate</li> </ul>		<b>Geography:</b>  State
<b>Products Disaggregation</b>	<b>Retail :</b> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> <li>• Other</li> </ul>	<b>Carrier:</b> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> <li>• other</li> </ul>
<b>Sub-Metrics</b>		
<b>SS-PR-5-01</b>	<b>% Completed in six (6) Days (one (1) to –twenty-four (24) circuits – Voice Grade &amp; Digital Data)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Specials orders with one (1) to five (24) circuits where completion date less application date is six (6) or fewer days.	Count of Specials orders with one (1) to five (24) circuits

<b>SS-PR-5-02</b>	<b>% Completed in nine (9) Days (one (1) to –eight (8) Systems – DS1)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Special orders with one (1) to eight (8) systems where completion date less application date is nine (9) or fewer days.	Count of Special orders with one (1) to eight (8) systems.
<b>SS-PR-5-03</b>	<b>% Completed in twenty (20) Days (one (1) to –four (4) Systems – DS3)</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Count of Special orders with one (1) to four (4) systems where completion date less application date is twenty (20) or fewer days.	Count of Special orders with one (1) to four (4) systems.

<b>Diagnostic</b>		
<b><u>Completed within Published Interval SS-PR-6</u></b>		
<b>Definition:</b>		
For Specials orders, distribution of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request (ASR) is received. Displays the % of orders completed by business day.		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• VZ Test Orders.</li> <li>• Disconnect Orders.</li> <li>• Orders where customers request a due date that is beyond the standard published product installation interval. (X Appointment Code).</li> <li>• Verizon Administrative orders.<sup>1</sup></li> <li>• Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).</li> <li>• Orders that are not complete. (Orders are included in the month that they are complete).</li> <li>• Orders completed late due to any verified end user or Carrier caused delay.</li> </ul>		
<b>Performance Standard:</b>		
No standard set – diagnostic only.		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Verizon Affiliates Aggregate</li> </ul>		<b>Geography:</b>  State
<b>Products Disaggregation</b>	<b>Retail:</b> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> <li>• Other</li> </ul>	<b>Carrier:</b> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> <li>• other</li> </ul>

Sample Diagnostic report

<b>DS0</b>	<b>1 Day</b>	<b>2 Days</b>	<b>3 Days</b>	<b>4 Days</b>	<b>5 Days</b>	<b>6 Days</b>	<b>7 Days</b>	<b>...X Days</b>
<b>132 LATA</b>								
Retail								
Carrier Aggregate								
Carrier Specific								
Verizon Affiliate								
<b>Remaining State</b>								
Retail								
Carrier Aggregate								
Carrier Specific								
Verizon Affiliate								

<sup>1</sup> VZ Administrative Orders – See Glossary

<b>Function:</b>		
<b><u>Open Orders in Hold Status (Backlog) SS-PR-7</u></b>		
<b>Definition:</b>		
<p>This metric measures the number of open orders (backlog) that at the close of the reporting period have been in a hold status for more than 10 calendar days or 30 calendar days, as a percentage of orders completed after the completed due date in the reporting period.</p> <p>An <b>open order</b> is a valid order that has not been completed. Open orders in a hold status include:</p> <ol style="list-style-type: none"> <li>open orders that have passed the originally committed completion date due to Verizon reasons; and</li> <li>open orders that have not been assigned a completion date due to Verizon reasons.</li> </ol> <p>Measurement of the 10 and 30 day intervals for open orders that have passed the first committed due date (the FOC due date for Carrier orders) unless a subsequent change of due date is requested and verified by the customer (via SUPP to the ASR for Carriers), due to Verizon reasons will commence with such passed completion date (passed first committed completion date = Day 0). Measurement of the 10 and 30 day intervals for open orders that have not been assigned a completion date due to Verizon reasons will commence with the application date (application date = Day 0).</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>VZ Test Orders.</li> <li>Disconnect Orders.</li> <li>Verizon Administrative Orders.</li> <li>Orders that are complete or cancelled before the due date.</li> <li>Orders that have passed the committed completion date, or whose completion has been delayed, due to carrier or end user delay.</li> <li>Orders that at the request of the carrier or Verizon Retail customer have not been assigned a completion date.</li> </ul>		
<b>Performance Standard:</b>		
For Open Orders in a Hold Status > 10 Days:    Less than or equal to 1% For Open Orders in a Hold Status > 30 Days:    None		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>VZ Retail</li> <li>Other Carrier Aggregate</li> <li>Other Carrier Specific</li> <li>Verizon Affiliates Aggregate</li> </ul>		<b>Geography:</b>  State
<b>Metric Calculation Specifics</b>		
<b>SS-PR-7-01</b>	<b>Open Orders in a Hold Status &gt; 10 Days</b>	
<b>Products</b>	Retail Special Services: <ul style="list-style-type: none"> <li>DS0</li> <li>DS1</li> <li>DS3</li> <li>OCX</li> <li>Other</li> </ul>	Special Access Services: <ul style="list-style-type: none"> <li>DS0</li> <li>DS1</li> <li>DS3</li> <li>OCX</li> <li>Other</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of open orders that at the close of the reporting period have been in a hold status for more than 10 days.	Total number of orders past the committed due date in the reporting period.

<b>SS-PR-7-02</b>	<b>Open Orders in a Hold Status &gt; 30 Days</b>	
<b>Products</b>	<i>Retail Special Services:</i> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>	<i>Special Access Services:</i> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	<i>Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.</i>	<i>Total number of orders past the committed due date in the reporting period.</i>

<b>Function:</b>		
<b><u>% Jeopardies SS-PR-8</u></b>		
<b>Definition:</b>		
<p>This metric measures the number of orders with missed due dates that receive jeopardy notices.</p> <p>Note: This is to be measured after a new transaction type is developed in Verizon's ordering systems.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• VZ Test Orders</li> <li>• Disconnect Orders.</li> <li>• VZ Administrative orders.</li> <li>• Orders that are not complete or cancelled.</li> </ul>		
<b>Performance Standard:</b>		
<p><b>Jeopardy Status Notification:</b></p> <p>Verizon should provide notice of a missed committed due date and a reason for the miss as soon as Verizon has knowledge that the due date will be missed.</p> <p>For 100% of missed committed due dates, notice, a reason for the missed date, and an expected completion date received as soon as Verizon has knowledge that the due date will be missed, but no later than close of business on due date.</p>		
<b>Report Dimensions</b>		
<p><b>Company:</b></p> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Verizon Affiliates Aggregate</li> </ul> <p><b>Breakdown by Reason Code:</b></p> <p>? No Exclusions</p>		<p><b>Geography:</b></p> <p>State</p>
<b>Metric Calculation Specifics</b>		
<b>SS-PR-8</b>	<b>% Jeopardies</b>	
<b>Products</b>	<p><u>Retail</u></p> <p><u>Special Services:</u></p> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>	<p><u>Special Access</u></p> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCX</li> <li>• Other</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of missed committed due dates where notice received.	Number of missed committed due dates.

<b>Function:</b>		
<b><u>Customer Trouble Report Rate SS-MR-1</u></b>		
<b>Definition:</b>		
<p>This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service. A Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office). A Found-OK means a trouble with a Disposition Codes of 07, and a Test-OK means a trouble with a Disposition Codes of 09.</p> <p><b>Subsequent Reports:</b> Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• Troubles reported on Verizon, VZ, official (administrative lines)</li> <li>• Troubles closed due to customer action.</li> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</li> <li>• Customer Premises Equipment (CPE) troubles</li> </ul>		
<b>Performance Standard:</b>		
<p>Report Rate:</p> <p style="text-align: center;"><i>Less than or Equal to 1.0 trouble reports per 100 circuits.</i></p>		
<b>Report Dimensions</b>		
<p>Company:</p> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• Verizon Affiliates Aggregate</li> </ul>		<p>Geography:</p> <p style="text-align: center;">State</p>
<b>Metric Calculation Specifics</b>		
<b>SS-MR-1-01</b>	<b>Network Trouble Report Rate</b>	
<b>Products</b>	Retail Specials: <i>DS0, DS1, DS3, OCx, other</i>	Special Access: <i>DS0, DS1, DS3, OCx, other</i>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of all trouble reports with found network troubles (trbl_cd is FAC or CO) or not-found troubles (Test-OK or Found-OK).	Number of <i>circuits</i> in service.

<b>Function:</b>		
<b>Trouble Duration Intervals SS-MR-2</b>		
<b>Definition:</b>		
<p>This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Disposition Codes 03 (Drop Wire), 04 (Cable), 05 (Central Office), 07 (Test-OK) and 09 (Found-OK).</p> <p>For Special Services, including Special Access service, this is measured on a running <i>clock basis</i>, but <i>excludes customer validated no access time</i>.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>Subsequent reports (additional customer calls while the trouble is pending)</li> <li>Customer Premises Equipment (CPE) troubles</li> <li>Troubles closed due to customer action.</li> <li>Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.</li> </ul>		
<b>Performance Standard:</b>		
<p><i>For DSO and DS1 products, MTTR is:</i></p> <ul style="list-style-type: none"> <li><i>Not to exceed 3 hours.</i></li> </ul> <p><i>For DS3 and Other products, MTTR is:</i></p> <ul style="list-style-type: none"> <li><i>Not to exceed 1 hour.</i></li> </ul>		
<b>Report Dimensions</b>		
Company: <ul style="list-style-type: none"> <li>VZ Retail</li> <li>Other Carrier Aggregate</li> <li>Other Carrier Specific</li> <li>Verizon Affiliates Aggregate</li> </ul>		Geography:  State
<b>Metric Calculation Specifics</b>		
<b>SS-MR-2-01</b>	<b>Mean Time To Repair – Total</b>	
<b>Products</b>	<i>Retail Specials:</i> <i>DS0, DS1, DS3, OCx, other</i>	<i>Special Access:</i> <i>DS0, DS1, DS3, OCx, other</i>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of trouble clear date and time minus trouble receipt date and time for product group	Number of trouble reports for product group.



<b>Function:</b>		
<b><u>Repeat Trouble Reports SS-MR-3</u></b>		
<b>Definition:</b>		
<p>This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same circuit as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats as a Disposition Code 03, 04, or 05 will be classified as a repeat report.</p> <p>The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.</p>		
<b>Exclusions:</b>		
<p>A report is not scored as a repeat when the original reports are:</p> <ul style="list-style-type: none"> <li>• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.</li> <li>• Excluded from the repeat reports are: subsequent reports (additional customer calls while the trouble is pending).</li> <li>• Customer Premises Equipment (CPE) troubles when verified by the customer.</li> <li>• </li> <li>• Troubles closed due to customer actions.</li> <li>• </li> </ul>		
<b>Performance Standard:</b>		
<ul style="list-style-type: none"> <li>• Not to exceed 3.5%.</li> </ul>		
<b>Report Dimensions</b>		
<b>Company:</b> <ul style="list-style-type: none"> <li>• VZ Retail</li> <li>• Other Carrier Aggregate</li> <li>• Other Carrier Specific</li> <li>• VZ Affiliates Aggregate</li> </ul>		<b>Geography:</b>  State
<b>Metric Calculation Specifics</b>		
<b>SS-MR-3</b>	<b>% Repeat Reports within 30 Days</b>	
<b>Products</b>	<b>Retail Specials:</b> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• Ocx</li> <li>• Other</li> </ul>	<b>Special Access:</b> <ul style="list-style-type: none"> <li>• DS0</li> <li>• DS1</li> <li>• DS3</li> <li>• OCx</li> <li>• Other</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of troubles that had previous troubles closed within the last 30 days.	Number of troubles reported within the calendar month.