

Below are detailed descriptions of the WQAP Monthly Review Process:

1	PO-2-02	OSS Interface Availability
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Procedures:

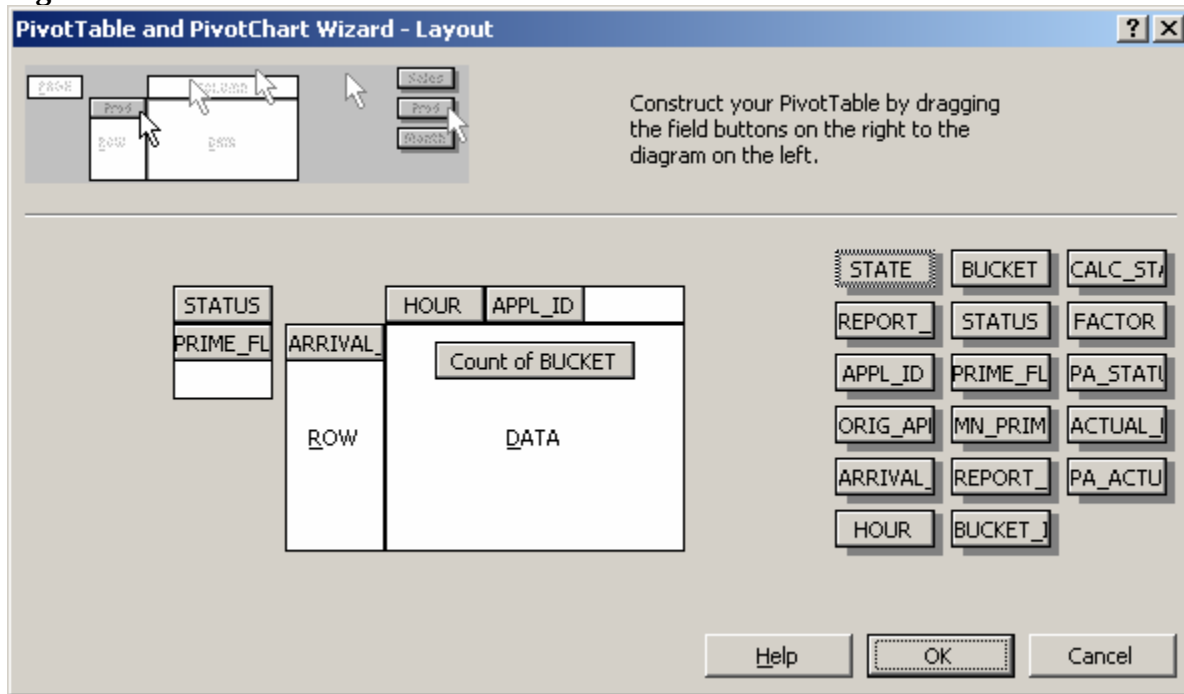
EDI, WEBGUI/LSI/W, CORBA and eWPTS are reported in Network Metrics Platform (NMP).

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

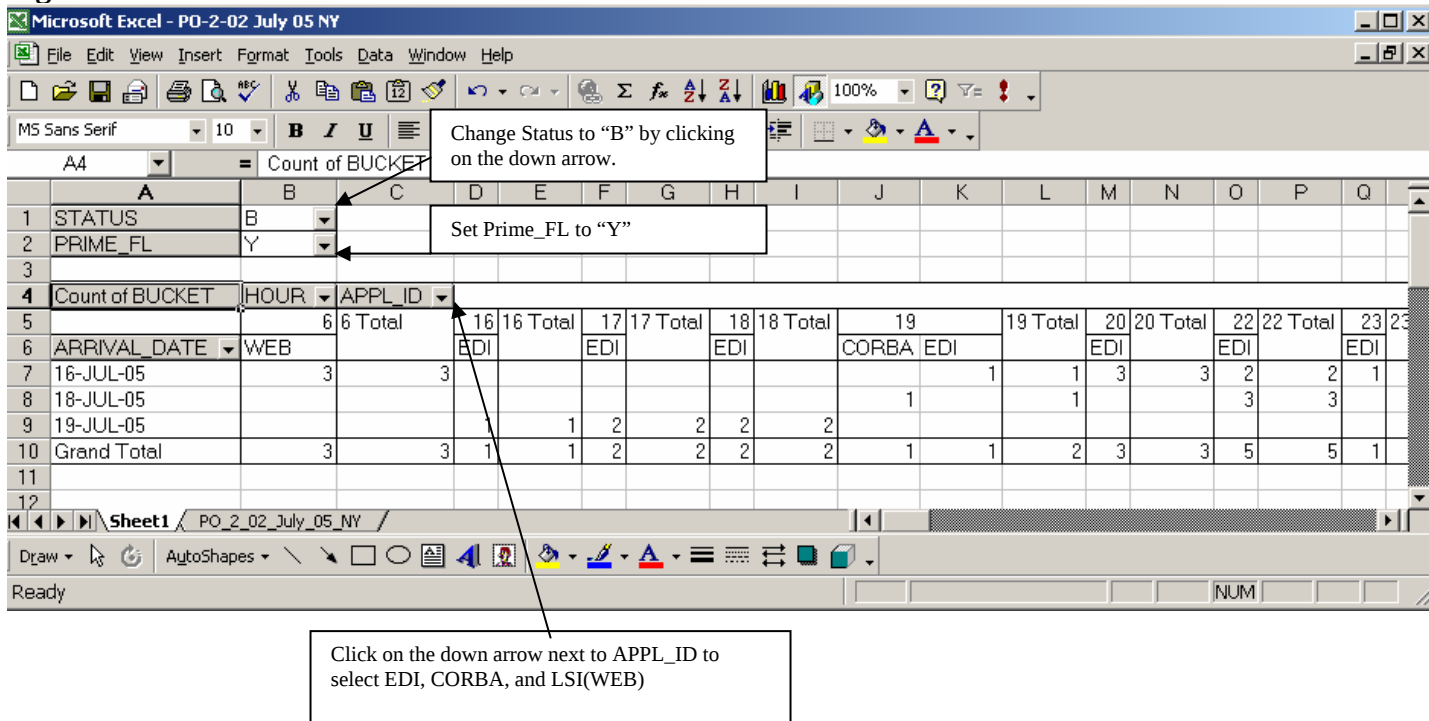
Appendix E

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



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

- 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 1st of the month. (January’s report is not final until February 1st)

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.

Appendix E

- 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 – “ORIGIN_APPL_ID” set to “ALL”
 - Step 9 – Make note of any applicable outages

Figure 3

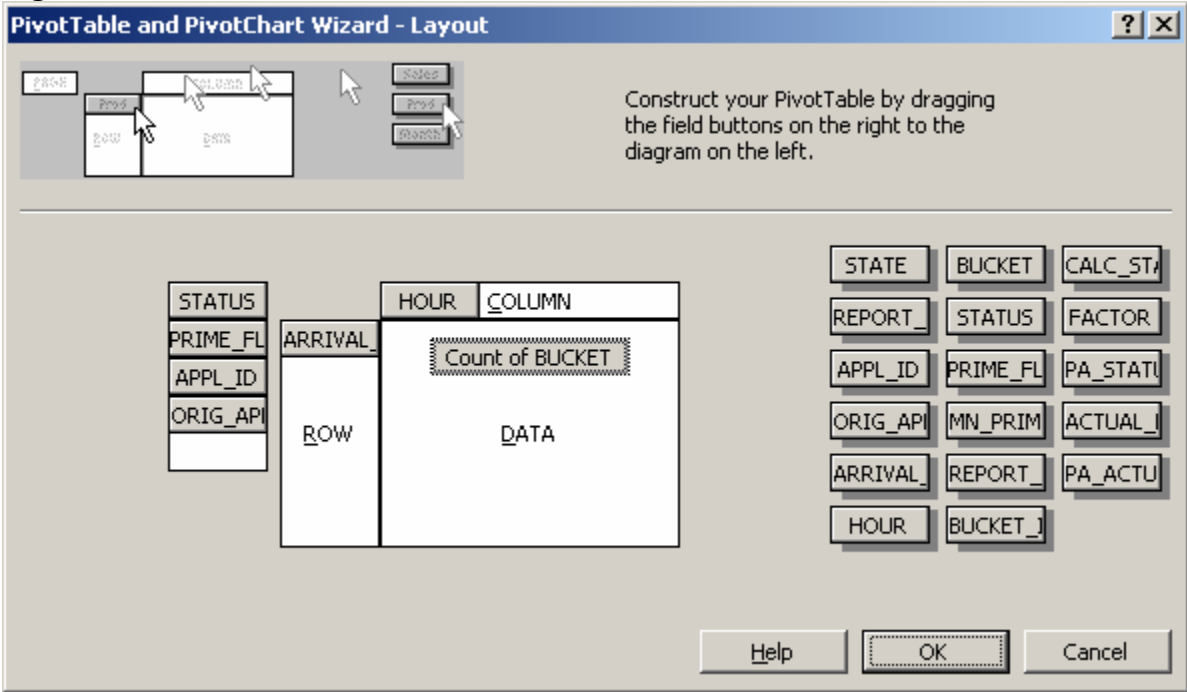
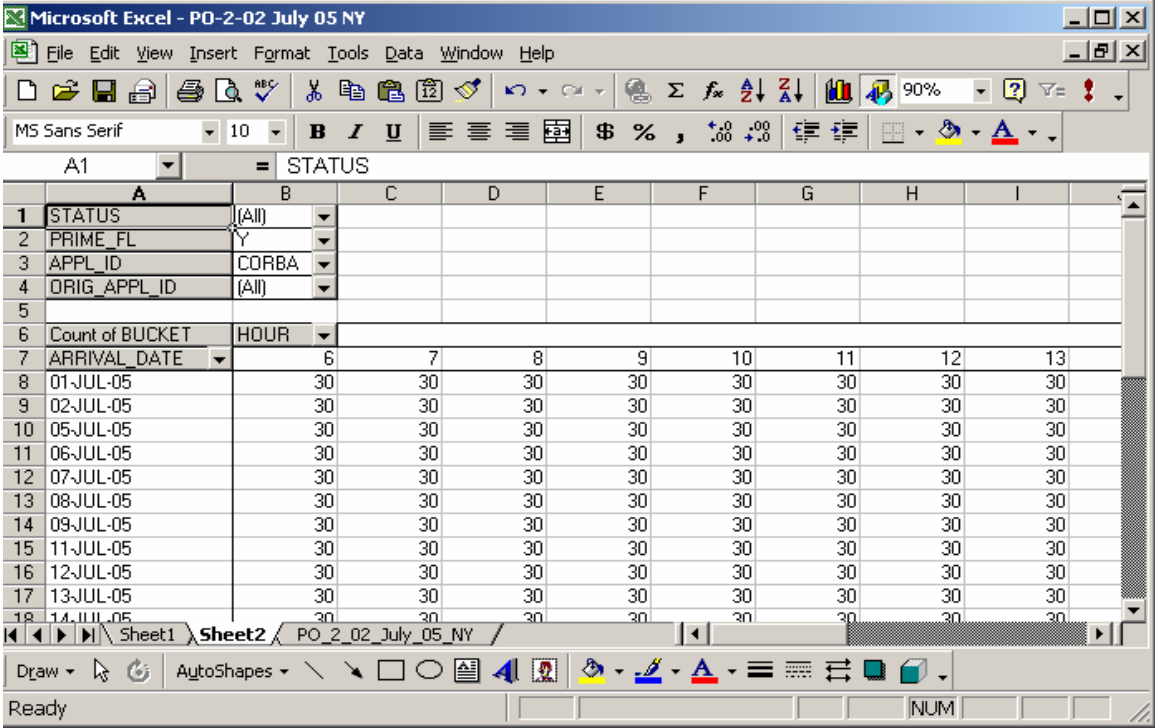


Figure 4



Appendix E

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

PAP Metric: PO-2 Response Time OSS Ordering Interface

Sub-metric: PO-2-02 OSS Interface Availability

Product Group: PO-2-02-6020 (EDI)
PO-2-02-6030 (CORBA)
PO-2-02-6080 (WEBGUI)
UNE & Resale

Domain Manager:

Reviewer:

Measurement Period Used: February

Review Completion Date: April 10, 2006

Monthly Enview Monitoring Report Spreadsheet				System
Sample Date Selected for the Review				EDI
	2/2/2006	2/8/2006	2/16/2006	2/23/2006
Category Item Reviewed in Prime Time				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
% "Availability"	100.00%	100.00%	100.00%	100.00%
reviewed from the NMP database				
Review Questions				
			Ok	Dev
Data from NMP matches Enview details on website				
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%.

Appendix E

Monthly Enview Monitoring Report Spreadsheet					System
Sample Date Selected for the Review					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
Sample Date Selected for the Review					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:					

Appendix E

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	Dev	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:					
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%	
COMMENTS:					
Data available:			Pre-Order Contact:		
Date Review Results Returned to Data Provider:			WQAT Reviewer:		

The outage minutes shown here are for the entire month.

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.

Appendix E

2	PO-8 -01	% On Time - Manual Loop Qualification
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Procedures:

1. Obtain published PAP metric results for the data month (metric appears in DSL tab).
2. Obtain the text file detailing number of **Manual Loop Qualification Requests** received by Verizon for that month from Data Provider. Open in Excel and copy the information to the template file, "PO-8-01_PRODUCTION_YYYY_MM_NY_AGG_FACT.xls. This should include columns A through W. The template file contains several columns of formulas to calculate which loop equals are included or excluded, missed or made, etc. These formulas are contained in columns X through AO.
3. Calculate the metric by:
 - A) Determining the sum 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.
 - B) Divide the above by the total number of **Manual Loop Qualification Request** transactions.

The template file provides a summary at the bottom of the spreadsheet in columns AN and AO. The template will identify the number of misses, the number made, the total loop equals (denominator) and the result.(See Figure 1)

Figure 1:

[illegible]

Appendix E

[illegible][illegible]

		PAP		WQAT	
		0 Miss		0	
		0 Met		0	
		0 Total		0	
		#DIV/0!	Result	#DIV/0!	

4. Compare the results on the template file to the published results.
5. Complete the Monthly Metric Review Form for PO-8-01.
6. Post all data files, templates, and Review Forms to the WRR.

Send the review form to the Business Owner for signoff. Post concurrence memo to the WRR when received

3	PR-4-07	% On Time Performance - LNP Only
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Procedures:

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 reviewed to determine CLEC ports prior to due date.
 - Service Order information reviewed to determine if DID ports were involved.
 - LSR activity reviewed 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 C2C Guidelines. (See Figure1)

Figure 1

[illegible]

Appendix E

[illegible]

2. Review the file for validity of changes and note if agrees or disagrees with C2C Guideline requirements.
3. Provides specific details explaining the reason for each disagreement and identify any issues, which need to be addressed by the CLEC Operation Staff.

4	PR-9-01	% On Time Performance (Hot Cut)
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Procedures:

Data Source:

- WFA-C
- eWPTS (Wholesale Provisioning Tracking System)
- NY_MM_YY_Hotcuts.xls

The Hot Cut Detail file is used for the review process.

1. A sample of 100 orders is selected from the total Hot Cut Activity during the calendar month. If total Hot Cut Activity for a given month is less than 100 the WQAT will review 100% of the orders. The number of orders selected for each CLEC is based on their percent representation in the total Hot Cut Orders completed during the month. At least one IDLC order is required to be included for each CLEC that has at least 2% of the total order volume (if such an order exists for that particular CLEC).
2. Add 3 columns to the beginning of the worksheet. (See Figure 1)
 - Column 1 --- Original Row Number (1- last row)
 - Column 2 --- Sample # (1-100 after pivot table is create)
 - Column 3 --- Random Sample (= Random ())

Figure 1

[illegible]

Appendix E

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.

Appendix E

10. The WQAT reviewer then marks the Hot Cut Accuracy Review form by noting agreement or disagreement with Metric Staffs scoring.
11. Scroll to the right and click on tracking key this will bring up the OSSLOG in WFA. Verify the CCC time and the TU times and input times into the comment column on the sample spreadsheet. The process of manually inputting the CCC and TU times began in January 2004 when the process became automated in WPTS.
12. From the sample, copy the order #'s into a excel file and pull the WFA records for each order by using the WFAC marco. This will create an electronic file of all the OSSLOGS.
13. On IDLC orders the on time for the cut is either AM or PM. If not IDLC refer to the C2C Guidelines.
14. Cancelled orders will not be in WPTS. Pull order from WFA and use the OSSOI and the OSSLOG to verify if order was cancelled.
15. The WQAT reviewer provides specific details explaining the reason for each disagreement and identifies any issues, which need to be addressed by the CLEC Operation North Staff.
16. A copy of the Hot Cut Accuracy Review form is forwarded to the RCCC Director and his/her comments are included in the final version of the review. (See Figure 3)

Figure 3

[illegible]

Appendix E

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)

[illegible]

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

Appendix E

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 10th 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

Appendix E

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.

Appendix E

- 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)

Appendix E

		Wholesale Quality Assurance Team Monthly Metric Review Network Performance	
Center/Org Name:	Network Engineering & Planning Support Systems	Domain Manager:	
PAP Metric:	NP-1 % Final Trunk Group Blockage	Reviewer:	
Sub-Metric:	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		
Component:	Trunks	Review Month:	
		Date of Review:	
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.			
Follow Up Required by WQAT		REGIONAL MANAGER'S COMMENTS	
		MANAGER'S INITIALS: RM	
		REVIEW DATE:	
		WQAT REVIEWER'S COMMENTS	
		REVIEWER'S INITIALS:	
		REVIEW DATE:	

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