

Appendix F

Metrics Change Control Process

The wholesale Metrics Change Control Process is used by Verizon to manage all changes to wholesale metrics, performance reports, and metrics-related processes. The purpose of the process is to ensure that only authorized metric-affecting changes are implemented and that all such changes are in compliance with the appropriate Carrier-to-Carrier guidelines.

Verizon Partner Solutions manages a rigorous Metrics Change Control Process to ensure changes to performance measurements and related processes are properly managed and documented. A web-based system called the Metric Tracking and Change Tool (“MTACT”) is used to manage, track and build an audit trail for all authorized changes. All metric-affecting changes are documented on Change Controls. Prior to implementation, each Change Control goes through comprehensive review to clarify the purpose of the change request and ensure guideline compliance. Verizon personnel define and document business requirements and later review the associated design documents. A Change Control moves forward for implementation only after final review and approval. Change Control implementation includes testing and validation by several organizations to make sure the formulae and calculations are correct and in compliance. A metrics-related change is put into production only after this testing and review is successfully completed. Change Control Notices are made available to requesting CLECs.