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Ms. Dorothy Attwood
Chief-Common Carrier Bureau
Federal Communications Commission
445 12 Street, SW, Fifth Floor
Washington, DC 20554

Dear Ms. Attwood,

This letter requests that the Commission authorize Verizon to stop providing Performance Monitoring Reports pursuant to Appendix C of the Bell Atlantic/NYNEX Merger Order, 12 FCC Rcd 19985 (1997), effective immediately. The Carrier-to-Carrier Performance Assurance Plan implemented pursuant to the Bell Atlantic/GTE Merger Order provides more comprehensive, detailed, and accurate measures of Verizon's performance than do the Bell Atlantic/NYNEX reports.

Granting this request will conserve the Commission's resources. The Commission's ability effectively to monitor Verizon's performance will not be diminished by granting this request.

Background

Verizon provides *quarterly* Performance Monitoring Reports concerning the service it provides to CLECs and to its retail customers as a condition of the Commission's approval of the Bell Atlantic/NYNEX merger in 1997. The reports are provided *45 days after the end of each calendar quarter*, and include performance results for fewer than 120 measures in 22 categories. These measures were developed in 1997 at a time when competition in the local telecommunications market was at an early stage.

Verizon also provides *monthly* performance results concerning the service it provides to CLECs and to its retail customers pursuant to the Carrier-to-Carrier Performance Assurance Plan (Plan) adopted as a condition of the Commission's approval of the Bell Atlantic/GTE merger in 2000. The reports are provided *25 days after the end of each month*, and include performance results, underlying volumes, as well as statistical information and "z-scores" where applicable, for approximately 160 measures in 17 categories. In addition, the Bell Atlantic/GTE Plan specifies performance standards for each measure and, beginning with April 2001 performance, Verizon may be required to make voluntary payments to the U. S. Treasury if reported performance results do not meet specified thresholds.

The Bell Atlantic/GTE Plan (for the former Bell Atlantic service areas) is based on the New York Performance Assurance Plan adopted by the New York Public Service Commission (PSC) in 1999, which became effective upon Bell Atlantic's entry into the long distance market in New York. The New York Plan included the measures that the New York PSC determined were most important to competition from the Carrier-to-Carrier measures that had been developed through a two-year (and continuing) collaborative process with the CLECs under the auspices of the New York PSC.

In approving the New York §271 application, the Commission found that the New York Plan "provide[s] strong assurance that the local market will remain open after Bell Atlantic receives section 271 authorization." *New York 271 Order*, ¶ 429.

I. The Bell Atlantic/GTE Carrier-to-Carrier Performance Assurance Plan Provides The Commission With More Information Than The Bell Atlantic/NYNEX Performance Monitoring Reports

Attachment A provides a side-by-side comparison of the performance measure categories reported as part of the Bell Atlantic/NYNEX Performance Monitoring Reports and those reported as part of the Bell Atlantic/GTE Carrier-to-Carrier Performance Assurance Plan. As is evident, the Bell Atlantic/GTE Plan includes measures for key areas of performance that are not measured under the Bell Atlantic/NYNEX reports. These are Hot Cut Loops, Collocation, and Line Sharing.

Moreover, even for the categories that overlap, the Bell Atlantic/GTE Plan provides substantially more information in a number of areas than do the Bell Atlantic/NYNEX reports. First, the Bell Atlantic/GTE Plan provides a substantially greater level of disaggregation. Second, the Bell Atlantic/GTE Plan provides more detail concerning each reported result. Finally, the Bell Atlantic/GTE Plan specifies standards for the included measures, and provides self-executing remedies should Verizon's performance fall below the specified standard; the Bell Atlantic/NYNEX reports do not specify standards or provide remedies.

A. Disaggregation

The Bell Atlantic/GTE Plan disaggregates the measurement categories included in the Plan according to significantly more products than do the Bell Atlantic/NYNEX reports. A few examples will demonstrate the difference:

Pre-Ordering: The Bell Atlantic/NYNEX reports include only two Response Time results – for CSRs, and for all other pre-ordering transactions in the aggregate. In addition, they include only a single interface.

By contrast, the Bell Atlantic/GTE Plan reports Response Time results separately for six pre-ordering transactions – CSRs, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, and Loop Qualification. In addition, the Bell Atlantic/GTE Plan reports each of these response time results for each of the three different interfaces available to CLECs – EDI, CORBA, and the Web GUI.

Ordering: The Bell Atlantic/NYNEX reports include order confirmation and reject timeliness results for Resale orders and for UNE orders. The results are disaggregated based on the number of lines on the order.

The Bell Atlantic/GTE Plan reports order confirmation and reject timeliness results separately for Resale POTS & Pre-qualified Complex Services, Resale 2-wire Digital Services, Resale 2-wire xDSL Services, Resale Special Services, UNE POTS & Pre-qualified Complex Services, UNE 2-wire Digital Services, UNE 2-wire xDSL Services, and UNE Special Services. Again, results are disaggregated based on the number of lines on the order.

Provisioning: In the Bell Atlantic/NYNEX reports, Verizon reports the Percent Missed Appointments measure for Retail POTS and Special Services; Resale POTS and Special Services; UNE POTS and Special Services; and for Retail (IXC) Trunks and Interconnection Trunks. The three POTS measures are disaggregated between dispatch and no dispatch orders.

The Bell Atlantic/GTE Plan, by contrast, includes Percent Missed Appointments for Resale POTS, Resale 2-wire Digital Services, Resale 2-wire xDSL Services, Resale Special Services; UNE POTS New Loops, UNE POTS Platform, UNE Special Services Total, UNE Special Services EEL, UNE Special Services IOF; and Interconnection Trunks. In addition, the Bell Atlantic/GTE Plan includes Percent On Time (which is the inverse of the Percent Missed Appointments) measures for UNE Hot Cuts, UNE 2-wire Digital Services, UNE 2-wire xDSL Services, Physical Collocation, and Virtual Collocation. Where there is a "retail" analog, Verizon also reports its own (or its separate data affiliate's) performance. The POTS, 2-wire Digital, and 2-wire xDSL measures are disaggregated between dispatch and no dispatch orders (for UNE POTS, this is only relevant for Platform orders).

Maintenance & Repair: The Mean Time to Repair measure in the Bell Atlantic/NYNEX reports is reported for Retail POTS and Special Services; Resale POTS and Special Services; UNE POTS and Special Services; and for Retail (IXC) and Interconnection Trunks.

The Mean Time to Repair measure in the Bell Atlantic/GTE Plan is reported for Resale POTS & Complex; Resale Special Services; UNE Loops, UNE Platform, UNE 2-wire Digital, UNE 2-wire xDSL, UNE Special Services; and Interconnection Trunks. Where there is a "retail" analog, Verizon also reports its own (or its separate data affiliate's) performance. The POTS & Complex, Loop, Platform, 2-wire Digital, and 2-wire xDSL measures are disaggregated between troubles found in the loop and those found in the central office.

As the foregoing makes clear, the Bell Atlantic/GTE Plan measures provide a much greater level of product specificity than do the Bell Atlantic/NYNEX reports.

B. Reporting Detail

The Bell Atlantic/GTE Plan provides more information for each measure and provides the information in a more timely manner than do the Bell Atlantic/NYNEX reports. The Bell Atlantic/NYNEX reports include only the performance results for each measure. By contrast,

the Bell Atlantic/GTE Plan provides, in addition to the results, the “observations” – or volumes – for each measure, the standard associated with the measure and, where the standard is parity, the z-score, standard deviation, and sampling error.

Further, the Bell Atlantic/NYNEX reports are submitted quarterly (including three months’ performance), 45 days after the end of each quarter. The Bell Atlantic/GTE Plan reports are submitted monthly, 25 days after the end of each month, and therefore provide the Commission with more current information.

II. The Commission’s Ability To Monitor Verizon’s Performance Will Not Be Harmed By Terminating The Bell Atlantic/NYNEX Reports.

As shown in Attachment A, there are only a few measures reported in the Bell Atlantic/NYNEX reports that are not included in the Bell Atlantic/GTE Plan. The Commission has already determined that several of these measures are flawed. The others are not necessary for the Commission’s oversight of Verizon’s performance, as is clear from their absence in the more comprehensive and up-to-date plans in place. As a result, the absence of these measures for the remaining months of the Bell Atlantic/NYNEX reports will not diminish the Commission’s ability to monitor Verizon’s performance.

The first of these measures – Percent Rejects – is not included in the New York Performance Assurance Plan, on which the Bell Atlantic/GTE Plan was modeled, because it is largely a measure of the care with which CLECs complete the Local Service Requests they send to Verizon, not Verizon’s performance. For this reason, the Commission did not accord it significant weight in the New York 271 Order (¶ 175), and its absence from the Bell Atlantic/GTE Plan will not diminish the Commission’s ability to monitor Verizon’s performance.

The second group of measures are two categories of interval measures – Average Interval Offered and Average Interval Completed, including Percent Completed within 5 Business Days. The Commission has already determined in the New York 271 Order, based on evidence submitted by Verizon, that these measures measure “factors outside of [Verizon’s] control and unrelated to the timeliness and quality of [Verizon’s] provisioning . . . to competing carriers.” As a result, the Commission determined that the interval measures were “flawed and therefore, should be accorded little weight in our analysis here.” (¶ 202) For the same reasons, the New York PSC did not include average interval offered or average interval completed measures in the New York Performance Assurance Plan, on which the Bell Atlantic/GTE Plan was modeled, and their absence will not meaningfully affect the Commission’s ability to monitor Verizon’s performance.

The third measure – Percent Common Trunk Blocking – also is not included in the New York Performance Assurance Plan. Common trunks carry traffic between Verizon end offices and the Verizon access tandem, including local traffic for both Verizon customers and CLEC customers. Since these trunks carry traffic for both Verizon and CLEC end users, any blockage will affect both Verizon and CLECs. As a result, there is “parity by design” and no purpose is served by measuring these trunk groups.

Similarly, the process measured in the fourth measure – Timeliness of Daily Usage Feed – is the same process through which usage detail is produced for retail. And the fifth measure – Timeliness of Completion Notification – measures a process that, as defined, is of little real concern to the CLECs. As such, it is no longer included in the New York Performance Assurance Plan.

III. Conclusion

The Bell Atlantic/GTE Carrier-to-Carrier Performance Assurance Plan provides an expanded set of measures and substantially more useful, current and accurate information than the Bell Atlantic/NYNEX reports. Moreover, beginning with the April performance month, Verizon will be subject to remedies under the Bell Atlantic/GTE Plan if its performance does not meet the specified standards. Given these facts, it makes little sense for the Commission to continue to devote resources to the Bell Atlantic/NYNEX reports, or to require Verizon to continue to devote its resources to producing (or CLECs their resources to reviewing) these redundant and superceded reports. For these reasons, Verizon requests that the Commission authorize Verizon to stop providing Performance Monitoring Reports pursuant to Appendix C of the Bell Atlantic/NYNEX Merger Order, effective immediately.

Sincerely,



Attachment

cc: A. Dale
C. Matthey
M. Stone

Metric	BA/NYNEX	BA/GTE
OSS Response Time	yes	yes
OSS Availability	yes	yes
Order Confirmation Timeliness	yes	yes
Reject Timeliness	yes	yes
Percent Rejects	yes	no
Timeliness of Completion Notification	yes	no
Percent Flow Through	yes	yes
Average Offered Interval	yes	no
Average Completed Interval	yes	no
Percent Completed within 5 Days	yes	yes
Missed Appointments	yes	yes
Facility Missed Orders	yes	yes
Installation Quality	yes	yes
Hot Cut Loops	no	yes
Line Sharing	no	yes
Trouble Report Rate	yes	yes
Missed Repair Appointments	yes	yes
Trouble Duration Intervals	yes	yes
Repeat Trouble Reports	yes	yes
Percent Common Trunk Blocking	yes	no
Percent Final Trunk Group Blockage	yes	yes
Collocation Performance	no	yes
Timeliness of Daily Usage Feed	yes	no
Timeliness of Carrier Bill	yes	yes

BA/NYNEX Metrics Not Included in BA/GTE:

- Percent Rejects
- Timeliness of Completion Notification
- Average Offered and Completed Interval
- Percent Common Trunk Blocking
- Timeliness of Daily Usage Feed

BA/GTE Metrics Not Reported in BA/NYNEX:

- Hot Cut Loops
- Line Sharing
- Collocation Performance