

Appendix D

Verizon Implementation Schedule

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
1.	1	Description:	Add reporting: Timeouts	180
2.	1	Method of Calculation: Timeouts	Add calculation to derive percentage of transactions	180
3.	1	Method of Calculation: Loop Qual	Change method calculation to percentage rather than average of returned queries.	60
4.	1	Measurable Standard: CSI Requests	Implement changes to mechanized and manual benchmark standard	60
5.	1	Measurable Standard: Mechanized Loop Qual	Implement new benchmark standard	60
6.	1	Exclusions: CSI requests	CSI requests [both manual and mechanized] for greater than 30 working telephone numbers.	120
7.	1	Exclusions: Manual requests	Rejected manual requests	60
8.	1	Exclusions: Batch transmission	Any transaction, where the batch transmission from a CLEC includes greater than 200 items in a single transmission. "Batch transmission" means a simultaneous, not serial transmission of all orders in a group to the gateway.	120
9.	1	Exclusions: test transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
10.	1	Business Rule – Timeout definition	Implement time-out query type	180
11.	2	Description:	Change Description: to reflect percentage within specified standard rather than average	60
12.	2	Method of Calculation	Change method calculation for Mechanized and Manual FOCs/LSCs to percentage within rather than average	60
13.	2	Measurable Standard:	Implement new benchmark of 95% on time (except as noted)	60
14.	2	Measurable Standard: Fully Electronic/Flow Through	Implement new timeframe standard	60
15.	2	Measurable Standard: Resale POTS/UNE (non-designed)	Implement new timeframe standards by line size	60
16.	2	Measurable Standard: Resale Specials / UNE designed Services	Implement new timeframe standards by line size	60
17.	2	Measurable Standard: EELS	Implement change to timeframe standard and SGT breakout	120
18.	2	Measurable Standard: UNE Transport	Implement change to timeframe standard and SGT breakout	60
19.	2	Measurable Standard: Projects	Implement new benchmark standards - % within	60
20.	2	Measurable Standard: UNE Platform	Implement change to timeframe standard and SGT breakout	60
21.	2	Exclusions: Non stand-alone DA/DL	Non stand-alone records for Directory Assistance/Directory Listing.	Complete
22.	2	Exclusions: Test CLECs	Test CLECs	Complete
23.	2	Exclusions: Certain LSR orders	LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.	60
24.	2	Exclusions: test transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
25.	2	Business Rule: Manual requests	Implement rules for manually handled requests	60
26.	2	Business Rule: LSR activity	Implement rules for LSR driven order activity	Complete
27.	2	Business Rule: ASR activity	Implement rules for ASR driven order activity	120
28.	2	Business Rule: RPOs	Implement rules for RPOs	Complete
29.	3	Description:	Change Description: to reflect percentage within specified standard rather than average	60
30.	3	Method of Calculation:	Implement new calculation for Mechanized and Manual rejects	60
31.	3	Reported By:	Implement changes to SGT table	60
32.	3	Measurable Standard	Implement new benchmark of 95% on time (except as noted)	60
33.	3	Measurable Standard: Fully Electronic/Flow Through	Implement new timeframe standard	60
34.	3	Measurable Standard: Resale POTS/UNE (non-designed)	Implement new timeframe standards	60
35.	3	Measurable Standard: Resale Specials / UNE designed Services	Implement new timeframe standards	60
36.	3	Measurable Standard: UNE Platform	Implement new timeframe standard and SGT breakout	60
37.	3	Measurable Standard: EELS	Implement new timeframe standards and SGT breakout	120
38.	3	Measurable Standard: UNE Transport	Implement new timeframe standards and SGT breakout	60
39.	3	Measurable Standard: Projects	Implement new benchmark standards - % within	60
40.	3	Measurable Standard: Interconnection Trunks	Implement new timeframe standard	60
41.	3	Exclusions: Non stand-alone DA/DL	Non stand-alone records for Directory Assistance/Directory Listing.	Complete
42.	3	Exclusions: Test CLECs	Test CLECs.	Complete

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Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
43.	3	Exclusions: Certain LSR orders	LSR orders identified by CLEC as a project or where the CLEC has requested other project-type special handling.	60
44.	3	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
45.	3	Business Rule: Manual Requests	Implement rules for manually handled requests	60
46.	3	Business Rule: LSR Activity	Implement rules for LSR driven order activity	Complete
47.	3	Business Rule: ASR Activity	Implement rules for ASR driven order activity	120
48.	3	Business Rule: RPONS	Implement rules for RPONS	Complete
49.	3	Business Rule: Elapsed Time	Implement rules for Elapsed time	Complete
50.	4	Calculation	Implement new calculation for Orders Programmed to Flow Through	Complete
51.	4	Reported By:	Remove Service Order Type from reports	30
52.	4	Measurable Standard: Programmed to Flow Through	Implement diagnostic tracking through June 2003 report month. - July through December 2003 – 90% flow through- January 2004 and beyond – 95% flow through	6/2003 12/2003 1/2004
53.	4	Exclusions: CLEC caused errors	Orders that do not flow through, including rejected orders, due to CLEC caused errors	6/2003
54.	4	Exclusions: Previous Pending	Orders that do not flow through due to previously received pending orders.	6/2003
55.	4	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
56.	4	Exclusions: Non-LSR requests	Any service request not generated on an LSR.	Complete
57.	4	Notes: System Upgrade	Implement note for identification of CLEC caused errors system upgrade timeframe	5/2003
58.	5	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
59.	5	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
60.	5	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
61.	5	Measurable Standard: Interconnection Trunks	Implement new benchmark standard	60
62.	5	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
63.	5	Measurable Standard: UNE Port	Implement new parity compare	60
64.	5	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
65.	5	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
66.	5	Business Rule: LNP Disconnect Orders	Implement rules to include LNP Disconnect Orders	60
67.	5	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
68.	6	Calculation	Change method of calculations to percentage rather than average of notices sent	60
69.	6	Measurable Standard: EELS	Implement new SGT breakout and benchmark standard:	120
70.	6	Measurable Standard: UNE Transport / UNE Loop Designed / UNE Platform	Implement new SGT breakout and benchmark standard:	120
71.	6	Measurable Standard: Assignment	Implement new benchmark standard:	60
72.	6	Measurable Standard: Installation – POTS	Implement new benchmark standard:	60
73.	6	Measurable Standard: Installation Specials	Implement new benchmark standard:	60
74.	6	Measurable Standard: Notification of Missed commitments	Implement new benchmark standard:	60
75.	6	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
76.	6	Business Rule: Jeopardy Procedures	Implement rules for tracking jeopardy procedures	60
77.	7	Calculation: Parity	Implement modification to Parity Calculation	60
78.	7	Calculation: Benchmark	Implement new Benchmark Calculation	60
79.	7	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
80.	7	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
81.	7	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
82.	7	Measurable Standard: UNE loop xDSL capable	Implement new parity compare	60
83.	7	Measurable Standard: UNE loop IDSL capable	Implement new parity compare	60

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Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
84.	7	Measurable Standard: UNE Port	Implement new parity compare	60
85.	7	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
86.	7	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
87.	7	Measurable Standard: LNP	Remove from SGT List	30
88.	7	Exclusions: Record and ILEC official	Record only and ILEC official orders.	60
89.	7	Exclusions: Negotiated Services	Services for which due date is negotiated, i.e. DS3, OC level	60
90.	7	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
91.	7	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
92.	7	Notes: I/C standard timeline:	Implement note for Interconnection Trunks Measurable Standard timeline	60
93.	8	Measurable Standard: Line Sharing Non-Conditioned Non Dispatched	Implement new parity compare and product	60
94.	8	Exclusions:	Services for which due date is negotiated	60
95.	8	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
96.	8	Notes: Linesharing analogs	Implement note for Linesharing capable analogs	60
97.	9	Reported By:	Implement Coordinated Orders (CC/CHC) including LNP and DSL Capable Loops	60
98.	9	Measurable Standard	Implement Change to Benchmark	60
99.	9	Measurable Standard: UNE Loop xDSL capable	Implement diagnostic tracking	60
100.	9	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
101.	9	Business Rule: DSL capable	Implement rule for addition of DSL Capable Loop reporting	60
102.	10	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
103.	11	Description:	Implement addition of LNP Disconnect Orders to requirement	60
104.	11	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
105.	11	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
106.	11	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
107.	11	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare and SGT breakout	60
108.	11	Measurable Standard: UNE Port	Implement new parity compare	60
109.	11	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
110.	11	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
111.	11	Exclusions: Customer Caused Misses	Customer caused misses are excluded from the numerator.	60
112.	11	Exclusions:	For UNE loop services, feature only orders are excluded from the retail analog.	60
113.	11	Exclusions:	Record only and ILEC official orders.	60
114.	11	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
115.	11	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
116.	11	Notes: UNE Loop xDSL capable	Implement note for destination of grandfathered circuit identifiers	60
117.	11a	New Measure - LAT Not completed on Time	Implement new metric on or before 1/2004 data month	1/2004
118.	12	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
119.	12	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
120.	12	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
121.	12	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
122.	12	Measurable Standard: UNE Port	Implement new parity compare	60
123.	12	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
124.	12	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60

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Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
125.	12	Exclusions: Feature-only orders	For UNE loop services, feature-only orders are excluded from retail analog	60
126.	12	Exclusions: Record and ILEC official	Record and ILEC official orders	60
127.	12	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
128.	12	Business Rule:	Implement rules for UNE Subloop diagnostic tracking	60
129.	12	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
130.	13	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
131.	13	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
132.	13	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
133.	13	Measurable Standard: UNE Port	Implement new parity compare	60
134.	13	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
135.	13	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
136.	13	Exclusions: Record and ILEC official	Record and ILEC official orders	60
137.	13	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
138.	13	Exclusions: Feature-only exclusion	For UNE loop services, feature-only orders are excluded from retail analog	60
139.	13	Notes: I/C standard timeline	Implement note for Interconnection Trunks Measurable Standard timeline	60
140.	13	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
141.	14	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
142.	14	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
143.	14	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
144.	14	Measurable Standard: UNE Port	Implement new parity compare	60
145.	14	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
146.	14	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
147.	14	Exclusions: Customer Caused Misses	Customer caused misses.	60
148.	14	Exclusions: Feature-only exclusion	For UNE loop services, feature-only orders are excluded from retail analog.	60
149.	14	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
150.	14	Business Rule:	Implement rules to include LNP Disconnect Orders	60
151.	14	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
152.	14	Notes: I/C standard timeline	Implement note for Interconnection Trunks Measurable Standard timeline	60
153.	15	Calculation	Implement deletion of Parity calculation	120
154.	15	Reported By:	Implement consolidation of individual products to SGT list noted in standard	120
155.	15	Measurable Standard: - SGTs	Implement new standards	120
156.	15	Exclusions: Inside Wire	Troubles associated with inside wire	120
157.	15	Exclusions: Feature-only exclusion	For UNE loops, feature only orders are excluded from retail analog	120
158.	15	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
159.	15	Business Rule: SGT timeframe	Implement tracking timeframe interval rules by SGT	120
160.	15	Business Rule: Tracking Interval	Implement definition of tracking interval	120
161.	15	Business Rule: Trouble Elimination	Implement the elimination of certain troubles for this measure	120
162.	15a	Reported By:	Implement consolidation of individual products to SGT list noted in standard	120
163.	15a	Measurable Standard: UNE Loop Designed	Implement new parity compare and SGT breakout	120
164.	15a	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	120
165.	15a	Measurable Standard: LNP	Implement new parity compare	120
166.	15a	Measurable Standard:	Implement new SGT and parity compare	120

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Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
		Linesharing		
167.	15a	Measurable Standard: UNE-P POTS and Specials	Implement new SGTs and parity compare	120
168.	15a	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
169.	15a	Exclusions: Inside Wire	Troubles associated with inside wire	120
170.	15a	Business Rule: Trouble definition	Implement rules for definition of all troubles reported during tracking period.	120
171.	15a	Business Rule: interval definition	Implement rules for definition of tracking interval and total order interval	120
172.	15a	Business Rule: Delayed orders	Implement rules for delayed orders	120
173.	15a	Business Rule: PR troubles	Implement rules for the definition of provisioning troubles	120
174.	16	Calculation	Implement changes and clarification information to Calculation	60
175.	16	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
176.	16	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
177.	16	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
178.	16	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
179.	16	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
180.	16	Exclusions: Cancelled tickets	Cancelled tickets	60
181.	16	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
182.	16	Exclusions: Trouble Reports	Trouble Reports Received on the Due Date for orders other than new installations.	60
183.	16	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
184.	17	Calculation	Implement changes and clarification information to Calculation	60
185.	17	Measurable Standard: UNE Port	Implement new parity compare	60
186.	17	Measurable Standard: UNE Platform	Implement new parity compare	60
187.	17	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
188.	17	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
189.	18	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
190.	18	Business Rule: Completion Notice	Implement rule that Verizon will report on the industry standard Completion Notice	60
191.	18a	New Measure: % Mechanized LLN	Implement new metric	90
192.	19	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
193.	19	Measurable Standard: UNE Transport / UNE Loop Designed /	Implement new parity compare and SGT breakout	120
194.	19	Measurable Standard: UNE Loop Non-Designed	Implement new parity compare	60
195.	19	Measurable Standard: UNE Loop Designed	Implement new parity compare and SGT breakout	60
196.	19	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
197.	19	Measurable Standard: UNE-P POTS and Specials	Implement new SGTs and parity compare	60
198.	19	Measurable Standard: UNE Platform	Implement new parity compare and SGT breakout	60
199.	19	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
200.	19	Measurable Standard – NXX Codes	Implement new parity compare	60
201.	19	Measurable Standard – Interconnection Trunks	Implement new benchmark standard	60
202.	19	Exclusions: Inside Wire	Troubles associated with inside wire	60
203.	19	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
204.	19	Exclusions: Test Transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
205.	19	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
206.	20	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120

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Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
207.	20	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
208.	20	Measurable Standard: UNE loop Non-Designed	Implement new parity compare	60
209.	20	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
210.	20	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
211.	20	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
212.	20	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:	60
213.	20	Exclusions: PR Trouble Reports	Troubles reported as provisioning trouble reports	60
214.	20	Exclusions: Inside Wire	Troubles associated with inside wire.	60
215.	20	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
216.	20	Exclusions: Test Transactions	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
217.	20	Notes: MR Disp Code Disagg	Implement Note regarding MR Disposition Code disaggregation by raw data request	60
218.	20	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
219.	21	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
220.	21	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
221.	21	Measurable Standard: UNE loop Non-Designed	Implement new parity compare	60
222.	21	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
223.	21	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
224.	21	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
225.	21	Measurable Standard: Interconnection Trunks	Implement new benchmark standard:s and SGT breakout	60
226.	21	Exclusions: PR Trouble Reports	Troubles reported as provisioning trouble reports	60
227.	21	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
228.	21	Exclusions: Inside Wire	Trouble tickets associated with inside wire.	60
229.	21	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
230.	21	Business Rule: ILEC delay	Implement rule for-ILEC delay.	60
231.	21	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
232.	22	Measurable Standard: UNE Loop Non-designed	Implement new parity compare	60
233.	22	Measurable Standard: – UNE Port	Implement new parity compare	60
234.	22	Measurable Standard: – UNE Platform - POTS	Implement new parity compare	60
235.	22	Exclusions: Inside Wire	Trouble tickets associated with inside wire.	60
236.	22	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
237.	22	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
238.	23	Measurable Standard: EELS	Implement new parity compare and SGT breakout	120
239.	23	Measurable Standard: UNE Transport / UNE Loop Designed	Implement new parity compare and SGT breakout	120
240.	23	Measurable Standard: UNE loop Non-Designed	Implement new parity compare	60
241.	23	Measurable Standard: UNE loop xDSL and IDSL capable	Implement new parity compare	60
242.	23	Measurable Standard: Line Sharing – Conditioned and Non-Conditioned	Implement new parity compare	60
243.	23	Measurable Standard: UNE Platform	Implement new parity compare and SGT clarification	60
244.	23	Measurable Standard:	Implement new benchmark standard:	60

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Item No.	Measure	Category / Sub-Measure	Change	Days After Order*
		Interconnection Trunks		
245.	23	Exclusions: Cancelled or Incorrect Tickets	Tickets cancelled by customer/CLEC or where ticket has been opened on the wrong TN or circuit ID.	60
246.	23	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
247.	23	Business Rule: Trouble report	Implement rule for Trouble report will not be counted as a repeat report if previous report was closed to "No Access."	60
248.	23	Notes: xDSL / Linesharing analogs	Implement note for UNE Loop xDSL and Linesharing capable analogs	60
249.	26	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
250.	26	Business Rule: Disconnect Activity	Implement rule for disconnect activity timeframe	120
251.	28	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
252.	28	Exclusions: OS/DA billing	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
253.	28	Business Rule: Usage Transmission	Implement rule for usage transmission policy	120
254.	29	Delete Measure	Delete Measure	30
255.	30	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
256.	30	Exclusions: OS/DA billing	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
257.	31	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
258.	31	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
259.	31	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
260.	32	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months.	120
261.	32	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
262.	32	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
263.	33	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months.	120
264.	33	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
265.	33	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
266.	34	Exclusions: Exiting CLECs	Results for exiting CLECs. This may include, but is not limited to, service disconnects and adjustments of dollars billed in previous months. Exiting CLEC to be determined by CLEC notice to ILEC, business to business communications, notice to ILEC by the CPUC, FCC or by court decree.	120
267.	34	Exclusions: OS/DA billing:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	120
268.	34	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
269.	36	Delete Measure	Delete Measure	30
270.	39	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
271.	40	Measurable Standard	Implement Change to benchmark-95% within tariffed / mandated intervals.	60
272.	40	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers	180
273.	40	Business Rule: - Augment	Implement rule to include augment requests	60
274.	40	Note: Tariff Notifications	Implement note email notifications of tariff changes	30
275.	41	Measurable Standard: Augment	Implement change to benchmark – 95% within tariffed / mandated intervals.	
276.	41	Exclusions: Test Transactions:	Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	180
277.	41	Note: Tariff Notifications	Implement note email notifications of tariff changes	30
278.	42	Measurable Standard	Implement new benchmark standard	30

**Verizon California, Inc. - Implementation Timeline for PM Changes Submitted To CPUC On
1-31-03**

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
279.	44	Measurable Standard: Repair Center Responsiveness	Implement new benchmark standard	30
280.	45	New Measure: Timeliness of Change Management Notices	Implement new measure	180

(END OF APPENDIX D)