

NY WQAP – Metrics Subject to Monthly Review:

Metric #	Metric Description	Product	Rationale
PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS	OSS Availability requires utilization of Enview data and reported system outage logs. Manual Metric Review.
PO-2-02-6020	OSS Interface Availability - Prime Time	EDI	
PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA	
PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI	
PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics	Manual transaction.
PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP	Manual review at month end required to address complex number portability orders.
PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC	Manual calculation of window and timestamps using multiple systems
PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC	
MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	Review of Disposition Coding and out of service indicators, a manual input
MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2W Digital	
MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	
MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	
MR-5-01-3112	% Repeat Reports within 30 Days	UNE-L	
MR-5-01-3341	% Repeat Reports Within 30 days	2W Digital	
MR-5-01-3342	% Repeat Reports Within 30 days	2W xDSL Loops	Review of manual entry for blockage types
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	CLEC Trunks	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks	

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PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	All PO-1 Metric Fields are generated in an automated fashion. Use of system generated timestamps.
PO-1-01-6030	Average Response Time - Customer Service Record (CSR)	CORBA	
PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	
PO-1-03-6020	Average Response Time - Address Validation	EDI	
PO-1-03-6030	Average Response Time - Address Validation	CORBA	
PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - xDSL	WEB GUI/LSI/W	
PO-4-01-6660	% Change Management Notices Sent on Time	Change Notif./Conf. (Type 3,4,5)	All PO-4 Metric Fields generated in an automated fashion. Use of system generated timestamps.
OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx	All OR-1, OR-2 and OR-4 Metric Fields generated in an automated fashion. Use of system generated timestamps.
OR-1-02-3331	% On Time LSRC - Flow-through	UNE-L/Pre-qual Complx/LNP	
OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx	
OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP	
OR-1-06-3211	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE Specials DS1	
OR-1-06-3331	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP	
OR-1-12-5020	% On Time FOC	Interconnect Trunks(<=192 Forecast)	
OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks	
OR-1-19-5020	% On Time Response - Request for Inbound Augment Trunks	VZ Inbound Aug Trunks(<=192)	
OR-2-02-2320	% On Time LSR Reject - Flow-through	Resale POTS/Pre-qual Complx	
OR-2-02-3331	% On Time LSR Reject - Flow-through	UNE-L/Pre-qual Complx/LNP	
OR-2-04-1200	% On Time LSR/ASR Rej - No Facil Chk (Electr. No FT)	UNE/RES Specials	
OR-2-04-2320	% On Time LSR/ASR Rej - No Facil Chk (Electr. No FT)	Resale POTS/Pre-qual Complx	
OR-2-04-3331	% On Time LSR/ASR Rej - No Facil Chk (Electr. No FT)	UNE-L/Pre-qual Complx/LNP	
OR-2-04-3341	% On Time LSR/ASR Rej - No Facil Chk (Electr. No FT)	UNE 2W Digital	
OR-2-04-3342	% On Time LSR/ASR Rej - No Facil Chk (Electr. No FT)	UNE 2W xDSL Loops	
OR-2-06-1200	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE/RES Specials	
OR-2-06-2320	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx	
OR-2-06-3331	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP	
OR-2-06-3341	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE 2W Digital	
OR-2-12-5020	% On Time Trunk ASR Reject	Interconnect. Trunks	
OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)	

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OR-5-03-2000	% Flow Through Achieved	Resale	All OR-5 Metric Fields are generated in an automated fashion.
OR-5-03-3112	% Flow Through Achieved	UNE-L	
OR-6-03-2000	% Accuracy - LSRC	Resale	All OR-6 Metric Fields are generated in an automated fashion.
OR-6-03-3331	% Accuracy - LSRC	UNE-L/Complex/LNP	
PR-3-01-2100	% Completed in 1 Day - one (1) to five (5) Lines - No Dispatch	Resale POTS	All PR-3 Metric Fields are generated in an automated fashion, using system generated date stamps.
PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2W xDSL Loops	
PR-4-02-1200	Average Delay Days - Total	UNE/RES Specials	Delay day calculations are generated using system generated time stamps.
PR-4-02-2100	Average Delay Days - Total	Resale POTS	
PR-4-02-3112	Average Delay Days - Total	UNE-L	
PR-4-02-3341	Average Delay Days - Total	UNE 2W Digital	
PR-4-02-3342	Average Delay Days - Total	UNE 2W xDSL Loops	
PR-4-02-3530	Average Delay Days - Total	UNE IOF	Missed appointment metrics generated in an automated fashion. While MAC codes are entered manually, there is no alternative source, to determine miss type. Historically an annual metric.
PR-4-01-1210	% Missed Appointment - Verizon - Total	UNE/RES Specials DS0	
PR-4-01-1211	% Missed Appointment - Verizon - Total	UNE/RES Specials DS1	
PR-4-01-1213	% Missed Appointment - Verizon - Total	UNE/RES Specials DS3	
PR-4-01-3530	% Missed Appointment - Verizon - Total	UNE IOF	
PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital	
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	UNE 2W Digital	
PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops	
PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks	
PR-5-01-1200	% Missed Appointment - Verizon - Facilities	UNE/RES Specials	
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Resale POTS	
PR-5-01-3112	% Missed Appointment - Verizon - Facilities	UNE-L	
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Interconnect Trunks	
PR-5-02-1200	% Orders Held for Facilities > 15 Days	UNE/RES Specials	Orders Held for facilities > 15 days is generated using MAC codes and system generated time stamps.
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS	
PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE-L	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Interconnect Trunks	

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Metric #	Metric Description	Product	Rationale
PR-6-01-1200	% Installation Troubles reported within 30 Days	UNE/RES Specials	Count of Lines Installed is fully automated using system generated counts of lines installed. Troubles within 30 days of install uses system generated date stamps.
PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	
PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	
PR-6-01-3341	% Installation Troubles reported within 30 Days	UNE 2W Digital	
PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	
PR-6-01-5000	% Installation Troubles reported within 30 Days	Interconnect Trunks	
PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC	Count of Lines Installed is fully automated using system generated counts of lines installed. Troubles within 7 days of install uses system generated date stamps, using WPTS data for type of hot cuts.
PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC	
PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2W Digital	Utilizes fully automated system information. Orders without status, and system generated time stamps.
PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2W xDSL Loops	
PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnect Trunks	
PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE-L Total HC	Utilizes date and time stamps that are system generated on troubles identified as Hot Cut Lines.
MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	All MR-1 Metric Fields are generated in an automated fashion. Use of system generated timestamps.
MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA	
MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	Resale Maintenance data review is included in retail QAT monthly review process.
MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	
MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Bus	
MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Res	
MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE-L	Metrics for Missed Repair Appointment CO use system generated time stamps.
MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2W Digital	
MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2W xDSL Loops	
MR-4-01-1216	Mean Time To Repair - Total	UNE/RES Specials (Non DS0/DS0)	Measures trouble duration from time of trouble receipt to trouble clearance using system generated time stamps.
MR-4-01-1217	Mean Time To Repair - Total	UNE/RES Specials (DS1/DS3)	
MR-4-01-5000	Mean Time To Repair - Total	Interconnect Trunks	
MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Bus	Resale Maintenance data review is included in retail QAT monthly review process.
MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Res	

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MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE-L	Measures trouble duration from time of trouble receipt to trouble clearance using system generated time stamps.
MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2W Digital	
MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2W xDSL Loops	
MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Bus	Resale Maintenance data review is included in retail QAT monthly review process.
MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Res	
MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE-L	Measures trouble duration from time of trouble receipt to trouble clearance using system generated time stamps.
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2W Digital	
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2W xDSL Loops	
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2W Digital	
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2W xDSL Loops	
MR-4-05-5000	% Out of Service > 2 Hours	Interconnect Trunks	
MR-4-06-5000	% Out of Service > 4 Hours	Interconnect Trunks	
MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Bus	Resale Maintenance data review is included in retail QAT monthly review process.
MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Res	
MR-4-07-3112	% Out of Service > 12 Hours	UNE-L	Measures trouble duration from time of trouble receipt to trouble clearance using system generated time stamps.
MR-4-07-3341	% Out of Service > 12 Hours	UNE 2W Digital	
MR-4-07-3342	% Out of Service > 12 Hours	UNE 2W xDSL Loops	
MR-4-07-5000	% Out of Service > 12 Hours	Interconnect Trunks	
MR-4-08-1216	% Out of Service > 24 Hours	UNE/RES Specials (Non DS0/DS0)	
MR-4-08-1217	% Out of Service > 24 Hours	UNE/RES Specials (DS1/DS3)	Resale Maintenance data review is included in retail QAT monthly review process.
MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	
MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	
MR-4-08-5000	% Out of Service > 24 Hours	Interconnect Trunks	Measures trouble duration from time of trouble receipt to trouble clearance using system generated time stamps.
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	Resale Maintenance data review is included in retail QAT monthly review process.
MR-5-01-5000	% Repeat Reports within 30 Days	Interconnect Trunks	System generated repeat flag.
BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE	BI-1 Metric utilizes system generated time stamps.
BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale/UNE	BI-9 Metric utilizes system generated time stamps.