

STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

At a session of the Public Service  
Commission held in the City of  
New York on December 15, 2004

COMMISSIONERS PRESENT:

William M. Flynn, Chairman  
Thomas J. Dunleavy  
Leonard A. Weiss  
Neal N. Galvin

CASE 97-C-0139 - Proceeding on Motion of the Commission to  
Review Service Quality Standards for Telephone  
Companies.

ORDER ESTABLISHING MODIFICATIONS TO THE  
INTER-CARRIER SERVICE QUALITY GUIDELINES  
FOR HOT CUT MEASUREMENTS AND STANDARDS

(Issued and Effective December 16, 2004)

BY THE COMMISSION:

On August 25, 2004, we issued the *Order Setting Permanent Hot Cut Rates* (the Hot Cut Order) which referred the development of hot cut metrics and standards to Case 97-C-0139 - the "Carrier to Carrier" (C2C) proceeding. It is in the C2C proceeding that members of the telecommunications industry and Department staff, collectively known as the Carrier Working Group (CWG), collaborate to propose modifications to the Inter-Carrier Service Quality Guidelines (C2C Guidelines), which govern the service quality standards of carrier-to-carrier services and measure company performance.

The Hot Cut Order required that the CWG attempt to reach agreement on hot cut metrics and standards within 60 days, or the parties would brief outstanding issues 21 days thereafter. After several productive sessions of the CWG, the

parties, on October 25, 2004, submitted to staff the framework for hot cut metrics and standards reached by the consensus determination of the group, and identified outstanding issues to be briefed by the parties and submitted to the Commission for determination. On November 15, 2004, briefs on non-consensus issues were filed by Covad, BridgeCom and Broadview (jointly), AT&T, MCI, MetTel, and Verizon.

Notice of our intent to modify the C2C Guidelines for the inclusion of hot cut metrics and standards was provided in SAPA 97C0319SA21, published September 22, 2004. No comments in response to the SAPA were received.

#### DISCUSSION

Modifications to the C2C Guidelines adopted here were developed by the consensus determination of the CWG, or based on the Commission's analysis of the issues raised by the parties in their non-consensus filings.

##### 1) Hot Cut Metrics and Standards Determined by Consensus

Members of the Carrier Working Group held several productive sessions in an attempt to consensually develop hot cut metrics and standards. Active participants in that effort included staff, Covad Communications Company (Covad), BridgeCom International, Inc. (BridgeCom), AT&T Communications of New York, Inc. (AT&T), Broadview Networks, Inc. (Broadview), Metropolitan Telecommunications, (MetTel), MCI, Inc. (MCI), Time Warner Telecommunications (Time Warner), XO Communications (XO), and Verizon New York, Inc. (Verizon). On October 25, 2004, the CWG submitted to staff its proposal for hot cut metrics and standards achieved by the consensus determination of the group. In its submission, included as Appendix 1 hereto, the CWG provided its consensus determinations on several hot cut metrics to be included in the C2C Guidelines and identified issues where consensus was not achieved (applicable consensus and non-

consensus passages are highlighted in Appendix 1). The consensus proposal included several new sub-metrics and recommended other significant modifications to the measurements and standards in the C2C Guidelines to improve hot cut performance. The modifications determined by consensus include:

- Modifying existing metrics, where applicable, to include Large Job and Batch Hot Cut processes;
- Including UNE-P to UNE-L and UNE-L to UNE-L migrations in applicable Hot Cut metrics;
- Modifying the measurement of the average interval offered to include Basic and Batch Hot Cuts (PR-1-13);
- Modifying the measurement and standard for Basic Hot Cut orders completed within 5 days (PR-3-08) and 10 days (PR-3-11);
- Expanding the measurement of installation quality performance to include Large Job and Batch Hot Cuts (PR-6-02);
- Redefining the measurement of on-time Basic Hot Cut completion performance, and expanding the definition to include Large Job and Batch Hot Cuts processes (PR-9);
- Developing cut-over windows for the completion of Batch Hot Cuts; and,
- Establishing a new sub-metric to measure the performance associated with completion of Large Job negotiations.

Since the submission of the consensus proposal on October 25, 2004, the CWG has identified three items in the proposal requiring clarification.<sup>1</sup> Appendix 1 reflects the incorporation of these clerical modifications.

The consensus recommendations of the CWG, as modified and attached as Appendix 1, which address the Commission's requirement to establish hot cut measurements and standards, and

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<sup>1</sup> The product in PR-9-01 is modified to read "Loop - Batch Hot Cut Loop", consistent with PR-6-02. PR-3-08 performance standard is changed to read "Basic Hot Cut Loops (1-10 Lines)." The title and numerator of PR-3-11 is modified to include Business Days."

enhance the C2C Guidelines in monitoring wholesale telephone service quality performance are approved.

2) Non-Consensus Hot Cut Metric Determinations

Despite the best efforts of the Carrier Working Group, several issues relating to Hot Cut measurements and standards were not resolved within the timeframe established by the Hot Cut order. These non-consensus issues were identified by the CWG and parties submitted briefs on those issues for our determination. Our determinations are stated below based on a careful analysis of the positions filed by the CWG parties.

a) PO-2: OSS Interface Availability

Verizon proposes to expand the existing metric that measures the availability of Verizon's OSS interfaces to include WPTS<sup>2</sup> and establish scheduled hours for the availability of WPTS.<sup>3</sup> Several CLECs, including AT&T, Bridgecom and MetTel propose an alternative proposal for prime time availability 24 hours a day, seven days a week. They claim that Verizon's proposal here is contrary to its commitments made in the Hot Cuts case to perform hot cuts 24/7.

It is reasonable to assume some down-time for updating and maintenance of electronic systems during non prime-time hours. Verizon's proposal is consistent with the availability of other OSS interfaces such as EDI, WEB GUI/LSI, CORBA and EB. We do not expect the scheduled non prime-time availability of Verizon's WPTS system will interfere with Verizon's scalability obligations for hot cuts. We expect that excessive down-time,

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<sup>2</sup> Wholesale Provisioning and Tracking System - an automated Verizon system used by Verizon and CLECs to communicate information relating to the status of hot cut orders.

<sup>3</sup> Verizon proposes prime time hours between 06:00:00 and 23:59:59 EST Monday through Saturday, excluding major Holidays

would generate complaints by CLEC users which would then necessitate appropriate remedies.

Verizon's proposal regarding WPTS prime-time hours (06:00:00 to 23:59:59 EST Monday through Saturday), which is consistent with other Verizon OSS systems, is approved.

b) OR-5: Percent Flow-Through

This metric measures the percent of valid orders received through Verizon's electronic ordering interface that are processed directly through to the legacy Service Order Processor system and confirmed without human intervention. Currently, this metric only measures performance on a total Resale and total UNE order basis.

Certain CLECs propose that this metric be modified to measure UNE-L or "Loop" products separately. ATT raises the concern that traditionally high flow-through rates associated with UNE-P orders could mask poor performance in UNE-L order flow-through rates. ATT, Bridgecom and Broadview also share the concern that lower UNE-P volumes due to the expected market shift from UNE-P to UNE-L would greatly impact performance in the aggregated measure and the ability to monitor UNE-L performance. MetTel claims that without disaggregation, the means to identify any problems in a timely fashion is limited. Verizon, Time Warner and Covad recommend no change to the existing measure.

Disaggregation of flow-through performance is reasonable so that UNE-L performance may be distinguishable from UNE-P activity. Given that volumes of UNE-L orders are expected to increase going forward, it is critical that UNE-L flow-through rate problems be identified early so that problems can be remedied. The CLEC proposal to disaggregate the flow-through metric to measure UNE-P, UNE-L, and UNE-Other separately, as opposed to the existing measurement of UNE-Total, is approved.

c) PR-1: Average Interval Offered

PR-1 measures the average interval offered for completed and cancelled orders. The completion of orders within a specified number of days is measured in a different metric, PR-3. The consensus determination established the measurement of the average interval offered for non-dispatched Basic Hot Cut orders greater than 20 lines, and for all Batch Hot Cut orders (PR-1-13).<sup>4</sup> For Basic Hot Cut orders under 10 lines, and between 10 and 20 lines, the interval is fixed at 6 and 10 days, respectively. Intervals for Basic Hot Cut orders greater than 20 lines are negotiated and intervals for Batch Hot Cut orders can range from 6 to 26 days, based on the amount of Batch Hot Cuts requested in a particular central office. The measurement of average intervals, rather than a standard interval, is appropriate for these products because the interval offered varies on an order by order basis. The PR-1-13 sub-metric is for monitoring purposes and does not include a performance standard.

An alternative proposal would expand the measurement of PR-1-05: Average Interval Offered (Dispatch) to include Batch Hot Cut orders within high volume, mid volume and low volume central offices. Verizon and several CLECs acknowledge that the alternative proposal was not fully developed by the CWG. The only CLECs supporting this metric are MCI, the sponsor, and MetTel. Because this modification was not fully developed by the CWG, we reject the alternative proposal to measure the average interval offered for Batch Hot Cut orders greater than 10 lines (disaggregated for high-volume, mid-volume and low-volume offices).

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<sup>4</sup> "Dispatch" and "No Dispatch" classification refers to whether or not a technician is required to be dispatched to the outside plant to complete the order.

d) PR-3: % Completed within Specified Number of Days

The existing C2C Guidelines include a metric to measure Basic Hot Cut order completion within 5 days, the standard interval offered, for orders less than 10 lines. One of the consensus determinations is a new sub-metric that measures Basic Hot Cut order completion for orders between 10 and 20 lines with a standard of 95% within 10 business days.

Verizon proposed an additional metric that would measure completed Large Job Hot Cut orders within 30 days. The alternative proposal, supported in whole or in part by all of the CLECs, would establish three other metrics for Large Job Hot Cut order completion within 15 days, within 26 days, and within 60 days. Broadview, the only participating CLEC with actual Large Job experience, reports that the usual completion interval offered by Verizon for Large Job completion is 15 days. Verizon claims that the 15 day interval is a general offering and not part of any obligation in the Large Job process approved by the Commission.

At issue here is the completion interval for Large Job Hot Cuts. Batch Hot Cut orders have an outer due date of 26 business days and are less expensive. The most desirable feature of the more expensive Large Job process is the CLEC's ability to control the date and time of the cut-over. The expected completion of the Large Job, based on current practice, is 15 days. Therefore, it is reasonable for the CLECs to expect that Large Job orders (unless otherwise requested) will be completed in an interval shorter than that of the outer-limit for the Batch, which is under Verizon's control. However, we find that the alternative proposal for a 99.5% standard is not a reasonable measure of performance for the primarily manual tasks associated with Large Job Hot Cut completions. Therefore, we will approve a standard of 98% for PR-3-14: % Large Job Hot Cut orders completed in 26 business days. While a measurement of

Large Job completion performance within 15 days is desirable, it is premature to require a commitment to that interval as line volumes may increase significantly based on expected or increased reliance on UNE-L. Monitoring of actual performance, as Verizon suggests, could produce more realistic performance expectations. Therefore, the CLEC proposal for PR-3-13, % Large Job Hot Cut orders completed in 15 business days is approved with no standard so performance can be measured for monitoring purposes. Verizon's proposal, to only measure % Completed in 30 days (PR-3-12) and the other alternative proposal (PR-3-15 % Completed within 60 Business Days) are rejected.

e) PR-5: Facility Missed Orders

The PR-5 metric measures the percent of orders completed after the committed due date due to a lack of facilities for various Verizon wholesale products. Hot cut orders are not specifically measured in this metric, but are included in the measurement POTS Loop - Total, which includes new Loop and Hot Cut orders.

An alternative proposal would expand the PR-5 metric to separately measure dispatched Batch Hot Cut orders where Integrated Digital Loop Carrier (IDLC) was present and no alternate facilities are found, completed more than 15 and 60 days after the missed appointment date. The alternative proposal is supported only by MCI, the sponsor, and MetTel. In its non-consensus brief, MCI acknowledges that the placement of its proposal in a "dispatch" metric was inappropriate, but contends that such a measure is still warranted to ensure that the presence of IDLC does not unnecessarily delay or increase the cost of Hot Cut orders.

According to Verizon's existing practices, the hot cut of an IDLC loop requires that the conversion of the loop to an available Universal Digital Loop Carrier (UDLC) or copper facility be coordinated with other hot cut activities. For that

reason, IDLC loops are not eligible for cut-over in the less coordinated Large Job and Batch Hot Cut processes. However, IDLC loops are eligible for cut-over in the Basic Hot Cut process approved by the Commission. Verizon's performance in the completion of Basic Hot Cut orders within a specified number of days, which may include IDLC loops, is already measured in the PR-3 metric. The alternative proposal to measure the percent of Batch Hot Cut orders completed after the commitment date due to lack of facilities caused by IDLC, is inconsistent with processes approved in the Hot Cut order and is, therefore, rejected.

f) PR-6: Installation Quality

The existing PR-6 metric measures troubles reported within 30 days and 7 days for various wholesale products, i.e., POTS-Loops, UNE-P, 2-Wire Digital, Specials, etc. While PR-6-01 measures performance for many wholesale products (including Hot Cuts included in the POTS - Total measurement) against parity with similar Verizon functions, PR-6-02 currently measures the Basic Hot Cut performance against a benchmark standard of 2% (percent of lines installed where a trouble is reported within 7 days). It was the consensus determination of the CWG that PR-6-02 be expanded to measure Large Job and Batch Hot Cut performance as well.

Verizon's proposal here, supported by TWTC, would remove Hot Cut orders from the PR-6-01 sub-metric, so that it would only include new POTS Loops (not Loops migrated via hot cut). It reasons that it is unnecessary to measure Hot Cut performance twice (PR-6-01 and PR-6-02) under different performance standards. Additionally, for PR-6-02, Verizon proposes to maintain the benchmark 2% for Basic Hot Cut orders, but proposes a parity standard for Large Job and Batch Hot Cut orders. Several CLECs (AT&T, BridgeCom, Covad, MetTel and MCI) object to the removal of Hot Cut orders from PR-6-01, some

claiming that removing a product more susceptible to problems (without raising the performance level for the remaining products) diminishes the objective of the measurement. For PR-6-02, all CLECs (except Broadview which offers no position) oppose Verizon's proposal for a parity measurement, most arguing that there are no Verizon Retail processes analogous to the Large Job Hot Cut or Batch Hot Cut processes. An alternate proposal supported by AT&T, BridgeCom, Covad MetTel and MCI, includes a 0.5% standard for PR-6-02 for all Hot Cut processes, while TWTC proposes that the 2% benchmark be applied to both measures.

As one CLEC party suggests, it is reasonable to assume that installation troubles associated with hot cuts are more likely to occur within 7 days. Hot Cut performance would be more appropriately measured in its own, separate metric, PR-6-02. Therefore, Verizon's proposal to remove UNE Loop Hot Cuts from PR-6-01 (% Installation Troubles reported within 30 Days) is approved. With regard to a performance standard for PR-6-02, the validity of the Verizon proposal for a parity standard for measuring Large Job and Batch Hot Cuts performance against Retail POTS is uncertain and remains in dispute, while the 0.5% standard proposed by the CLECs is unreasonable as the Large Job and Batch Hot Cuts processes have no measured experience yet. A reasonable solution, proposed by Time Warner, is to accept Verizon's existing 2% standard for Basic Hot Cuts and apply it also to Large Job and Batch Hot Cut performance. Therefore, a performance standard of 2% is approved for PR-6-02 for Basic, Large Job and Batch Hot Cuts.

g) PR-9: Hot Cut Loop Metrics

Where PR-3 measures the completion of wholesale orders (including Hot Cuts) within X days from the date of order application, the PR-9 metrics exclusively measure on-time Hot Cut order completion within a window on the date the Hot Cut is

due. The CWG was able to develop by consensus several significant modifications to the PR-9 metrics consistent with the intent of the Hot Cut Order, such as: redefining Hot Cut completion commitments, expanding the metric to include Large Job and Batch Hot Cut performance, including UNE-L to UNE-L migrations in performance measurements, and establishing cut-over windows for Basic Hot Cuts. The CWG was also able to reach consensus on the creation of a measurement (but not the associated performance standards) for a new sub-metric to measure Large Job negotiation periods.

i) Performance Standard for Large Job Cut-over Window

For on-time Hot Cut performance in PR-9, Verizon's commitment to the frame due time<sup>5</sup> (FDT) is usually measured against the actual completion of the entire Hot Cut order (and not the individual lines within the order). Large Job Hot Cuts or "Projects" can be comprised of several orders and the completion of the order may span several days. Unlike Basic and Batch Hot Cuts, cut-over windows are not established for Large Job Hot Cuts. The start time of the Large Job is determined by negotiation between the CLEC and Verizon, but the completion time is assigned by default regardless of when lines or orders within a Project are actually cut or completed.<sup>6</sup>

Verizon does not propose cut-over intervals for Large Jobs, rather, it proposes to measure on-time performance against its ability to complete the project prior to the default FDT. An alternative proposal (supported by AT&T, BridgeCom,

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<sup>5</sup> Frame due time is the actual time cut-over is scheduled to begin at the Main Distributing Frame in the central office.

<sup>6</sup> By default, a completion time of 11 PM (on the negotiated date(s) the project is to be completed) is assigned to all orders within the project.

Broadview, Covad, MetTel and MCI) is to establish a performance standard in PR-9 for Large Job cut-overs based on the total number of lines in the Large Job or Project. Verizon claims that significant changes to existing operational processes and systems would be required to measure performance of completed Large Job or Project by lines within a given time frame. Time Warner supports a standard and measurement for Large Job and recommends that CWG (and a sponsored operational group) explore modifications required before this measurement can be implemented.

While the alternative proposal to establish a completion window for Large Job Hot Cut orders is desirable, a method to capture completion of a Large Job or Project by line size as suggested by the alternative proposal and the required operational and system modifications were not fully developed by the CWG. Therefore, the alternative proposal for a performance standard for a Large Job cut-over window is rejected at this time, but the implementation of such a performance standard should be explored further by the CWG. Therefore, we urge the CWG to sponsor an operational group to design the required modifications necessary to implement a future measurement.

ii) PR-9-01: % On Time Performance - Hot Cut

PR-9-01 is the sub-metric that measures on-time performance of Hot Cut orders completed on the due date within the specified cut-over window. The existing metric only included standards for the cut-over interval for Basic Hot Cut orders. The consensus determination expanded this metric to measure all three Hot Cut processes and, similar to Basic Hot Cut intervals, the CWG developed cut-over intervals for Batch Hot Cut orders based on line size. As stated above, cut-over intervals for Large Job Hot Cuts have yet to be established so on-time completion performance is measured against a default FDT.

At issue here is the performance standard for the PR-9-01 sub-metric. Verizon proposes to maintain a 95% standard for on time performance for the completion of Basic Hot Cuts. It claims that standards above 95% are inappropriate for metrics that measure manual processes. The alternative proposal, supported by AT&T, BridgeCom, Broadview, MetTel and MCI, is for a 99.5% standard. AT&T comments that such a high standard is necessary to be consistent with Hot Cut Order's expectation of "error free" hot cuts. Broadview and BridgeCom argue that current cut-over intervals are generous, and a higher standard is justified to ensure timely hot cuts, as intended by the order.

Typically in the past, where the parties have not agreed on an absolute standard, or where the measurement involved strictly manual processes, a 95% performance standard is applied. In approving Verizon's process for WPTS Basic, Large Job and Batch Hot Cuts, we determined that activities associated with the cut-over of loops, albeit more streamlined and efficient, remain primarily manual. The expected increase in volumes of hot cuts, especially in the untested Large Job and Batch processes, does not support an upward modification of the current standard of 95%. Therefore, the Verizon proposal to maintain a 95% on-time performance for completion of all three types of hot cuts is approved.

iii) PR-9-02: % Early Cuts - Lines

This proposed sub-metric seeks to measure the occurrence of early hot cuts, i.e., lines cut prior to the beginning of the cut-over window, or cut after the order is cancelled. The issue of early cut-overs is a concern to CLECs as it could cause a customer's service to be disconnected. There are several aspects of this sub-metric where the parties disagree. First, the parties dispute whether troubles associated with early hot-cuts performed after an order has been

cancelled should be reflected in a hot cut metric (PR-9-02), as the alternate proposal recommends, or as a trouble reported on the retail service (UNE-P/Resale/UNE-L) prior to hot-cut, as Verizon would prefer. Second, the parties dispute several issues relating to whether PR-9-02 should be included in the NY C2C Guidelines, as some CLECs propose, or continue to be excluded from the NY C2C Guidelines, as Verizon would maintain. As Verizon points out, a similar sub-metric was removed from the C2C Guidelines once before.<sup>7</sup> The alternative proposal would measure the number of lines pending or cancelled that are prematurely disconnected (or disconnected in error). The CLECs suggest that reinstatement of this sub-metric is necessary to ensure "timely and error-free hot cuts" as required by the order.

Hot Cut orders that are cut-over early or cancelled during or after a defective cut-over by Verizon are considered in the PR-9-01 (% On-Time Performance) measurement. However, PR-9-01 measures only the performance of completed orders, and would not include orders that were cancelled prior to FDT, but where the line was still cut-over by Verizon. At issue here is whether a new metric is needed to measure instances when a Hot Cut order is legitimately cancelled prior to FDT but is still cut-over by Verizon, causing the customer to be disconnected. While we agree that the occurrence of a premature disconnect could be detrimental for business, CLECs have not demonstrated that the level of such instances is critical to warrant measurement. There is no indication that premature disconnections are likely to occur more frequently in the future or due to the Verizon Hot Cut processes approved in the order. However, as Verizon suggests, the CWG should review the

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<sup>7</sup> Case 97-C-0139, ORDER ADOPTING REVISIONS TO INTER-CARRIER SERVICE QUALITY GUIDELINES (issued December 15, 2000) Attachment A, page 9.

alternative proposal after operational experience in the various Hot Cut processes is monitored and the necessity to develop the measures for premature disconnects is validated. Therefore, the alternative proposal to expand the application of PR-9-02 to New York, and to modify the metric's exclusions, definitions and standards is rejected at this time.

iv) PR-9-03: % Large Job Hot Cut Project Negotiations Completed

The fundamental aspect of this new sub-metric, to measure the completion of Large Job negotiations within a time frame, was achieved by consensus of the group - the associated performance standard, however, was not. Although the term "negotiation" is used here, the process being measured is the request by a CLEC for a Large Job Hot Cut, specifying the central office, number of lines to be cut, due date and start time, and the response by Verizon with a proposed schedule. In the CWG collaborative Verizon ultimately proposed that Large Job negotiations be completed within five business days with a performance standard of 95%. The alternative proposal would require Verizon to respond to a request for a Large Job by the third business day (supported by all CLECs), with a 99.5% performance standard (supported by ATT, BridgeCom, Broadview, MetTel and MCI).

Although this is measuring primarily a manual process, we expect that the tasks necessary to fulfill its commitments can be easily achieved by Verizon. In current practice, Verizon is able to respond to CLECs with a proposed schedule on the same day a Large Job is requested. However, the likelihood of increased Large Job requests, a scenario expressed by the CLECS in the CWG, would support a longer negotiation interval. We find that a reasonable time for Verizon to respond to a CLEC request, even in situations where multiple Large Jobs involving multiple wire centers are requested simultaneously, is four

business days. With the longer interval we believe a performance standard higher than 95% is warranted, however, the 99.5% standard recommended in the alternative proposal is not reasonable when measuring processes that include manual tasks. Therefore, for PR-9-03 we will adopt a 98% standard within four business days for the time between a request for a Large Job and a Verizon response with a proposed schedule.

v) PR-9-04: % On Time Batch Due Date

In Verizon's Batch Hot Cut process, Hot Cut order requests for a particular central office are held until a critical mass is reached and all the orders are scheduled for cut-over on the "Batch" date. The interval between the order request and Batch date can be anywhere from 6 to 26 business days, depending on the central office and the number of requests received. Verizon, through WPTS, provides a minimum of six-days notice prior to the implementation of the Batch. To assure that batch dates are properly notified, the CLECs propose a new metric, PR-9-04, to measure WPTS Batch Hot Cut due date notification within 6 business days of the Batch and assign a 95% performance standard. Verizon objects to the alternative proposal claiming that it does not have the ability to measure activities required by the CLEC proposal and request that the CWG monitor actual operational experience before developing such a metric.

Though Batch is untested, notification of the Batch date is a critical step in the process and essential for CLECs to prepare for the cut-over. While certain processes may need to be developed to measure required activities, Verizon should be able to accomplish that relatively easily. It is reasonable for CLECs to expect Verizon's compliance with the six day notification of amended due date required in the batch process. Therefore, we adopt the alternative proposal to measure WPTS

batch hot cut due date notification within 6 business days of the batch and assign a 95% performance standard.

vi) PR-9-08: Average Duration of Hot Cut Installation Troubles

The consensus proposal included changes to this sub-metric that would allow its application to all three Hot Cut processes. Verizon proposed that rather than an absolute standard, its performance here be measured against its performance for the duration of Retail POTS installation troubles. It claims that repair time should be similar for both services as they entail similar work functions. An alternative proposal, supported by ATT, BridgeCom, Covad, Time Warner, MetTel, and MCI would support a benchmark standard of 95% in two hours. In support of the 95% benchmark standard, all CLECs claim that Verizon's use of retail comparison with POTS installation troubles is inappropriate. The alternative proposal also includes a performance standard that the cut-over disconnect time in a Batch Hot Cut not exceed 5 minutes.

We agree, as the CLECs propose, that troubles placed to the Hot Cut should be included in this measurement. However, we have no basis on which to judge the reasonableness of the alternative proposal, which includes a benchmark standard of 95% within 2 hours. As Verizon suggests, that it may not be possible to resolve a trouble within the 2 hour time frame if the technician is not at the location. Moreover, because this metric is similar to other mean time to repair metrics, a parity standard is a more reasonable approach. This sub-metric measures Hot Cut troubles on an aggregate basis against Retail POTS troubles. However, it is uncertain why the inclusion of troubles requiring dispatch to Verizon's outside plant is appropriate when such troubles are likely to be limited only to Basic Hot Cut troubles. Installation activities associated with Large Job and Batch Hot Cuts do not include outside plant

facilities so troubles are likely to be entirely contained within the central office.

Therefore, we will adopt Verizon's parity standard proposal at this time, but direct the CWG to further develop this metric to determine whether the inclusion of loop troubles and measuring performance on an aggregated basis are appropriate. Also, because no process exists to measure disconnect time for Batch Hot cuts the alternative proposal for a standard to measure Batch Hot Cut disconnects greater than 5 minutes is rejected.

vii) Glossary changes

The alternative proposal is to expand the definition of a "Coordinated Hot Cut" to include "reverse" hot cuts or "win-backs", i.e., when a loop is migrated from a CLEC to Verizon. Some CLECs argue that a hot cut should be defined similarly for a move from Verizon to a CLEC and from a CLEC to Verizon. The consideration of "reverse" hot cuts was contemplated in the order's requirement to develop appropriate measurements and standards, and its inclusion is not warranted at this time. Should a determination be made in the PFR to include such scenarios, the GWG will revisit its inclusion in the C2C Guidelines.

The alternative proposal would include EELs (Enhanced Extended Links) and Foreign Exchange Service in the Coordinated Hot Cut, Hot Cut - Basic, Hot Cut - Batch, and Hot Cut - Large Job glossary definitions. The inclusion of such circuits was not specifically required by the order, nor was the issue fully explored by CWG. We, therefore, reject the alternative proposal.

Verizon's proposes to exclude IDLC loops from the Hot Cut - Batch, and Hot Cut - Large Job glossary definitions is adopted. The Hot Cut processes approved in the case clearly limited IDLC loops to the Basic Hot Cut process.

CONCLUSION

The Commission approves the revisions to the Inter-Carrier Service Quality Guidelines that incorporate hot cut metrics and standards that were developed by the consensus determinations of the Carrier Working Group, and those determined in this order.

The Commission orders:

1. The consensus metrics and standards are adopted as modified and the non-consensus metrics and standards discussed in this Order are adopted consistent with our determinations set forth above.

2. Within 15 days of the date this Order is issued, Verizon New York Inc. shall file with the Secretary (20 copies) and serve upon each party the ordered corrections, changes and additions to the Guidelines Document.

3. This proceeding is continued.

By the Commission,

(SIGNED)

JACLYN A. BRILLING  
Secretary

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

[Verizon Proposed Change](#)[CLEC Proposed Change](#)[Consensus Change](#)

<b>Function:</b>
<b>PO-2 OSS Interface Availability</b>
<b>Definition:</b>
<p>This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering/<a href="#">Ordering/Provisioning/Maintenance &amp; Repair</a> information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.</p> <p>Scheduled Availability is as follows:  <a href="#">EDI, WEBGUI/LSI, CORBA AND EB and WPTS</a>:</p> <ul style="list-style-type: none"> <li>• Prime Time: 06:00:00 to 23:59:59 EST Monday through Saturday, <b>excluding</b> major Holidays</li> <li>• Non-Prime Time: 00:00:00 to 05:59:59 EST Monday through Saturday, and all day Sundays and Holidays.</li> </ul> <p><a href="#">WPTS</a>:</p> <ul style="list-style-type: none"> <li>• <a href="#">Prime Time: 24 by 7</a></li> </ul> <p><b>Note:</b> The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the <b>Observations</b> column heading.</p> <p>Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI (Local Services Interface/Wholesale (LSI/W)), CORBA, <a href="#">and Maintenance Electronic Bonding Interface (EB) and WPTS</a>. Each availability interface is measured separately with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI (also known as LSI/W)) varies as needed, however, the metric calculations performed for each interface includes the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored into the calculation. The EnView process will be expanded/updated to monitor and report on future OSS processes.</p>
<b>Exclusions:</b>
<p>The following exclusions apply:</p> <ul style="list-style-type: none"> <li>• Troubles reported but not found in VZ's systems.</li> <li>• Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.</li> <li>• Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.</li> <li>• Major Holidays. The major holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.</li> </ul> <p>Refer to the URL matrix at the beginning of the C2C guidelines to obtain the URL for the current year's holiday schedule in effect at the time of the compliance filing. The information contained on the URL identifies the actual date the holiday is observed.</p>
<b>Performance Standard:</b>
<p><b>PO-2-02:</b> ≥ 99.5%</p> <p><b>PO-2-03:</b> no standard</p>
<b>Methodology – PO-2 OSS Availability</b>

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Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (WCCC)) with EnView reported outages. Verizon measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView **or other Verizon similar affirmative monitoring (for WPTS)** to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages **for EDI, LSI/W and CORBA only**. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, CORBA and WEB GUI aka LSI/W interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.

Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

**For example**, there are potentially 180 six (6) minute measurement periods in an 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals  $(1-(2/180)) \times 100 = 98.89\%$  Availability.

**Trouble Logs:** Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

**PO-2 Formula:**

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(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.

For example (assuming all processing complexes are scheduled to be operational for the entire month):

**Step One:** Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.

**Step Two:** Determine number of outage minutes in a month.

**Step Three:** [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %

Report Dimensions:		
Company:	Geography:	
<ul style="list-style-type: none"> <li>CLEC Aggregate</li> </ul>	<b>All except WPTS:</b> <ul style="list-style-type: none"> <li>Verizon North: NY, CT, MA, NH, RI, VT &amp; ME</li> <li>Verizon Mid-Atlantic: PA, DE, NJ, DC, MD, VA, WV</li> </ul> <b>WPTS: Verizon (National)</b>	
<b>Products</b>	<ul style="list-style-type: none"> <li>Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI</li> <li>EDI</li> <li>CORBA</li> <li>Maintenance – Electronic Bonding Interface</li> <li><b>WPTS</b></li> </ul>	
Sub-Metrics – OSS Interface Availability		
<b>PO-2-02</b>	<b>OSS Interface Availability – Prime-Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.	Total number of scheduled prime-time hours in the month for all available processing complexes.
<b>PO-2-03</b>	<b>OSS Interface Availability – Non-Prime-Time</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Total number of scheduled non-prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during non-prime-time hours in the month for all available processing complexes.	Total number of scheduled non-prime-time hours in the month for all available processing complexes.

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<b>Function:</b>		
<b>OR-5 Percent Flow-Through</b>		
<b>Definition:</b>		
<p>This metric measures the percent of valid orders (submitted via LSR in the report month) received through the electronic ordering interface (example includes: Request Manager) that processed directly through to the legacy Service Order Processor system (SOP) and were confirmed without manual intervention. These confirmations require no action by a Verizon service representative to input an order into SOP. This is also known as Ordering flow-through.</p> <p><b>% Flow-through Achieved:</b> Percent of valid orders received through the electronic ordering interface (Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.</p> <p>Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.</p> <p><b>Note:</b> Rejected Orders (orders failing basic front-end edits) submitted via LSR are not considered to be a valid confirmed order, and therefore are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.</p>		
<b>Exclusions:</b>		
<ul style="list-style-type: none"> <li>• VZ Test Orders</li> <li>• Special Project PONs (if applicable) per the process documented in Appendix S.</li> </ul> <p>From Achieved Flow-through:</p> <ul style="list-style-type: none"> <li>• Orders not eligible to flow-through <ul style="list-style-type: none"> <li><b>Note:</b> Order types that are designed to flow-through are specified in the scenarios documented in Appendix H.</li> </ul> </li> <li>• Orders with CLEC input errors in violation of published business rules</li> </ul>		
<b>Performance Standard:</b>		
<p><b>OR-5-01:</b> No standard developed for total flow-through.</p> <p><b>OR-5-03:</b> 95% for % flow-through achieved</p> <p><a href="#">UNE -P = 95%</a></p> <p><a href="#">UNE -L = 95%</a></p> <p><a href="#">UNE -Other = 95%</a></p>		
<b>Report Dimensions</b>		
Company:		Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> </ul>		<ul style="list-style-type: none"> <li>• State Specific</li> </ul>
<b>Sub-Metrics</b>		
<b>OR-5-01 % Flow-through – Total</b>		
<b>Products</b>	Resale	<a href="#">UNE -P</a> <a href="#">UNE -Loop</a> <a href="#">UNE -Other</a>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of all orders that flow-through for specified product.	Total number of LSR records (confirmed orders) for specified product.
<b>OR-5-03 % Flow-through Achieved</b>		
<b>Products</b>	Resale	<a href="#">UNE -P</a> <a href="#">UNE -Loop</a> <a href="#">UNE -Other</a>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>

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	Number of orders that flow-through for specified product.	Number of confirmed flow-through eligible orders.
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## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<b>Function:</b>	<b>PR-1 Average Interval Offered</b>
<b>Definition:</b>	<p>This metric measures the average interval offered for completed and cancelled orders. The PR-1 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in PR-1 calculations). For <b>POTS and Specials</b>, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. <b>Note:</b> Orders received after 5:00PM are counted as received the next business day.</p> <p><b>Complex Orders</b> include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line splitting.</p> <p><b>Specials</b> Orders include: All Designed circuits which include (but are not limited to) such services as high capacity services (DS1 or DS3), primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). EEL and IOF are reported separately from Specials in sub-metric PR-1-09.</p> <p><b>Trunks:</b> The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.</p> <p><b>Notes:</b></p> <p>(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.  (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.  (3) For PR-1-13. Batch Hot Cuts, the interval measured is the WPTS due date.</p>
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>• VZ Test Orders.</li> <li>• Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code<sup>1</sup>).</li> <li>• Verizon Administrative orders.</li> <li>• Orders with invalid intervals (e.g. <i>Negative intervals or intervals over 200 business days – indicative of typographical error</i>).</li> <li>• For Verizon North only: Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).</li> <li>• Retail Suspend for non-payment and associated restore orders.</li> <li>• Special Project PONs (if applicable) per the process documented in Appendix S.</li> <li>• Orders requiring manual loop qualification. <ul style="list-style-type: none"> <li><b>Note:</b> 2-Wire Digital and 2-Wire xDSL orders that require manual loop qualification have an <b>R</b> populated in the <b>Required</b> field of the LR (indicating that a manual loop qualification is required).</li> </ul> </li> <li>• Disconnects are excluded from all sub-metrics <b>except</b> sub-metric PR-1-12 which measures disconnects.</li> </ul>
<b>Performance Standard:</b>	<p><b>PR-1-01 through PR-1-09 and PR-1-12</b> (except for both PR-1-01 and PR-1-02 UNE 2-Wire xDSL Loops, UNE 2-Wire xDSL Line Sharing, and UNE 2-Wire xDSL Line Splitting and PR-1-09 UNE IOF, EEL – Backbone, and EEL – Loop): Parity with VZ Retail.</p> <p><b>PR-1-01 and 1-02, UNE 2-Wire xDSL Loops:</b> No Standard.</p> <p><b>PR-1-01 and 1-02, UNE 2-Wire xDSL Line sharing, and UNE 2-Wire xDSL Line Splitting:</b> Parity with</p>

<sup>1</sup> Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

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VADI/DSNO and Retail Line Sharing

**PR-1-09** UNE IOF, UNE EEL – Backbone and EEL – Loop: No standard. Refer to the EEL and IOF legends on the C2C report templates.

**PR-1-13: No Standard.**

The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified)  
Refer to Refer to the URL matrix at the beginning of the guidelines to obtain the specific URLs for Resale, UNE, UNE-P and Collocation product interval guides.

Report Dimensions		
Company:	Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	State Specific	
Sub-Metrics – PR-1 Average Interval Offered		
PR-1-01 Average Interval Offered – Total No Dispatch		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS: Residence</li> <li>• POTS: Business</li> <li>• 2-Wire Digital Services</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS – Platform</li> <li>• 2-Wire Digital Services</li> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire xDSL Line Sharing</li> <li>• 2-Wire xDSL Line Splitting</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02 Average Interval Offered – Total Dispatch		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• 2-Wire Digital Services</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• 2-Wire Digital Services</li> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire xDSL - Line Sharing</li> <li>• 2-Wire xDSL Line Splitting</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.
PR-1-03 Average Interval Offered – Dispatch one (1) to five (5) Lines		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS: Residence</li> <li>• POTS: Business</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS – Platform</li> <li>• POTS – Loop – Total</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04 Average Interval Offered – Dispatch six (6) to nine (9) Lines		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS – Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS – Platform</li> <li>• POTS – Loop – Total</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>

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	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
<b>PR-1-05</b>	<b>Average Interval Offered – Dispatch (<sup>3</sup> 10 Lines)</b>	
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS – Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS – Platform</li> <li>• POTS – Loop – Total</li> <li>• <a href="#">Batch hot cuts (standard interval TBD for each)</a></li> <li>• <a href="#">High Volume Office</a></li> <li>• <a href="#">Mid Volume Office</a></li> <li>• <a href="#">Low Volume</a></li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
<b>PR-1-06</b>	<b>Average Interval Offered – Specials DS0</b>	
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• DS0</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• DS0</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
<b>PR-1-07</b>	<b>Average Interval Offered – Specials DS1</b>	
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• DS1</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• DS1</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
<b>PR-1-08</b>	<b>Average Interval Offered – Specials DS3</b>	
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• DS3</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• DS3</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.
<b>PR-1-09</b>	<b>Average Interval Offered – Total</b>	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• IOF</li> <li>• EEL – Backbone</li> <li>• EEL – Loop</li> </ul>	CLEC Trunks: <ul style="list-style-type: none"> <li>• Interconnection Trunks ((CLEC) ≤ 192 Trunks)</li> <li>• Interconnection =Trunks ((CLEC) &gt; 192 and Unforecasted Trunks)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for product group orders.	Number of orders for product group.
<b>PR-1-12</b>	<b>Average Interval Offered – Disconnects</b>	
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS (including Complex)</li> <li>• Specials - Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS (including Complex)</li> <li>• Specials – Total</li> </ul>

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Calculation	Numerator	Denominator
	Sum of committed DD minus application date for product group disconnect orders.	Number of orders for product group.
<b>PR-1-13 Average Interval Offered – Hot Cuts – No Dispatch</b>		
<b>Products</b>	<b>UNE:</b> <ul style="list-style-type: none"> <li>• POTS Loop – Basic Hot Cut (21 Lines and greater)</li> <li>• POTS Loop – Batch Hot Cut (all Line size)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Sum of committed DD minus application date for product group	Number of orders for product group.

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<b>Function:</b>
<b>PR-3 Completed within Specified Number of Days (1-5 Lines)</b>
<b>Definition:</b>
<p>This metric measures the percent of POTS orders <b>with five (5) or fewer lines</b> 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 is received. <b>Note:</b> Orders received after 5:00PM are counted as received the next business day.</p> <p>The PR-3 sub-metric calculations for the report month include orders that are complete in the billing system. (Orders that are not billing completed are not included in PR-3 calculations). Note: For PR-3-08 UNE <b>Basic</b> Hot Cut Loops, orders in the calculation are based on physical work completion.</p>
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• VZ Test Orders.</li> <li>• Disconnect Orders.</li> <li>• Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code).</li> <li>• Verizon Administrative orders.</li> <li>• Orders with invalid intervals (<i>e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error</i>).</li> <li>• For Verizon North only: Additional Segments on orders (parts of a whole order are included in the whole).</li> <li>• Orders completed late due to any end-user or CLEC caused delay.</li> <li>• Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. (This exclusion applies to all PR-3 sub-metrics except PR-3-08 UNE Hot Cut Loops)</li> <li>• Special Project PONs (if applicable) per the process documented in Appendix S.</li> <li>• For sub-metrics PR-3-03, and PR-3-10 2-Wire Digital, 2-Wire xDSL Loop, and PR-3-03 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting orders that require a manual loop qualification.</li> </ul> <p><b>Note:</b> 2-Wire Digital, 2-Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting orders that require manual loop qualification have an <b>R</b> populated in the <b>Required</b> field of the LSR (indicating that a manual loop qualification is required).</p> <p><b>For 2-Wire Digital, 2-Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting only:</b></p> <ul style="list-style-type: none"> <li>• Orders missed due to facility reasons.</li> </ul>
<b>Performance Standard:</b>
<p><b>PR-3-01, PR-3-06, and PR-3-09:</b> Parity with VZ Retail.</p> <p><b>PR-3-03:</b> 2-Wire xDSL Line Sharing, and UNE 2-Wire xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI/DSNO and Retail Line Sharing</p> <p><b>PR-3-08:</b> Hot Cut Loop: 95%</p> <p><b>PR-3-10:</b> 2-Wire Digital Loops: Parity with Retail</p> <p><b>PR-3-10:</b> 2-Wire xDSL Loops: 95%</p> <p><b>PR-3-11:</b> 95%</p> <p><b>PR-3-12:</b> No Standard</p> <p><b>PR-3-13:</b> 95%</p> <p><b>PR-3-14:</b> 99.5%</p> <p><b>PR-3-15:</b> 100%</p> <p>Refer to the URL matrix at the beginning of the C2C guidelines for the specific URLs for products and intervals in effect at the time of the compliance filing.</p>

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Report Dimensions		
Company: <ul style="list-style-type: none"> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>		Geography: <ul style="list-style-type: none"> <li>State Specific</li> </ul>
Sub-Metrics		
<b>PR-3-01 % Completed in one (1) Day one (1) to five (5) Lines – No Dispatch</b>		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>POTS – Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>POTS – Platform</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
<b>PR-3-03 % Completed in three (3) Days one (1) to five (5) Lines – No Dispatch</b>		
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>2 Wire xDSL Line Sharing</li> <li>2-Wire xDSL Line Splitting</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
<b>PR-3-06 % Completed in three (3) Days one (1) to five (5) Lines – Dispatch</b>		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>POTS – Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>POTS – Platform</li> <li>POTS Loop - New</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
<b>PR-3-08 % Completed in five (5) days <del>one (1) to five (5) Lines</del> – No Dispatch</b>		
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li><b>Basic Hot Cut Loops (1-10 Lines)</b></li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of No Dispatch POTS <b>Basic Hot Cut Loop</b> orders with one (1) to <del>five (5)</del> <b>ten (10)</b> lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS <b>Basic Hot Cut Loop</b> orders with one (1) to <del>five (5)</del> <b>ten (10)</b> lines.
<b>PR-3-09 % Completed in five (5) Days one (1) to five (5) Lines – Dispatch</b>		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>POTS – Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>POTS – Platform</li> <li>POTS Loop – New</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
<b>PR-3-10 % Completed in six (6) Days one (1) to five (5) Lines – Total</b>		

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire Digital Loops</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
<b>PR-3-11</b>	<b>% Completed in 10 Days</b>	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• POTS – Loop – Basic Hot Cut (11 to 20 Lines)</li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Basic Hot Cut Loop (11 to 20 lines) orders where the completion date minus application date is 10 or fewer days.	Number of Basic Hot Cuts Orders for 11 to 20 Lines
<b>Products (for remaining metrics)</b>	UNE: <ul style="list-style-type: none"> <li>• POTS – Loop – Large Job Hot Cut (1-5 Lines)</li> <li>• POTS – Loop – Large Job Hot Cut ( 6 or more Lines)</li> </ul>	
<b>PR-3-12</b>	<b>% Completed in 30 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Large Job Hot Cut Loop orders (by line size group above) where the completion date minus the application date is 30 or fewer business days	Number of Large Job Hot Cut Loop orders (by line size group above)
<b>PR-3-13</b>	<b>% Completed in 15 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Large Job Hot Cut Loop orders (by line size group above) where the completion date minus the application date is 15 or fewer business days	Number of Large Job Hot Cut Loop orders (by line size group above)
<b>PR-3-14</b>	<b>% Completed in 26 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Large Job Hot Cut Loop orders (by line size group above) where the completion date minus the application date is 26 or fewer business days	Number of Large Job Hot Cut Loop orders (by line size group above)
<b>PR-3-15</b>	<b>% Completed in 60 Business Days</b>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Large Job Hot Cut Loop orders (by line size group above) where the completion date minus the application date is 60 or fewer business days	Number of Large Job Hot Cut Loop orders (by line size group above)

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<b>Function:</b>	
<b>PR-5 Facility Missed Orders</b>	
<b>Definition:</b>	
<p>These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. <b>Note:</b> The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.</p> <p>The PR-5 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-5 calculations). Orders completed on the Due Date are considered to be completed on-time regardless of the time of day the order was actually completed.</p> <p><b>Facility Missed Orders:</b> The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.</p> <p><b>Facility Missed Orders &gt; 15 or 60 Days:</b> The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.</p> <p><a href="#">Hot Cut Orders &gt; 15 or 60 where IDLC found and no unusable copper available and the completion date minus the appointment date is greater than 15 or 60 calendar days.</a></p> <p><b>Facility Missed Trunks:</b> The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. <b>Note:</b> trunks are not dispatched.</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>• For Verizon North only: Additional Segments on orders (parts of a whole order are included in the whole)</li> <li>• From PR-5-04: Orders missed or delayed due to customer reasons.</li> </ul>	
<b>Performance Standard:</b>	
<p><b>PR-5-01 through PR-5-03</b> (except <i>UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting</i>): Parity with VZ Retail.</p> <p>UNE 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting: Parity with VADI/DSNO and Retail Line Sharing</p> <p><b>PR-5-04:</b> No Standard. This is a diagnostic measure.</p>	
<b>Report Dimensions</b>	
Company:	Geography:
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>• State Specific</li> </ul>
<b>Sub-Metrics</b>	
<b>PR-5-01</b>	<b>% Missed Appointment – Verizon – Facilities</b>
<b>Description</b>	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS - Total</li> <li>• Specials - Total</li> <li>• 2-Wire Digital Services.</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS Loop <u>–Total</u></li> <li>• <u>Batch Hot Cuts</u></li> <li>• POTS Platform</li> <li>• Specials - Total</li> <li>• 2-Wire Digital Services.</li> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire xDSL - Line Sharing</li> <li>• 2-Wire xDSL Line Splitting</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• Interconnection Trunks (CLEC)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.
<b>PR-5-02</b>	<b>% Orders Held for Facilities &gt; 15 Days</b>		
<b>Description</b>	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.		
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS - Total</li> <li>• Specials - Total</li> <li>• 2-Wire Digital Services.</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS Loop - Total</li> <li>• POTS Platform</li> <li>• Specials - Total</li> <li>• 2-Wire Digital Services.</li> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire xDSL - Line Sharing</li> <li>• 2-Wire xDSL Line Splitting.</li> </ul>	Trunks: <ul style="list-style-type: none"> <li>• Interconnection Trunks (CLEC)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.
<b>PR-5-03</b>	<b>% Orders Held for Facilities &gt; 60 Days</b>		
<b>Description</b>	The Percent of trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. <b>Note:</b> trunks are not dispatched.		
<b>Products</b>	Trunks: <ul style="list-style-type: none"> <li>• Interconnection Trunks (CLEC)</li> </ul>		
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>
	Number of trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.		Number of trunks completed for product group.
<b>PR-5-04</b>	<b>% Orders Cancelled (&gt; five (5) days) after Due Date – Due to Facilities</b>		
<b>Description</b>	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.		
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• POTS Loop - Total</li> <li>• 2-Wire Digital Services</li> <li>• 2-Wire xDSL Loops</li> <li>• Specials – Total</li> </ul>		
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>

CASE 97-C-0139: Proposed Hot Cut Metric Changes

	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons).	Number of orders completed or cancelled for the product group within the report month.
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## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<b>Function:</b>			
<b>PR-6 Installation Quality</b>			
<b>Definition:</b>			
<p>This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the Verizon network within 30 days of order completion. Any additional trouble received after the initial trouble code is closed out, and is within the specified time period (7 or 30 days) is counted as a repeater.</p> <p>For sub-metrics <u>PR-6-01 and PR-6-03</u> only, the UNE POTS Loop Total product includes UNE Loop Hot Cuts.</p> <p>The PR-6 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-6 calculations). <b>Note:</b> This does <b>not</b> apply to Hot Cuts and Interconnection Trunks (CLEC) which are calculated based on physical work completion.</p> <p><b>Note:</b> For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles automatically cleared via STARMEM for Verizon North and SERVICE for Verizon Mid-Atlantic) by CLEC. The source system: NMP-Mai.</p>			
<b>Exclusions:</b>			
<ul style="list-style-type: none"> <li>• Subsequent reports (additional customer calls while the trouble is pending).</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>• Special Project PONs (if applicable) per the process documented in Appendix S.</li> </ul>			
<b>Formula:</b>			
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.			
<b>Performance Standard:</b>			
<p><b>PR-6-01:</b> Parity with VZ Retail For Found Troubles</p> <p><b>PR-6-01:</b> UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO and Retail Line Sharing</p> <p><b>PR-6-02:</b> <u>UNE POTS – Loop Hot Cut</u> - % Installation Troubles Reported within seven (7) Days:</p> <ul style="list-style-type: none"> <li>• <u>UNE POTS Loop – Basic Hot Cut: [2%] [All Types combined: 0.5%]</u></li> <li>• <u>UNE POTS Loop – Large Job Hot Cut and Batch Hot Cut: Parity with Retail POTS N (“New”) &amp; T (“To”) Orders – excluding feature troubles</u></li> </ul> <p><b>PR-6-03:</b> No standard</p>			
<b>Report Dimensions</b>			
Company:		Geography:	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>		<ul style="list-style-type: none"> <li>• State Specific</li> </ul>	
<b>Sub-Metrics</b>			
<b>PR-6-01 % Installation Troubles reported within 30 Days</b>			
<b>Description</b>	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon’s network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
<b>Products</b>	Resale:	UNE:	Trunks:
	<ul style="list-style-type: none"> <li>• POTS - Total</li> <li>• 2-Wire Digital services (ISDN)</li> <li>• Specials - Total</li> </ul>	<ul style="list-style-type: none"> <li>• POTS – Loop - <u>TotalNew</u></li> <li>• POTS Platform</li> <li>• 2-Wire Digital Loops.</li> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire xDSL - Line Sharing</li> <li>• 2-Wire xDSL Line Splitting</li> <li>• Specials – Total</li> </ul>	<ul style="list-style-type: none"> <li>• Interconnection Trunks (CLEC)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>		<b>Denominator</b>

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.
<b>PR-6-02</b>	<b>% Installation Troubles reported within seven (7) Days</b>	
<b>Description</b>	The percent of lines installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• POTS – Loop - <b>Basic</b> Hot Cut</li> <li>• <b>POTS – Loop - Large Job Hot Cut</b></li> <li>• <b>POTS – Loop – Batch Hot Cut</b></li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.
<b>PR-6-03</b>	<b>% Installation Troubles reported within 30 Days – FOK/TOK/CPE</b>	
<b>Description</b>	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK ) and Disposition Codes 12 and 13 (CPE).	
<b>Products</b>	Resale: <ul style="list-style-type: none"> <li>• POTS – Total</li> <li>• 2-Wire Digital Services (ISDN)</li> <li>• Specials - Total</li> </ul>	UNE: <ul style="list-style-type: none"> <li>• POTS – Loop - Total</li> <li>• POTS – Platform</li> <li>• 2-Wire Digital Services.</li> <li>• 2-Wire xDSL Loops</li> <li>• 2-Wire xDSL - Line Sharing</li> <li>• 2-Wire xDSL Line Splitting</li> <li>• Specials - Total</li> </ul>
		Trunks: <ul style="list-style-type: none"> <li>• Interconnection Trunks (CLEC)</li> </ul>
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<b>Function:</b>	<b>PR-9 Hot Cut Loops</b>
<b>Definition:</b>	<p>The PR-9-01 sub-metric measures the percent on-time performance for UNE Hot Cut Loops. The PR-9-02 sub-metric measures the total number of lines cut before the frame due time.</p> <p>For sub-metric PR-9-08, troubles are counted in the month the trouble report is closed.</p> <p><b>There are three types of Hot Cut Loops: Basic Hot Cuts, Large Job Hot Cuts and Batch Hot Cuts.</b></p> <p>A <b>Basic or Large Job</b> Hot Cut is considered <b>complete</b> when the following situation occurs:</p> <ol style="list-style-type: none"> <li>1. Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. <b>For Basic, the time is either within a prescribed interval as noted in the C2C guidelines, or For Large Jobs, it is a mutually accepted interval agreed upon by Verizon and the CLEC (e.g. project completes by a certain date). Work is complete when the order is completed in WPTS.</b></li> <li>2. <b>Orders missed for customer reasons, where there is no Verizon miss, will be counted as completed on time once completed.</b></li> </ol> <p><b>Note:</b> If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.</p> <p>A <b>Basic or Large Job</b> Hot Cut is considered <b>missed</b> when one of the following occurs:</p> <ol style="list-style-type: none"> <li>1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).</li> <li>2. Work was not done (e.g. work was not turned up to CLEC by some means <b>WPTS, e-mail, VMS, direct phone call</b>) by close of intervals noted under <i>Met Hot Cuts</i> definition due to a Verizon reason (e.g. <i>HFC, late turn-up, due date pushed out due to Verizon action</i>).</li> </ol> <p><b>A Batch Hot Cut is considered complete when the following occurs:</b></p> <ol style="list-style-type: none"> <li>1. <b>All required cross wiring is complete and Verizon sends the Port activation notification to NPAC.</b></li> <li>2. <b>Work is complete when the order is completed in WPTS.</b></li> <li>3. <b>Orders missed for customer reasons, where there is no Verizon miss, will be counted as completed on time once completed.</b></li> </ol> <p><b>A Batch Hot Cut is considered missed when one of the following occurs:</b></p> <ol style="list-style-type: none"> <li>1. <b>If the cross wire work was not done on the WPTS due date due to Verizon action.</b></li> <li>2. <b>If the Port activation notice is not sent by Verizon</b></li> <li>3. <b>A premature disconnect called into 1-877-HotCuts.</b></li> <li>4. <b>The completion date is greater than 26 days (except if delayed for CLEC reasons)</b></li> </ol> <p><b>Note for Batch Hot Cuts: NPAC Failures may require rescheduling and will not be counted as a Verizon Miss.</b></p> <p><b>Note:</b> For all types of hot cuts:</p> <ul style="list-style-type: none"> <li>• <b>Verizon will not complete a hot cut if there is no dial tone at either the Old Switch Provider or the New Switch Provider. If Verizon cannot verify the Telephone number (ANI), the cut will not be done and the New Switch provider will be required to resolve the problem. The hot cut will be scored as a customer miss. However, if Verizon is the Old Switch Provider and there is no dial tone at the Old Switch, this will not be a customer miss.</b></li> <li>• <b>Any errors on the LSR that result in a problem with the hot cut will not be attributable to Verizon.</b></li> <li>• <b>Verizon will not be responsible for premature disconnect that is caused by another Switch Provider.</b></li> <li>• <b>Verizon can not guarantee a throw back if there is no dial tone on the Old Switch Provider (other than Verizon).</b></li> </ul>
<b>Exclusions:</b>	

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

- VZ Test Orders
- Verizon Administrative orders
- For Verizon North only: Additional segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Except for PR-9-02: If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail/UNE P/Resale/UNE L trouble report and need not be reflected elsewhere.

For PR-9-02 applicable to MD & VA only:

- MD & VA: Early cuts not reported by CLEC
- All Other States: Disconnect orders submitted by a CLEC

For PR-9-03:

- Emails not containing the 3 required elements.

#### Performance Standard:

**PR-9-01:** 95% [99.5%] completed within window

**PR-9-02:** (Applicable to MD & VA only)

- All but VA MD: Not more than 2% of lines cut early
- VA: Not more than 1% of lines cut early

**PR-9-03:** [99.5%] [95%]

**PR-9-04:** 95%

**PR-9-08:** No standard [Parity with Retail POTS (N&T Orders excluding feature troubles)] [95% in 2 Hours]

For Batch Hot cuts, the customer should be down no more than 5 minutes per loop. If CLEC calls excessive cutover problem on day of cut to 877-hot cut number, then the outage will be counted in PR-9-08.

Standard for Basic Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

one (1) to nine (9) lines: one (1) Hour  
 10 to 49 lines: two (2) Hours  
 50 to 99 lines: three (3) Hours  
~~100 to 199 lines: four (4) Hours~~  
~~200 plus lines: eight (8) Hours~~

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM). Four (4) hour window applies to start time. This is only applicable if Verizon notified the CLEC by 2:30PM EST on DD-2 that the service was on IDLC.

Note: Large Job Hot Cuts may be completed over multiple days per agreement with CLEC. Large Jobs are completed in the order specified by the CLEC, starting at a specified time.

Standard for Large Job Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

One (1) to 25 lines: two (2) hours  
26 to 75 lines: three (3) hours  
76 to 150 lines: four (4) hours  
150 + lines: six (6) hours

The window for a batch hot cut is the due date.

Standard for Batch Cut-Over Window: Amount of time from completion of physical cut-over of lines, counted back to the start time:

one (1) to nine (9) lines: one (1) Hour  
10 to 49 lines: two (2) Hours  
50 to 99 lines: three (3) Hours

Note: For Batch hot cuts, the start time for an order is selected by Verizon and is variable within the day of the cut.

#### Report Dimensions

Company:

Geography:

## CASE 97-C-0139: Proposed Hot Cut Metric Changes

<ul style="list-style-type: none"> <li>CLEC Aggregate</li> <li>CLEC Specific</li> </ul>	<ul style="list-style-type: none"> <li>State Specific</li> </ul>				
<b>Sub-Metrics – Hot Cut Loops</b>					
<b>PR-9-01</b>	<b>% On Time Performance – Hot Cut</b>				
<b>Description</b>	Percent of all UNE Loop orders completed within the cut-over window. <u>Start time specified on LSR.</u> For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.				
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>Loop – <u>Basic Hot Cut (Coordinated Cut-over)</u></li> <li><u>Loop – Large Job Hot Cut</u></li> <li><u>Loop – Batch Hot Cut Loop</u></li> </ul>				
<b>Calculation</b>	<table border="1"> <thead> <tr> <th>Numerator</th> <th>Denominator</th> </tr> </thead> <tbody> <tr> <td>Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.</td> <td>Number of Hot Cut (coordinated loop orders) completed.</td> </tr> </tbody> </table>	Numerator	Denominator	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
Numerator	Denominator				
Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.				
<b>PR-9-02</b>	<b>% Early Cuts – Lines <u>(Applicable to MD and VA only)</u></b>				
<b>Description MD &amp; VA</b>	The total number of lines cut before the frame due time (i.e. the beginning of the cut-over window) or cut before mutually agreed upon time between Verizon and the CLEC divided by the total number of hot cut lines completed in the month.				
<b>Description Other States</b>	<u>This metric measures the percentage of lines subject to a pending or cancelled hot cut order taken out of service due to a premature disconnect or disconnected in error. A line will be considered to have been taken out of service due to a premature disconnect or disconnected in error when called into 1-877-HOT-CUTS and reported as such.</u>				
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>Loop- Hot Cut (Coordinated Cut-over)</li> </ul>				
<b>Calculation MD &amp; VA</b>	<table border="1"> <thead> <tr> <th>Numerator</th> <th>Denominator</th> </tr> </thead> <tbody> <tr> <td>Count of hot cut (coordinated loop) lines (With or without number portability) cut before frame due time or cut before mutually agreed upon time between Verizon and the CLEC.</td> <td>Count of coordinated hot cut lines completed.</td> </tr> </tbody> </table>	Numerator	Denominator	Count of hot cut (coordinated loop) lines (With or without number portability) cut before frame due time or cut before mutually agreed upon time between Verizon and the CLEC.	Count of coordinated hot cut lines completed.
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<b>PR-9-03</b>	<b>% of Large Job Hot Cut Project Negotiations Completed</b>				
<b>Description</b>	<u>This metric measures the time between a request for a Large job and a Verizon response with a proposed schedule. The proposed schedule includes the count of lines by wire center by due date. The CLEC request will contain three elements.</u> <ul style="list-style-type: none"> <li><u>the central office(s) of the hot cuts</u></li> <li><u>the number of lines to be cut</u></li> <li><u>the requested date and start time of the cut</u></li> </ul> <u>Verizon is required to respond by 5 pm on the [third] [fifth] business day after receipt of the CLEC request.</u>				
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li><u>Loop – Large Job Hot Cut</u></li> </ul>				
<b>Calculation</b>	<table border="1"> <thead> <tr> <th>Numerator</th> <th>Denominator</th> </tr> </thead> <tbody> <tr> <td><u>Number of negotiations completed within [3] [5] business days from receipt of email request</u></td> <td><u>Number of requests sent for negotiation request</u></td> </tr> </tbody> </table>	Numerator	Denominator	<u>Number of negotiations completed within [3] [5] business days from receipt of email request</u>	<u>Number of requests sent for negotiation request</u>
Numerator	Denominator				
<u>Number of negotiations completed within [3] [5] business days from receipt of email request</u>	<u>Number of requests sent for negotiation request</u>				
<b>PR-9-04</b>	<b>% On Time Batch Due Date</b>				

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<b>Description</b>	<u>Measures the number of batch orders where the creation of the batch is 6 or more days prior to the batch due date as a percent of batch hot cut orders. If the batch due date is a 26 day interval, then the creation of the batch due date will be the LSRC date. Batch orders where the batch due date is a six day interval, may be counted on time if the batch due date is set on day 1 of the order.</u>	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• <u>Loop – Batch Hot Cut</u></li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	<u>Number of WPTS batch hot cut due date amendments updated within 6 business days or more of due date.</u>	<u>Number of WPTS batch hot cuts</u>
<b>PR-9-08</b>	<b>Average Duration of Hot Cut Installation Troubles</b>	
<b>Description</b>	The average repair time (Mean Time to Repair – (MTTR)) for Hot Cut Installation troubles.	
<b>Products</b>	UNE: <ul style="list-style-type: none"> <li>• <u>POTS – Loop – Hot Cut Total</u></li> </ul>	
<b>Calculation</b>	<b>Numerator</b>	<b>Denominator</b>
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) <u>calendar</u> days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) <u>calendar</u> days.

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**Glossary**

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone).
Basic Edits	Front-end edits performed by Request Manager prior to order submission. Basic Edits performed against Request Manager provided source data include the following validations: State Code must equal NY, CT, MA, ME, NH, VT, RI, PA, DE, NJ, MD, DC, VA, WV; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures. Orders which failed edits have a reject date and a reject source type.
Collocation Milestones	<p>Refer to the state tariff for specific collocation intervals.</p> <p>In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee.</p> <p>In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>
Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
Interconnection Trunks (CLEC) Requests	<p>&lt; = 192 Forecasted Trunks are CLEC requests for 192 trunks or less that are forecasted by the CLEC and are not projects.</p> <p>&gt; 192 and Unforecasted Trunks are CLEC requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.</p>
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.

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Common Trunks:	<p><b>High Usage Trunks</b> carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon New York geographies.</p> <p><b>Final Trunks:</b> (All Verizon except New York LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p><b>Final Trunks – Local</b> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p><b>Final Trunks – IXC</b> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
CPE	Customer Premises Equipment.
Cut-Over Window	<p>Amount of time from start to completion of physical cut-over of lines:</p> <p><del>One (1) to nine (9) lines: one (1) hour</del></p> <p><del>10 to 49 lines: two (2) hours</del></p> <p><del>50 to 99 lines: three (3) hours</del></p> <p><del>100 to 199 lines: four (4) hours</del></p> <p><del>200 plus lines: eight (8) hours</del></p>
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	<p><b>High Usage Trunks – CLEC Interconnection:</b> carry one-way traffic from a CLEC end office to a Verizon Tandem Office <b>or</b> carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC.</p> <p><b>Final Trunks – CLEC Interconnection:</b> carry one-way traffic from a CLEC end-office to a Verizon Tandem Office <b>or</b> carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.</p> <p><b>High Usage Trunks – VZ to CLEC Interconnection:</b> carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p><b>Final Trunks – VZ to CLEC Interconnection:</b> carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p><b>High Usage Trunks – IXC Feature Group D:</b> carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no</p>

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	<p>more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p> <p><b>Final Trunks – IXC Feature Group D<sub>1</sub></b> carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.</p>
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes are set forth in the CLEC Handbook, Vol. III Section 8.7.. As documented on URL: <a href="http://www22.verizon.com/wholesale/clecsupport/content/1,16835,East%20east-wholesale-customer_docs-verizon_east_cust_docs,00.html">http://www22.verizon.com/wholesale/clecsupport/content/1,16835,East%20east-wholesale-customer_docs-verizon_east_cust_docs,00.html</a> .
<u>Hot Cut - Basic</u>	<p>A Basic Hot Cut is a Hot Cut that is not a Large Job Hot Cut or a Batch Hot Cut, as defined below. A basic Hot Cut is a Coordinated Hot Cut. Basic Hot Cuts have fixed intervals depending on line size. CLECs specify FDT on the LSR. A hot cut includes foreign exchange lines and DS-0 EELs, cut at either the loop end or at the IOF end, as directed by the requesting carrier.</p> <p>A Non-WPTS Basic Hot Cut is a Hot Cut that is not a Large Job Hot Cut or a Batch Hot Cut, as defined below, and in which the CLEC declines to use WPTS or is not trained or certified to use WPTS. A hot cut includes foreign exchange lines, OPX and DS-0 EELs, cut at either the loop end or at the IOF end, as directed by the requesting carrier.</p>
<u>Hot Cut - Batch</u>	<p>A Batch Hot Cut is not a coordinated Hot Cut. A Batch Hot Cut is a Hot Cut in which the loops included in the CLEC's order are processed as a group, together with loops included in other Batch Hot Cut orders submitted for the same central office (whether such orders are submitted by the same CLEC or by different CLECs), in a time frame established by the Telephone Company based on the volume of orders for that office. The loops that are grouped together in this manner are referred to as a "Batch". The live transfer of a dial tone customer to a CLEC POTS Loop. Verizon Technicians complete the cross-wire work. Verizon provides notice to NPAC for Port Activation on behalf of the CLEC. Batch hot cuts are scheduled on a wire center basis and not on fixed intervals. Verizon does not test for dial tone prior to the due date of the cut. Batch hot cuts must be identified on the LSR according to published business rules. [IDLC Loops are not eligible for the Batch Hot cut process and will be counted as Basic Hot Cuts.] [IDLC Loops are eligible for the Batch Hot Cut process.] A hot cut includes foreign exchange lines, OPX and DS-0 EELs, cut at either the loop end or at the IOF end, as directed by the requesting carrier.</p>
<u>Coordinated Hot Cut - Coordinated over</u>	<p>A coordinated hot cut-over is the live manual transfer of a VZ end user dial tone line to a CLEC Loop completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals. Coordinated Hot Cuts include Basic Hot Cuts and Large Job Hot Cuts. The specific type of request will be identified on the LSR according to published business rules.</p>
<u>Hot Cut - Large Job</u>	A Large Job Hot Cut is a Hot Cut in which the loops included in a CLEC's order (or

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	<p>in multiple orders submitted by a single CLEC are processed as a group, and are cut over together at a specified time. A Coordinated Hot Cut specified on the LSR as a Large Job. Intervals for Large Jobs are negotiated. Large Jobs are specified by a CLEC and include multiple orders/lines within the same central office. [IDLC Loops are not eligible for the Large Job Hot cut process and will be counted as Basic Hot Cuts.] [IDLC Loops are eligible for the Large Job Hot Cut process.] A hot cut includes foreign exchange lines, OPX and DS-0 EELs, cut at either the loop end or at the IOF end, as directed by the requesting carrier.</p>
Line Sharing	<p>Line Sharing allows a separate high-speed data channel on an existing copper pair to be made available to the CLEC. This single line (a shared loop), with the use of a splitter, simultaneously supports two different service providers, one for analog voice-grade POTS service and one for data communications.</p> <p>In order for a loop to be eligible for a Line Share Arrangement, the analog voice-grade POTS service must be provided to the end user by Verizon and the dial tone must originate from a Verizon End Office Switch in the wire center where the Line Share Arrangement is being requested, and the xDSL technology deployed by the CLEC does not interfere with the analog voice band transmission.</p> <p>Line Sharing is only available where Verizon provides the voice service and where the DLEC provides the data service. The DLEC is responsible for providing the splitter and is responsible for providing their own DSLAM equipment in a collocation arrangement and any necessary CPE for the data service provided.</p>
Line Splitting	<p>Line Splitting is the ability of one or more CLECs to provide both voice and data over the same unbundled analog copper cable pair (loop) facility in order to offer an integrated voice and data service to the same CLEC end user customer with each provider employing different analog frequencies to transport voice and data on that line. Line splitting consists of an xDSL-based service provisioned by a data CLEC (DLEC) and the voice band service provisioned by a voice CLEC (VLEC). Each CLEC provider merely employs different analog frequencies for transporting voice and data on the line. In some cases, the VLEC and DLEC may be the same entity. However, one of the providers must be collocated.</p> <p>A Line Splitting arrangement requires a continuous copper path from the CLEC-provided DSLAM through the splitter and out to the end user's premise. Additionally, the CLEC is required to pre-qualify the subscriber loop to be used by accessing loop make-up data through a pre-qualification system. In some cases, the CLEC may be required to order line conditioning in order for their DSL service to function properly.</p>
2-Wire Digital	<p>This service provides a digital 2-Wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement in the Verizon Central Office in which the end user is served). The 2-Wire Digital – ISDN BRI Loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.</p>
2W xDSL Loop	<p>xDSL links provide transmission technologies capable of supporting the following DSL technologies.</p> <ol style="list-style-type: none"> <li>1. Asymmetrical Digital Subscriber Line (ADSL)</li> <li>2. High-Bit Rate Digital Subscriber Line (HDSL)</li> <li>3. Symmetrical Digital Subscriber Line (SDSL)</li> <li>4. Integrated Digital Subscriber Line (IDSL)</li> <li>5. Other DSL technologies to the extent that standards are identified and approved by ANSI (T1E1).</li> </ol> <p>These xDSL technologies are provisioned on qualified facilities and use line codes</p>

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	<p>as specified in ANSI standards.</p> <p>6. Includes UNE Loop Sharing where technically feasible.</p> <p>Digital Two-Wire Link (including ADSL, HDSL, SDSL and IDSL)— Provides a channel equivalent to a two-wire, non-loaded, twisted copper pair loop from an end user's premises to a POI at a collocation arrangement in the Telephone Company's central office. These links are provisioned in accordance with the technical specifications approved and adopted by ANSI. The digital two-wire link is available where qualified facilities exist. The Telephone Company will not construct new copper facilities to provide these links. Only non-loaded and non-repeated twisted cable pairs that do not exceed a technical length limitation as specified in ANSI documentation can support xDSL capabilities.</p>
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for 2-Wire Digital or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (Request Manager) and requiring no manual intervention to be entered into the SOP.
Negotiated Intervals	A process whereby Verizon and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office) or trouble codes of CO (Central Office), FAC (Facility), or STN (Station). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with $\geq$ six (6) lines:	In all geographic areas, a facility check is completed on orders greater than or equal to six (6) lines.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = Y on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Total (Business/Residence)	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, and PBX trunks.
POTS – Total (All)	POTS Services All includes Business (simple), Residence (simple) plus ISDN BRI

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	(complex).
UNE POTS Total	This product group includes UNE POTS Loop and UNE POTS Platform, and excludes UNE Hot Cut Loops.
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.
Projects	<p>Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.</p> <p>For Special Services ordered via ASRs the following is considered a project:</p> <p>UNE IOF Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits.</p> <p>UNE Loop Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are : for DS1 = 10 or more circuits, for DS3 10 or more circuits.</p> <p>Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers or mergers):</p> <p>For additional information on Special Services projects, refer to the CLEC Handbook.</p>
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order. Applicable to Verizon North only.
SOP	Service Order Processor
Special Services	Special Services are services that require engineering design intervention. These services include (but are not limited to) such services as: high capacity services (DS1 or DS3, primary rate ISDN, 4Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment . [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for “fictional” CLECs for VZ to test new services, attestation of services etc.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.

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Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-Wire enhanced channel. It is equivalent to a 2-Wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2Wire Digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-Wire Digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.
VADI/DSNO	Verizon Affiliate Data Incorporated (VADI) aka Data Services Network Operations (DSNO) is either the separate data affiliate or the office or division within Verizon that provides retail xDSL services.
<u>WPTS</u>	<u>“WPTS” refers to the Wholesale Provisioning and Tracking System, an automated system used by Verizon for the purpose of delivering information to CLECs relating to the status of Hot Cut orders, for receiving information or instructions relating to Hot Cut orders from CLECs, for retrieving information relating to Hot cut orders from other Verizon systems, and for generating reports. The term is also used to refer to any system subsequently utilized by Verizon to perform similar functions in place of or in addition to the version of WPTS that is currently being utilized.</u>