

**Below are detailed descriptions of the WQAP Monthly Review Process:**

<b>1</b>	<b>PO-2-02</b>	<b>OSS Interface Availability</b>
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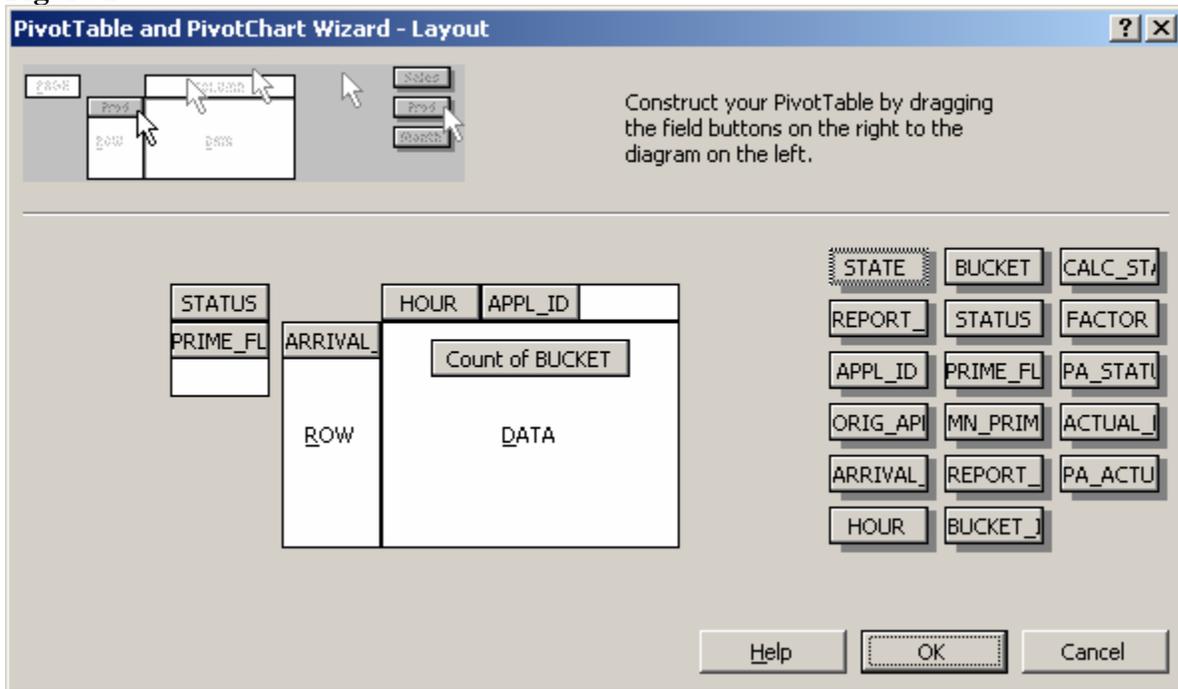
**Procedures:**

EDI, WEBGUI/LSI/W, CORBA and eWPTS are reported in Network Metrics Platform (NMP).

The WQAT re-creates the Prime Time Pre-Order metric collection process as follows:

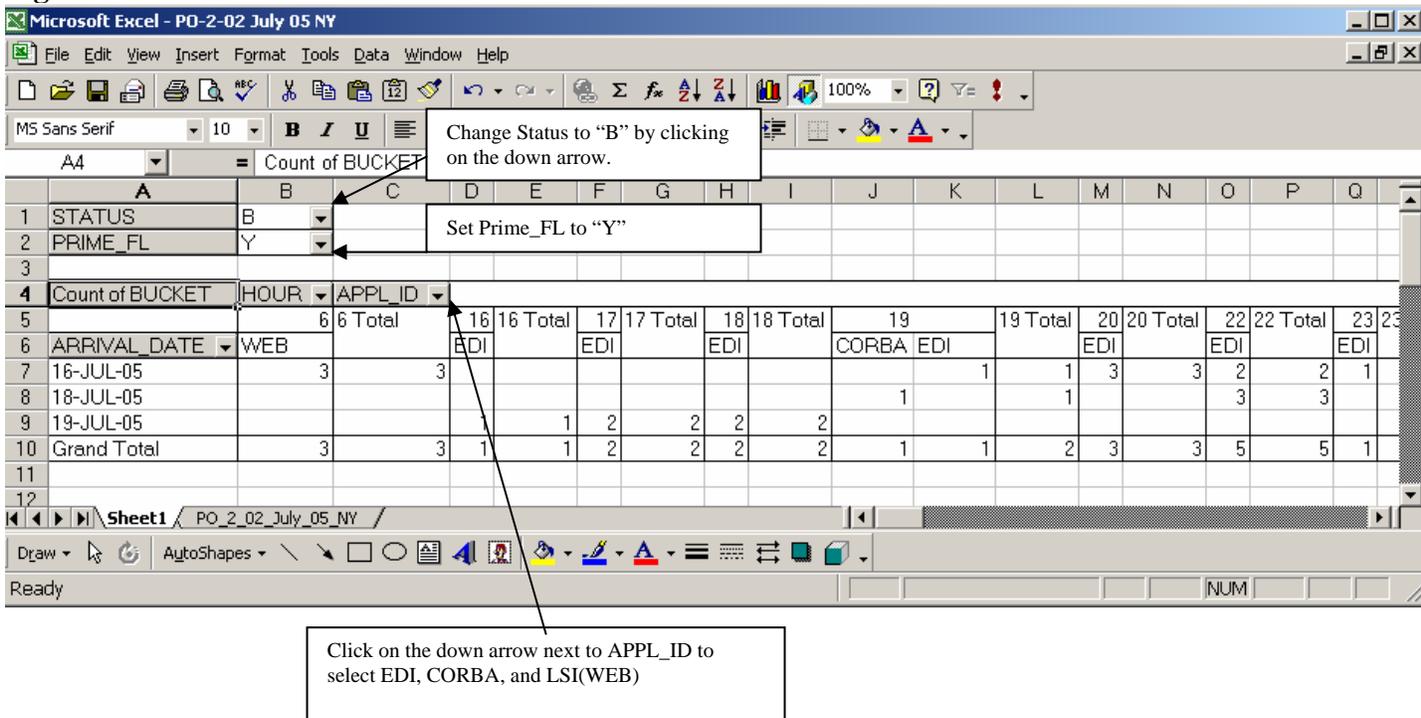
1. Retrieve files below files using Source: **ftpfiles/NMPProd/PreOrder**.  
 PO-2\_NMP\_YYYY\_MM\_VE\_C2C.txt  
 PO-2\_YYYY\_MM\_VE\_C2C\_AGG\_FACT.txt
2. Import text file into Excel or Access and extract only data pertaining to NY.
3. Save the text file as “PO-2\_YYYY\_MM\_VE\_C2C\_AGG\_FACT\_NY.xls” in Excel.
4. Create Pivot Table by following these steps: ( See Figure 1)
  - In the column section select “**HOURL**” and “**Appl ID**“(CORBA, EDI, WEBGUI, eWPTS).
  - In the page section select “**STATUS**” and “**PRIME\_FL**”.
  - In the row section select “**ARRIVAL\_DATE**”.
  - In the data section, select “**BUCKET**”.
  - Set STATUS to “**B**”
  - Set PRIME\_FL to “**Y**”
  - Set APPL\_ID to CORBA, Web GUI, EDI , eWPTS.
  - Save file and post to WRR

Figure 1



5. This pivot table shows the “bad buckets” that occurred during the report period. Make note of the dates and times of any “bad buckets”. The amount of time associated with these “bad buckets” will be removed from the numerator as available minutes. ( See Figure 2)

Figure 2



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### 6. Review the Forecast Report for any scheduled outage exclusions:

#### Forecast Website:

**[http://www22.verizon.com/wholesale/clecsupport/content/1,16835,east-wholesale-html-cd\\_sys\\_avail,00.html](http://www22.verizon.com/wholesale/clecsupport/content/1,16835,east-wholesale-html-cd_sys_avail,00.html)**

- Look for the particular data month.
- Make note of any applicable excluded outages. Look for Process Affected = “ALL”. Any dates and times in the forecast report where the Process Affected is equal to “ALL” is considered excludable downtime. (This downtime will be removed from the denominator in the calculation of Prime Time Availability.) Also, any “bad buckets” that are found in Step 3 above that fall in the time frame of any scheduled outages in the forecast report, will not be removed from the numerator. These minutes will not be counted against the availability.
- Save file and add to WRR

NOTE: Do not use report until the 1<sup>st</sup> of the month. (January’s report is not final until February 1<sup>st</sup>)

#### Lotus notes database:

#### **VERIZON EAST CHANGE MANAGEMENT**

Located in:

**<http://www22.verizon.com/wholesale/local/cmp/notification/0,19234,current-January-2007-nee,00.html>**

- Look for “System Availability” for the particular data for the month that is being reviewed.
- Make note of any applicable excluded outages. This is also considered scheduled downtime and would be removed from the denominator.

### 7. Review data provider outage files for any applicable reported outages. Ensure that there is an incident report for every week of the month.

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- Open the file. On the “Current” tab, filter on column J, “Incident Type” for all entries that show “CLEC Impacting”.
  - Filter on the date to include only those entries for the data month being reviewed.
  - Determine if the WCCC has assigned a ticket number to determine if the WCCC has recorded this as an outage.
  - Review the column called “Error Type”, and exclude any that are noted as CLEC Procedural errors.
  - Review the Root Cause column and only include outages due to Verizon.
  - Determine the number of minutes for the outage due to Verizon. These minutes, along with any minutes from “bad buckets” will be removed from the numerator in the Prime Time Availability calculation.
8. Using the PO-2\_YYYY\_MM\_VE\_C2C\_AGG\_FACT\_NY.xls
- Create pivot table by following the steps below. (See Figures 3 & 4)
    - Step 1 – In the Page section of the pivot table select “STATUS”, “PRIME\_FL”, “APPL\_ID” and “ORIG\_APPL\_ID”
    - Step 2 – In the Row section select “ARRIVAL\_DATE”
    - Step 3 – In the Column section select “HOUR”
    - Step 4 – In the Data section select “BUCKETS”
    - Step 5 – The “STATUS” field should only include “G”= Good Buckets and “D”= Down Buckets. (Do not include “B”= Bad Buckets)
    - Step 6 – “PRIME\_FL” is set to “Y”
    - Step 7 – In the “APPL\_ID” box select each APPL\_ID separately
    - Step 8 – “ORGIN\_APPL\_ID” set to “ALL”
    - Step 9 – Make note of any applicable outages

Figure 3

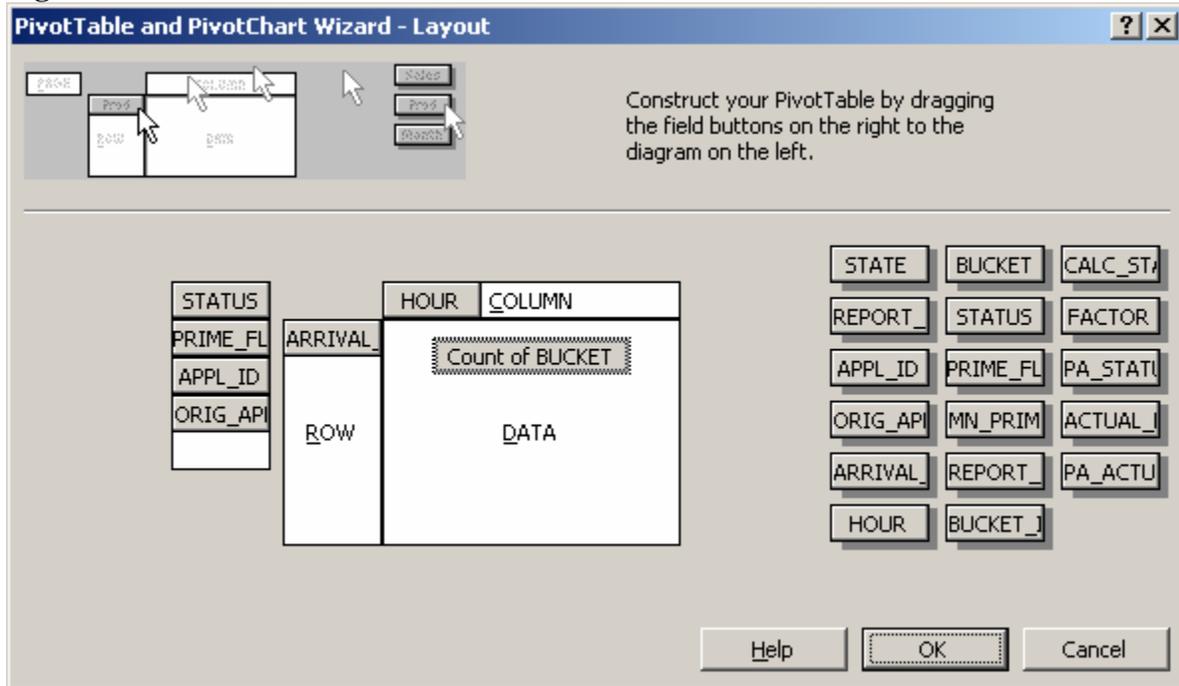


Figure 4

ARRIVAL_DATE	HOUR	Count of BUCKET
01-JUL-05	6	30
01-JUL-05	7	30
01-JUL-05	8	30
01-JUL-05	9	30
01-JUL-05	10	30
01-JUL-05	11	30
01-JUL-05	12	30
01-JUL-05	13	30
02-JUL-05	6	30
02-JUL-05	7	30
02-JUL-05	8	30
02-JUL-05	9	30
02-JUL-05	10	30
02-JUL-05	11	30
02-JUL-05	12	30
02-JUL-05	13	30
05-JUL-05	6	30
05-JUL-05	7	30
05-JUL-05	8	30
05-JUL-05	9	30
05-JUL-05	10	30
05-JUL-05	11	30
05-JUL-05	12	30
05-JUL-05	13	30
06-JUL-05	6	30
06-JUL-05	7	30
06-JUL-05	8	30
06-JUL-05	9	30
06-JUL-05	10	30
06-JUL-05	11	30
06-JUL-05	12	30
06-JUL-05	13	30
07-JUL-05	6	30
07-JUL-05	7	30
07-JUL-05	8	30
07-JUL-05	9	30
07-JUL-05	10	30
07-JUL-05	11	30
07-JUL-05	12	30
07-JUL-05	13	30
08-JUL-05	6	30
08-JUL-05	7	30
08-JUL-05	8	30
08-JUL-05	9	30
08-JUL-05	10	30
08-JUL-05	11	30
08-JUL-05	12	30
08-JUL-05	13	30
09-JUL-05	6	30
09-JUL-05	7	30
09-JUL-05	8	30
09-JUL-05	9	30
09-JUL-05	10	30
09-JUL-05	11	30
09-JUL-05	12	30
09-JUL-05	13	30
11-JUL-05	6	30
11-JUL-05	7	30
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13-JUL-05	12	30
13-JUL-05	13	30
14-JUL-05	6	30
14-JUL-05	7	30
14-JUL-05	8	30
14-JUL-05	9	30
14-JUL-05	10	30
14-JUL-05	11	30
14-JUL-05	12	30
14-JUL-05	13	30

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9. One additional step is required to complete the review. Randomly select 4 days during the month (1 day from each week). Using the pivot tables created in steps 3 and 6, determine the Prime Time Availability.

- Review each of the systems for each of the days chosen and determine if there were any periods of unavailability. Check for any bad buckets and note on the review form.

10. Compile the gathered prime time results for each system and document it on the WQAT review results spreadsheet. (See Figure 5)

**Figure 5**



**Wholesale Quality Assurance Plan**  
**Monthly Metric Review**  
**Pre-Order**

**Center/Org Name:** Wholesale Performance and Access Assurance     **Domain Manager:**

**PAP Metric:** PO-2 Response Time OSS Ordering Interface     **Reviewer:**

**Sub-metric:** PO-2-02 OSS Interface Availability     **Measurement Period Used:** February

**Product Group:** PO-2-02-6020 (ED)  
 PO-2-02-6030 (CORBA)  
 PO-2-02-6080 (WEBGUI)  
 UNE & Resale     **Review Completion Date:** April 10, 2006

Monthly Enview Monitoring Report Spreadsheet					System
					EDI
<i>Sample Date Selected for the Review</i>					
	2/2/2006	2/8/2006	2/16/2006	2/23/2006	
<i>Category Item Reviewed in Prime Time</i>					<i>Reviewer Notes</i>
Number of "Potential" 6 minute Buckets	180	180	180	180	
Number of "Not Polled" 6 minute Buckets	0	0	0	0	
Number of "Unavailable" 6 minute Buckets	0	0	0	0	reviewed from the NMP database
% "Availability"	100.00%	100.00%	100.00%	100.00%	
<i>Review Questions</i>					
			Ok	Dev	<i>Sample Dates if there is a Deviation</i>
Data from NMP matches Enview details on website					
Yes					
Explain any items with deviations:					
Corrective actions recommended to improve future results:					

The randomly selected 4 days did not have any outages for each of the systems reviewed, thus showing 100%.

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Monthly Enview Monitoring Report Spreadsheet					System
<i>Sample Date Selected for the Review</i>					CORBA
	2/2/2006	2/8/2006	2/16/2006	2/28/2006	
Category Item Reviewed in Prime Time	Volumes for the Dates Selected above in each of the Categories				Reviewer Notes
Number of "Potential" 6 minute Buckets	180	180	180	180	
Number of "Not Polled" 6 minute Buckets	0	0	0	0	
Number of "Unavailable" 6 minute Buckets	0	0	0	0	reviewed from the NMP database
% "Availability"	100.00%	100.00%	100.00%	100.00%	
Review Questions			Ok	Dev	Sample Dates if there is a Deviation
Data from NMP matches Enview details on website			Yes		
Explain any items with deviations:					
Corrective actions recommended to improve future results:					

Monthly Enview Monitoring Report Spreadsheet					System
<i>Sample Date Selected for the Review</i>					Web GUI Phase 3
	2/2/2006	2/8/2006	2/16/2006	2/28/2006	
Category Item Reviewed in Prime Time	Volumes for the Dates Selected above in each of the Categories				Reviewer Notes
Number of "Potential" 6 minute Buckets	180	180	180	180	
Number of "Not Polled" 6 minute Buckets	0	0	0	0	
Number of "Unavailable" 6 minute Buckets	0	0	0	0	reviewed from the NMP database
% "Availability"	100.00%	100.00%	100.00%	100.00%	
Review Questions			Ok	Dev	Sample Dates if there is a Deviation
Data from NMP matches Enview details on website			Yes		
Explain any items with deviations:					
Corrective actions recommended to improve future results:					

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Monthly Enview Monitoring Report Spreadsheet					System
Sample Date Selected for the Review					eWPTS
	2/2/2006	2/8/2006	2/16/2006	2/28/2006	
Category Item Reviewed in Prime Time	Volumes for the Dates Selected above in each of the Categories				Reviewer Notes
Number of "Potential" 6 minute Buckets	180	180	180	180	
Number of "Not Polled" 6 minute Buckets	0	0	0	0	
Number of "Unavailable" 6 minute Buckets	0	0	0	0	reviewed from the NMP database
% "Availability"	100.00%	100.00%	100.00%	100.00%	
Review Questions			Ok	Dev	Sample Dates if there is a Deviation
Data from NMP matches Enview details on website			Yes		
Explain any items with deviations:					
Corrective actions recommended to improve future results:					
Interface % Availability Report Spreadsheet					Month
System Reviewed					February
	CORBA	EDI	Web GUI	eWPTS	
Category Item Reviewed in Prime Time	Volumes for the System Selected above in each of the Categories				Reviewer Notes
# of Mon - Sat (excluding Holidays)	24	24	24	24	
Hours per Mon - Sat (6:00 am - 12:00 pm)	18	18	18	18	
# of Mon - Sat Holidays	0	0	0	0	
Number of Boxes	3	5	2	1	
Prime Time Scheduled Minutes	76,680	127,800	51,120	24,840	
Outage Minutes	36	42	6	0	reviewed from the NMP database
Prime Time "Availability" %	99.95%	99.97%	99.99%	100.00%	
Review Questions			Ok	System if there is a Deviation	
Number of Prime Time days and hours on the spreadsheet			Yes		
Number of boxes included in the review for each system			Yes		
Total measured outage minutes on the spreadsheet			Yes		
Prime Time "Availability" %s			Yes		
Explain any items with deviations:					

The outage minutes shown here are for the entire month.

Pre-Order P02-02 Metric Results	WQAT P02-02 Metric Results	Difference
EDI Prime Time - PAP Metric		
99.97%	99.97%	0.00%
Web		
99.99%	99.99%	0.00%
Corba		
99.95%	99.95%	0.00%
eWPTS		
100.00%	100.00%	0.00%
<b>COMMENTS:</b>		
Data available:		Pre-Order Contact:
Date Review Results Returned to Data Provider:		WQAT Reviewer:

11. Compare WQAT results with the published results. Communicate any discrepancies to NMP and data provider.
12. Add all source data as well as the review results to the WRR data month entry.











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3. Take sample based on the proportion of orders per CLEC. If CLEC has any IDLC orders and it is >2% of the total orders the sample, must contain at least 1 IDLC order for that CLEC.
4. Create pivot table by CLEC, ISLC and count of order numbers. (Figure 2)

**Figure 2**

Count of ORDER NUMBER	ISLC ▼				
CLEC ▼	N	Y	Grand Total		
AFYL	3		3	0	0%
BGMI	128	5	133	9	9%
CHOC	163	16	179	12	12%
CMNI	746	82	828	55	55%
GGNK	21		21	1	1%
MDHC	6		6	0	0%
MJDT	4		4	0	0%
NVAL	221	14	235	16	16%
NWPS	64	4	68	5	5%
NXLK	7		7	0	0%
PMLK	2		2	0	0%
TCGI	2		2	0	0%
XHAT	10	5	15	1	1%
Grand Total	1377	126	1503	100	

5. Sort original file by CLEC (Column L) and by Random Sample (Column B).
6. After the sample of 100 orders is selected, view each order in eWPTS.
  - In WPTS select:
    - Hot Cuts
    - RCCC View
    - Set date to other
    - Region = NY
7. A check is made to ensure that the number of lines the CLEC Operations North Staff attributed to each order is appropriate and the correct cutover window was used in scoring the order.
8. From the sample select edit & copy order # and then paste order # into the order # box in WPTS. Click on Due Date to bring up info on the order. Verify # of lines, Due Date and Frame Due Date (FDT).
9. The WQAT reviewer examines the documentation for each of the selected orders for proper interpretation of OSSLOG documentation, use of documentation other than the OSSLOG for scoring purposes, and proper interpretation of FDT.



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5	MR-3-01 MR-4-08 MR-5-01	Maintenance And Repair
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**Procedures:**

1. Obtain a random sample of 100 completed trouble tickets for each product.
2. WFA Detail reports are pulled for the calendar month, in each of the products categories.
3. The criteria for the WFA reports includes all troubles closed within the desired time frame, closed to any Final Disposition Code less than a 14\*\* in any of the following classes of service ("04" "05" "06" "07" "10" "13" "20" "21" "08" "09" "19").
4. Once the base has been identified, the sample is imported into a Microsoft EXCEL spreadsheet, where the Data Analysis option is used to randomly select 10 troubles for each category.
5. Excel spreadsheets are created and printed with columns, for circuit number identification, individual metric results and other necessary information required for analysis.

(See Figure 1)

The screenshot shows a spreadsheet titled "MAINTENANCE & REPAIR MONTHLY SAMPLING SHEET" under the Verizon Wholesale Quality Assurance Plan. The spreadsheet has a grid with the following columns: JOB ID, DIST, CR NO., DATE, TIME, CS, CSA, CAT, TYP, DESC, MEA, MA, OOS, rpt, ROOT, CP, FDIS, and COMMENTS. The MEA, MA, OOS, rpt, and ROOT columns are highlighted in yellow. The rows are numbered 1 through 100.

6. The selected WFA-C trouble-report records are printed, organized, and numbered for review. These reports are as follows: UNE Loop = OSSCHI, OSSTR, OSSTRE, OSSLOG (WFA-C).
7. The trouble report records are then compared to the scored results and verified for accuracy. The trouble reports are checked for accuracy in the following categories: measured, missed appointment, out of service, out of service greater than 24 hours, and repeaters. A "1" in any

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of the columns indicate that the ticket was scored as such; a “0” indicates that the ticket was not scored as such.

8. The reviewer places a “1” or “0” in the yellow shaded columns to indicate if he/she thinks the ticket should have been scored in that category (see Figure 1).
9. Any discrepancies are communicated to the appropriate field personnel and training is provided, if necessary. The analysis results, comments and comparison calculations are posted on the RCMC’s M&R Sampling sheet and then forwarded to the WQAT, along with the reviewed trouble report records.

6	NP-1	# Final Trunk Groups Blocked
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**Procedures:**

1. Ensure that the Network Performance Trunk Blockage quality form and checklist are received by the 10<sup>th</sup> business day of every month.
2. Print Quality form and checklist submitted by Network Engineering & Planning.
3. Post quality form and checklist to the WRR.
4. Open the file CLECSTATE MM-YYYY.txt in Notepad and delete all records except those for NY. Delete any extra headings that appear in the file. Save the file and attach it to the WRR.
5. Open the CLECSTATE MM-YYYY.txt file in Excel and verify that the following fields are populated correctly.
  - Network Performance Report:
    - Total Number of Reportable trunk groups – Each of the trunks are numbered. Scroll to the end of the file and determine the last trunk numbered. This is the total number of reportable trunk groups.
    - Total trunk groups exceeding threshold (MBT) – Filter the “Addl Remarks” column for Non blank entries. Now look at column M, “Remarks”, and count the number that start with A, B, C, or D. This is the MBT number.
  - Total Trunk groups exceeding threshold equal to 2 consecutive months - Verizon accountable – Filter on the Remarks column for nonblank cells. This will display all the trunks blocked for the data month. Copy the list to the bottom of the spreadsheet. At this point, you will have to refer back to the last 2 monthly reviews and copy the trunk groups that were blocked during those months. Compare the lists and determine if any were blocked for 2 consecutive months due to Verizon reasons. Note that a trunk group can exceed blocking standards one month due to Verizon accountability. The next month the same trunk group may block due to clec accountability. The trunk group in this situation was blocked for 2 consecutive months but for different reasons. Only when the trunk

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group is blocked for 2 consecutive months due to Verizon accountability is it counted in this field.

- Total Trunk groups exceeding threshold equal to 3 consecutive months - Verizon accountable - Filter on the Remarks column for nonblank cells. This will display all the trunks blocked for the data month. Copy the list to the bottom of the spreadsheet. At this point, you will have to refer back to the last 2 monthly reviews and copy the trunk groups that were blocked during those months. Compare the lists and determine if any were blocked for 3 consecutive months due to Verizon reasons. Note that a trunk group can exceed blocking standards one month due to Verizon accountability. The next month the same trunk group may block due to clec accountability. The trunk group in this situation was blocked for 2 consecutive months but for different reasons. Only when the trunk group is blocked for 3 consecutive months due to Verizon accountability is it counted in this field.

### 6. Data Collection and Verification:

- Total reportable trunk groups measured and valid - Filter on column H “No Data” for records equal to 0 (zero). This will give you the total trunk groups measured and valid.
- Total trunk groups invalid/no data – Filter on column H “No Data” for records not equal to 0 (zero). This will give you the total trunk groups with invalid or no data.
- Total records processed by Process and Systems Management department (this number is equal to total number of reportable groups) – This is the sum of the above two numbers and should equal the total number of reportable groups listed in the section above.

### 7. Evaluation of analysis performed and action taken on trunk groups over threshold:

- Trunk groups requiring augmentation or new builds – Check the RMKS column. Any RMKS that begin with an “A” are counted in this category.

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- Total groups no action MTCE OOS, CABLE FAILURE, ETC. (Non-Representative Data cases) – Check the RMKS column. Any RMKS that begin with a “B”, “C”, or “D” should be counted in this category.
  - Note: The sum of the above 2 numbers should equal the MBT determined above.
  - Total groups with Telecomm Dependency (CLEC DEPENDENCIES) – Check the RMKS column. Any entries that begin with an “F” are counted here.
  - Total exceeding threshold (Verizon and CLEC Dependent) – This is the sum of the above 3 numbers.
8. Document information on the Monthly Metric Review Form and confirm that the data matches what was recorded on the Quality form and the Checklist sent by the field. (See Below)

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	<b>Wholesale Quality Assurance Team Monthly Metric Review Network Performance</b>	
<b>Center/Org Name:</b>	Network Engineering & Planning Support Systems	<b>Domain Manager:</b>
<b>PAP Metric:</b>	NP-1 % Final Trunk Group Blockage	<b>Reviewer:</b>
<b>Sub-Metric:</b>	NP-1-03-5000 Number Final Trunk Groups Exceeding Blocking Standard - 2 Months	
	NP-1-04-5000 Number Final Trunk Groups Exceeding Blocking Standard - 3 Months	
<b>Component:</b>	Trunks	<b>Review Month:</b>
		<b>Date of Review:</b>

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**Summary**

The Wholesale Quality Assurance Team (WQAT) reviewed **July** data on **September 8th, 2006**. Network Engineering & Planning submitted data to the WQAT on **August 16th 2006**

**Review Details**

**Section 1 Network Performance Reporting:**

The WQAT reviewed the Network Performance Trunk Blockages Monthly Checklist and determined the Data Provider properly reported the volume for each category. The review resulted in no discrepancies:

- Total number of reportable trunk groups:
- Total trunk groups exceeding threshold (MBT):
- Total trunk groups exceeding threshold equal to 2 consecutive months (Verizon accountable):
- Total trunk groups exceeding threshold equal to 3 consecutive months (Verizon accountable):

**Section 2 Data Collection and Verification:**

The WQAT reviewed the Network Performance Trunk Blockages Monthly Checklist and determined the Data Provider properly reported the volume for each category. The review resulted in no discrepancies:

- Total reportable trunk groups measured and valid:
- Total trunk groups invalid/no data:
- Total number of reportable trunk groups:

**Section 3 Evaluation of Analysis Performed and Actions Taken on Trunk Groups Over Threshold**

The WQAT reviewed the Network Performance Trunk Blockages Monthly Checklist and determined the Data Provider properly reported the volume for each category. The review resulted in no discrepancies:

- Total trunk groups requiring augmentation or new builds:
- Total trunk groups requiring no action MTCE OOS, Cable Failure, etc:
- Total trunk groups with CLEC dependency:
- Total trunk groups exceeding threshold (Verizon and CLEC dependency):

**Data Sources**

**Section 1 Network Performance Reporting**  
**Section 2 Data Collection and Verification**  
**Section 3 Evaluation of Analysis Performed and Actions Taken On Trunk Groups Over Threshold**

The end of month "CLEC Trunk Group Performance Report" (generated by the Trunk Support System) and the ASCII text file provides data for each of the items reviewed in these sections. The Data Provider reports results on the "Network Performance Trunk Blockage Monthly Quality Review" and "Network Performance Trunk Blockages Monthly Checklist" forms.

<b>Follow Up Required by WQAT</b>	<b>REGIONAL MANAGER'S COMMENTS</b>	
	MANAGER'S INITIALS: RM	REVIEW DATE:
	<b>WQAT REVIEWER'S COMMENTS</b>	
	REVIEWER'S INITIALS:	REVIEW DATE:

9. Post the Monthly Metric Review Form and all supporting documentation to the WRR.