

**VERIZON – NEW YORK
WHOLESALE QUALITY ASSURANCE PLAN**

March 2007

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I. Purpose

The purpose of the Wholesale Quality Assurance Plan (the “WQAP” or the “Plan”) is to employ systematic procedures to ensure the reliability and accuracy of the monthly performance data for the Carrier-to-Carrier wholesale metrics that are included in the Performance Assurance Plan (“PAP”) for Verizon NY.¹ This Plan addresses all of the metric domains reported pursuant to the PAP and creates a quality review process that supports the quality assurance objectives of the PAP.²

II. Wholesale Quality Assurance Team (WQAT)

Verizon Partners Solutions (“VPS”) includes a Wholesale Quality Assurance Team (“WQAT”) that provides oversight of the WQAP. The WQAT’s focus is to oversee the implementation of the WQAP in order to identify discrepancies in metric performance data and to report its findings to management, and the organizations responsible for entering and reviewing the data. The WQAT is responsible for ensuring that the performance data for each of the PAP metrics is reviewed and that the data is accurate. Systematic procedures, described below, are employed for this purpose and documented by the applicable field or center personnel.

The WQAT is also responsible for recommending updates to methods and practices that are used by the field or center personnel in reviewing the metric performance data and monitoring the effects of any implemented changes to the operating systems. One of

¹ The PAP metrics are a subset of metrics derived from the Carrier-to-Carrier (“C2C”) Guidelines.

² This Plan is being submitted pursuant to Appendix F of the PAP for Verizon - New York. This Plan focuses on the reported data. To the extent issues arise regarding the quality of service Verizon-NY is providing CLECs, those issues will be addressed by the respective Verizon-NY operations groups.

the WQAT's roles is to ensure that the field personnel follow adequate and effective process controls. To perform this function, the WQAT collects, reviews, and aggregates data that is reported by the field operations teams. However, as will be discussed below, a large percentage of the metric performance data is collected in an automated fashion, that is, there is no human intervention.

A. WQAT Help Desk

The WQAT Help Desk addresses inquiries and issues brought forth by the CLECs, with respect to the wholesale performance data reported for the metrics included in the Carrier-to-Carrier Guidelines.³ The WQAT Help Desk procedure includes an escalation process so that claims or complaints raised by CLECs or Staff regarding the accuracy of reported metric performance results can be resolved in an expeditious and non-litigious manner. (See Appendix A.) Verizon-NY will provide Staff with a monthly status report on any claims or complaints that have been raised by the CLECs regarding metric data accuracy. In addition, a summary of the analyses conducted by the WQAT will be provided to the New York Commission's Staff on an annual basis.

The WQAT Help Desk also acts as a primary point of contact for CLECs and Staff on issues related to service quality measurement accuracy issues. The PAP provides that “Verizon will also provide the NY Staff with all the underlying retail and CLEC data used to calculate Parity and Benchmark metrics in the Plan. Verizon will provide the Commission and the Staff . . . with the Carrier-to-Carrier Metric Algorithms (“CMAs”)

³ The Help Desk can be reached by phone at (800) 959-9995 or via e-mail at WQAT@Verizon.com.

for each metric included in the Plan.”⁴ It (the WQAT Help Desk) is also the primary point of contact for external auditors (in the event an audit is requested by a CLEC in accordance with the PAP) and for Staff (should any issues related to replication and/or the CMAs that Verizon provides to it pursuant to the PAP).

III. WQAP Procedures

Verizon-NY’s internal control procedures ensure that Verizon-NY effectively provides accurate local wholesale service quality data for the activities measured under the PAP. The quality of data is ensured at the input level through a variety of means.

First, many metrics included in the PAP are automated – the performance data and results are calculated by computers, using computer generated time stamps, without any human intervention. Thus, the reliability and accuracy of the monthly performance results for these metrics are ensured by the automated procedures.

Second, many wholesale orders and trouble tickets are worked by the same field forces that handle retail orders and tickets. Therefore, the process used to ensure accuracy in retail also ensures accuracy for the wholesale data. The Retail QAT helps to ensure quality of wholesale and retail data.

Third, Verizon’s wholesale centers have a comprehensive quality process, certified in ISO 9000. The metrics team received ISO 9000 certification in December of 2006. ISO is the world’s leading developer in International Standards. The ISO standards specify the requirements for state-of-the-art products, services, processes, materials and systems,

⁴ See PAP, Appendix F at 68.

for conformity assessments, and managerial and organizational practices. Additionally, VPS has begun (in 2007) to apply the Baldrige Award principles of excellence to its metric quality review operations. Pursuant to these procedures, the WQAT is responsible for the review of the wholesale metric data that is used to prepare the monthly metric performance results. Application of these quality review principles helps to ensure the accuracy of Verizon's wholesale metric data.

The WQAP monthly and annual review procedures described below in Section IV provide an extra layer of protection, in addition to the existing quality review processes performed by the respective field and/or center management teams.

A. Metric Automation

As noted above, most of the metrics included in the PAP are calculated by way of automation. As a result, data is electronically collected from various source systems and fed into the Network Metrics Portal ("NMP"), a data warehouse. The NMP runs controlled programming code to calculate and produce performance results. Thus, the NMP provides a centralized information system for calculating and reporting wholesale performance measures that are included in the Carrier-to-Carrier Guidelines (the "Guidelines") and PAP monthly reports. NMP loads performance data and generates metric results and reports. NMP calculates the complete suite of metric results simultaneously, and each reported result is based on contributions from various NMP modules. A list of supporting Centers/Organizations that provide data to NMP are provided in Appendix B.

B. Ensuring Field Quality

1. The Retail QAT

The Retail QAT uses quality review procedures that also help to ensure the accuracy of the wholesale metric data. Each month the Retail QAT conducts measurement accuracy reviews for the New York maintenance centers. This internal control process is designed to ensure service quality measurement reliability and reporting accuracy. A random sampling process is applied to select 100 customer trouble reports for each selected Center. These trouble reports can be for any type of service as outlined in the NY Uniform Measurement Guidelines, *e.g.*, POTS - Business, POTS - Residence, or Resale POTS. Each trouble report is scored for measurement accuracy based on process flow, final disposition coding, measured versus non-measured status, proper Out-of-Service versus Service-Affecting status, Out-of-Service duration, Service-Affecting duration, and the final status narrative. Gross error rate estimates are developed for each review and are calculated by taking the total number of discrepancies and dividing that number by the total sample base. Each completed review is shared with the responsible Director of Operations, and his or her team. If necessary, the maintenance center implements a plan to remedy any identified shortcomings.

Additionally, each month the Retail QAT conducts a sampling of all managers who have Verizon system access. Thirty-three (33) managers are randomly sampled each month. A WEB-based random number sampling process is employed for each review month. Managers are selected on random days of the month, and all system activity

generated by that manager under their distinct system login identification and password is reviewed for any process or measurement inconsistencies. The systems included in this review process are vRepair and Work Force Administrator (“WFA”). The Retail QAT also employs a ‘revisit’ program where managers who have been identified with discrepancies are ‘revisited’ for review within the next 2 months to ensure corrective actions have resolved any issues.

The Retail QAT also employs a ‘focused’ audit of managers who routinely work in these systems on a daily basis. This targeted view is focused on managers working in Field Operations and Dispatch Resource Center (“DRC”) Management functions. These two Management Job functions are considered to have the greatest potential impact on the daily service standard measurements. As a result, a minimum of ten manager-audits are conducted each month under the ‘focused’ format.

All audit findings are shared with the Market Area President and responsible Director of Operations for analysis and, if necessary, corrective actions. Verizon Security is advised if the QAT identifies significant discrepancies in any manager's systems activity. Subsequent Security/QAT investigations have lead to disciplinary action and termination. Additionally, all employees must adhere to the Verizon “Code of Business Conduct”.⁵ The Code of Conduct applies to everyone who does business for, or on behalf of, Verizon. Failure to adhere to this code may lead to disciplinary action, up to and including dismissal.

⁵ Verizon “Code of Conduct” is listed at: www22.verizon.com/about/careers/pdfs/CodeOfConduct.pdf

2. Wholesale Field Quality Review

For the wholesale products, other than resale⁶, the WQAT conducts independent reviews and compares the review results to the self-reported results, in order to ensure measurement accuracy and compliance with measurement practices; these activities are performed on a monthly basis. The WQAT works with field organizations to identify root causes of discrepancies. As a result of this process, continuous collaboration with Field Operations (through feedback loops) facilitates any necessary changes in processes to improve metric accuracy. Gross error rate estimates are developed, tracked and provided to the WQAP Director. Action taken may include process updates, review improvements and training. As described in the retail QAT field review above, all employees must adhere to Verizon's "Code of Business Conduct". The Code of Conduct applies to everyone who does business for, or on behalf of, Verizon. Failure to adhere to this code may lead to disciplinary action, up to and including dismissal.

3. Wholesale Center Quality Review

VPS Service Delivery production center employee teams are evaluated by their supervisors through the use of structured observation forms that are tailored to fit the specific work tasks being performed by each associate. Team leaders generate observations by reviewing work that the employee has completed. These reviews are combined with other input and fed back to the employee. Monthly quality reviews for

⁶ As noted above, Resale field operations are covered by the Retail QAT.

non-management employees provide a catalyst for coaching sessions where input accuracy is reviewed. Quality reviews are conducted as many times as necessary, for new employees, and for employees who are working to develop specific areas where improvement is required. Process or system improvements may also be identified as part of these reviews. Additionally, all employees must adhere to Verizon's "Code of Business Conduct".

4. Trunk Capacity Management Quality Review Process (NP-1 Final Trunk Groups Blocked)

Trunk Capacity Management utilizes a quality review process to ensure the accuracy of metric data. During monthly reporting period, reports are generated containing the base of CLEC dedicated groups and the groups which have blocked over threshold. The SMEs thoroughly review and validate cases (groups over threshold requiring response) against the total base to ensure the system has captured all groups that require a response due to blockage condition over threshold. Once all cases are accounted for, the data is released to the Engineering Organization. The engineers select their cases (based on their individual area of responsibility) and perform root cause analysis. Upon completion of the analyses, cases are answered in the Trunk Forecast System (VTF) with a four character disposition code and associated verbiage. Once all cases are answered, the SMEs review each case for validity, matching the four-character code with the associated verbiage. A comparison is then performed with the prior month's cases to determine if a case is a 'repeater', that is, having occurred in consecutive months. Once all cases have been confirmed, answered, and verified, the Network Engineering & Planning support group is engaged. This group runs the final quality process step: calculation of the NP1

Sub-Metrics. Files are created, validated by the SME(s) to confirm the NP1 measures were scored correctly (as dictated by the business rules), and sent to NMP. The validated files are used to prepare the WQAP Reports.

5. Billing Quality Review

Volumes are tracked on both a weekly and monthly basis and analyzed for trend discrepancies and data anomalies. Reported numbers are checked for accuracy by manually comparing the data to be reported to the data that reside in the Network Metrics Platform (NMP). NMP is a data warehouse containing Verizon-wide performance data received from Operational Support Systems. The performance data is gathered per the mandates outlined in the Carrier-to-Carrier Guidelines.

C. External Reviews Ensure Wholesale Center Quality

Two external management system standards procedures have been applied to Verizon's wholesale metric operations: the ISO 9000 certification process and the Malcolm Baldrige Award quality review process. One of the key objectives for VPS is to ensure that the organization's quality management systems are improved continuously. The ISO 9000 certification process and the Malcolm Baldrige Award quality review process are among the tools used by VPS to achieve its goals/objectives.

Each of the Verizon Wholesale Centers has received ISO 9000 certification.⁷ The following centers have received certification: National Marketing Center (NMC),

⁷ ISO is a network of the national standards institutes of 157 countries, on the basis of one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system.

Regional CLEC Coordination Center (RCCC), and Regional CLEC Maintenance Center (RCMC). As previously referenced, ISO 9000 contains a written set of rules, policies, and requirements that companies, as suppliers to customers in the world marketplace, have agreed to implement and follow. The International Organization of Standardization is a worldwide organization that develops many different kinds of standards. ISO 9001 is a series of documents that define requirements for the Quality Management System Standard. The ISO 9001 documents contain the actual requirements an organization must be in compliance with to become ISO 9000 certified/registered. It requires a series of internal audits and resulting corrective action. Alignment of the organization's strategic vision with its daily procedures reduces inefficiencies. Application of ISO 9000 principles results in improved communication and increased levels of customer satisfaction. ISO 9000 certification is achieved through a comprehensive review by an accredited outside auditor.

In 2000, the Hot Cut process became ISO 9000 certified. Since then, local wholesale operations included all centers and products for certification. In addition in 2006 the entire metrics process (including the WQAT process, metrics change control and metrics production) has been audited by both internal and external auditors. ISO 9000 certification was received in December 2006. ISO 9000 compliance ensures that there is consistency in the service delivery and maintenance of Verizon's Wholesale products, and also demonstrates VPS's commitment to service quality.

In 2006, VPS expanded its quality program to include the nationally acclaimed "Malcolm Baldrige National Quality Award" criteria. The Baldrige criteria require detailed self-assessment of the VPS Service Delivery quality management system. The

Baldrige Criteria and assessment processes helps identify, understand, and manage factors that determine organizational success.

By conducting these assessments to evaluate and improve performance based on the Baldrige and ISO9000 criteria, VPS Service Delivery is better able to ensure these criteria are integrated into the operations model.

Verizon will continue to apply quality review procedures as an extra level of protection to ensure service quality data accuracy. Refer to Appendix C for additional ISO information.

IV. Review Procedures for Metric Data

All PAP metrics are reviewed at least once during the year. The few metrics that require some human intervention are subject to close scrutiny and are reviewed by the WQAT on a monthly basis. The remaining PAP metrics are reviewed by the WQAT at least once a year on a rolling basis. Refer to Appendix D for Monthly/Annual Review Rationale.

A. Metrics Reviewed on a Monthly Basis

The following metrics will be reviewed monthly:

Metric #	Metric Name	Product
PO-2-02-6010	OSS Interface Availability – Prime Time	WPTS
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	WEBGUI
PO-8-01-6000	% On Time - Manual Loop Qualification	DSL
PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP
PR-9-01-3520	% On Time Performance	Basic Hot Cut
PR-9-01-3523	% On Time Performance	Large Job Hot Cut
MR-3-01-3112	% Missed Repair Appointments – Loop	UNE-L
MR-3-01-3341	% Missed Repair Appointments – Loop	2W Digital

MR-3-01-3342	% Missed Repair Appointments – Loop	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
NP-1-03-5000	# Final Trunk Groups Blocked 2 Months	CLEC Trunks
NP-1-04-5000	# Final Trunk Groups Blocked 3 Months	CLEC Trunks

For all of the metrics that are reviewed on a monthly basis, the WQAT obtains the data from the data providers and a copy of the published PAP metric results for the data month being reviewed. All source data as well as the review results are posted to the Wholesale Reports Repository (“WRR”). For each metric reviewed on a monthly basis, the procedures are detailed below. Any findings are sent back to the appropriate business owner/data provider for resolution. Change Controls are created where appropriate. Each month, output from the metric evaluation is tracked on a monthly review form. Refer to Appendix E for detailed descriptions of the WQAT Monthly Review Process.

PO-2-02: OSS Interface Availability.

OSS Interface Availability includes a manual metric component. The final determination of OSS availability requires manual intervention in the review of the incident reports that capture CLEC reported outages. The following steps are followed by the WQAT to ensure that the metric is calculated correctly:

Data Reviewed:

- Incident Reports for WPTS, EDI, CORBA and LSI/W (WEBGUI)
- NMP data files

1	Review the data provider Incident Report for any applicable reported outages. Ensure that there is an Incident Report for every week of the month, even if there were not any outages to report. Determine the number of minutes for the outage due to any Verizon problems.
2	Using the data retrieved, review the Prime Time Hours for each application and notes any applicable outages.
3	Utilizes a Random Sampler tool to select 4 days during the month (1 day from each week). Review each of the systems for each of the days chosen and determine if there were any periods of unavailability.
4	Compare WQAT results with the published results.

PO-8 -01% On Time - Manual Loop Qualification

On Time Manual Loop qualification includes a manual metric component. Manual input is required by the Engineer processing the request. The following steps are followed by the WQAT to ensure that the metric is calculated correctly:

Data Reviewed:

- NMP Data Files
- Request Net Data

1	Verify the calculation of the metric results using NMP data files <ul style="list-style-type: none"> • Determining the <u>sum</u> of Manual Loop Qualification Requests where the time from receipt of request for a Manual Loop Qualification to the time of the distribution of the Loop Qualification information is less than or equal to 48 hours. • <u>Divide</u> the above by the <u>total number</u> of Manual Loop Qualification Request transactions.
2	Load the data into an excel spreadsheet and recalculate the metric numerator, denominator and result.
3	Compare the results on the template file to the published results.

PR-4-07 % On Time Performance - LNP Only

On Time Performance - LNP includes a manual metric component. While this metric relies heavily on system generated timestamps, additional steps are required to correctly score Ports on Time. Manual intervention is required to identify and correctly score, or exclude, orders due to system limitations for some situations. For example, orders need to be excluded when some orders contains LNP lines without office equipment that do not have a trigger placed on the line, such as, DID Ports. The following steps are followed by the WQAT to ensure that the metric is calculated correctly:

Data Reviewed:

- Excel File generated by NMP for orders requiring manual scoring.
- Data used by business owner to manually score orders:
 - From Porting data base, CLEC activation day and time. To determine CLEC ports prior to due date.
 - Service Order information to determine if DID ports were involved
 - LSR activity to determine CLEC requests for early trigger or disconnects

1	Randomly (using a random function) select the orders and examine the documentation for each of the selected orders for proper interpretation of order type, porting time and port activation to ensure that the order was scored accurately per the guidelines.
2	Review the file for validity of changes and note if agrees or disagrees.
3	Provides specific details explaining the reason for each disagreement and identify any issues, which need to be addressed by the CLEC Operation Staff.

PR-9 % On Time Performance (Hot Cut)

On Time Performance for Hot cuts includes a manual metric component. Orders are manual scored as completed on time within WPTS. The monthly review ensures the accuracy of this scoring. The following steps are followed by the WQAT to ensure that the metric is calculated correctly:

Data Reviewed:

- Data File from Data Provider
- OSS LOG.

1	Randomly (using a random function) select the orders and examine the documentation for each of the selected orders for proper interpretation of OSS LOG documentation and proper interpretation of Frame Due Time to ensure that the order was scored accurately as per the guidelines.
2	Mark the Hot Cut Accuracy Review form by noting agreement or disagreement with Metric Staffs scoring.
3	Provide specific details explaining the reason for each disagreement and identify any issues, which need to be addressed by the CLEC Operation North Staff.

Maintenance And Repair

MR-3-01 % Missed Repair Appointments - Loop

MR-4-08 % Out of Service > 24 Hours

MR-5-01 % Repeat Reports Within 30 days

Maintenance and Repair include manual metric components. Several data elements related to trouble tickets are scored with human intervention. While the retail QAT reviews the overall scoring of Resale Troubles each month, the WQAT reviews scoring of the other local wholesale products included in the PAP. The codes validated in these three metric areas ensure accuracy of the same data elements used in other maintenance metrics included in the annual review below. The following steps are followed by the WQAT to ensure that the metric is calculated correctly:

Data Reviewed:

- Data File from RCMC
- WFA.

1	Obtain a random sample of 100 UNE Loop and 100 DSL Loop completed trouble tickets.
2	Retrieve all the necessary WFA detail reports.
3	Compare the trouble report records to the scored results and verify for accuracy. The following attributes are checked for accuracy: measured, missed appointment, out of service, out of service greater than 24 hours, repeaters and disposition codes. A “1” in any of the columns indicate that the ticket was scored as such; a “0” indicates that the ticket was not scored as such.
4	Communicate any discrepancies 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.

NP-1 # Final Trunk Groups Blocked

The Number of Final Trunk Groups Blocked includes a manual metric component, in that remarks data is utilized to include or exclude trunks. This is scored on a manual basis. The following steps are followed by the WQAT to ensure that the metric is calculated correctly:

Data Reviewed:

- NMP Data File

1	Using the Network Performance Report, determine the number of reportable trunk groups.
2	Using the Network Performance Report examine the Status Codes to determine the cause of the blocking and also reviews prior month’s blockage report to determine if the blockage occurred for 2 consecutive months.
3	Identify trunks to be excluded per the Carrier-to-Carrier Guidelines: From the Network Performance Reports the WQAT examines the Status Codes to determine the following: <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 VZ request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements
4	Total the trunks exceeding threshold (Verizon and CLEC Dependent) and document information on the Monthly Metric Review Form. Confirm that the data matches what was recorded on the Quality form and the Checklist sent by the field.

B. Metrics Reviewed on an Annual Basis.

This Plan also recognizes that the accuracy of the reported data for the remaining automated metrics should be subject to review and requires a review of each metric at least once a year. The data elements used in each of these transactions is populated by a computer. For example, electronic timestamps are used to determine the receipt time of a pre-order query. The manual data component associated with Resale Maintenance is addressed by the Retail QAT. The Annual Review ensures that metric results are accurately captured.

The following metrics are reviewed on an annual basis.

METRIC #	METRIC DESCRIPTION	Product
PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI
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)
OR-1-02-2320	% On Time LSRC – Flow-through	Resale POTS/Pre-qual Complex
OR-1-02-3331	% On Time LSRC – Flow-through	UNE-L/Pre-qual Complex/LNP
OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complex
OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr.	UNE-L/Pre-qual

METRIC #	METRIC DESCRIPTION	Product
	No Flow-through)	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 Flow-through)	UNE/RES Specials
OR-2-04-2320	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx
OR-2-04-3331	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP
OR-2-04-3341	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W Digital
OR-2-04-3342	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	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)
OR-5-03-2000	% Flow Through Achieved	Resale
OR-5-03-3112	% Flow Through Achieved	UNE-L

METRIC #	METRIC DESCRIPTION	Product
OR-6-03-2000	% Accuracy – LSRC	Resale
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
PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines – Total	UNE 2W xDSL Loops
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-4-02-1200	Average Delay Days - Total	UNE/RES Specials
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
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
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS
PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE-L

METRIC #	METRIC DESCRIPTION	Product
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Interconnect Trunks
PR-6-01-1200	% Installation Troubles reported within 30 Days	UNE/RES Specials
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
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
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
MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA
MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA
MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus
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
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)
MR-4-01-1217	Mean Time To Repair - Total	UNE/RES

METRIC #	METRIC DESCRIPTION	Product
		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
MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Res
MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE-L
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
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
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
MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS – Res
MR-4-07-3112	% Out of Service > 12 Hours	UNE-L
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)

METRIC #	METRIC DESCRIPTION	Product
MR-4-08-1217	% Out of Service > 24 Hours	UNE/RES Specials (DS1/DS3)
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
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS
MR-5-01-5000	% Repeat Reports within 30 Days	Interconnect Trunks
BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE
BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale/UNE

1. Annual Review Process:

Reviews are distributed across the calendar year to ensure that all metrics are covered. For all metrics, the WQAT obtains the data from the Data Providers and a copy of the published PAP metric results for the data month being reviewed. Additionally, the WQAT reviews all metrics change controls impacting these PAP metrics. Any discrepancies are reviewed with the Data Provider. Source data as well as the review results are posted to the WRR, with the exception of files that are too large – those data are copied (to CD) for retention.

The Process used for each metric area is detailed below:

Pre-Ordering:	
PO-1:	<p>The WQAT reviews transactions measuring the response time of the OSS Ordering Interface. The WQAT reviews the following:</p> <ul style="list-style-type: none"> Sum of the daily numerators and the sum of the daily denominators.

	<ul style="list-style-type: none"> • The numerator is the total end-to-end time. • The denominator is the sum of the total number of transactions.
PO-4:	<p>For each Change Management Notice sent outside the prescribed timeframe the WQAT reviews the following:</p> <ul style="list-style-type: none"> • Type of Change Notification • The Timeliness Standard which applies • The cumulative number of delay days.

Ordering:	
OR-1 OR-2	<p>The WQAT reviews the following fields for LSR PONS:</p> <ul style="list-style-type: none"> • Order Origin • Order type • Number of Lines • Receipt Date • Confirm Date – OR-1 metrics • Reject Date – OR-2 metrics • Confirm response time – OR-1 metrics • Reject response time – OR-2 metrics • On time Confirmation – OR-1 metrics • On time Reject - OR-2 metrics <p>The WQAT reviews the following fields for ASR PONS:</p> <ul style="list-style-type: none"> • Event Date • Activity Type • Order Type • Measure Date • FOC Return Date – OR-1 metrics • ASR Query Start Date – OR-2 metrics <p>The WQAT reviews each of the fields above in the following</p>

	<p>systems:</p> <ul style="list-style-type: none"> • xRM • NetStatus
<p>OR-4-16</p>	<p>The WQAT reviews the following fields:</p> <ul style="list-style-type: none"> • Receipt Date • Confirm Date • Reject Date • Work Completion Date • SOP Completion Date • CRIS Notification Date • Confirm Response Time • Work Completion to PCN Days • Provisioning Completion to BCN Days <p>The WQAT reviews each of the fields above in the following systems:</p> <ul style="list-style-type: none"> • xRM • NetStatus • SOP
<p>OR-5-03</p>	<p>The WQAT reviews the following fields:</p> <ul style="list-style-type: none"> • State • CLEC ID • PON • Order Type • Initial Flowthru Ind • Forced FlowThru <p>The WQAT reviews the error categories and Forced Thru Ind value validating inclusion or exclusion in the numerator and denominator.</p>

OR-6-03	<p>The WQAT reviews the percentage of confirmations sent due to Verizon error. The WQAT reviews the following fields:</p> <ul style="list-style-type: none"> • Confirmation Count • Verizon Resent Count • Confirmation Date <p>The WQAT utilizes xRM to verify PONs. Any discrepancies are reviewed with the Data Provider.</p>
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Provisioning:	
PR-3 PR-4-01 PR-4-02 PR-4-04 PR-4-05 PR-4-07 PR-4-14 PR-5-01 PR-5-02 PR-6-01 PR-6-02 PR-8 PR-9-08	<p>The WQAT reviews the following fields:</p> <ul style="list-style-type: none"> • SOID • CRIS Completion Date • Appointment Intervals • Completion Interval • Average Delay Days • Disposition Code • Completion Date • Line Counts • Dispatch Ind • Received Date • Service Order Type <p>The WQAT examines the above fields against the WFA and SOP details to ensure that the service orders were coded accurately.</p>

Maintenance	
MR-1 MR-3 MR-4-02 MR-4-03 MR- 4-04 MR-4-05 MR-4-07 MR-4-08 MR-5	The WQAT reviews the following fields: <ul style="list-style-type: none"> • Ticket # • Actual Duration Run • Actual Duration Stop • Closed Date • Disposition Code • Circuit ID • Cleared Date • Received Date • Missed Appointment Code • Closed Date • Out of Service IND The WQAT examines the above fields against the WFA details to ensure that the tickets where coded accurately.
Billing	
BI-1 BI-9	The WQAT verifies the % DUF within 4 Business Days and % Billing Completeness in Twelve Billing Cycles for Reseller and UNE to ensure the accuracy of the reported results.

V. Metrics Change Control Process

Metric change control procedures (further described in Appendix F) are used to develop and implement the reporting requirements for these metrics. Change Controls serve as an audit trail of changes. The metrics change control process incorporates industry standard change control methodologies that are designed to prevent data errors from occurring. The metric change control procedures will continue to be utilized to ensure that the monthly metric performance data is accurate. Consistent with Appendix

N of the Carrier-to-Carrier Guidelines, Verizon issues wholesale metrics change controls to update program algorithms used to produce metric results. Verizon distributes a notification file to CLECs on a weekly basis that details the metrics change controls worked during the week. Change Control notices are made available to requesting CLECs and the NY PSC staff.

VI. Education and Attestation

Verizon-NY continues to educate wholesale management and associate employees on the proper procedures necessary to comply with accurate service quality data reporting, as well as the specific quality targets and penalties specified in the PAP. This Attestation Process includes submission of the monthly and annual review results obtained by the WQAT to the respective data providers for their review, concurrence and remediation, as warranted. In addition, the WQAT annually submits an Internal Attestation Letter to each responsible Field Director for his/her acknowledgment. Each Director attests that their respective department has followed all of the prescribed methods and procedures as set forth in the WQAP. (See Appendix G). Annually, Verizon-NY will submit a letter to the Director of Telecommunications of the Department of Public Service, attesting to the fact that the Verizon Partner Solutions Wholesale Field Directors and the WQAT Director have followed all of the prescribed methods and procedures in the WQAP. Included with this letter will be an Executive Summary of all the monthly and annual review results (listed by domain) conducted by the WQAT for the Plan Year. (See Appendix H).

VII. Annual Review of Plan

Annually, Verizon-NY and Staff may review all aspects of this Plan to determine whether any modifications or additions should be made. Verizon-NY, after consulting with Staff, will determine whether any of the metrics subject to review should be deleted or substituted. If it is determined that such a substitution should occur, the number of new metrics to be introduced at any one time would depend on a number of factors. These factors include the level of manual intervention in the metric reporting process, the involvement of field groups in the review process, and/or the ability to maintain a manageable WQAP. Verizon-NY will begin the review of metrics within four months of inclusion in the Plan. This amount of time is necessary to prepare the necessary methods and procedures, and to adequately train field personnel and WQAT personnel.