Carrier-to-Carrier Guidelines
Performance Standards and Reports
Appendices

Verizon Reports

Connecticut
Delaware
District of Columbia
Maryland
Massachusetts
New Jersey
New York
Pennsylvania[1]
Rhode Island
Virginia

[1] Not Applicable to former GTE Territory

Table of Contents

Appendix A

Reserved For Future Use

Appendix B
Provisioning Codes

NMP Provisioning Tables

Order Type:

Defines what type of service is requested

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

Appointment Type Code (ATC):

This code identifies how the appointment date was derived

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

Missed Appointment Code (MAC)

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

Customer Missed Appointment:

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

Company (VZ) Missed Appointment:

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

Other Missed Appointment:

EO	Used to indicate that Missed Appointment Code placed on service order in error.

SWO:

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

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

For South:

NO & O	Verizon Internal Services

SELLER TYPE:

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

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

RID:

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

Service Code Modifier (SCM)

Identifies the service grouping of a special service circuit.

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

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

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

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

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

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

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

Appendix C
Pre-Ordering Details

ENVIEW PROCESS – NOTES:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

EDI/CORBA Parsed CSR
Difference

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

Appendix D

Reserved For Future Use

Appendix E

Local Number Portability Process

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

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

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

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

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

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

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

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT:
VZ will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the VZ switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the VZ service order. At the same time the service orders are issued, VZ will send the FOC to the CLEC and create the subscription version to the NPAC. Since no Hot Cut is involved, once the 10 digit trigger is added to the VZ telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10-digit trigger is not applied because the VZ account has virtual telephone numbers, e.g. DID, then the FDT would govern the porting out activity and VZ will handle in the same manner as a Hot Cut by verbal communication.

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

On all ports without a loop and with a trigger, the VZ service order will carry a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the VZ line is disconnected from the switch.

Appendix F
E911 Updates

ENHANCED 911 DATABASE UPDATES

Background:

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

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

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

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

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

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

Appendix G

Reserved For Future Use

Appendix H

Reserved For Future Use

Appendix I

Reserved For Future Use

Appendix J

Reserved For Future Use

Appendix K

Statistical Methodology

Statistical Metric Evaluation Procedures

Carrier to Carrier Statistical Metric Evaluation Procedures

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

A. Statistical Framework

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

Statistical tests should be performed under the following conditions.

1) The data must be reasonably free of measurement/reporting error.

2) The ILEC to CLEC comparisons should be reasonably like to like.

3) The minimum sample size requirement for statistical testing is met. (Section B)

4) The observations are independent. (Section D)

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

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

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

B. Sample Size Requirements

The assumptions that underlie the C2C Guidelines statistical models include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, the characteristics of the sample may not reasonably represent those of the population. Meaningful statistical analysis may be performed and confident conclusions may be drawn, if the sample size is sufficiently large to minimize the violations of the assumptions underlying the statistical model.

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

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

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

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

C. Statistical Testing Procedures

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

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

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

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

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

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

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

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

1. Compute and store the mean for the original CLEC data set.
2. Combine the ILEC and CLEC data to form one data set.
3. Draw a random sample without replacement of size n_{clec} (sample size of original CLEC data) from the combined data set.

    a) Compute the test statistic (re-sampled CLEC mean).
    b) Store the new value of test statistic for comparison with the value obtained from the original observations.
    c) Recombine the data set.

4. Repeat Step 3 enough times such that if the test were re-run many times the results would not vary at or before the fourth decimal place of the reported Z score equivalent (e.g., draw 500,000 re-samples per Step 3).
5. Sort the CLEC means created and stored in Step 3 and Step 4 in ascending order (CLEC means from best to worst).
6. Determine where the original CLEC sample mean is located relative to the collection of re-sampled CLEC sample means. Specifically, compute the percentile of the original CLEC sample mean.
7. Reject the null hypothesis if the percentile of the test statistic (original CLEC mean) for the observations is less than .05 (5%). That is, if 95% or more of the re-sampled CLEC means are better than the original CLEC sample mean, then reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean. Otherwise, the data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
8. Generate the C2C Report "Z Score Equivalent," known in this document as the standard normal Z score that has the same percentile as the test statistic.

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

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

The hypergeometric distribution is as follows:

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

Where:

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

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

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

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

The probability of observing **exactly** *fclec* $_{\text{failures}}$ is given by:

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

Where:

f_{clec} = CLEC failures in the chosen sample = $n_{clec}\,p_{clec}$
f_{ilec} = ILEC failures in the chosen sample = $n_{ilec}\,p_{ilec}$
n_{clec}= size of the CLEC sample
n_{ilec}= size of the ILEC sample

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

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

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

Where:

s_{clec} = the number of CLEC successes = $n_{clec}\ (1-p_{clec})$
s_{ilec} = the number of ILEC successes = $n_{ilec}\ (1-p_{ilec})$
$f_{total} \equiv f_{clec} + f_{ilec}$
$s_{total} \equiv s_{clec} + s_{ilec}$

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

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

D. Root Cause/Exceptions

Root Cause: If the permutation test shows an "out-of-parity" condition, the ILEC may perform a root cause analysis to determine cause. Alternatively, the ILEC may be required by the Carrier Working Group to perform a root cause analysis. If the cause is the result of "clustering" within the data, the ILEC will provide such documentation.

Clustering Exceptions: Due to the definitional nature of the variables used in the performance measures, some comparisons may not meet the requirements for statistical testing. Individual data points may not be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including the ILEC's troubles, within that individual event, the trouble duration is identical.

Another example of clustering is if a CLEC has a small number of orders in a single location with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs.

Finally, if root cause shows that the difference in performance is the result of CLEC behavior, the ILEC will identify such behavior and work with the respective CLEC on corrective action.

Another assumption underlying the statistical models used here is the assumption that the data are independent. In some instances, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence contributes to "clustering" of data. Clustering occurs when individual items (orders, troubles, etc.) are clustered together as one single event. This being the case, the ILEC will have the right to file an exception to the performance scores in the Performance Assurance Plan if the following events occur:

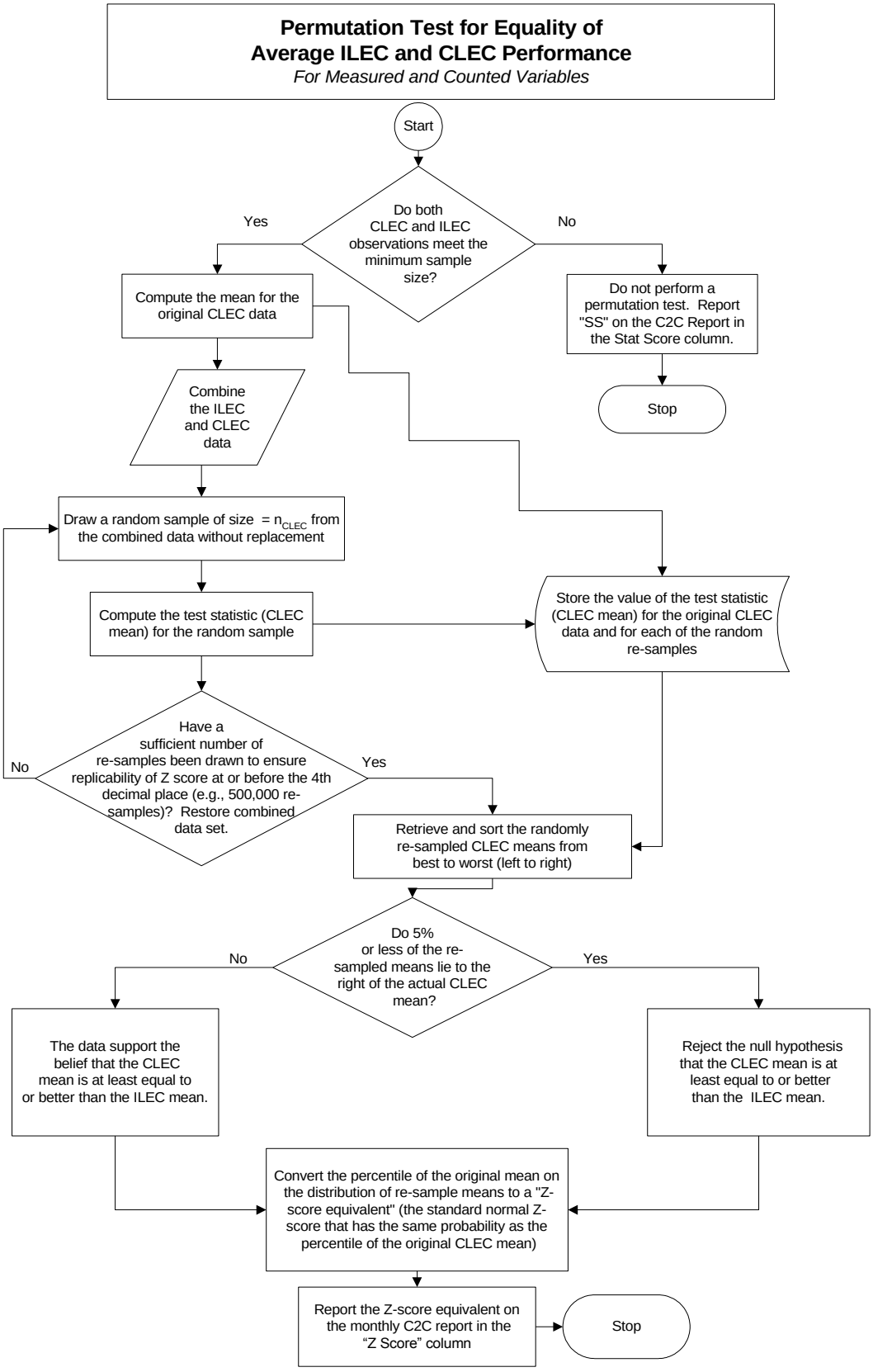
a. Event-Driven Clustering - Cable Failure: If a significant proportion of a CLEC's troubles are in a single cable failure, the ILEC will provide data demonstrating that all troubles within that failure, including the ILEC troubles, were resolved in an equivalent manner. Then, the ILEC also will provide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

b. Location-Driven Clustering - Facility Problems: If a significant proportion of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the ILEC will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, the ILEC will provide the provisioning performance with that data excluded from the overall performance for both the CLEC and the ILEC and the remaining troubles will be compared according to normal statistical methodologies. Additional location-driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

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

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

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


Permutation Test for Equality of
Average ILEC and CLEC Performance
For Measured and Counted Variables
Start
Do both CLEC and ILEC observations meet the minimum sample size?
Yes
No
Compute the mean for the original CLEC data
Do not perform a permutation test. Report "SS" on the C2C Report in the Stat Score column.
Stop
Combine the ILEC and CLEC data
Draw a random sample of size = n_{CLEC} from the combined data without replacement
Compute the test statistic (CLEC mean) for the random sample
Store the value of the test statistic (CLEC mean) for the original CLEC data and for each of the random re-samples
Have a sufficient number of re-samples been drawn to ensure replicability of Z score at or before the 4th decimal place (e.g., 500,000 re-samples)? Restore combined data set.
No
Yes
Retrieve and sort the randomly re-sampled CLEC means from best to worst (left to right)
Do 5% or less of the re-sampled means lie to the right of the actual CLEC mean?
No
Yes
The data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
Reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean.
Convert the percentile of the original mean on the distribution of re-sample means to a "Z-score equivalent" (the standard normal Z-score that has the same probability as the percentile of the original CLEC mean)
Report the Z-score equivalent on the monthly C2C report in the "Z Score" column
Stop

Appendix L

Example of C2C Performance Reports in ASCII Format

Field Name	Type	Description	Example
STATE	ALPHA	The state for which performance is being reported	NY
METRIC_MONTH	DATE	The month for which performance is being reported in MM/DD/YYYY format (DD is first day of reported month).	4/1/2004
CLEC_ID	ALPHANUMERIC	The identifier associated with a CLEC (AGGR for Aggregate reporting).	AGGR
METRIC_ID	ALPHANUMERIC	The metric ID for each reported measure in NN-RR-CC-TTTT format where: NN is the domai**n** (Pre-Ordering, Ordering, etc.) RR is the metric numbe**r** (1, 2, etc.) CC is the sub-metri**c** number (01, 02, etc.) TTTT is the produc**t** code (2100, etc.)	PO-1-01-6020
GEOGRAPHY	ALPHA	The geography associated with the reporting ('Entire State' for state-level reporting.)	Entire State
METRIC_DESC	ALPHANUMERIC	The description associated with the performance measure.	Average Response Time - Customer Service Record (CSR)
PRODUCT_DESC	ALPHA	The description associated with the metric product code	EDI
STANDARD	ALPHANUMERIC	The performance standard for the sub-metric	Parity plus <= 4 Seconds
VZ_PERF	NUMERIC	The Verizon performance	
CLEC_PERF	NUMERIC	The CLEC performance	
VZ_DEN	NUMERIC	The Verizon denominator	
CLEC_DEN	NUMERIC	The CLEC denominator	
VZ_NUM	NUMERIC	The Verizon numerator	
CLEC_NUM	NUMERIC	The CLEC numerator	
DIFFERENCE	NUMERIC	The difference between Verizon and CLEC performance	
STANDARD_DEV	NUMERIC	The standard deviation	
Z_SCORE	NUMERIC	The Z-Score calculation	

Appendix M

Order Accuracy Details

Order Accuracy Details:

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

LSRC Accuracy:

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

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

Order Accuracy

Permanent Solution:

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

- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS and LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- Features (for Resale and Switching orders)
- Due Date

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

Order Accuracy – Directory Listing*

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

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

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

Appendix N

Verizon Wholesale Change Control Notification Process

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

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

Types of Distribution Lists

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

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

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

Maintenance of CLEC distribution lists

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

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

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

Appendix O

Test Deck- Weighted Transaction Matrix

MDV (eTRAK) Quality Baseline Validation Test Deck- LSOG 9

PRE-ORDER						ORDER			TOTAL
25% of total weights 23 scenarios						75% of total weights 60scenarios			100% 83 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 4 scenarios	12% of preorder 3% of total 2 scenario	12% of preorder 3% of total 6 scenarios	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 3 scenarios	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 24 scenarios	40% of orders 30% of total 18 scenarios	EDI
Customer Service Record	Appointment Scheduling	Address Validation	Product & Service Availability/Directory Listings	TN Availability Ord Reservation	Facility Availability (Loop Qualification)/ Loop Make-Up	Scenarios	Scenarios	Scenarios	
16 2.50% 17 2.50% 18 2.50% 19 2.50%	26 1.50% 27 1.50%	6 0.50% 7 0.50% 8 0.50% 9 0.50% 23 0.50% 25 0.50%	5 0.60% 10 0.60% 11 0.60% 12 0.60% 13 0.60%	1 1.00% 2 1.00% 3 1.00%	15 1.00% 20 1.00% 24 1.00%	1 0.83% 2 0.83% 4 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 8S 0.83% 9 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83% 56 0.83%	30 1.25% 31 1.25% 32 1.25% 32S 1.25% 32J 1.25% 33 1.25% 34 1.25% 35 1.25% 35S 1.25% 36 1.25% 37 1.25% 38 1.25% 40 1.25% 41 1.25% 43 1.25% 44 1.25% 45 1.25% 46 1.25% 47 1.25% 48 1.25% 49 1.25% 50 1.25% 51 1.25% 54 1.25%	18 1.67% 19 1.67% 20 1.67% 21 1.67% 22 1.67% 23 1.67% 24 1.67% 25 1.67% 26 1.67% 27 1.67% 27S 1.67% 28 1.67% 29 1.67% 39 1.67% 42 1.67% 52 1.67% 53 1.67% 55 1.67%	
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

Pennsylvania/Delaware/New Jersey Quality Baseline Validation Test Deck- LSOG 9

PRE-ORDER						ORDER			TOTAL
25% of total weights 23 scenarios						75% of total weights 60 scenarios			100% 83 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 4 scenarios	12% of preorder 3% of total 2 scenario	12% of preorder 3% of total 6 scenarios	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 3 scenarios	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 24 scenarios	40% of orders 30% of total 18 scenarios	EDI
Customer Service Record	Appointment Scheduling	Address Validation	Product & Service Availability/Directory Listings	TN Availability Ord Reservation	Facility Availability (Loop Qualification)/ Loop Make-Up	Scenarios	Scenarios	Scenarios	
16 2.50% 17 2.50% 18 2.50% 19 2.50%	26 1.50% 27 1.50%	6 0.50% 7 0.50% 8 0.50% 9 0.50% 23 0.50% 25 0.50%	5 0.60% 10 0.60% 11 0.60% 12 0.60% 13 0.60%	1 1.00% 2 1.00% 3 1.00%	15 1.00% 20 1.00% 24 1.00%	1 0.83% 2 0.83% 3 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 9 0.83% 9S 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83% 56 0.83%	30 1.25% 31 1.25% 32 1.25% 32S 1.25% 32J 1.25% 33 1.25% 34 1.25% 35 1.25% 35S 1.25% 36 1.25% 37 1.25% 38 1.25% 40 1.25% 41 1.25% 43 1.25% 44 1.25% 45 1.25% 46 1.25% 47 1.25% 48 1.25% 49 1.25% 50 1.25% 51 1.25% 54 1.25%	18 1.67% 19 1.67% 20 1.67% 21 1.67% 22 1.67% 23 1.67% 24 1.67% 25 1.67% 26 1.67% 27 1.67% 27S 1.67% 28 1.67% 29 1.67% 39 1.67% 42 1.67% 52 - 1.67% 53 1.67% 55 1.67%	
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

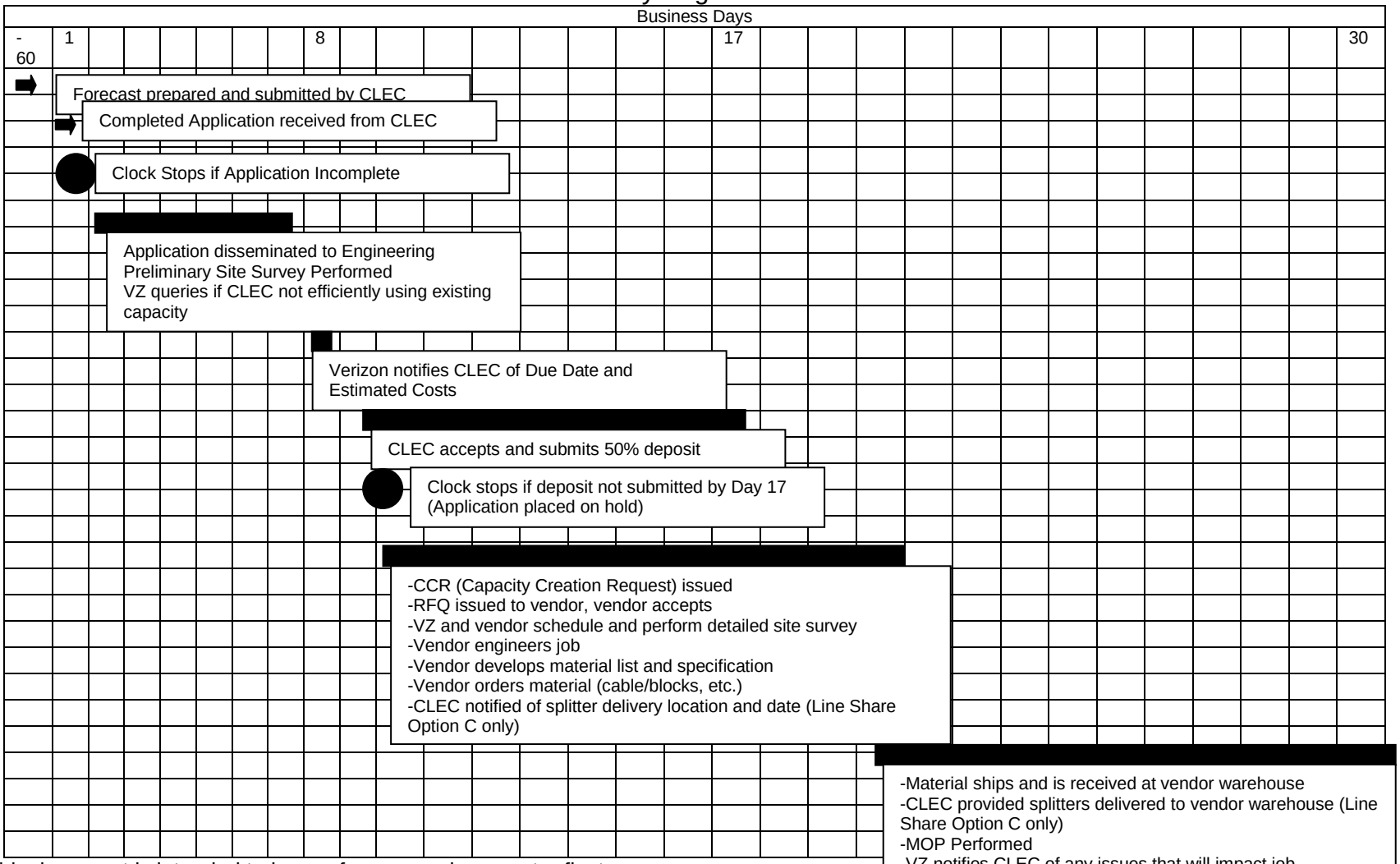
Northeast Regional Quality Baseline Validation Test Deck- LSOG 9

PRE-ORDER						ORDER			TOTAL
25% of total weights 24 scenarios						75% of total weights 60 scenarios			100% 84 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 5 scenarios	12% of preorder 3% of total 2 scenario	12% of preorder 3% of total 6 scenarios	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 3 scenarios	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 24 scenarios	40% of orders 30% of total 18 scenarios	EDI
Customer Service Record	Appointment Scheduling	Address Validation	Product & Service Availability/Directory Listings	TN Availability Ord Reservation	Facility Availability (Loop Qualification)/ Loop Make-Up	Scenarios	Scenarios	Scenarios	
16 2.00% 17 2.00% 18 2.00% 19 2.00% 22 2.00%	26 1.50% 27 1.50%	6 0.50% 7 0.50% 8 0.50% 9 0.50% 23 0.50% 25 0.50%	5 0.60% 10 0.60% 11 0.60% 12 0.60% 13 0.60%	1 1.00% 2 1.00% 3 1.00%	15 1.00% 20 1.00% 24 1.00%	1 0.83% 2 0.83% 3 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 8S 0.83% 9 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83% 56 0.83%	30 1.25% 31 1.25% 32 1.25% 32S 1.25% 32J 1.25% 33 1.25% 34 1.25% 35 1.25% 35S 1.25% 36 1.25% 37 1.25% 38 1.25% 40 1.25% 41 1.25% 43 1.25% 44 1.25% 45 1.25% 46 1.25% 47 1.25% 48 1.25% 49 1.25% 50 1.25% 51 1.25% 54 1.25%	18 1.67% 19 1.67% 20 1.67% 21 1.67% 22 1.67% 23 1.67% 24 1.67% 25 1.67% 26 1.67% 27 1.67% 27S 1.67% 28 1.67% 29 1.67% 39 1.67% 42 1.67% 52 1.67% 53 1.67% 55 1.67%	
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

Appendix P

Collocation 45 Day and 76 Day Augment Milestone Chart

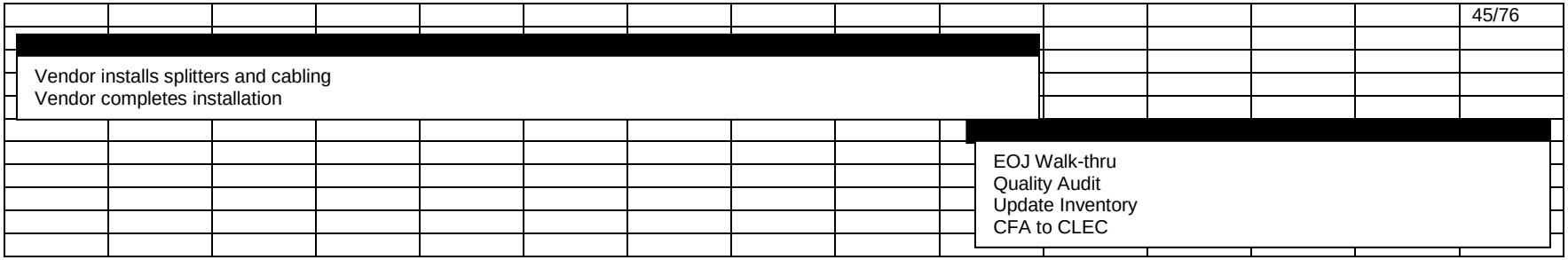
Collocation Interval Timeline November 2004
45/76 Business Day Augment Interval Timeline



This document is intended to be a reference and may not reflect the most recent information in the tariff.

Collocation Interval Timeline November 2004

Interval Timeline cont.



Guidelines for Deployment of 45 Business Day Augment Interval

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

This document is intended to be a reference and may not reflect the most recent information in the tariff.

Maryland Appendix Q

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

Consensus Decision[4] and Nonconsensus Decision[5]

1. Verizon Maryland shall file with the Commission the New York consensus and/or nonconsensus metric change(s) and proposed implementation interval(s), including an explanation of time required to implement, and description of the changes made to adapt to Maryland systems. Such filings shall be within 30 calendar days of submission date of the compliance filing in New York[6] and shall be made in accordance with the Commission's Rules and Procedures.

2. With each such filing, Verizon Maryland may submit to the Commission any opposition to adoption of any metric change(s). Verizon Maryland shall set forth its reasons for opposition in any such filing.

3. Verizon Maryland shall make an electronic copy of its filing on the proposed consensus and/or nonconsensus change(s) available to the Maryland Carrier Collaborative ("MCC"), the Office of People's Counsel and the Commission Staff at the time of filing.

4. The Commission Staff, Office of People's Counsel, and interested parties shall have an opportunity to comment and/or request a hearing on the proposed metric change(s) submitted by Verizon Maryland. Such comments are not limited but should address whether the metric change(s) appropriately adapts the New York metric to Maryland; should discuss the proposed implementation interval(s) and should be filed within 20 days of Verizon Maryland's filing. Verizon Maryland and others that did not object to a metric change(s) or proposed implementation interval(s) shall be provided an opportunity to respond if anyone objects to the adoption of the change(s) or implementation intervals within 10 days of the filing of the objection, or 30 days following Verizon Maryland's initial filing.

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

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

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

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

Other Changes

1. The Maryland Carrier-to-Carrier Collaborative shall remain as a forum for parties to discuss performance standards, metric change(s) and other issues relevant to the Maryland telecommunications industry.

2. The Commission encourages parties to continue participating in the Maryland Collaborative process and to consider the MCC as the most appropriate vehicle for the initial consideration of any proposed Maryland-specific metric change(s).

3. The MCC is encouraged to submit proposed metric change(s) to the New York Carrier Working Group for its consideration. Thereafter, the proposed changes should be presented to the Commission in accordance with the existing Consensus Decision and Nonconsensus Decision process contained in the MD Guidelines.

4. Any party shall be free to oppose, before the Commission, a proposal to which it has not agreed. While no party shall be prevented from proposing metric change(s) to the MD Guidelines in accordance with the Commission's Rules of Practice and Procedure, the Commission would expect that the Maryland Collaborative process would be by-passed only in extreme situations.

New Jersey Appendix Q

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

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

Consensus Decision[7] and Nonconsensus Decision[8]

1. Verizon New Jersey Inc. shall electronically submit to a designee of the Division of Telecommunications Staff of the New Jersey Board of Public Utilities (Board Staff) the New York consensus and nonconsensus metric change(s) and proposed implementation interval(s), including an explanation of the time required to implement, and description of the changes made to adapt to New Jersey systems. In addition, Verizon New Jersey Inc. shall submit to the Board Staff a recommendation for the manner in which the proposed changes shall be reflected in the Incentive Plan (IP). Such submissions shall be made no later than 30 calendar days after the submission date of the compliance filing in New York[9] and shall be made in accordance with the Board's Rules and Procedures.

2. The Board Staff shall submit an electronic copy of the proposed consensus and nonconsensus change(s) for comment to the New Jersey Carrier Working Group ("CWG"), the Ratepayer Advocate and any interested party within three (3) business days of Verizon New Jersey's electronic submission.

3. Changes to the Guidelines:

   a) Any interested party, which shall include but not be limited to parties participating in the New Jersey Carrier Working Group ("CWG") and the Ratepayer Advocate, shall have an opportunity to comment and request an examination of the proposed metric change(s) submitted by the Board Staff. Such comments shall be filed with the Board Staff within 20 calendar days of Board Staff's initial submission. All interested parties shall have an opportunity to respond to any such comments or requests. Such response shall be filed within 30 calendar days following Board Staff's initial submission.

   b) If no interested party has objected to the adoption of a proposed consensus or nonconsensus metric change(s) after the opportunity for comment, the change shall be considered approved forty-five (45) calendar days after the initial submission by Board Staff, unless otherwise determined by the Board of Public Utilities.

   c) Upon receipt of an objection by the Board Staff, the change proposed will be considered suspended until such time as final resolution on the issue can be reached and all parties are notified of the outcome, whether by formal Board action or through Carrier Working Group negotiations.

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

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

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

4. Changes to Appendix A of the Incentive Plan:

   a) All interested parties, which shall include but not be limited to parties participating in the New Jersey Carrier Working Group ("CWG") and the Ratepayer Advocate, shall have an opportunity to comment and request an examination of the proposed IP change(s) submitted by Board Staff. Such comments shall be filed within 20 calendar days of Board Staff's initial submission. Any interested party shall have an opportunity to respond to any such comments or requests. Such response shall be filed within 30 calendar days following Board Staff's initial submission.

   b) If no interested party has objected to the proposed IP change(s) after the Board Staff has provided an opportunity for comment, the change shall be considered approved forty-five (45) calendar days after the initial submission by Board Staff, unless otherwise determined by the Board of Public Utilities.

   c) Upon receipt of an objection by the Board Staff, the change proposed will be considered suspended until such time as final resolution on the issue can be reached and all parties are notified of the outcome, whether by formal Board action or through Carrier Working Group negotiations.

Other Changes

1. The New Jersey CWG shall remain as a forum for parties to discuss performance standards, metric change(s) and other issues relevant to the New Jersey telecommunications industry.

2. The Board encourages parties to continue participating in the New Jersey Collaborative process and to consider the CWG as the most appropriate vehicle for the initial consideration of any proposed New Jersey-specific metric change(s).

3. The CWG is encouraged to submit proposed metric change(s) to the New York Carrier Working Group for its consideration. Thereafter, the proposed changes should be presented to the Board in accordance with the existing Consensus Decision and Nonconsensus Decision process contained in the NJ Guidelines.

Appendix R

New York Carrier Working Group
Statement of Purpose & Guidelines for Participation

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

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

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

General Guidelines:

- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.

- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

_____

Participant Signature

Appendix S

Projects Requiring Special Handling

Projects Requiring Special Handling

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

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

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

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

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

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

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

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

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

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

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

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

TABLE A

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

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

TABLE B

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

Appendix T

Provisioning Cooperative Continuity Testing – UNE 2-Wire xDSL Loop

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

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

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

Maryland Appendix U

Interconnection Trunks Provided Over Loop Transport Facilities

Exception-Waiver
Interconnection Trunks Provided Over Loop Transport Facilities

Verizon may file a petition for an exception or waiver in connection with interconnection trunks[11] that are provided over loop transport facilities.[12] If Verizon fails to meet a performance standard as a result of its performance in connection with interconnection trunks that are provided over loop transport facilities, Verizon may petition the Commission for an exclusion or adjustment of Verizon's performance results in connection with such interconnection trunks. In the petition, Verizon shall demonstrate why its performance in connection with interconnection trunks that are provided over loop transport facilities should be excluded or adjusted.[13] CLECs and other interested parties shall be given an opportunity to respond to any Verizon MD petition for an exception or waiver. The Commission will determine which, if any, of the performance results should be excluded or adjusted.

[11] As used in this paragraph, "interconnection trunks" include, but are not limited to, "Interconnection Trunks," "Interconnection Trunks (CLEC)," "CLEC Trunks" and "VZ Inbound Augment Trunks."
[12] See, *In the Matter of the Review By the Commission Into Verizon Maryland Inc.'s Compliance with the Conditions of 47 U.S.C. §271(c)*, Case No. 8921, Letter of December 16, 2002, from the Maryland Public Service Commission to William R. Roberts, President, Verizon Maryland Inc., Para. 5, "Entrance Facilities."
[13] The measurements affected by loop transport interconnection include, but are not limited to, measurements under the following metrics: PR-1, PR-4, PR-6, MR-2, MR-4, MR-5 and NP-1.

Maryland Exhibit 1

ADDITIONAL PROVISIONS

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

Virginia Exhibit 1

ADDITIONAL PROVISIONS

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

New Jersey Exhibit 1

1. **Interpretation.** These Carrier-to-Carrier Guidelines (Guidelines) are intended to implement the order of the Board (In The Matter of the Establishment of Permanent Performance Measures and Standards, Docket Nos. TX98010010, TX95120631, TO96070519, TO98010035 and TO98060343 ("Order") (as amended from time-to-time), and other applicable orders of the Board. The Guidelines shall be construed and implemented so as to be consistent with and implement the Order and other applicable orders of the Board.

2. **Changes.** The Board may modify the Guidelines by Order, including, but not limited to, in order to conform the Guidelines to changes in Verizon's systems and processes.

3. **Skewed Data.** As determined by the Board, Verizon shall not be responsible for a failure to meet a performance standard, to the extent such failure was the result of: (a) a Force Majeure event; (b) a statistically invalid measurement; or, (c) Event Driven Clustering, Location Driven Clustering, Time Driven Clustering, or CLEC Actions, as described in Appendix J.

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

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

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

4. Confidentiality.

(a) Verizon Information:

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

(A) "Verizon Information:" (1) information contained in the report for Verizon Retail performance; (2) information contained in the report for Verizon Affiliate Aggregate performance; and, (3) any other information about or related to Verizon retail customers or Verizon Affiliates, disclosed to a CLEC in conjunction with the Guidelines.

(B) "Agent:" (1) an employee, agent, contractor or affiliate[14] of a CLEC; and, (2) an employee of an agent, contractor or affiliate of a CLEC.

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

(3) Except as otherwise expressly required by applicable law, in providing performance reports to a CLEC and otherwise performing its obligations under the Guidelines, Verizon shall not be obligated, and may decline, to disclose to a CLEC any individually identifiable information pertaining to a person other than the CLEC, including, but not limited to, any other carrier customer of Verizon or any retail customer of Verizon.

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

(b) CLEC Information

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

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

(B) "Agent:" (1) an employee, agent, contractor or affiliate[15] of Verizon; and, (2) an employee of an agent, contractor or affiliate of Verizon.

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

(c) Exceptions

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

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

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

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

(d) This Section 4 is intended to be in addition to and not in derogation of any applicable law protecting the confidentiality of the information of a telecommunications carrier or the customers or users of a telecommunications carrier. This Section 4 shall not be construed as permitting any disclosure or use of information otherwise prohibited by applicable law.

5. Reporting Date. Performance Measurement Reports will be distributed on the 25th day of the month following the reporting month (or, if the 25th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

6. CLEC General Obligations. CLECs shall comply with all of the obligations imposed upon them by the Guidelines, including, but not limited to, the obligation to provide timely, accurate forecasts for interconnection trunks (both "CLEC to Verizon" and "Verizon to CLEC") and collocation.