

**New York State
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

Frontier Telephone of Rochester Reports

May 2002

FTR/Carrier to Carrier Standards & Metrics

New York State Carrier to Carrier Guidelines Performance Standards and Reports Frontier Telephone of Rochester

Preface

PSC Staff, various CLEC's and Frontier Telephone of Rochester developed the Carrier Standards and metrics. Discussion continues within the Carrier Working Group to clarify and refine the guidelines to meet the needs of the industry. The current metric status is as follows:

Pre-Ordering

PO-1 Response Time OSS Ordering Interface

Status: Currently Reporting

PO-2-01 System Availability (PDMAN/WMS)

Status: Currently Reporting

PO-2-02 System Availability - % of Time System Interface Capacity is Adequate

Status: Currently Reporting

PO-3 Call Center Response Time

Status: Currently at approx. 50 calls per day. Reporting to begin 3 months after reaching threshold of 200 calls per day

PO-4 Loop PreQualifications- Internet

Status: Needs further discussion/development

PO-5 xDSL Engineering Response

Status: Reporting to begin with July 2002 results

Ordering

OR-1-01 Order Confirmation Timeliness (FOC)-Confirmation within 48 hours UNE & Resale

Status: Currently reporting on all orders

OR-1-02 Order Confirmation Timeliness (FOC)-Confirmation within 48 hours or 2 Business Days – Specials (DS0, DS1 & DS3)

Status: Currently reporting on orders without facilities

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OR-2 Reject Timeliness within 48 Hrs.

Status: Reporting to begin with July 2002 results (metric was previously provided upon request only)

OR-3 % Rejects

Status: Reporting upon request

OR-4 Timeliness of Completion Notice

Status: Currently Reporting

OR-6 Order Accuracy

Status: Reporting to begin with July 2002 results

ProvisioningPR-1-01 Installed within the Interval – New Trunk Groups

Status: Currently Reporting

PR-1-02 Installed within the Interval – Additions to Trunk Groups

Status: Currently Reporting

PR-1-03 Installed within the Interval – Basic 2 Wire Analog

Status: Currently Reporting

PR-1-04 Installed within the Interval – Basic 2 Wire Digital

Status: Currently Reporting

PR-1-05 Installed within the Interval – Link Hot Cuts

Status: Currently Reporting

PR-1-06 Installed within the Interval – Link High Capacity

Status: Currently Reporting

PR-2 Percent Completed within 5 Days

Status: Currently Reporting

PR-3-01 Percent Missed Appointments (POTS)

Status: Currently Reporting

PR-3-02 Percent Missed Appointments Basic 2 Wire Analog

Status: Currently Reporting

PR-3-03 Percent Missed Appointments Basic 2 Wire Digital

Status: Currently Reporting

PR-3-04 Percent Missed Appointments Interconnection Trunks

Status: Currently Reporting

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PR-3-05 Percent Missed Appointments Link-Hot Cuts

Status: Currently Reporting

PR-3-06 Percent Missed Appointments Link-High Capacity

Status: Currently Reporting

PR-3-07 Average Delay Days (POTS)

Status: Place holder metric, for consideration at a future time (needs further discussion)

PR-3-08 Average Delay Days (Specials)

Status: Place holder metric, for consideration at a future time (needs further discussion)

PR-4 Facility Missed Orders

Status: Place holder metric, for consideration at a future time (needs further discussion)

PR-5-01 Installation Quality – Percent Trouble Reports within 30 Days of Install (Digital Loops and Hot Cuts)

Status: Currently Reporting diagnostic only (metric PR-6-02)

PR-6 Jeopardy Reports

Status: Place holder metric, for consideration at a future time (needs further discussion)

Maintenance

MR-1 Response Time

Status: Reporting to begin with July 2002 results

MR-2-01 Customer Trouble Report Rate

Status: Currently Reporting

MR-2-02 Trouble Report Rate % of Subsequent Reports

Status: Currently Reporting

MR-3-01 Percent Missed Repair Appointments-Loop

Status: Currently Reporting

MR-3-02 Percent Missed Repair Appointments-Central Office

Status: Currently Reporting

MR-3-03 Percent Missed Repair Appointments-Total

Status: Currently Reporting

MR-3-04 Percent Missed Repair Appointments-UNE

Status: Currently Reporting

MR-4-01 Mean Time to Repair – Total

Status: Currently Reporting

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- MR-4-02 Percent Repaired within the Interval – Interconnection Trunks DS1/DS3 – No Cable Cut
Status: Currently Reporting Mean Time, Beginning with July 2002 results this will be reported as % within the interval
- MR-4-03 Percent Repaired within the Interval – Interconnection Trunks DS1/DS3 –Cable Cut
Status: Currently Reporting Mean Time, Beginning with July 2002 results this will be reported as % within the interval
- MR-4-04 Percent OOS Over 24 Hours
Status: Currently Reporting
- MR-4-05 Mean time to Repair UNE Links
Status: Currently reporting without a standard. Beginning with July 2002 results, will report with standard.
- MR-5-01 Percent Residential Repeat Reports within 30 Days (POTS)
Status: Currently Reporting
- MR-5-02 Percent Repeat Reports within 30 Days (UNE)
Status: Currently Reporting without a standard. Beginning with July 2002 results, will report with standard.

Network Performance

- NP-1 Percent Trunk Group Blockage-Exceeding Blocking Standard – 3 Months
Status: Currently Reporting without a standard. Beginning with July 2002 results, will report with standard.
- NP-2-01 Collocation Performance – Percent Installed within the Interval for Physical Collocation
Status: Currently Reporting
- NP-2-02 Collocation Performance – Percent Missed Installations (All Collocations)
Status: Currently Reporting

FTR/Carrier to Carrier Standards & Metrics

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* Shown as a place holder only

** 2 Metrics shown as placeholders only

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| | | |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| | |
|--|---|
| Function: | |
| FTR PO-1: Response Time OSS Ordering Interface (VZ PO-1) | |
| Definition: | |
| <ul style="list-style-type: none"> • Response Time – The sum of internal network transit time and process transaction time within FTR's network for WMS queries and responses. All CLEC's enter through a common gateway. See PO-2 for System Availability. <p>Normal Report Period CARS and WMS M-F 7AM to 11PM (Eastern Time) same as retail</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Normal exclusions include Saturday, Sunday, and Frontier holidays (Appendix H) as well as hours outside of the normal report period. • Any transactions over 120 seconds are dropped as abnormal | |
| Performance Standard: | |
| Absolute standard of 4 seconds or less average within FTR network | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate | <ul style="list-style-type: none"> • Total Company |
| Methodology: | |
| Frontier will measure internal network transit time based on frequent measurements of ping response time and processing transaction time of all actual CSR, due date availability and Telephone Number assignment requests. | |
| Formula: | |
| Sum of the following two ratios: internal network transaction time divided by the number of transactions and CSR, due date availability and Telephone Number assignment requests processing transaction time divided by the number of CSR, due date availability and telephone number assignment requests. | |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| Metrics: None Design Standard – Response Time OSS Ordering Interface (Cont.) | | |
|---|--|--|
| Calculation | Numerator | Denominator |
| Sum of the Following two Averages: | Sum of Internal Network Transaction time | Number of pings in a simulated environment and/or transactions in an actual environment processed by OSS interface Simulated transactions are processed by WMS interface. |
| | Sum of processing transaction time for CSR, due date available and telephone number assignment requests. | Number of CSR, due date available and telephone number assignment requests. |
| | | |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| |
|---|
| Function: |
| FTR PO-2: System Availability (VZ PO-2) |
| Definition: |
| <p>"CARS/ PDMAN/WMS Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. FTR service representatives and CLEC service representatives obtain pre-ordering information from the same underlying database but access that database from separate systems, CARS (Retail) and PDMAN/WMS (Wholesale).</p> <p>Percent of time system interface capacity is adequate measures the percent of time the system is not having capacity constraints.</p> <p>Scheduled Availability CARS and WMS (Parity with retail) M-F 7AM to 11PM (Eastern Time) Saturday 8AM to 9PM (Eastern Time) Sunday 8AM to 9 PM (Eastern Time)</p> |
| Exclusions: (same as retail) |
| <ul style="list-style-type: none"> • Normal exclusions include those hours outside the scheduled availability. • FTR Holidays (Appendix H) • |
| Performance Standard: |
| PO-2-01 – No more than 1% below parity with FTR Retail PO 2-02 – 95% |
| Methodology: |
| CARS/PDMAN/WMS Availability is timed directly at mainframe by SMF function of operating system. <p>Percent of time system interface capacity is adequate is the percent of time within the hours of scheduled availability that there is response to a ping from access point to mainframe of network interface card.</p> |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| Report Dimensions – System Availability (Cont.): | | |
|---|---|---|
| Company: | | Geography: |
| <ul style="list-style-type: none"> • FTR Retail (CARS) • CLEC Aggregate (PDMAN/WMS) | | <ul style="list-style-type: none"> • Total Company |
| Products | Retail (CARS) and Resale (WMS) | |
| Sub-Metrics: | | |
| PO-2-01 | System Availability (PDMAN/WMS) | |
| Calculation | Numerator | Denominator |
| | (Number of scheduled hours and fractions thereof in month) - (Number of hours and fractions thereof interface is not available during Month). | Number of scheduled hours (and fractions thereof) in Month. |
| Sub-Metrics: | | |
| PO-2-02 | % Of Time System Interface Capacity Is Adequate | |
| Calculation | Numerator | Denominator |
| | Number of hours (and fractions thereof) network gateway is available without capacity constraints. | Number of scheduled hours (and fractions thereof) in Month. |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| | | |
|---|---|--|
| Function: | | |
| FTR PO-3: Call Center Response Time * (VZ-PO-3) | | |
| Definition: | | |
| <p><u>Speed of Answer</u> is measured in seconds from the time a call enters the FTR Call Center until it is answered by a representative.</p> <p><u>For Repair:</u> Currently both retail and wholesale orders all flow through the same call center, in which case the call is directed to the next available representative</p> <p>Center Hours of Operation: Carrier Service Center (CSC) 8AM to 6PM (Eastern Time) Monday through Friday Repair Help Desk: Parity with Retail 7:00AM to 11:00PM (Eastern Time) 7 Days a week and 11:01PM to 6:59AM (Eastern Time) calls handled by the 24 Hour answer bureau</p> | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> • Normal exclusions include Saturday, Sunday, and major holidays (Appendix H), as well as hours outside of the normal report period. • Note: The Carrier Service Center (CSC) Business office does not meet threshold call levels (200/day) and therefore will be excluded from reporting at this time. Reporting will begin on this measure once the call volumes into the CSC exceeds the PSC minimum standard. Reporting will require the implementation of an Automated Call Distribution system (ACD). • Does not include calls reaching a busy and calls abandoned. | | |
| Report Dimensions: | | |
| Company: | Geography: | |
| • FTR Aggregate | • Total Company | |
| Performance Standard: | | |
| | | |
| Products | FTR Wholesale | |
| Metrics: | | |
| Calculation | Numerator | Denominator |
| | Count of calls to main number answered within 20 seconds* of call received. | Total Calls Answered in ordering center. |
| Place Holder | | |
| For future consideration (for purposes of standard and methodology) at such time as call volumes to the CSC exceed the minimum threshold level. | | |
| * If retail call center response time for FTR changes, this measure will be changed correspondingly. | | |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| | | |
|---|---|--------------------|
| Function: | | |
| FTR PO-4: Loop PreQualifications - Internet | | |
| Definition: | | |
| <u>Response Time</u> - included as a placeholder. Loop prequalification is provided through an internet web site. | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> Not defined. | | |
| Report Dimensions: | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> FTR Aggregate | <ul style="list-style-type: none"> Total Company | |
| Performance Standard: | | |
| Diagnostic | | |
| Products | xDSL | |
| Metrics: | | |
| Calculation | Numerator | Denominator |
| | | |
| Place Holder | | |
| For future consideration/development. | | |

FTR/Carrier to Carrier Standards & Metrics

Pre Order

| | |
|---|---|
| Function: | |
| FTR PO-5: xDSL Engineering Response | |
| Definition: | |
| <p><u>Engineering Response</u> Measures the response time for the provision of Loop Qualification information required to provision more complex services (xDSL), when such information is not available through an electronic database.</p> <ul style="list-style-type: none"> • A partial engineering look up provides notification as to whether or not the loop is served by DLC or if bridge taps, or load coils exist. • A Full Engineering look up provides the total loop length, wire gauge by loop lengths, how many load coils exist, if any, and where they are, and how many bridge taps exist, if any, and the length of the bridge taps. | |
| Exclusions: (same as retail) | |
| <ul style="list-style-type: none"> • Orders where customers request a due date, or FTR and customer negotiate a due date, that is beyond the standard available appointment interval (X Appointment Code). • Orders completed late due to any end user or CLEC caused delay. • The clock restarts if CLEC changes order. | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate | <ul style="list-style-type: none"> • Total Company |
| Performance Standard: | |
| 95% within 7 business days | |
| Products | xDSL |
| Sub-Metrics: | |
| PO-5-01 | Partial Engineering Look Up |
| Calculation | Numerator |
| | Sum of all response times from receipt of request for Partial Engineering Look Up to distribution of Partial Engineering Look Up. |
| | Denominator |
| | Number of Partial Engineering Look Up transactions. |
| PO-5-02 | Full Engineering Look Up |
| Calculation | Numerator |
| | Sum of all response times from receipt of request for Full Engineering Look Up to distribution of Full Engineering Look Up. |
| | Denominator |
| | Number of Full Engineering Look Up transactions. |

FTR/Carrier to Carrier Standards & Metrics

Ordering

| |
|---|
| Function: |
| FTR OR-1: Order Confirmation Timeliness (FOC) (VZ OR-1) |
| Definition: |
| <p><u>Resale & UNE:</u></p> <p><u>Order Confirmation Response Time:</u> The amount of elapsed time between receipt of a valid order request (LSR/ASR) or a wholesale order form (WOF) (or fax date and time stamp) and distribution of a firm order confirmation (FOC). Orders that are rejected will have the clock restarted upon receipt of a valid order.</p> <p>Receipt of an LSR/WOF is provided for those orders received between the hours of 8AM to 3:30PM M-F. After 3:30PM the orders will count as the next business day.</p> <p>The Carrier Service Group is responsible for the processing of wholesale orders, which include both UNE and Resale. The current process for UNE and Resale order entry is the same which means there is no competitive advantage for either UNE or Resale. If the process for UNE and Resale were to change and therefore impact the way orders were provisioned then it would be necessary to take a look at the reporting dimensions.</p> <p>For purposes of this measurement an order is a CLEC order referred to as a PON in the FTR system.</p> |
| Exclusions: |
| <ul style="list-style-type: none"> • Test Orders. • Orders that are not completed or canceled including low capacity orders with no facilities that are canceled by the CLEC • Weekend Hours (from 5:00PM Friday to 8:00AM (Eastern Time) Monday) and Holiday Hours (from 5:00PM of the business day preceding the holiday to 8:00AM (Eastern Time) of the first business day following the holiday). • These hours are excluded from the elapsed time when calculating the response times for requests. • Orders from FTR affiliates. • Orders completed late due to any end user or CLEC caused delay. |
| Performance Standard: |
| <p>95% according to the schedule below</p> <ul style="list-style-type: none"> • OR1-01: 48 Hours • OR1-02: 48 hours or 2 Business Days. 2 business days shall apply to orders that are placed out of the PSC #3 tariff (Access tariff). PSC #3 Access tariff orders are tracked manually. |

FTR/Carrier to Carrier Standards & Metrics

Ordering

| FTR OR-1: Order Confirmation Timeliness (FOC) (Cont.) | | |
|---|--|--|
| Report Dimensions: | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> CLEC Specific CLEC Aggregate | <ul style="list-style-type: none"> Total Company | |
| Methodology: | | |
| <ul style="list-style-type: none"> Wholesale orders are received by the Frontier Carrier Service Center via fax, EDI or e-mail. FTR will use the actual date and time from the fax stamp, e-mail header or EDI received date and time. PSC #1 (Wholesale tariff) Orders are tracked via WMS by hours and minutes. PSC #3 (Access tariff) Orders are tracked manually by days and the two business day standard applies. When a PON is completed a comparison is made between the receipt date of last version of order and the distribution of the associated FOC. | | |
| Products | All FTR Wholesale orders in PSC 1 and PSC 3 | |
| | <ul style="list-style-type: none"> UNE (OR-1) Resale (OR-1) Specials (OR-2) | |
| Sub-Metrics: | | |
| OR-1-01 | Confirmation within 48 hours- UNE & Resale | |
| Calculation | Numerator | Denominator |
| | Count of all orders with a confirmation interval less than standard. For UNE & Resale LSR's/WOF's confirmed. | Total number of UNE & Resale LSR's/WOF's confirmed. |
| Sub-Metrics: | | |
| OR-1-02 | Confirmation within 48 Hours or 2 Business Days - Specials (DS0, DS1 & DS3) | |
| Calculation | Numerator | Denominator |
| | Count of all orders with a confirmation interval less than standard for Specials (DS0, DS1 & DS3) ASR's/WOF's. | Total number of Specials (DS0, DS1 & DS3) ASR's/ /WOF's confirmed. |

FTR/Carrier to Carrier Standards & Metrics

Order

| | |
|--|--|
| Function: | |
| FTR OR-2: Rejects Timeliness (VZ OR-2) | |
| Definition: | |
| <u>Reject Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of an order request entered into WMS and distribution of a service order reject, based on date and time stamp, on fax, EDI or e-mail. | |
| For purposes of this measurement an order is a CLEC order referred to in FTR systems as a PON. | |
| Exclusions: (same as retail) | |
| <ul style="list-style-type: none"> • FTR Test Orders • Orders that are not completed or canceled including low capacity orders with no facilities that are canceled by CLEC. • Duplicate Rejects – Rejects issued against a unique PON, identical and subsequent to the first reject. • Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow through requests. • Orders from FTR affiliates. | |
| Performance Standard: | |
| <ul style="list-style-type: none"> • All Orders: 95% in 48 Hours | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | <ul style="list-style-type: none"> • Total Company |
| Products | All FTR Wholesale orders in PSC 1 |
| Metrics:Rejects Within 48 Hours | |
| Calculation | Numerator |
| | Denominator |
| | Number of rejects sent where reject date and time less submission date and time is less than 48 hours. |
| | Total number of LSRs/WOFs rejected. |

FTR/Carrier to Carrier Standards & Metrics

Order

| | | |
|--|---|---|
| Function: | | |
| FTR OR-3: % Rejects (VZ OR-3) | | |
| Definition: | | |
| <p><u>Percent Rejects</u>: The percent of orders received (including re-submissions) by FTR that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission or error of required order information. (Provided upon Request)</p> <p>For purposes of this measurement an order is a CLEC order referred to in FTR systems as a PON.</p> | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> • Test orders. • Orders that are not completed or canceled. • Orders from FTR affiliates. | | |
| Performance Standard: | | |
| <ul style="list-style-type: none"> • Diagnostic Only - Standard is driven by CLEC order accuracy. Timeliness of rejected orders is measured in OR-2 | | |
| Report Dimensions: | | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate (Upon Request) • CLEC Specific (Upon request) | | Geography: <ul style="list-style-type: none"> • Total Company |
| Products | All FTR Wholesale orders in PSC 1 | |
| Metrics:% Rejects | | |
| Calculation | Numerator | Denominator |
| | Sum of all rejected LSR/WOF transactions. | Total number of LSR/WOF records with unique PONs. |

FTR/Carrier to Carrier Standards & Metrics

Order

| | | |
|--|---|---|
| Function: | | |
| FTR OR-4: Timeliness of completion notice (VZ OR-4) | | |
| Definition: | | |
| <u>Completion Notification Response Time: (Billing Process)</u> | | |
| The elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification. | | |
| <u>Description of close out process:</u> Upon completion of the work order, the field technician calls in to the completion desk where a clerk will enter the specifics of the job into the Universal Dispatch System (UDS) while the technician is on the phone. UDS provides real time updates into CARS. CARS updates occur nightly during batch processing (M-F between 11PM and 7AM). Upon completion of the batch processing, CARS provides updates to WMS. Hourly notifications are then faxed or electronically provided from WMS to the CLEC. | | |
| Work orders completed on Saturday, Sunday or a holiday will be counted as completed on the next business day since batch processing does not occur on weekends or holidays. | | |
| Non dispatched orders are updated automatically in CARS on the due date through the batch processing. Upon completion of the batch processing, CARS provides updates to WMS. Hourly notifications are faxed or electronically provided from WMS. | | |
| For purposes of this measurement an order is a CLEC order referred to in FTR systems as a PON. | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • Test Orders. • Orders that are not completed or cancelled. • Weekend (from 5:00PM Friday to 8:00AM Monday) and Holiday Hours (from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday). • These hours are excluded from the elapsed time when calculating the response times for requests. | | |
| Performance Standard: | | |
| 95% by noon the next business day (after order completes in CARS) | | |
| Report Dimensions: | | |
| Company: | | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | | <ul style="list-style-type: none"> • Total Company |
| Products | All FTR Wholesale/UNE/Resale orders in PSC 1 | |
| Metrics: | | |
| Calculation | Numerator | Denominator |
| | Count of order completion notices sent on or before noon of the business day following CARS system completion date. | Count of total orders completed |

FTR/Carrier to Carrier Standards & Metrics

Order

| |
|----------------------------|
| Function: |
| FTR OR-5: No metric |

FTR/Carrier to Carrier Standards & Metrics

Order

| | | |
|---|---|---|
| Function: | | |
| FTR OR-6: Order Accuracy (VZ OR-6) | | |
| Definition: | | |
| Accuracy is defined as the percent of orders completed as ordered by the CLEC. Accuracy measures the orders without error. | | |
| Methodology: | | |
| FTR will use a manual audit process of sampled orders using the following methodology: A statistically valid random sample of at least 400 completed service orders per month for New Connects, Disconnects, UNE (including digital loops used for DSL) and Resale in a given month (approx. 20 orders will be randomly sampled each business day.). The orders are randomly pulled from the completed files located in the Customer Service Center. Orders using the mass order generator feature in CARs will only qualify for one random sample order. FTR will compare the following fields on the latest version of the LSR to the completed FTR service order(s): | | |
| <ul style="list-style-type: none"> • PLC Code • Billed Telephone Number • PON Number • Customer Telephone Number or Circuit ID (whichever is applicable) • Directory Listing • Service Address • Receipt Date • Due Date | | |
| FTR may make known corrections on the original order from the CLEC rather than reject the order. These corrections will not be considered an error. | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • Test Orders. • Orders that are not completed or cancelled • Orders from FTR affiliates | | |
| Performance Standard: | | |
| 95% Orders sampled without errors. | | |
| Report Dimensions | | |
| Company: | | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate | | <ul style="list-style-type: none"> • Total Company |
| Metrics | | |
| Products | FTR Wholesale | |
| Calculation | Numerator | Denominator |
| | Count of Orders Sampled less Orders with Errors | Count of Orders Sampled |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

| | |
|---|---|
| Function: | |
| FTR PR-1:% Installed within the Interval (Special) (VZ PR-3) | |
| Definition: | |
| <p>This metric measures the average interval offered for completed orders and are based on the Actual Order Completion Date (see appendix I).</p> <p><u>Interconnection Trunks:</u> <i>The number of completed installations within the stated FTR interval.</i> The mnemonic for new trunk groups is TGNXXXXX and the mnemonic for additions to trunk groups is TGNAXXXX.</p> <p><u>UNE Links:</u> <i>The number of completed installations within the stated FTR interval.</i> UNE Links are identified as follows:</p> <ul style="list-style-type: none"> • Basic 2 wire analog – Circuit ID starting with L2FXNT and mnemonic of ANLG • Basic 2 wire digital – Circuit ID starting with L2CWDS and mnemonic of DIGT • Link – High Capacity – ABC code W <u>or</u> USOC beginning with 9 and Circuit ID beginning with T excluding T3 <p><u>Coordinated Cut-over (Hot Cut) Loop</u> orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, FTR will complete the order. The mnemonic for hot cuts is HCUT and the circuit ID starting with L2FXNT</p> | |
| Exclusions:(same as retail) | |
| <ul style="list-style-type: none"> • Orders where customers request a due date that are beyond the standard available appointment intervals (X appointment code). • FTR Official/Administrative orders (billing mnemonic of ABC = 8) • Orders with invalid intervals (indicative of typographical error, ex. Receive date is after completion date). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Completion interval excludes Saturdays, Sundays and holidays. | |
| Performance Standard: | |
| <p>Interconnection Trunks - 95%</p> <p style="padding-left: 20px;">New Trunk Groups – 95% installed within 60 business days (with facilities)</p> <p style="padding-left: 20px;">Additions to Trunk Groups – 95 % installed within 7 business days (with facilities)</p> <p>UNE Links - 95%</p> <p style="padding-left: 20px;">Basic 2 wire analog – 95% installed within 10 business days (with facilities)</p> <p style="padding-left: 20px;">Basic 2 wire digital – 95% installed within 15 business days (with facilities)</p> <p style="padding-left: 20px;">Link-Hot Cuts – 95% installed within 10 business days (with facilities)</p> <p style="padding-left: 20px;">Link-High Capacity – 95% installed within 7 business days (with facilities)</p> | |
| Report Dimensions: | |
| <p>Company:</p> <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate | <p>Geography:</p> <ul style="list-style-type: none"> • Total Company |
| Products | <p>Specials:</p> <ul style="list-style-type: none"> • Interconnection Trunks <ul style="list-style-type: none"> • New Trunk Groups (DS1 Systems with facilities available) • Additions to Trunk Groups (DS1 Systems with facilities available) • Basic 2 wire analog (1-9 lines per request with facilities available) • Basic 2 wire digital (1-9 lines per request with facilities available) • Link-Hot Cuts (1-24 lines per request with facilities available) • Link-High Capacity (DS1 with facilities available) |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

| Installed within the Interval (Special) (Cont.) | | |
|--|--|--|
| Formula | | |
| All calculations are based on completed orders. If an order is placed in January and system completes in February, the order is included in the February results. The actual completion date is the date used for the calculations (see appendix I). | | |
| Sub-Metrics: | | |
| PR-1-01 | % Installed within 60 business days – New Trunk Groups | |
| Calculation | Numerator | Denominator |
| | Total New Trunk Group orders completed within FTR stated intervals. | Total New Trunk Group orders. |
| Sub-Metrics: | | |
| PR-1-02 | % Installed within 7 business days – Additions to Trunk Groups | |
| Calculation | Numerator | Denominator |
| | Total Additions to Trunk Group orders completed within FTR stated intervals. | Total Additions to Trunk Group orders. |
| Sub-Metrics: | | |
| PR-1-03 | % Installed within 10 business days – Basic 2 Wire Analog | |
| Calculation | Numerator | Denominator |
| | Total Basic 2 Wire Analog orders completed within FTR stated intervals. | Total Basic 2 Wire Analog orders. |
| Sub-Metrics: | | |
| PR-1-04 | % Installed within 15 business days – Basic 2 Wire Digital | |
| Calculation | Numerator | Denominator |
| | Total Basic 2 Wire Digital orders completed within FTR stated intervals. | Total Basic 2 Wire Digital orders. |
| Sub-Metrics: | | |
| PR-1-05 | % Installed within 10 business days – Link-Hot Cuts | |
| Calculation | Numerator | Denominator |
| | Total Link-Hot Cut orders completed within FTR stated intervals. | Total Link Hot Cut orders. |
| Sub-Metrics: | | |
| PR-1-06 | % Installed within 7 business days – Link – High Capacity | |
| Calculation | Numerator | Denominator |
| | Total Link-High Capacity orders completed within FTR stated intervals. | Total Link-High Capacity orders. |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

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| Function: | | |
| FTR PR-2:% Completed within 5 days (VZ PR-3) | | |
| Definition: | | |
| For basic POTS orders, the percent of orders completed in specified number of business days, between application and work completion dates. The application date (day 0) is the date that a valid service request is received. Orders are included in the month they are system completed (see appendix I). | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> • Orders where customers request a due date, or FTR and customer negotiate a due date that is beyond the standard available appointment interval. (X Appointment Code). • Completion interval excludes Saturdays, Sundays and holidays. • FTR Official/Administrative orders. • Orders with invalid intervals (indicative of typographical error). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Coordinated cutover Unbundled Network Elements such as loops or CLEC number portability orders. • Disconnect Orders | | |
| Performance Standard: | | |
| Parity with FTR retail. | | |
| Report Dimensions: | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate | <ul style="list-style-type: none"> • Total Company | |
| Products | Retail and Resale: | |
| | <ul style="list-style-type: none"> • POTS | |
| Metrics: (Same as Retail) | | |
| Calculation | Numerator | Denominator |
| | Count of basic POTS orders where completion date less application date is 5 or fewer days. | Count of basic POTS orders. |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

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| Function: | |
| FTR PR-3: Missed Appointments (VZ PR-4) | |
| Definition: | |
| This metric measures the percent of orders completed after the commitment date. Orders are included in the month that they are system completed (see appendix I). | |
| <u>POTS:</u> <i>The percent of orders completed after the commitment date.</i> | |
| <u>Interconnection Trunks:</u> <i>The percent of Carrier orders completed after the commitment date.</i> | |
| The mnemonic for new trunk groups is TGNXXXX and the mnemonic for additions to trunk groups is TGNXXXX. | |
| <u>UNE Links:</u> <i>The percent of Carrier orders completed after the commitment.</i> UNE Links are identified as follows: | |
| <ul style="list-style-type: none"> • Basic 2 wire analog – Circuit ID starting with L2FXNT and mnemonic of ANLG • Basic 2 wire digital – Circuit ID starting with L2CWDS and mnemonic of DIGT • Link – High Capacity – ABC code W <u>or</u> USOC beginning with 9 and Circuit ID beginning with T excluding T3 | |
| <u>Coordinated Cut-over (Hot Cut) Loop:</u> The percent of carrier orders completed after the commitment. Orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on and has not called to change the due date to test and accept, FTR will complete the order. The mnemonic for hot cuts is HCUT and the circuit ID starting with L2FXNT | |
| Exclusions: (same as retail) | |
| <ul style="list-style-type: none"> • FTR Official/Administrative orders. • Orders with invalid intervals (indicative of typographical error). • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Customer rescheduled appointments. • First FTR rescheduled appointments (an order may be rescheduled once no later than the day before the order is due. If FTR reschedules the same order a second time this appointment date is not excluded from this metric). | |
| Performance Standard: | |
| PR-3-01 POTS = Parity with FTR retail. PR-3-02-PR-3-06: Specials = No greater than 10% | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • FTR Retail (POTS) • CLEC Aggregate • CLEC Specific | Geography: <ul style="list-style-type: none"> • Total Company |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

| Function: | | |
|---|---|--|
| FTR PR-3: Missed Appointments (Cont'd) | | |
| Sub-Metrics | | |
| PR-3-01 | % Missed Appointments (POTS) Same as Retail | |
| Products | Retail and Resale: POTS | • |
| Calculation | Numerator | Denominator |
| | Count of POTS basic orders where the order completion date is greater than the order due date. | Count of completed POTS basic orders. |
| Sub-Metrics | | |
| PR-3-02-PR-3-06 | % Missed Appointments (Specials) | |
| Products | <ul style="list-style-type: none"> • Basic 2 wire analog (1-9 lines) • Basic 2 wire digital (1-9 lines) • Interconnection Trunks (DS1) • Link-Hot Cuts (1-24 lines) • Link-High Capacity (DS1) | |
| Sub-Metrics: | | |
| PR-3-02 | % Missed Appointments Basic 2 wire analog | |
| Calculation | Numerator | Denominator |
| | Number of basic 2 wire analog Carrier orders where the order completion date is greater than the agreed upon order due date. | Total basic 2 wire analog Carrier orders where agreed upon due dates were given. |
| Sub-Metrics: | | |
| PR-3-03 | % Missed Appointments Basic 2 wire digital | |
| Calculation | Numerator | Denominator |
| | Number of basic 2 wire digital Carrier orders where the order completion date is greater than the agreed upon order due date. | Total basic 2 wire digital Carrier orders where agreed upon due dates were given. |
| Sub-Metrics: | | |
| PR-3-04 | % Missed Appointments Interconnection Trunks | |
| Calculation | Numerator | Denominator |
| | Number of interconnection trunk Carrier orders where the order completion date is greater than the agreed upon order due date. | Total interconnection trunk Carrier orders where agreed upon due dates were given. |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

| Function: | | |
|--|---|---|
| FTR PR-3: Missed Appointments (Cont'd) | | |
| Sub-Metrics: | | |
| PR-3-05 | % Missed Appointments Link-Hot Cuts | |
| Calculation | Numerator | Denominator |
| | Number of Link-Hot Cut Carrier orders where the order completion date is greater than the agreed upon order due date. | Total Link-Hot Cut Carrier orders where agreed upon due dates were given. |
| Sub-Metrics: | | |
| PR-3-06 | % Missed Appointments Link-High Capacity | |
| Calculation | Numerator | Denominator |
| | Number of Link-High Capacity Carrier orders where the order completion date is greater than the agreed upon order due date. | Total Link-High Capacity Carrier orders where agreed upon due dates were given. |
| Sub-Metrics | | |
| PR-3-07 | Average Delay Days (POTS) | |
| Description | No Agreement. | |
| Products | POTS: | |
| Calculation | Numerator | Denominator |
| | | |
| Sub-Metrics | | |
| PR-3-08 | Average Delay Days (Specials) | |
| Description | No Agreement. | |
| Products | Specials: | |
| Calculation | Numerator | Denominator |
| | | |
| Place Holder for sub-metrics PR-3-07 and PR-3-08. | | |
| For consideration at a future time. | | |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

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| Function: | | |
| FTR PR-4: Facility Missed Orders (VZ PR-5) | | |
| Definition: | | |
| | | |
| Exclusions: | | |
| | | |
| Performance Standard | | |
| Diagnostic only | | |
| Report Dimensions | | |
| Company: | Geography: | |
| | • Total Company | |
| Products | | |
| Metrics: | | |
| Calculation | Numerator | Denominator |
| | | |
| Place Holder For consideration at a future time. | | |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

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| Function: | | |
| FTR PR-5: Installation Quality (VZ PR-6) | | |
| Definition: | | |
| The percent of Hot Cuts/Digital Loops orders completed that have a trouble report within 30 calendar days for which a network trouble is found (see appendix I). | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • Report rate excludes Subsequent reports • Troubles reported on FTR official/administrative lines. • Troubles closed due to customer action. • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. • Customer Premises Equipment (CPE) troubles and inside wire troubles including CLEC network. • COAM | | |
| Performance Standard: | | |
| PR-5-01 Digital Loops and Hot Cuts - Diagnostic Only | | |
| Report Dimensions: | | |
| Company: | | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | | <ul style="list-style-type: none"> • Total Company |
| Products | UNE: | |
| Methodology: | | |
| Trouble reports within 30 days of install (Digital Loop and Hot Cuts) measures the total number of trouble reports where a trouble is found divided by the number of installs from the previous month (see appendix I). | | |
| Sub-Metrics: | | |
| PR-5-01 | % Trouble Reports within 30 Days of Install (Digital Loops and Hot Cuts) | |
| Calculation | Numerator | Denominator |
| | Count of central office and loop troubles within 30 days of installation on Digital Loops and Hot Cuts. | Total count of all Digital Loops and Hot Cuts installed in previous reported month. |

FTR/Carrier to Carrier Standards & Metrics

Provisioning

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|--|---|--------------------|
| Function: | | |
| FTR PR-6:Jeopardy Reports (VZ PR-7) | | |
| Definition: | | |
| <p>No Metrics</p> <p>CLECs are provided with jeopardy notices via WMS as soon as FTR knows the due date will not be met. If there is a change to a date in CARS the WMS system is automatically updated. WMS does a search every hour and when it finds a date change a jeopardy report is generated. WMS then faxes this jeopardy report to the CLEC.</p> | | |
| Exclusions: | | |
| <ul style="list-style-type: none"> • | | |
| Performance Standard: | | |
| <p><u>Jeopardy Status Notification:</u></p> <p>Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time).</p> <p>Parity with FTR retail.</p> | | |
| Report Dimensions: | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • Total Company | |
| Products | All wholesale CLEC services | |
| | <ul style="list-style-type: none"> • | |
| Metrics: None | | |
| Calculation | Numerator | Denominator |
| | | |
| <p>Place Holder Not Reported Needs further discussion in Carrier Working Group</p> | | |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

| | | |
|--|---|---------------------------------------|
| Function: | | |
| FTR MR-1: Response Time (VZ MR-1) | | |
| Definition: | | |
| Process Parity | | |
| <p>Currently both retail and wholesale repair calls all flow through the same call center, in which case the call is directed to the next available representative. These calls are measured under POTS answer performance.</p> <p>Center Hours of Operation: Repair Help Desk: Parity with Retail 7:00AM to 11:00PM (Eastern Time) 7 Days a week and 11:01PM to 6:59AM (Eastern Time) calls handled by the 24 Hour answer bureau</p> | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> Does not include calls reaching a busy or calls abandoned | | |
| Performance Standard: | | |
| Process Parity with Retail ≥ 90% total calls answered within 20 seconds | | |
| Report Dimensions: | | |
| Company: | Geography: | |
| <ul style="list-style-type: none"> FTR Aggregate | <ul style="list-style-type: none"> Total Company | |
| Methodology: | | |
| Frontier answer performance is based on answered calls. | | |
| <ul style="list-style-type: none"> | | |
| Metrics: | | |
| Calculation | Numerator | Denominator |
| | Total number of repair calls answered within 20 seconds | Total number of repair calls answered |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

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|--|---|---|
| Function: | | |
| FTR MR-2: Trouble Report Rate (VZ MR-2) | | |
| Sub-Metrics Definition: | | |
| <i>Report Rate:</i> Total Initial Customer direct troubles (category code 1) or referred Customer troubles (category code 2), where the trouble disposition was found to be in the network, per 100 lines/circuits in service (see appendix I). The disposition codes associated with the above definitions are available upon request. | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> • Report rate excludes Subsequent reports (category code 6) • Troubles reported on FTR official/administrative lines. • Troubles closed due to customer action. • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. <p>Excluded from Total and Loop/CO report rates:</p> <ul style="list-style-type: none"> • Customer Premises Equipment (CPE) troubles and inside wire troubles including CLEC network. | | |
| Performance Standard: | | |
| Parity with FTR retail. | | |
| Report Dimensions: | | |
| Company: | | Geography: |
| <ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate | | <ul style="list-style-type: none"> • Total Company |
| Products | Retail and Resale: | |
| | <ul style="list-style-type: none"> • POTS | |
| Sub-Metrics: | | |
| MR-2-01 | Customer Trouble Report Rate | |
| Calculation | Numerator | Denominator |
| | Count of all trouble reports with found network troubles. | Number of access lines. |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

| | | |
|---|--|---|
| Function: | | |
| FTR MR-2: Trouble Report Rate (Cont'd) | | |
| Sub-Metrics Definition: | | |
| <i>The number of "subsequent" report tickets opened compared to total trouble reports.</i> | | |
| <u>Subsequent Reports:</u> Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information. | | |
| Exclusions: (same as retail) | | |
| Excluded from the "subsequent" reports are: | | |
| <ul style="list-style-type: none"> • If the primary ticket is excluded then the subsequent ticket is also excluded. | | |
| Performance Standard: | | |
| Parity with FTR Retail | | |
| Report Dimensions: | | |
| Company: | | Geography: |
| <ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate | | <ul style="list-style-type: none"> • Total Company |
| Products | Resale and Retail: | |
| | <ul style="list-style-type: none"> • POTS | |
| Sub-Metrics: | | |
| MR2-02 | % of Subsequent Reports | |
| Calculation | Numerator | Denominator |
| | Count of subsequent repair trouble tickets opened where an existing trouble ticket for the same facility remains open. | Total troubles (disposition codes: same as retail). |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

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|---|--|
| Function: | |
| FTR MR-3:% Missed Repair Appointments (VZ MR-3) | |
| Definition: | |
| <p>The Percent of reported Troubles not repaired and cleared by the date and time committed. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes: same as retail (see appendix I). POTS trouble reports have category code of 1 or 2. <u>Loop is defined as:</u> disposition Codes 03 except 03034, 03037 and 03039 plus 04. <u>Central Office is defined as:</u> disposition Codes 05.</p> <p><u>UNE Links:</u> The percent of reported Carrier troubles not repaired and cleared by the date and time committed. UNE trouble reports have category code of 6.</p> | |
| Exclusions: (same as retail) | |
| <ul style="list-style-type: none"> • Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval • Subsequent reports • Customer Premises Equipment (CPE) troubles including CLEC Network • Troubles closed due to customer action.(disposition codes 06XXX, 03034, 03037 and 03039) • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. | |
| Performance Standard: | |
| MR-3-01, 02, 03 Parity with FTR Retail MR-3-04 absolute standard 10% or less | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • FTR Retail • CLEC Specific • CLEC Aggregate | Geography: <ul style="list-style-type: none"> • Total Company |
| Products | Retail and Resale: <ul style="list-style-type: none"> • POTS UNE |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

| Function: | | |
|--|--|--|
| FTR MR-3:% Missed Repair Appointments(Cont'd) | | |
| Sub-Metrics: | | |
| MR-3-01 | % Missed Repair Appointment - Loop | |
| Calculation | Numerator | Denominator |
| | Count of loop troubles where clear time is greater than commitment time. | Total loop troubles (disposition codes: same as retail). |
| Sub-Metrics: | | |
| MR-3-02 | % Missed Repair Appointment - Central Office | |
| Calculation | Numerator | Denominator |
| | Count of central office troubles where clear time is greater than commitment time. | Total central office troubles (disposition codes: same as retail). |
| Sub-Metrics: | | |
| MR-3-03 | % Missed Repair Appointment - Total * | |
| | <ul style="list-style-type: none"> *Note: The Total will be greater than the sum of Loop plus Central Office | |
| Calculation | Numerator | Denominator |
| | Total troubles where clear time is greater than commitment time. | Total troubles (disposition codes: same as retail). |
| Sub-Metrics: | | |
| MR-3-04 | % Missed Repair Appointment – UNE (L2FXNT) | |
| Products | Specials: <ul style="list-style-type: none"> UNE Links 2 Wire Analog 2 Wire Digital | |
| Calculation | Numerator | Denominator |
| | Total of "Special" Carrier troubles by product where the completion time is greater than the commitment time. | Total "Special" Carrier troubles by product. |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

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|---|---|
| Function: | |
| FTR MR-4: Trouble Duration Intervals (VZ MR-4) | |
| Definition: | |
| <p><i>Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. (Includes disposition codes: same as retail)</i></p> <p>For POTS type services MTTR is measured on a "running clock" basis. Run clock includes normal work week excluding Sundays and holidays.</p> <p>For Interconnection Trunks (Repaired by Special Services) the MTTR is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, FTR is awaiting carrier acceptance, or FTR is denied access).</p> <p><i>Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared in greater than "24" hours after receipt of trouble report.</i> Out of Service (OOS) means that there is no dial tone, the customer cannot call out, the customer cannot be called, or the transmission quality is too poor for an intelligible voice conversation. The Out of Service period commences when the trouble is entered into FTR's designated trouble reporting interface by an FTR representative upon notification. Excludes Sundays and holidays. (Includes disposition codes: same as retail).</p> | |
| Exclusions: (same as retail) | |
| <ul style="list-style-type: none"> • Subsequent reports • Customer Premises Equipment (CPE) troubles including CLEC Network. • Troubles closed due to customer action. • Troubles reported by FTR employees (category code 4) in the course of performing preventative maintenance, where no customer has reported a trouble. • Repair tickets completed late due to any Carrier/CLEC caused delay. | |
| Performance Standard: | |
| <p>MR-4-01 and MR-4-04 POTS: Parity with FTR retail</p> <p>MR-4-02 Interconnection Trunks - DS1 / DS3 - No Cable Cut: 95% ≤ 2 Hours</p> <p>MR-4-03 Interconnection Trunks - DS1 / DS3 - Cable Cut: 95% ≤ 24 Hours</p> <p>MR-4-05 UNE Links - Parity with FTR POTS (Retail MR4-01) plus 12 hours.</p> | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • FTR Retail (POTS only) • CLEC Specific (UNE) • CLEC Aggregate | Geography: <ul style="list-style-type: none"> • Total Company |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

| Function: | | |
|---|--|---|
| FTR MR-4: Trouble Duration Intervals(Cont'd) | | |
| Sub-Metrics: | | |
| MR-4-01 | Mean Time To Repair - Total | |
| Products | Retail and Resale: <ul style="list-style-type: none"> • POTS | |
| Calculation | Numerator | Denominator |
| | Sum of Trouble clear date and time less trouble receipt date and time for category 1 & 2 troubles (disposition codes: same as retail). | Total category 1 & 2 troubles (disposition codes: same as retail). |
| Sub-Metrics: | | |
| MR-4-02 | Percent Repaired within the interval - Interconnection Trunks DS1/DS3 - No Cable Cut | |
| Products | Specials: <ul style="list-style-type: none"> • DS1 / DS3 Trunks | |
| Calculation | Numerator | Denominator |
| | Total number of carrier interconnection trunk repairs without a cable cut completed within 2 hours. | Count of total out of service carrier interconnection trunk troubles without a cable cut. |
| Sub-Metrics: | | |
| MR-4-03 | Percent Repaired within the interval - Interconnection Trunks DS1/DS3 - Cable Cut | |
| Products | Specials: <ul style="list-style-type: none"> • DS1 / DS3 Trunks | |
| Calculation | Numerator | Denominator |
| | Total number of carrier interconnection trunk repairs with a cable cut completed within 24 hours. | Count of total out of service carrier interconnection trunk troubles which have been determined to be cable cuts. |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

| Function | | |
|---|---|---|
| FTR MR-4: Trouble Duration Intervals(Cont'd) | | |
| Sub-Metrics: | | |
| MR-4-04 | % OOS >24 Hours | |
| Products | Retail and Resale: <ul style="list-style-type: none"> • POTS | |
| Calculation | Numerator | Denominator |
| | Sum of out of service Troubles cleared in greater than "24" hours after receipt of trouble report | Total count of all troubles where an out of service condition exists. |
| Sub-Metrics: | | |
| MR-4-05 | Mean Time to Repair UNE Links | |
| Products | Resale: UNE Links | |
| Calculation | Numerator | Denominator |
| | Sum of trouble clear date and time less trouble receipt date and time for UNE links. | Total UNE link troubles. |
| . | | |

FTR/Carrier to Carrier Standards & Metrics

Maintenance

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|---|---|--|
| Function: | | |
| FTR MR-5:% Repeat Trouble Reports (VZ MR-5) | | |
| Definition: | | |
| <i>The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble is found.</i> A repeat trouble report is defined as a trouble on the same line/circuit as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats, as a network trouble will be classified as a repeat report. | | |
| Exclusions: (same as retail) | | |
| <ul style="list-style-type: none"> • Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles including CLEC Network • Troubles closed due to customer action. • Troubles reported by FTR employees in the course of performing preventative maintenance, where no customer has reported a trouble. | | |
| Performance Standard: | | |
| MR-5-01 POTS: Parity with FTR Retail MR-5-02 UNE: Parity with Retail MR5-01 | | |
| Report Dimensions: | | |
| Company: | | Geography: |
| <ul style="list-style-type: none"> • FTR Retail (POTS) • CLEC Specific • CLEC Aggregate | | <ul style="list-style-type: none"> • Total Company |
| Products | Resale: | |
| | <ul style="list-style-type: none"> • POTS • UNE | |
| Sub-Metrics: | | |
| MR-5-01 | % Residential Repeat Reports within 30 Days (POTS) | |
| Calculation | Numerator | Denominator |
| | Count of residential troubles that had previous troubles within the last 30 days. (Disposition codes: same as retail) for specific product. | Total residential found troubles (Disposition codes: same as retail) for specific product. |
| Sub-Metrics: | | |
| MR-5-02 | % Repeat Reports within 30 Days (UNE) | |
| Calculation | Numerator | Denominator |
| | Count of UNE troubles that had previous troubles within the last 30 days. (circuit ID's L2FXNT and L2CWD.) | Total UNE found troubles (circuit ID's L2FXNT and L2CWD). |

FTR/Carrier to Carrier Standards & Metrics

Network Performance

| | |
|---|---|
| Function: | |
| FTR NP-1:% Final Trunk Group Blockage Exceeding Blocking Standard-3 Months (VZ NP-1) | |
| Definition: | |
| <p>The percent of Final Trunk Groups that exceed blocking design threshold (0.5%). Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of FTR trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold</p> <p>For this measure, FTR Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems. CLEC Trunks are dedicated final trunks carrying traffic from the FTR access tandem to the CLEC.</p> | |
| Exclusions: (same as retail) | |
| <p>Trunks not included:</p> <ul style="list-style-type: none"> • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic <p>FTR will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that FTR has identified a blocked trunk group and that the trunk group should be excluded from FTR performance in subsequent months. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"> • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied FTR request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements | |
| Performance Standard: | |
| <p>5% or less exceeding threshold for 3 consecutive months. Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between FTR and CLECs, FTR will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.</p> | |
| Report Dimensions: | |
| <p>Company:</p> <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate | <p>Geography:</p> <ul style="list-style-type: none"> • Total Company |

FTR/Carrier to Carrier Standards & Metrics

Network Performance

| | | |
|---|--|---|
| Function: | | |
| FTR NP-1:% Final Trunk Group Blockage Exceeding Blocking Standard-3 Months (Cont.) | | |
| Methodology: | | |
| Examine entire month of traffic data to determine the busy hour on each final trunk group. Within that hour we take the ratio of overflow calls divided by attempts where overflow is a call that is routed to a reorder tone or an all circuits busy message. The blocking standard that is used is the Bellcore P.005 standard that allows a probability of ½ percent that a call will be blocked in the busy hour. | | |
| Products | Retail: | Trunks: |
| | <ul style="list-style-type: none"> FTR Common Final (Local)Trunks | <ul style="list-style-type: none"> CLEC Final Trunks |
| Metrics: % Final Trunk Groups Exceeding Blocking Standards | | |
| Calculation | Numerator | Denominator |
| | Count of Final Trunk Groups that Exceed Blocking Threshold for three consecutive months. | Total number of final trunk groups |

FTR/Carrier to Carrier Standards & Metrics

Network Performance

| |
|---|
| Function: |
| NP-2 Collocation Performance (VZ NP-2) |
| Definition: |
| <p>Interval: The average number of business days between order application date and completion. The application date is the date that a valid service request is received.</p> <p>Orders are included in the month they are system completed.</p> <p>Completions: FTR will not be deemed to have completed work (physical collocation) until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC (Physical and Cageless).</p> <p>Note: A process for Virtual Collocation is yet to be defined.</p> |
| Methodology: |
| <p>The collocation interval is measured on a limited stop clock basis. A stop clock is used in the event of the following:</p> <ul style="list-style-type: none"> • CLEC Request Delay • CLEC Equipment Delay • CLEC Vendor Delay • CLEC Monies Not Received • Waiting for CLEC Approval • CLEC Controls installation • CLEC No Forecast • CLEC Changed/Revised Requirements • Missing Information • Waiting for CLEC to Visit Site • Coordinated Cutover Unbundled Network Elements such as loops or number portability orders • CLEC Bankruptcy • Third party consent (e.g. landlord) is required but is not granted <p>If a CLEC's request requires a major construction job or requires extensive expansion of existing power plant, Frontier may request a negotiated interval.</p> |
| Exclusions: |
| <ul style="list-style-type: none"> • Where Space is not available • Orders where customers request a due date, or FTR and customer negotiate a due date that is beyond the standard available appointment interval. (X Appointment Code). These orders will be excluded from the Appointment Interval metric (NP-2-01). • Orders with invalid intervals (indicative of typographical error). • Where a CLEC's applications exceed 3 per month, all such applications will have negotiated due dates. These orders will be excluded from the Appointment Interval metric (NP-2-01). |

FTR/Carrier to Carrier Standards & Metrics

| NP-2 Collocation Performance (Cont.) | | |
|---|---|---|
| Formula: | | |
| Percent Installed within the interval for Physical Collocation: Percent of physical collocations installed within the 76 business day interval excluding stop clock time. | | |
| Percent Missed Installations: Count of orders where the order completion date is greater than the order due date due to FTR reasons. | | |
| Performance Standard: | | |
| NP-2-01 Physical: (Caged) Collocation Interval: 76 business Days 95% On Time | | |
| NP-2-02 All Collocation (Caged, Cageless, Virtual) % Missed Installation Appointment \leq 10% | | |
| Report Dimensions | | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | | Geography: <ul style="list-style-type: none"> • Total Company |
| Sub-Metrics | | |
| NP-2-01 | % Installed within the interval for Physical Collocation | |
| Calculation | Numerator | Denominator |
| | Count of requests for Physical collocation cages where installation is made within the interval | Count of physical collocations completed in report month. |
| NP-2-02 | % Missed Installations (All Collocations) | |
| Calculation | Numerator | Denominator |
| | Count of requests for Caged, Cageless or Virtual collocation arrangements where installation appointment is missed. | Count of requests for Caged, Cageless, or virtual collocations completed in report month. |

FTR/Carrier to Carrier Standards & Metrics

Glossary

| TERM/ACRONYM | Definition |
|-----------------------------|---|
| Additions to Trunk Groups | MNEMONIC (TGNA) additions to T1 from FTR switch or tandem to CLEC switch. |
| ASR | Access Service Request |
| Basic 2 wire analog | Identified with MNEMONIC (ANLG) and the first 6 digits of the circuit ID contain L2FXNT.. |
| Basic 2 wire digital | Identified with MNEMONIC (DIGT) and the first 6 digits of circuit ID contain L2CWDS |
| Basic POTS | Identified with RR or BB suffix code on order number. |
| Busy Hour | The hour of (day, week, or month) during which the telephone system carries the most traffic. |
| CARS/OF | Customer Account Records System and Order Flow. Frontier Telephone of Rochester's ordering and billing system. |
| Circuit ID | An ID assigned to further define the type of service and the specific number of the circuit. |
| Class of Service | A code used to further define the type of service the order represents. |
| Collocation | When a CLEC locates its switches within an incumbent local exchange company's (ILEC) central office. |
| Common Final Trunk Blockage | The percentage of Frontier Telephone common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (b.005) during the busy hour (common final trunks carry traffic between Frontier Telephone and the Frontier Telephone access tandem, including local traffic to Frontier Telephone customers as well as CLEC customers). |
| Company Services | Official Frontier Telephone Lines |
| Completion Date | The date noted on the service order or Repair ticket that all physical work is completed as assigned. |
| Conditioned Loop | A loop that has conditioning equipment to obtain the desired line characteristics for voice or data transmission. Basic two wire digital with a circuit ID starting with L2CWDS. |
| <i>Coordinated Cut-Over</i> | A coordinated cut-over is the live manual transfer of a Frontier Telephone end user to a CLEC in order to minimize disruptions for the end user customer. Also known as a Hot Cut with a circuit ID starting with L2FXNT. |

FTR/Carrier to Carrier Standards & Metrics

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|---------------------------------------|---|
| CPE | Customer Premises Equipment |
| CSR | Customer Service Record |
| CTRR | Customer Trouble Report Rate. One of the service measurements reported. It is calculated by dividing the number of customer trouble reports by the number of access lines. |
| Daily processing | Typically refers to Monday through Friday, excluding company holidays. |
| DDS | Digital Data Service. Provides point-to-point and multi-point digital data transmission service at low, DS-1 and DS-3 speeds. |
| Disposition Codes | The code assigned by the field technician upon closure of trouble. This code identifies nature of the problem found in the network. |
| DSL | Digital Subscriber Line |
| EDI | Electronic Data Interchange. A series of standards which provide computer to computer exchange of business documents between different companies' computers. |
| FOC | Firm Order Confirmation |
| FTR | Frontier Telephone of Rochester |
| Hot cut (HCUT) | See Coordinated Cut Over |
| Installation missed appointment codes | Frontier Missed appointment codes: CM=Commercial missed, FC= Plant facilities, FD=Lack of Facilities, FE=Outside plant facility engineering, FO=Facilities Central office, PB=No drop wire or buried cable, CE= Central office Equip, EM Engineering Delay, PL=Plant Load, PE=Plant Equipment, PO=Plant Other Customer Missed Appointments: SA=Subscriber Access, SL=Subscriber later, SO=Subscriber other, SR and SW=Subscriber not ready |
| Interconnection Trunks | Trunks that carry traffic from FTR switch or tandem to CLEC switch. |
| Internal Network Transit Time | The measurement of time a transaction takes once it clears our firewall (the point at which the outside network is allowed to enter ours) and routes through our internal network infrastructure to the network interface point of the intended host system. |
| LATA | Local Access and Transport Area. The regional calling area within which Frontier provides local and long distance services. |
| Link | The physical facility from the network interface on an end user's or carrier customer's premises to a point of interconnection on the main distribution Frame (MDF) |
| Link-high Capacity (DS1) | Special access circuits that fall into certain specific classes of service. |
| LSR | Local service Request form |
| LSP | Local Service Provider |
| <i>MNEMONIC</i> | A shorthand label or term that further defines characteristics of services in FTR's billing system. |

FTR/Carrier to Carrier Standards & Metrics

| | |
|--------------------------|--|
| MOP | Method of Procedure |
| New Trunk Group | High Cap with MNEMONIC TGNN new service links. T1 from FTR switch or tandem to CLEC switch. |
| NIU | Network Interface Unit or also known as the smart jack |
| OF | Order Flow. Refers to the processing of orders through the Order Flow Online and batch processing systems. |
| Order | A completed installation request also referred to in WMS as a PON |
| Parity with Retail | Same standards and exclusions as POTS Service Standards. |
| PDD | Previous Due Date. The Due Date of the order prior to being changed due to a missed appointment. |
| PDMAN | Computer system that processes the WMS transactions. CICS region that WMS runs in. |
| Ping | Packet InterNet Groper-A signal of a specified address to see how long that signal takes to complete the round trip. |
| PLC (PLOC) | Primary Local Carrier Table. A table listing all the valid (PLC) values and descriptions used for reporting Wholesale totals by company. |
| PON (WMS see order) | Purchase Order Number: Unique purchase order provided by CLEC to Frontier Tel of Rochester placed on LSR or ASR as an identifier of a unique order. Ordering Measurements refer to an order as a PON. |
| Port | Connects a link to the public switched telephone network and consists of the cross connection from the main distribution frame (MDF) to the switch, switch port, dial tone, and access to optional calling features. |
| POTS services | Plain old telephone service (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (Switch Office Equipment). |
| Process Transaction Time | The measurement of time that a transaction takes inside of the host system (independent from any and all network interface and infrastructure) from start to completion. |
| PSC | Public Service Commission. Refers to a commission, which regulates the telecommunication industry. |
| PSC 1 | Frontier Telephone of Rochester Wholesale Tariff. |
| PSC 3 | Frontier Telephone of Rochester Access Tariff. |
| Receive Date | The Date that a valid order is received. |
| 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. |

FTR/Carrier to Carrier Standards & Metrics

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|----------------------------|---|
| Resale | LSP's who purchase links, ports, features, and miscellaneous services usually as a bundled service offering from the incumbent LEC (FTR) at a discounted, or wholesale rate. They can bundle these wholesale services with any other products and services they may deem appropriate (i.e. cellular, long distance). Resellers provide customer service and billing to the End User, however, they utilize the incumbent LEC's repair and installation force. |
| Response Time | The sum of the internal network transit time and process transaction time within FTR's Network for WMS queries and responses. |
| Re-submissions | Order that was previously rejected. |
| SMF | Systems Management Facility. Measures the activity within the system such as when jobs start and end. |
| System Completion Date | The date the install or repair is batched through FTR's CARS billing system. |
| TGSR | Trunk Group Service Request. A request that CLECs submit to Frontier Telephone of Rochester to request augmentation to the Frontier Network to accommodate an increase in CLEC volume. |
| Two Wire digital ISDN Loop | 2 wire unbundled digital loop that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two B channels and one D channel. This service provides a digital 2-wire enhanced channel. |
| UDS | Universal Dispatch System. Frontier Telephone of Rochester's application system used to facilitate the dispatching of repair technicians for trouble reports and installation orders. |
| UNE | Unbundled Network Element: The first six (6) characters of the Circuit ID Number entered on the provisioning order contain the values "L2FXNT" or "L2CWDS". |
| USOC | Uniform service Order Code. A three to five alphanumeric code that identifies a specific item of service or equipment. |
| WMS | Wholesale Management System |
| WOF | Wholesale order form |

FTR/Carrier to Carrier Standards & Metrics

Appendix A

PROVISIONING LOOP SERVICE WITH LOCAL NUMBER PORTABILITY

A CLEC may request FTR to retain cable pair facilities for its End User customer coincident with porting their telephone number to the CLEC switch. The following process has been developed to ensure that there is no interruption of service for the End User customer.

1. The CLEC submits an LSR to FTR's Carrier Service Center (CSC) requesting a Loop with Number Portability for a telephone number(s).

Note: The CSC is the CLEC's single point-of-contact prior to cut date with the exception of communications detailed below.

2. FTR CSC validates the LSR. If clarification or correction is required, the CSC will reject the order with comments. In this case, the corrected LSR must be re-submitted with the next version indicated.
3. Upon receipt of a valid LSR, FTR CSC will issue appropriate internal orders to initiate provisioning and confirm the order to the CLEC via WMS.
4. Upon receipt of the confirmation, the CLEC will initiate internal orders and porting procedures, including subscription version (SV) creation in the Service Order Administrator (SOA) for all numbers to be ported.

NOTE: The CLEC is responsible to create subscription versions in the SOA prior to the 18-hour window. FTR CSC does not monitor the SOA to ensure this work has been performed. In the event that the CLEC does not create the subscription version(s) within the prescribed time frame, it is the responsibility of the CLEC to notify the CSC during regular business hours of the need to concur. Failure to do so may result in a delayed porting.

5. Prior to the due date, FTR Special Services LAC will reassign the cable pair.

NOTE: Effective 1/3/2000, a DSL pre-qualification tool will be available to the CLEC to identify the presence of SLCs. In the event a SLC is discovered, a longer interval may apply. The CLEC should call the Carrier Service Center Supervisor prior to submitting the order for advisement. When submitting the order, the CLEC should include a note in REMARKS indicating the presence of the SLC.

6. On the plant test date, Special Services Installation will contact the CLEC Installation Coordinator to confirm cutover date and time. FTR will provide the CLEC with the contact name and number to be used by the CLEC at cutover time.

NOTE: The Plant Test Date will be provided on the confirmation. It is the responsibility of the CLEC to ensure proper personnel are available on the Plant Test Date in order that the following may be completed with FTR personnel:

Review paperwork and verify TN and cable/pair combination

FTR/Carrier to Carrier Standards & Metrics

Continuity testing: FTR demarc to ONP frame

7. On the Due date the CLEC contacts FTR Special Services to begin cutting the lines over. FTR strongly recommends that CLEC personnel remain on-line with FTR to test lines as they are cut over. Concurrent testing will enable both FTR and CLEC personnel to identify problems promptly and work together for resolution.

NOTE1: FTR can cut and test approximately 10 lines per hour.

NOTE2: Testing consists of two calls; one from the donor switch, one from a non-donor switch.

NOTE3: In the event the CLEC coordinator is unable to reach their designated contact, they should call 716-777-5117. This number is answered 24x7 and is also used as the first point-of-contact for escalations.

8. Upon completion of the cut, the CLEC calls FTR CSC to advise of a successful cut. (This is a temporary procedure and will be discontinued at a later date.)

Delayed/Modified Orders

Prior to the Due Date:

The CLEC submits an LSR to FTR CSC with a new version detailing the change/new due date. All previous PONs will be superseded by the most recent version.

On the Due Date:

Changes to delay/cancel may be called in to FTR CSC but MUST be followed by an LSR with a new version no later than 12:00 Noon the next business day.

NOTE: FTR will NOT issue orders without written documentation from the CLEC. If FTR CSC does not receive an LSR detailing the change, the order will flow through FTR's system and the End User customer will be disconnected.

FRONTIER TELEPHONE OF ROCHESTER CONDITIONED LOOP PROVISIONING PROCESS FOR CLECS

STEP 1. The Account Manager will provide each CLEC who will be requesting conditioned loops from FTR with the URL (TBD) of the Frontier Internet site and an individual ID and password. A Line Qualification Tool (Wholesale product) will be provided on this site. This tool searches the FTR E-MAC data base and Map Info calculates crow miles multiplied by the industry standard of 4/3. This process will provide the following information for a specific end user telephone number and address: serving wire center name & CLLI code, SLC/DLC yes or no, load coils/pair savers yes or no, and distance in feet from the serving wire center. A charge per query will apply.

STEP 2. The CLEC submits a Local Service Request (LSR PON) to FTR Carrier Service Center and requests a conditioned loop. Authorization for the following should be added in Remarks:

- a. Remove the Load Coils / Pair Savers (if present) – a charge for the removal will apply
- b. Identify the existence of bridge taps and remove them if present – a charge for the inspection and an additional per tap charge for the removal will apply.

STEP 3. FTR Carrier Services Center verifies information on the Line Qualification Tool.

STEP 4. FTR CSC issues a Special Services order with a circuit ID. The Special Services next Installation Date will determine the next available Due Date (aprox. 10 business days).

STEP 5. FTR CSC issues a FRED (facility request) to Orders & Assignment (O&A).

STEP 6. FTR CSC confirms the PON in WMS.

STEP 7. FTR O&A forwards the FRED to Outside Plant Engineering for evaluation of the facilities.

If facilities are available, the FRED will be forwarded to Cable Repair to dispatch. Cable Repair will remove the load coils. If the CLEC has authorized an inspection for bridge taps, Cable Repair will check for them. If bridge taps are present, the FRED will be forwarded to OP Engineering to design a project. From there the FRED is forwarded to Construction. Once Construction has completed their work, O&A will return the FRED to the CSC for confirmation. If the CLEC has opted to not have a bridge tap inspection made, no additional work for bridge taps will be performed. O&A will then return the FRED to the CSC for confirmation.

FTR/Carrier to Carrier Standards & Metrics

If facilities are not available, OP Engineering will design a project that will make the copper pair meet the conditioned loop requirements. This may or may not require a field visit by the Engineer. Once the project has been designed, the FRED is forwarded to the Right of Way Group to obtain the necessary right of way permits. From there the FRED is forwarded to Construction. Once Construction has completed their work, O&A will return the FRED to the CSC for confirmation.

STEP 8. FTR will send a Completion Notification when service has been installed and the order has been completed.

**FRONTIER TELEPHONE OF ROCHESTER
ADSL PROVISIONING PROCESS
FOR RESELLERS**

STEP 1. The LSP Reseller checks the Line Qualification Tool (Retail product) located on the Frontier Internet site to determine if ADSL service can be provided at the specified address.

STEP 2. The LSP Reseller submits the Wholesale Residence/Business Service Order Form (PON) to FTR Carrier Service Center and requests ADSL Service.

STEP 3. FTR Carrier Services Center checks the Line Qualification Tool to verify if DSL service may be provided.

STEP 4. FTR CSC issues a Special Services order with a circuit ID. The Special Services next Installation Date and the Comp USA Installation Date will determine the next available Due Date (approx. 10 business days).

STEP 5. FTR CSC issues a FRED (facility request) to Orders & Assignment (O&A).

STEP 6. FTR CSC issues a DSL/Internet Form (available on the Intranet) and the CompUSA Scheduling Form (available on the Internet).

STEP 7. FTR CSC confirms the PON in WMS.

STEP 8. FTR O&A will check for available facilities and forward the FRED to Cable Repair to dispatch if necessary. Cable Repair will notify O&A if & when facilities are okay. O&A will return the FRED to the CSC.

STEP 9. FTR CSC will follow-up in 3 days to check the FRED. If the service can be provided, the CSC will confirm the FRED. If the service cannot be provided, the CSC will withdraw the order. WMS will send a withdrawal notification to the LSP Reseller.

STEP 10. FTR will send a Completion Notification once service has been installed and the order has been completed.

FTR/Carrier to Carrier Standards & Metrics

Appendix D

MAJOR SERVICE INTERRUPTIONS

Frontier Telephone of Rochester's Regulatory Results Group – PSC Liaison will provide Local Service Providers with information on major service interruptions via e-mail.

Examples of major service interruptions are as follows:

1. A service problem caused by a major storm, flood, fire, job action sabotage, civil unrest, or other newsworthy event.
2. A central office or toll center failure or isolation lasting more than 5 minutes.
3. A cable failure affecting a major toll route, more than 1,000 subscribers, or more than half of the subscribers served by a central office.
4. Extensive network congestion.
5. A service problem affecting public access to operator services, Telephone Relay Service, 911, police, fire departments, or emergency medical services.
6. A service problem affecting a public transportation terminal, national defense installation, or large residential or commercial building or complex.
7. Trunking cable failure – 25% or more of the total trunking cable serving a central office out of service.
8. Carrier Failure – 25% or more of the total trunks serving a central office out of service.
9. Trunk Group Failure – any single trunk group completely isolated without alternate routing.
10. Toll Connecting Isolation – a particular end office or exchange isolated to the extent that no incoming and/or outgoing toll calling is possible.
11. Toll Route Failure – cable, carrier, microwave, or fiber optic failure involving major toll routes.
12. Toll Center Isolation – toll center or inter-toll isolations or restriction, major service impairments within the toll center and/or final inter-toll links serving toll centers. It includes complete isolation or severe blockage or incoming and/or outgoing calls.

The initial report will include the following information:

1. Name of company
2. Name, title, and telephone number of person making the report
3. Date and time of report
4. Date and time of service interruption
5. Location of service interruption (exchange and county, etc.)
6. Numbers and types of customers and access lines affected
7. Nature and cause of the problem
8. Steps taken or being taken to notify the public
9. Steps taken or being taken to mitigate the impact on the public pending the restoration of service to normal conditions
10. Steps taken or being taken to correct the problem
11. Date and time service is expected to be restored to normal
12. Date and time of actual restoration

If some of the information is not known at the time of the initial report, FTR will give the best estimates. Regular status reports of any continuing service interruptions will be provided. When service is restored to normal conditions, a closing report will be provided.

FTR/Carrier to Carrier Standards & Metrics

Appendix E

911 & E911 Services**I. DEFINITION**

As stated in the Stipulation Agreement all Local Service Providers are granted non-discriminatory access to the 911 and E911 database.

911 (Universal Emergency Telephone Number Service)

Universal Emergency Telephone Number Service (911 Service) is an arrangement of FTR central office and trunking facilities. Any 911 dialed calls routed to FTR central offices will reach the emergency report center for the telephone from which the number is dialed or will be routed to an FTR operator if all lines to an emergency report center are busy. If no emergency report center exists for a central office entity, an end user who dials the number 911 will be routed to an FTR operator. End users are not charged for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

E-911 (Enhanced Universal Emergency Telephone Number Service)

Enhanced Universal Emergency Telephone Number Service (E-911 Service) is a Call Delivery Network. All 911 dialed calls, including calls originating from Text Telephones, routed to FTR's central offices will reach a designated Public Safety Answering Point (PSAP). E-911 Service is offered in FTR's serving area within the County and elsewhere in the serving area subject to the availability of stored program control central office facilities. End Users are not charged for calls to the 911 number.

Please see P.S.C. #1 - Section 4 for further details regarding general terms and conditions.

II. DATABASE MAINTENANCE

All Local Service Providers are required to submit to FTR via the normal order provisioning process the necessary information to update an End User's address and location. See Chapter 3 for the standard intervals that would apply.

III. NETWORK FACILITIES

CLECs should be prepared to provision a minimum of two diversely routed trunks from all switching presence's to FTR's 911 tandem at Field Street. These trunks should be designated as 911 trunks.

Appendix F

Operator Services

All of the services described below are services provided by Frontier Telephone of Rochester's Operator Services Bureau and require the intervention of either an Operator or an audio response system.

If the Local Service Provider is purchasing services on a bundled basis (links and ports) or just ports from FTR, Operator Services functionality is incorporated into the service offering.

If the Local Service Provider is a CLEC, they have the option of contracting with Frontier Telephone of Rochester for Operator Services. The specific terms and conditions under which services will be provided should be negotiated with your FTR Account Manager.

Directory Assistance Service (DA)

Directory Assistance is a service provided by a Directory Assistance operator who provides assistance to an End User to obtain a telephone number within the Rochester LATA.

FTR/Carrier to Carrier Standards & Metrics

Appendix G

FTR Process for gathering and reporting C2C metrics:

- FTR has set up programming to gather the data needed to report the C2C metrics.
- New edits were put in place to ensure correct data input by the various operations groups.
- Each month, reports are generated from the mainframe with the monthly C2C data.
- C2C data reports are forwarded to the operations areas for accuracy verification.
- Data reports are then sent to Regulatory for input into the Excel file format requested by the PSC. All percents are reported in whole numbers.
- After the data is input, the regulatory analyst checks it for accuracy.
- The reports then go to a second regulatory analyst who checks the data again.
- After this check is complete, the reports are forwarded to the CLECs and to the PSC.

Appendix H

FTR Holidays

New Year's Day
Martin Luther King, Jr.
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

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Appendix I

Summary of Month End Reporting Dates

Maintenance:

Actual Clear Date: Date that a trouble ticket is cleared at the customer premise

System Completion Date: Date that a trouble ticket is cleared in the maintenance system

Frontier maintenance metrics are based on the actual clear date of a trouble ticket.

July report month is used for purpose of these examples:

Frontier – Any ticket that has a system completion date from the first business day in July up to and including the first business day in August, that has an actual clear date of July or earlier will be included in the July report.

Installation:

Actual Order Completion Date: Date that service is turned over to the customer

System Completion Date: Date that an order is completed in the ordering system

Frontier Installation metrics are based on the Actual Order Completion Date.

July report month is used for purpose of these examples:

Frontier– Any order that has a system completion date from the first business day in July up to and including the last business day in July, that has an Actual Order Completion Date in July or earlier will be included in the July report.

Repeaters on Installs (30 Days): I codes

Frontier – Measures trouble tickets received on an install in relation to the install month.

July report month is used for purpose of this example:

The program looks at all installs in June. It then checks the system to see if a trouble ticket was issued within 30 days on any June install. This means that program looks at tickets cleared from June 1st through August 10th.

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Appendix J

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

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

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

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

General Guidelines:

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

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

 Participant Signature

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Appendix K
Statistical Methodologies

New York Carrier to Carrier Statistical Methodologies:

The incumbent local exchange carrier (ILEC) may be required to use statistical methodologies as a means to determine if “parity” exists, or if the performance for competitive local exchange carriers (CLECs) is equivalent to the performance for the incumbent LEC. For performance measures where “parity” is the standard and sufficient sample size exists, the incumbent LEC will use the “modified t statistic” proposed by a number of CLECs in LCUG (Local Competitors User Group) for measured variables. For the evaluation of parity metrics involving counted variables, the permutation test, also known as Fisher’s exact test, will be used. The specific definitions and formulas are detailed below:

Definitions and Formulas:

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

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

\bar{X} denotes the average performance or mean of the sample

S denotes the standard deviation

n denotes the sample size

p denotes the proportion of failed performance, for percentages 10% translates to a 0.10 proportion

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

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

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

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

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

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

Sample Size Requirements:

SMALL SAMPLE SIZE

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

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

If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.

If there are only 7 of one, the other must be at least 18.

If there are only 8 of one, the other must be at least 14.

If there are only 9 of one, the other must be at least 12.

Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.

A parity metric comparison that does not meet the above sample size criteria may be taken to the Carrier Working Group for further evaluation. However, the means (or proportions) and number of observations will be reported.

MEASURED VARIABLES WITH SAMPLE SIZE LESS THAN 30

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

If the absolute performance for the CLEC is better than the incumbent LEC's performance, no statistical analysis is required.

- a.) If the performance is worse for the CLEC than for the incumbent LEC, the incumbent LEC may use the LCUG t score until such time as a permutation test can be run in an automated fashion. Once the permutation test can be run in an automated fashion, it should be performed for all measured variable statistical tests having a sample size of less than 30.
- b.) If the LCUG t score indicates an "out of parity" result, the incumbent LEC will run the permutation test.
- c.) If the permutation test shows an "out of parity" condition, the incumbent LEC may perform a root cause analysis to determine cause, or may be required by the Carrier Working Group to

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perform a root cause analysis. If the cause is the result of “clustering” within the data, the incumbent LEC will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including the incumbent LEC’s troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, the incumbent LEC will identify such behavior and work with the respective CLEC on corrective action.

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Exceptions:

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

- a.) **Event Driven Clustering- - Cable Failure:** If a significant proportion (more than 30%) of a CLECs troubles are in a single cable failure, the incumbent LEC will provide the data demonstrating that all troubles within that failure, including the incumbent LEC’s troubles were resolved in an equivalent manner. Then, the incumbent LEC will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the incumbent LEC and the remaining troubles compared according to normal statistical methodologies.
- b.) **Location Driven Clustering - - Facility Problems:** If a significant proportion (more than 30%) of a CLECs missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the incumbent LEC will provide the data demonstrating that the orders were “clustered” in a single facility shortfall. Then, the incumbent LEC will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- c.) **Time Driven Clustering - - Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, the incumbent LEC will provide the data demonstrating that the activity is on that day. The incumbent LEC will compare that single day’s performance for the CLEC to incumbent LEC’s own performance. Then, the incumbent LEC will provide data with that day excluded from overall performance to demonstrate “parity”.
- d.) **CLEC Actions:** If performance for any measure is impacted by unusual CLEC behavior, the incumbent LEC will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when the incumbent LEC has missed an appointment. If such action negatively impacts performance, the incumbent LEC will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

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

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Flow Chart of Log Gamma Based Hypergeometric Routine for C2C Report

Counted Variable Metric Comparisons

