

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

**PRE-ORDERING**

Metric #	Standard	Actual Performance		Difference	
		VZ	CLEC		
<b>PO-1 - Response Time OSS Pre-Ordering Interface</b>					
PO-1-01-6020	Ave Resp Tm - Customer Service Record - EDI	Parity plus <= 4 Seconds	0.78	2.85	-2.07
PO-1-01-6030	Ave Resp Tm - Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.78	0.76	0.02
PO-1-01-6050	Ave Resp Tm - Customer Service Record - Web GUI	Parity plus <= 4 Seconds	0.78	3.50	-2.72
PO-1-02-6020	Ave Resp Tm - Due Date Availability - EDI	Parity plus <= 4 Seconds	1.36	4.59	-3.23
PO-1-02-6030	Ave Resp Tm - Due Date Availability - CORBA	Parity plus <= 4 Seconds	1.36	1.95	-0.59
PO-1-02-6050	Ave Resp Tm - Due Date Availability - Web GUI	Parity plus <= 4 Seconds	1.36	4.41	-3.05
PO-1-03-6020	Ave Resp Tm - Address Validation - EDI	Parity plus <= 4 Seconds	4.22	3.34	0.88
PO-1-03-6030	Ave Resp Tm - Address Validation - CORBA	Parity plus <= 4 Seconds	4.22	2.23	1.99
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI	Parity plus <= 4 Seconds	4.22	4.58	-0.36
PO-1-04-6020	Ave Resp Tm - Product and Service Availability - EDI	Parity plus <= 4 Seconds	13.22	14.63	-1.41
PO-1-04-6030	Ave Resp Tm - Product and Service Availability - CORBA	Parity plus <= 4 Seconds	13.22	13.99	-0.77
PO-1-04-6050	Ave Resp Tm - Product and Service Availability - Web GUI	Parity plus <= 4 Seconds	13.22	16.15	-2.93
PO-1-05-6020	Ave Resp Tm - Tel Number Availability and Reservation - EDI	Parity plus <= 4 Seconds	2.04	6.66	-4.62
PO-1-05-6030	Ave Resp Tm - Tel Number Availability and Reservation - CORBA	Parity plus <= 4 Seconds	2.04	4.00	-1.96
PO-1-05-6050	Ave Resp Tm - Tel Number Availability and Reservation - Web GUI	Parity plus <= 4 Seconds	2.04	6.28	-4.24
PO-1-06-6020	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI	Parity plus <= 4 Seconds	12.69	3.12	9.57
PO-1-06-6030	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA	Parity plus <= 4 Seconds	12.69	3.26	9.43
PO-1-06-6050	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI	Parity plus <= 4 Seconds	12.69	4.39	8.30
PO-1-07-6020	Ave Resp Tm - Rejected Query - EDI	Parity plus <= 4 Seconds	0.25	2.87	-2.62
PO-1-07-6030	Ave Resp Tm - Rejected Query - CORBA	Parity plus <= 4 Seconds	0.25	0.84	-0.59
PO-1-07-6050	Ave Resp Tm - Rejected Query - Web GUI	Parity plus <= 4 Seconds	0.25	3.35	-3.10
PO-1-08-6020	% Timeouts - EDI	No Standard	2.53	0.35	
PO-1-08-6030	% Timeouts - CORBA	No Standard	2.53	0.04	
PO-1-08-6050	% Timeouts - Web GUI	No Standard	2.53	0.30	
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.78	2.55	-1.77
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.78	0.32	0.46
PO-1-09-6050	Parsed CSR - Web GUI	Parity plus <= 10 Seconds	NEF	NEF	
PO-1-10-6020	Parsed CSR - CLEC Total - EDI	No Standard	NA	NA	
PO-1-10-6030	Parsed CSR - CLEC Total - CORBA	No Standard	NA	0.35	
PO-1-10-6050	Parsed CSR - CLEC Total - Web GUI	No Standard	NEF	NEF	
<b>PO-2 - OSS Interface Availability</b>					
PO-2-01-6030	OSS Interface Availability - Total - CORBA - Pre-Ordering	No Standard	99.92	1.17	
PO-2-01-6040	OSS Interface Availability - Total - Web - GUI - Maintenance	No Standard	99.81	0.67	
PO-2-01-6060	OSS Interface Availability - Total - Electronic Bonding - Maintenance	No Standard	100.00	0.00	
PO-2-02-6020	OSS Interface Availability - Prime Time - EDI - Pre-Ordering	99.5%	99.99	0.17	0.49
PO-2-02-6030	OSS Interface Availability - Prime Time - CORBA - Pre-Ordering	99.5%	99.96	0.33	0.46
PO-2-02-6050	OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering	99.5%	100.00	0.00	0.50
PO-2-02-6040	OSS Interface Availability - Prime Time - Web GUI - Maintenance	99.5%	99.96	0.17	0.46
PO-2-02-6060	OSS Interface Availability - Prime Time - Electronic Bonding - Maintenance	99.5%	100.00	0.00	0.50
PO-2-03-6030	OSS Interface Availability - Non-Prime Time - CORBA - Pre-Ordering	No Standard	99.87	0.83	
PO-2-03-6040	OSS Interface Availability - Non-Prime Time - Web GUI - Maintenance	No Standard	99.81	0.50	
PO-2-03-6060	OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance	No Standard	100.00	0.00	
<b>PO-3 - Contact Center Availability</b>					
PO-3-01-2005	Average Speed of Answering - Ordering - Falls Church	No Standard	8.10		
PO-3-02-2005	% Answered within 20 Seconds - Ordering - Falls Church	85% within 20 Seconds	91.46	4166	6.46
PO-3-03-2002	Average Speed of Answering - Richmond	No Standard	10.72		
PO-3-04-2002	% Answered within 20 Seconds - Repair - Richmond	85% within 20 Seconds	85.85	97532	0.85
<b>PO-4 - Timeliness of Change Management Notice</b>					
PO-4-01-6600	% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrms sent on Time - All Types	95% Complying with Minimum Interval	100.00	11	5.00
PO-4-04-6611	% Change Management Notices sent on time - Type 1 - Emergency Maintenance	No Standard	100.00	11	
PO-4-04-6621	% Change Management Notices sent on time - Type 2 - Regulatory	No Standard	NA		
PO-4-04-6631	% Change Management Notices sent on time - Type 3 - Industry Standard	No Standard	NA		
PO-4-04-6641	% Change Management Notices sent on time - Type 4 - VZ Originated	No Standard	NA		
PO-4-04-6651	% Change Management Notices sent on time - Type 5 - CLEC Originated	No Standard	NA		
PO-4-04-6612	% Change Management Confirmations sent on time - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-04-6622	% Change Management Confirmations sent on time - Type 2 - Regulatory	No Standard	NA		
PO-4-04-6632	% Change Management Confirmations sent on time - Type 3 - Industry Standard	No Standard	NA		
PO-4-04-6642	% Change Management Confirmations sent on time - Type 4 - VZ Originated	No Standard	NA		
PO-4-04-6652	% Change Management Confirmations sent on time - Type 5 - CLEC Originated	No Standard	NA		
PO-4-05-6611	Change Management Notices - Average Delay Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-05-6621	Change Management Notices - Average Delay Days - Type 2 - Regulatory	No Standard	NA		
PO-4-05-6631	Change Management Notices - Average Delay Days - Type 3 - Industry Standard	No Standard	NA		
PO-4-05-6641	Change Management Notices - Average Delay Days - Type 4 - VZ Originated	No Standard	NA		
PO-4-05-6651	Change Management Notices - Average Delay Days - Type 5 - CLEC Originated	No Standard	NA		
PO-4-05-6612	Change Management Confirmations - Average Delay Days - Type 1 - Emergency Maintenance	No Standard	NA		
PO-4-05-6622	Change Management Confirmations - Average Delay Days - Type 2 - Regulatory	No Standard	NA		
PO-4-05-6632	Change Management Confirmations - Average Delay Days - Type 3 - Industry Standard	No Standard	NA		
PO-4-05-6642	Change Management Confirmations - Average Delay Days - Type 4 - VZ Originated	No Standard	NA		
PO-4-05-6652	Change Management Confirmations - Average Delay Days - Type 5 - CLEC Originated	No Standard	NA		
PO-4-06-6611	Change Management Notices - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	0 > 8 Days	NA		
PO-4-06-6621	Change Management Notices - Average Delay Days - 8 Plus Days - Type 2 - Regulatory	0 > 8 Days	NA		
PO-4-06-6631	Change Management Notices - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days	NA		
PO-4-06-6641	Change Management Notices - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days	NA		
PO-4-06-6651	Change Management Notices - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days	NA		
PO-4-06-6612	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	0 > 8 Days	NA		
PO-4-06-6622	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 2 - Regulatory	0 > 8 Days	NA		
PO-4-06-6632	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days	NA		
PO-4-06-6642	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days	NA		
PO-4-06-6652	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days	NA		
<b>PO-5 - Average Notification of Interface Outage</b>					
PO-5-01-2030	Average Notice of Interface Outage	Not more than 20 minutes	NA		
<b>PO-6 - Software Validation</b>					
PO-6-01-2000	Software Validation	Not more than 5%	R3	NA	
<b>PO-7 - Software Problem Resolution Timeliness</b>					
PO-7-01-2000	% Software Problem Res. Timeliness	95% Complying with Schedule	NA		
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	No Standard	NA		
PO-7-03-2000	Delay Days - S/W Res. - Change - Xactions Failed, With Workaround	No Standard	NA		
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	No Standard	NA		
<b>PO-8 - Manual Loop Qualification</b>					
PO-8-01-2000	% On-Time - Manual Loop Qualification	95% within 48 Hours	NEF		
PO-8-02-2000	% On-Time - Engineering Record Request	95% within 72 Hours	NA		

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
OPERATION SUPPORT SYSTEM / BILLING**

**TROUBLE REPORTING (OSS)**

**MR-1 - Response Time OSS Maintenance Interface**

		VZ	CLEC	Observations	Difference
MR-1-01-6040	Average Response Time - Create Trouble - Web GUI	9.79	3.85	210	5.94
MR-1-01-6060	Average Response Time - Create Trouble - Electronic Bonding	9.79	10.97	19	-1.18
MR-1-02-6040	Average Response Time - Status Trouble - Web GUI	1.08	0.48	4	0.60
MR-1-02-6060	Average Response Time - Status Trouble - Electronic Bonding	1.08	0.21	15	0.87
MR-1-03-6040	Average Response Time - Modify Trouble - Web GUI	9.79	NA		
MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Bonding	9.79	6.63	14	3.16
MR-1-04-6040	Average Response Time - Request Cancellation of Trouble - Web GUI	11.62	2.60	4	9.02
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Electronic Bonding	11.62	3.65	2	7.97
MR-1-05-6040	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	0.63	1.46	117	-0.83
MR-1-05-6060	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	NEF	NEF		
MR-1-06-6040	Average Response Time - Test Trouble (POTS Only) - Web GUI	45.16	36.96	1103	8.20
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	45.16	NA		

**BILLING**

**BI-1 - Timeliness of Daily Usage Feed**

			VZ	CLEC	Observations	Difference
BI-1-01-2030	% DUF in 3 Business Days	No Standard	93.46			
BI-1-02-2030	% DUF in 4 Business Days	5% of DUF in 4 Business Days	99.19	11715053		4.19
BI-1-03-2030	% DUF in 5 Business Days	No Standard	99.56			
BI-1-04-2030	% DUF in 8 Business Days	No Standard	99.62			

**BI-2 - Timeliness of Carrier Bill**

			VZ	CLEC	Observations	Difference
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	405		2.00

**BI-3 - Billing Accuracy**

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	CLEC Aggregate		
BI-3-01-2030	% Billing Adjustments - Including Charges Adjusted Due to PCDs	No Standard	0.78	0.25	256092055	28731256		
BI-3-03-2030	% Billing Adjustments - Excluding Charges Adjusted Due to PCDs	Parity with VZ Retail	0.57	0.25	256092055	28731256	0.00	216.04

**BI-4 - DUF Accuracy**

			CLEC	Observations	Difference
BI-4-01-2030	% Usage Accuracy	95%	100.00	12986850	5.00
BI-4-02-2030	% Corrected Usage Records Delivered on Time	No Standard	NA		

**BI-5 - Accuracy of Mechanized Bill Feed**

			VZ	CLEC	Observations	Difference
BI-5-01-2030	% Accuracy of Mechanized Bill Feed	95%	100.00	60		5.00

**BI-6 - Completeness of Usage Charges**

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs		
BI-6-01-2030	% Completeness of Usage Charges - Including PCD Delayed Charges	No Standard	71.75	55.05	32428338.00	713889.00		
BI-6-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	71.75	55.05	32428338.00	713889.00	0.05	-310.02

**BI-7 - Completeness of Fractional Recurring Charges**

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs		
BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges	No Standard	76.54	68.59	7432020.01	991137.20		
BI-7-02-2030	% Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	90.55	80.35	5969757.55	821662.09	0.03	-296.34

**BI-8 - Non-recurring Charge Completeness**

			Actual Performance		Number of Observations		Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs		
BI-8-01-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges	No Standard	95.19	94.47	3819502.76	392548.09		
BI-8-02-2030	% Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	99.00	95.93	3332647.89	377525.48	0.02	-179.68

**OPERATOR SERVICES & DATABASES**

**OD-1 - Operator Services - Speed of Answer**

			VZ	CLEC Aggregate	Observations	Difference
OD-1-01-1020	Average Speed of Answer - Operator Services	No Standard	1.92	0.31	21936	
OD-1-02-1020	Average Speed of Answer - Directory Assistance	No Standard	5.28	3.49	109416	
OD-1-03-1020	% Answered within 30 Seconds - Operator Services	95% in 30 Seconds	99.83	100.00	21936	5.00
OD-1-04-1020	% Answered within 30 Seconds - Directory Assistance	95% in 30 Seconds	95.74	98.58	109416	3.58

**OD-3 - DA Database Update Accuracy**

			VZ	CLEC Aggregate	VZ	CLEC Aggregate	Sampling Error	Z-Score
OD-3-01-1020	% DA Update Accuracy - Including PCD's	No Standard	99.50	99.50	200	200		
OD-3-02-1020	% DA Update Accuracy - Excluding PCD's	Parity with VZ Retail	99.50	99.50	200	200	0.71	

**GENERAL**

**GE-1 - Directory Listing Verification Reports**

			VZ	CLEC	Observations	Difference
GE-1-01-2030	% Directory Listing Verification Reports Furnished On-Time	95% on or before Due Date		100.00	111	5.00

**GE-2 - Poles, Ducts, Conduit and Rights of Way**

			VZ	CLEC	Observations	Difference
GE-2-01-2030	% of Access Requests Responses Transmitted On-Time	95% on or before Due Date		100.00	44	5.00

**GE-3 - Bona Fide Request Responses**

			VZ	CLEC	Observations	Difference
GE-3-01-2030	% Bona Fide Request Responses Furnished On-Time	No Standard		NA		

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance**  
**RESALE ORDERING - POTS / SPECIAL SERVICES**

Metric #	Standard	CLEC Aggregate		
		Performance	Observations	Difference
<b>POTS &amp; Pre-qualified Complex</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-01-2320	Av. Local Service Request Confirmation -LSRC- -Flow-Through	No Standard	0.73	
OR-1-02-2320	% On Time LSRC - Flow-Through	95% within 2 hours	97.54	8951 2.54
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	14.69	
OR-1-04-2320	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	96.69	3114 1.69
OR-1-05-2320	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	20.09	
OR-1-06-2320	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	97.18	142 2.18
OR-1-07-2320	Average LSRC Time < 6 Lines - Fax	No Standard	NA	
OR-1-08-2320	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA	
OR-1-09-2320	Average LSRC Time >= 6 Lines - Fax	No Standard	NA	
OR-1-10-2320	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-01-2320	Average Local Service Request -LSR- Reject - Time -Flow-Through	No Standard	0.30	
OR-2-02-2320	% On Time LSR Reject - Flow-Through	95% within 2 hours	98.27	1848 3.27
OR-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	11.83	
OR-2-04-2320	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	99.39	1319 4.39
OR-2-05-2320	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	21.42	
OR-2-06-2320	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	100 5.00
OR-2-07-2320	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	
OR-2-08-2320	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA	
OR-2-09-2320	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA	
OR-2-10-2320	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA	
<b>OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days</b>				
OR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	95%	99.97	6511 4.97
<b>Complex Services - 2 Wire Digital</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	22.17	
OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	9 5.00
OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	36.78	
OR-1-06-2341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	2 5.00
OR-1-07-2341	Average LSRC Time < 6 Lines - Fax	No Standard	NA	
OR-1-08-2341	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA	
OR-1-09-2341	Average LSRC Time >= 6 Lines - Fax	No Standard	NA	
OR-1-10-2341	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	26.77	
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	5 5.00
OR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	39.89	
OR-2-06-2341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	2 5.00
OR-2-07-2341	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	
OR-2-08-2341	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA	
OR-2-09-2341	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA	
OR-2-10-2341	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA	
<b>Complex Services - 2 Wire xDSL</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03-2342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA	
OR-1-04-2342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA	
OR-1-05-2342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA	
OR-1-06-2342	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA	
OR-1-07-2342	Average LSRC Time < 6 Lines - Fax	No Standard	NA	
OR-1-08-2342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA	
OR-1-09-2342	Average LSRC Time >= 6 Lines - Fax	No Standard	NA	
OR-1-10-2342	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-03-2342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA	
OR-2-04-2342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA	
OR-2-05-2342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA	
OR-2-06-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA	
OR-2-07-2342	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	
OR-2-08-2342	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA	
OR-2-09-2342	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA	
OR-2-10-2342	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA	

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
RESALE ORDERING - POTS / SPECIAL SERVICES**

Metric #	Standard	CLEC Aggregate																														
		Performance	Observations	Difference																												
<b>Special Services</b>																																
<b>OR-1 - Order Confirmation Timeliness</b>																																
OR-1-03-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	21.35																													
OR-1-03-2210	Average LSRC Time < 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA																													
OR-1-03-2211	Average LSRC Time < 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	NA																													
OR-1-03-2213	Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA																													
OR-1-04-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 48 hours	90.91	11 -4.09																												
OR-1-04-2210	% On Time < 6 Lines -DS0 - Electronic - No Flow-Through	95% within 48 hours	NA																													
OR-1-04-2211	% On Time < 6 Lines -DS1 - Electronic - No Flow-Through	95% within 48 hours	NA																													
OR-1-04-2213	% On Time < 6 Lines -DS3 - Electronic - No Flow-Through	95% within 48 hours	NA																													
OR-1-05-2214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	31.55																													
OR-1-05-2210	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA																													
OR-1-05-2211	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through	No Standard	NA																													
OR-1-05-2213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA																													
OR-1-06-2214	% On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	100.00	5 5.00																												
OR-1-06-2210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	NA																													
OR-1-06-2211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours	NA																													
OR-1-06-2213	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours	NA																													
OR-1-07-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	0.17																													
OR-1-07-2210	Average LSRC Time < 6 Lines -DS0 - Fax	No Standard	NA																													
OR-1-07-2211	Average LSRC Time < 6 Lines -DS1 - Fax	No Standard	NA																													
OR-1-07-2213	Average LSRC Time < 6 Lines -DS3 - Fax	No Standard	NA																													
OR-1-08-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	100.00	1 5.00																												
OR-1-08-2210	% On Time LSRC < 6 Lines -DS0 - Fax	95% within 72 hours	NA																													
OR-1-08-2211	% On Time LSRC < 6 Lines -DS1 - Fax	95% within 72 hours	NA																													
OR-1-08-2213	% On Time LSRC < 6 Lines -DS3 - Fax	95% within 72 hours	NA																													
OR-1-09-2214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA																													
OR-1-09-2210	Average LSRC Time >= 6 Lines -DS0 - Fax	No Standard	NA																													
OR-1-09-2211	Average LSRC Time >= 6 Lines -DS1 - Fax	No Standard	NA																													
OR-1-09-2213	Average LSRC Time >= 6 Lines -DS3 - Fax	No Standard	NA																													
OR-1-10-2214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 96 hours	NA																													
OR-1-10-2210	% On Time LSRC >= 6 Lines -DS0 - Fax	95% within 96 hours	NA																													
OR-1-10-2211	% On Time LSRC >= 6 Lines -DS1 - Fax	95% within 96 hours	NA																													
OR-1-10-2213	% On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours	NA																													
<b>OR-2 - Reject Timeliness</b>																																
OR-2-03-2200	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	18.74																													
OR-2-04-2200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	100.00	21 5.00																												
OR-2-05-2200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	26.87																													
OR-2-06-2200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	1 5.00																												
OR-2-07-2200	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA																													
OR-2-08-2200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours	NA																													
OR-2-09-2200	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA																													
OR-2-10-2200	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA																													
<b>POTS / Special Services - Aggregate</b>																																
<b>OR-3 - Percent Rejects</b>																																
OR-3-01-2000	% Rejects	No Standard	24.46	13582																												
<b>OR-4 - Timeliness of Completion Notification</b>																																
OR-4-01-2000	Completion Notice - Average Response Time	No Standard	VZ 9.87	CLEC 12006																												
OR-4-02-2000	Completion Notice - % On Time	97% by next business day at noon	91.56	12006 -5.44																												
OR-4-03-2000	% Orders Excluded from % On Time Measurement	No Standard	0.01	12006																												
OR-4-04-2000	Work Completion Notice - Avg Response Time	No Standard	0.01																													
OR-4-05-2000	Work Completion Notice - % On Time	97% by next business day at noon	100.00	11897 3.00																												
<table border="1"> <thead> <tr> <th>VZ</th> <th>CLEC Aggregate</th> <th>VZ</th> <th>CLEC Aggregate</th> <th>Standard Deviation</th> <th>Sampling Error</th> <th>Z-Score</th> </tr> </thead> <tbody> <tr> <td>16.77</td> <td>78.02</td> <td>356125</td> <td>11988</td> <td>16.74</td> <td>0.16</td> <td>-394.03</td> </tr> <tr> <td>1.96</td> <td>4.47</td> <td>356125</td> <td>11988</td> <td></td> <td>0.13</td> <td>-19.50</td> </tr> <tr> <td>4.95</td> <td>9.73</td> <td>356125</td> <td>11988</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score	16.77	78.02	356125	11988	16.74	0.16	-394.03	1.96	4.47	356125	11988		0.13	-19.50	4.95	9.73	356125	11988			
VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score																										
16.77	78.02	356125	11988	16.74	0.16	-394.03																										
1.96	4.47	356125	11988		0.13	-19.50																										
4.95	9.73	356125	11988																													
OR-4-06-2000	Avg Duration - Work Completion -SOP- to Bill Comp	Parity with VZ Retail																														
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail																														
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	No Standard																														
OR-4-09-2000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	VZ 97.04	CLEC 4727 2.04																												
OR-4-10-2000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	100.00	5371 5.00																												
OR-4-11-2000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	0.00	5371 5.00																												
<b>OR-5 - Percent Flow-Through</b>																																
OR-5-01-2000	% Flow Through - Total	No Standard	72.87	12292																												
OR-5-02-2000	% Flow Through - Simple	No Standard	73.03	12257																												
OR-5-03-2000	% Flow Through - Achieved	95%	84.51	10599 -10.49																												
<b>OR-6 - Order Accuracy</b>																																
OR-6-01-2000	% Accuracy - Orders	95 % of orders without errors	97.21	430 2.21																												
OR-6-02-2000	% Accuracy - Opportunities (each field reported separately)	No Standard	99.70	4681																												
OR-6-03-2000	% Accuracy - LSRC	Not more than 5% of LSRCs resent due to VZ error	0.18	4325 4.82																												
<b>OR-8 - Acknowledgement Timeliness</b>																																
OR-8-01-2000	% Acknowledgement on time	95% in 2 hours	99.34	7626 4.34																												
<b>OR-9 - Order Acknowledgement Completeness</b>																																
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	7626 1.00																												
<b>OR-10 - Lost Order Trouble Tickets</b>																																
OR-10-01-2000	% Lost Order Trouble Tickets	No Standard	6.67	180																												
Legend Notations defined on Legend sheet - last page																																





**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
RESALE PROVISIONING - POTS / SPECIAL SERVICES**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with VZ Retail	8.17	3.40	207	5	8.10	3.67
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with VZ Retail	8.34	8.50	105	2	9.76	6.97
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with VZ Retail	8.29	4.33	157	3	7.89	4.60
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail	8.38	2.00	74	1	7.83	7.88
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	74.36	36.14	58498	2006	0.99	-38.55
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	84.54	65.05	58498	2006	0.82	-23.74
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	95.79	95.41	58498	2006	0.46	-0.83
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail	9.00	7.66	11757	561	1.24	-1.08
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	24.23	31.19	11757	561	1.85	3.76
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	69.73	89.84	11757	561	1.99	10.13
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	94.43	98.05	70255	2567	0.46	7.86
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	98.66	99.20	58498	2006	0.26	2.07
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	91.56	97.33	11757	561	1.20	4.80
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	98.20	99.07	70255	2567	0.27	3.26
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	Parity with VZ Retail	4.17	38.56	2508	34	14.85	2.56
PR-4-03-2100	% Missed Appt. - Customer	No Standard	1.51	2.04	125436	3917		
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	8.71	2.95	20092	746	1.05	5.48
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.72	0.38	105344	3171	0.15	2.23
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard		0.10		3917		
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	8.67	2.64	15208	605	1.17	5.17
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.59	0.42	89931	2631	0.15	1.12
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.30	0.15	125436	3917	0.09	1.69
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.01	0.00	125436	3917	0.02	0.62
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	125436	3917		
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with VZ Retail	3.77	5.84	106786	4089	0.30	-6.83
PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with VZ Retail	2.37	4.16	106786	4089	0.24	-7.36
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	3.78	3.30	106786	4089		
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.14	0.00	125436	3917	0.06	2.31
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.10	0.00	125436	3917	0.05	1.95

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.99	2.12	12406	343	3.32	0.18
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	Parity with VZ Retail	4.89	3.48	3455	62	5.66	0.73
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.89	2.28	11862	320	2.74	0.16
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	4.98	3.60	2881	55	5.78	0.79

**POTS - Residence**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.95	1.71	78975	2320	1.67	0.04
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	Parity with VZ Retail	3.26	2.92	9662	537	1.27	0.06
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.92	1.78	77346	2260	1.87	0.04
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	3.22	3.44	8876	506	2.08	0.10

**Complex Services - 2 Wire Digital**

Metric #	Standard	Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
<b>PR-1 - Average Interval Offered</b>						
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.38	1.71	1861	7
PR-1-02-2341	Average Interval Offered - Total Dispatch	Parity with VZ Retail	3.33	7.25	556	4
<b>PR-2 - Average Completed Interval</b>						
PR-2-01-2341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.49	1.17	1823	6
PR-2-02-2341	Average Interval Completed - Total Dispatch	Parity with VZ Retail	4.49	6.50	415	4
<b>PR-4 - Missed Appointment</b>						
PR-4-02-2341	Average Delay Days - Total	Parity with VZ Retail	12.86	NA	145	
PR-4-03-2341	% Missed Appt. - Customer	No Standard	4.52	0.00	2567	10
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	16.71	0.00	700	5
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	1.50	0.00	1867	5
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard		0.00		10
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	Parity with VZ Retail	18.10	0.00	630	4
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	1.43	0.00	1814	5
<b>PR-5 - Facility Missed Orders</b>						
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.97	0.00	2567	10
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.16	0.00	2567	10
PR-5-03-2341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.04	0.00	2567	10
<b>PR-6 - Installation Quality</b>						
PR-6-01-2341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	2.53	0.00	554	4
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	5.80	0.00	554	4
<b>PR-8 - Open Orders in a Hold Status</b>						
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.08	0.00	2567	10
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	2567	10

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
RESALE PROVISIONING - POTS / SPECIAL SERVICES**

**Complex Services - 2 Wire xDSL**

Metric#	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2342	Average Interval Offered – Total No Dispatch	6.13	NA	31		28.81		
PR-1-02-2342	Average Interval Offered – Total Dispatch	4.67	NA	3		1.53		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2342	Average Interval Completed – Total No Dispatch	29.89	NA	18		58.91		
PR-2-02-2342	Average Interval Completed – Total Dispatch	4.00	NA	2		1.41		
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2342	Average Delay Days – Total	133.71	NA	7		115.98		
PR-4-03-2342	% Missed Appt. – Customer	8.00	NA	25				
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	0.00	NA	3				
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	31.82	NA	22				
PR-4-08-2342	% Missed Appt. – Customer – Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	0.00	NA	3				
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	33.33	NA	21				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	0.00	NA	25				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	25				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	25				
<b>PR-6 - Installation Quality</b>								
PR-6-01-2342	% Installation Troubles reported within 30 Days	168.42	NA	19				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days – FOK/TOK/CPE	1384.21	NA	19				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	4.00	NA	25				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	4.00	NA	25				

**POTS & Complex Aggregate**

<b>PR-1 - Average Interval Offered</b>								
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	3.54	1.17	50730	3859	5.25	0.09	27.03
PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	4.76	4.83	216	6	6.03	2.50	
<b>PR-2 - Average Completed Interval</b>								
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch	3.28	1.19	46515	3568	5.45	0.09	22.08
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	5.02	4.83	187	6	6.98	2.89	

**Special Services - Provisioning**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2200	Average Interval Offered – Total No Dispatch	6.79	4.66	420	32	10.88	2.00	1.07
PR-1-02-2200	Average Interval Offered – Total Dispatch	9.52	4.36	295	14	9.23	2.52	2.04
PR-1-06-2210	Average Interval Offered – DS0	7.83	4.39	483	38	11.41	1.92	1.79
PR-1-07-2211	Average Interval Offered – DS1	9.44	25.00	181	1	7.76	7.76	
PR-1-08-2213	Average Interval Offered – DS3	0.00	NA	1				
PR-1-10-2200	Average Interval Offered – Disconnects – No Dispatch	9.04	4.83	1643	12	11.84	3.43	1.23
PR-1-11-2200	Average Interval Offered – Disconnects – Dispatch	6.37	3.50	131	2	4.10	2.92	
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2200	Average Interval Completed – Total No Dispatch	6.44	5.96	264	24	7.77	1.66	0.29
PR-2-02-2200	Average Interval Completed – Total Dispatch	11.01	3.80	183	10	13.70	4.45	1.67
PR-2-06-2210	Average Interval Completed – DS0	8.44	5.18	290	28	12.50	2.47	1.32
PR-2-07-2211	Average Interval Completed – DS1	9.46	25.00	119	1	6.95	6.98	
PR-2-08-2213	Average Interval Completed – DS3	NA	NA					
PR-2-10-2200	Average Interval Completed – Disconnects – No Dispatch	9.83	3.17	1520	6	13.15	5.38	
PR-2-11-2200	Average Interval Completed – Disconnects – Dispatch	9.30	3.50	113	2	6.05	4.32	
<b>PR-4 - Missed Appointments</b>								
PR-4-01-2200	% Missed Appt. – VZ – Total	10.76	2.08	660	48		4.63	1.87
PR-4-02-2200	Average Delay Days – Total	17.00	3.00	71	1	64.80	65.25	
PR-4-03-2200	% Missed Appt. – Customer	19.70	18.75	660	48			
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Confirmation	NA	2.08		48			
PR-4-09-2200	% Missed Appt. – VZ – Standard Interval (W Coded) Orders – Total	10.71	2.27	616	44		4.83	1.75
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2200	% Missed Appointment – Verizon – Facilities	1.21	0.00	660	48		1.63	0.74
PR-5-02-2200	% Orders Held for Facilities > 15 Days	0.30	0.00	660	48		0.82	0.37
PR-5-03-2200	% Orders Held for Facilities > 60 Days	0.00	0.00	660	48			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2200	% Installation Troubles reported within 30 Days	0.79	0.00	3023	395		0.47	1.67
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	0.13	0.00	3023	395			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	2.88	0.00	660	48		2.50	1.15
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	1.06	0.00	660	48		1.53	0.69

Legend Notations defined on Legend sheet - last page



**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
RESALE MAINTENANCE - POTS/SPECIAL SERVICES**

**POTS - Maintenance**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.74	0.39	3148853	126763		0.02	14.20
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.08	0.04	3148853	126763		0.01	4.46
MR-2-04-2100	% Subsequent Reports	3.92	3.30	27021	575			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.78	0.32	3148853	126763			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2100	% Missed Repair Appointment - Loop	13.17	7.01	23399	499		1.53	4.03
MR-3-02-2100	% Missed Repair Appointment - Central Office	7.57	10.53	2564	57		3.54	-0.84
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	6.52	4.88	24630	410			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	8.16	2.07	17936	434		1.33	4.58
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	37.66	29.11	3914	79		5.51	1.55
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair - Total	18.73	14.26	25963	556	23.26	1.00	4.49
MR-4-02-2100	Mean Time to Repair - Loop Trouble	19.73	14.43	23399	499	23.44	1.06	5.00
MR-4-03-2100	Mean Time To Repair - Central Office Trouble	9.61	12.75	2564	57	19.27	2.58	-1.22
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	76.52	86.51	25963	556		1.82	5.50
MR-4-07-2100	% Out of Service > 12 hours	56.28	45.97	15475	459		2.35	4.39
MR-4-08-2100	% Out of Service > 24 Hours	23.13	12.42	15475	459		2.00	5.36
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	14.37	8.63	25963	556		1.50	3.82

**Complex Services - 2 Wire Digital**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.20	0.43	48829	928		0.15	-1.55
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.15	0.00	48829	928		0.13	1.18
MR-2-04-2341	% Subsequent Reports	4.95	0.00	182	4			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.14	1.51	48829	928			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment - Loop	31.63	0.00	98	4		23.72	
MR-3-02-2341	% Missed Repair Appointment - Central Office	21.33	NA	75				
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	17.84	14.29	555	14		10.36	0.34
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	9.47	0.00	95	4		14.95	
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	50.00	NA	72				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair - Total	19.47	30.63	173	4	25.02	12.65	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	24.60	30.63	98	4	28.48	14.53	
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	12.75	NA	75		17.64		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	75.14	50.00	173	4		21.86	
MR-4-07-2341	% Out of Service > 12 hours	58.46	50.00	65	2		35.38	
MR-4-08-2341	% Out of Service > 24 Hours	21.54	50.00	65	2		29.51	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	22.54	25.00	173	4		21.13	

**Complex Services - 2 Wire xDSL**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.13	0.00	44976	47		0.52	0.24
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.10	0.00	44976	47		0.47	0.22
MR-2-04-2342	% Subsequent Reports	0.00	NA	104				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.31	0.00	44976	47			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2342	% Missed Repair Appointment - Loop	10.53	NA	57				
MR-3-02-2342	% Missed Repair Appointment - Central Office	12.77	NA	47				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	14.80	NA	588				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	9.25	NA	97				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	75.00	NA	4				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2342	Mean Time To Repair - Total	21.27	NA	104		16.04		
MR-4-02-2342	Mean Time to Repair - Loop Trouble	25.19	NA	57		16.00		
MR-4-03-2342	Mean Time To Repair - Central Office Trouble	16.52	NA	47		14.91		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	70.19	NA	104				
MR-4-07-2342	% Out of Service > 12 hours	73.27	NA	101				
MR-4-08-2342	% Out of Service > 24 Hours	28.71	NA	101				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2342	% Repeat Reports within 30 Days	53.85	NA	104				

**POTS/Complex Services Combined**

<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-06-2103	% Out of Service > 4 hours	74.37	56.21	15475	459		2.07	8.78

**Special Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-2200	Network Trouble Report Rate - Total	0.16	0.08	233539	7661		0.05	1.84
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.23	0.22	233539	7661			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2200	Mean Time To Repair - Total	5.26	2.63	385	6	4.83	1.99	
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials	6.20	3.68	181	3	4.76	2.77	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	99.48	100.00	385	6		2.96	
MR-4-06-2200	% Out of Service > 4 hours - Specials	49.87	20.00	385	5		22.51	
MR-4-07-2200	% Out of Service > 12 hours - Specials	5.45	0.00	385	5		10.22	
MR-4-08-2200	% Out of Service > 24 Hours - Specials	0.52	0.00	385	5		3.24	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2200	% Repeat Reports within 30 Days	14.81	16.67	385	6		14.61	

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance - NOVA**  
**RESALE PROVISIONING**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	8.24	3.00	97	1	8.30	8.34	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	9.66	3.00	67	1	11.57	11.66	
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	7.69	NA	67		6.01		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	8.85	2.00	47	1	7.83	7.91	
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	69.36	52.00	16502	200		3.28	-5.29
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	79.80	75.50	16502	200		2.86	-1.51
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	93.87	92.00	16502	200		1.71	-1.10
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	3.22	3.70	2608	27		3.41	0.14
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	8.55	33.33	2608	27		5.41	4.58
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	35.20	59.26	2608	27		9.24	2.60
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	89.61	94.71	19110	227		2.04	2.50
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.41	98.50	16502	200		0.89	0.10
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	83.17	92.59	2608	27		7.24	1.30
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	97.66	98.24	19110	227		1.01	0.57
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	4.05	25.29	1044	7	9.63	3.65	
PR-4-03-2100	% Missed Appt. - Customer	1.88	2.46	33420	488			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	16.11	8.51	5058	47		5.39	1.41
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.81	0.68	28362	441		0.43	0.30
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		488			
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	16.17	8.57	3908	35		6.25	1.22
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	0.66	0.87	23762	344		0.44	-0.48
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.41	0.00	33420	488		0.29	1.41
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.04	0.00	33420	488		0.09	0.44
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	33420	488			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	4.79	5.35	32079	598		0.88	-0.64
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.94	4.85	32079	598		0.70	-2.73
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	5.25	4.35	32079	598			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.05	0.00	33420	488		0.10	0.49
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.02	0.00	33420	488		0.06	0.31

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.18	2.89	3718	74	3.02	0.35	-4.82
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	5.15	4.14	1027	7	5.72	2.17	
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.06	3.06	3511	70	2.18	0.26	-7.60
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	5.58	3.00	797	6	6.41	2.63	
<b>POTS - Residence</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	1.10	1.39	20521	271	1.86	0.11	-2.55
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	4.22	3.27	2048	26	1.28	0.25	3.76
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	1.07	1.86	20044	267	2.46	0.15	-5.21
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	4.59	4.95	1811	21	2.70	0.59	-0.61

**Complex Services - 2 Wire Digital**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	0.26	3.00	1036	2	0.88	0.62	
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.62	8.33	155	3	2.02	1.18	
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	0.46	0.50	1023	2	2.98	2.11	
PR-2-02-2341	Average Interval Completed - Total Dispatch	5.69	7.33	97	3	7.14	4.19	
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2341	Average Delay Days - Total	10.22	NA	68		18.92		
PR-4-03-2341	% Missed Appt. - Customer	2.51	0.00	1234	5			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	22.56	0.00	195	4		21.11	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	2.31	0.00	1039	1		15.03	
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		5			
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	22.75	0.00	189	3		24.39	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	2.25	0.00	1023	2		10.50	
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.22	0.00	1234	5		4.92	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.16	0.00	1234	5		1.79	
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.08	0.00	1234	5		1.27	
<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Installation Troubles reported within 30 Days	3.26	0.00	184	4		8.98	
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	8.70	0.00	184	4			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.08	0.00	1234	5		1.27	
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	1234	5			

**Complex Services - 2 Wire xDSL**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	8.04	NA	23		33.42		
PR-1-02-2342	Average Interval Offered - Total Dispatch	4.67	NA	3		1.53		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	44.42	NA	12		68.35		
PR-2-02-2342	Average Interval Completed - Total Dispatch	4.00	NA	2		1.41		

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2342	Average Delay Days – Total	133.71	NA	7		115.98		
PR-4-03-2342	% Missed Appt. – Customer	11.11	NA	18				
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	0.00	NA	3				
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	46.67	NA	15				
PR-4-08-2342	% Missed Appt. – Customer – Due to Late Order Confirmation		NA					
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	0.00	NA	3				
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	46.67	NA	15				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	0.00	NA	18				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	18				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	18				
<b>PR-6 - Installation Quality</b>								
PR-6-01-2342	% Installation Troubles reported within 30 Days	128.57	NA	14				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1364.29	NA	14				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0.00	NA	18				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0.00	NA	18				

**POTS & Complex Aggregate**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	3.75	1.37	15417	431	5.83	0.28	8.36
PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	5.75	7.00	36	1	7.52	7.62	
<b>PR-2 - Average Completed Interval</b>								
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch	3.60	1.13	14366	384	6.49	0.34	7.36
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	7.26	7.00	27	1	10.62	10.81	

**RESALE MAINTENANCE**

**POTS - Maintenance**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.62	0.16	1296710	51250		0.04	13.08
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.08	0.04	1296710	51250		0.01	3.67
MR-2-04-2100	% Subsequent Reports	7.87	4.76	9940	105			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.77	0.22	1296710	51250			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2100	% Missed Repair Appointment – Loop	25.37	24.39	8088	82		4.83	0.20
MR-3-02-2100	% Missed Repair Appointment – Central Office	9.35	22.22	1070	18		6.82	-1.86
MR-3-03-2100	% Missed Repair Appointment – CPE /TOK/FOK	12.38	10.81	9941	111			
MR-3-04-2100	% Missed Repair Appointment – No Double Dispatch	18.03	5.08	5885	59		5.03	2.57
MR-3-05-2100	% Missed Repair Appointment – Double Dispatch	54.28	57.14	1704	28		9.49	-0.30
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time to Repair – Total	29.46	28.63	9158	100	30.26	3.04	0.27
MR-4-02-2100	Mean Time to Repair – Loop Trouble	31.63	30.42	8088	82	30.25	3.36	0.36
MR-4-03-2100	Mean Time to Repair – Central Office Trouble	13.00	20.45	1070	18	24.81	5.90	-1.26
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	54.92	53.00	9158	100		5.00	-0.38
MR-4-07-2100	% Out of Service > 12 hours	75.15	83.12	6029	77		4.96	-1.61
MR-4-08-2100	% Out of Service > 24 Hours	44.70	48.05	6029	77		5.70	-0.59
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	16.90	10.00	9158	100		3.77	1.83

**Complex Services - 2 Wire Digital**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.19	0.22	24898	457		0.21	-0.13
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.08	0.00	24898	457		0.13	0.60
MR-2-04-2341	% Subsequent Reports	8.11	0.00	74	1			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.83	1.53	24898	457			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	47.92	0.00	48	1		50.47	
MR-3-02-2341	% Missed Repair Appointment – Central Office	40.00	NA	20				
MR-3-03-2341	% Missed Repair Appointment – CPE /TOK/FOK	24.27	25.57	206	7			
MR-3-04-2341	% Missed Repair Appointment – No Double Dispatch	30.43	0.00	23	1		47.00	
MR-3-05-2341	% Missed Repair Appointment – Double Dispatch	52.38	NA	42				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time to Repair – Total	31.99	69.87	68	1	31.99	32.22	
MR-4-02-2341	Mean Time to Repair – Loop Trouble	38.38	69.87	48	1	34.29	34.64	
MR-4-03-2341	Mean Time to Repair – Central Office Trouble	16.65	NA	20		18.71		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	50.00	0.00	68	1		50.37	
MR-4-07-2341	% Out of Service > 12 hours	68.18	NA	22				
MR-4-08-2341	% Out of Service > 24 Hours	40.91	NA	22				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	29.41	0.00	68	1		45.90	

**Complex Services - 2 Wire xDSL**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2342	Network Trouble Report Rate – Loop	0.16	0.00	28303	29		0.73	0.21
MR-2-03-2342	Network Trouble Report Rate – Central Office	0.10	0.00	28303	29		0.58	0.17
MR-2-04-2342	% Subsequent Reports	0.00	NA	72				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.49	0.00	28303	29			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2342	% Missed Repair Appointment – Loop	11.36	NA	44				
MR-3-02-2342	% Missed Repair Appointment – Central Office	10.71	NA	28				
MR-3-03-2342	% Missed Repair Appointment – CPE /TOK/FOK	19.00	NA	421				
MR-3-04-2342	% Missed Repair Appointment – No Double Dispatch	7.58	NA	66				
MR-3-05-2342	% Missed Repair Appointment – Double Dispatch	75.00	NA	4				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2342	Mean Time to Repair – Total	21.56	NA	72	1	16.53		
MR-4-02-2342	Mean Time to Repair – Loop Trouble	25.40	NA	44		16.75		
MR-4-03-2342	Mean Time to Repair – Central Office Trouble	15.52	NA	28		14.47		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	69.44	NA	72				
MR-4-07-2342	% Out of Service > 12 hours	75.71	NA	70				
MR-4-08-2342	% Out of Service > 24 Hours	30.00	NA	70				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2342	% Repeat Reports within 30 Days	62.50	NA	72				

**POTS/Complex Services Combined**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
MR-4-06-2103	% Out of Service > 4 hours	88.56	92.21	6029	77		3.65	-1.00

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL**  
**RESALE PROVISIONING**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	8.79	0.00	56	1	7.76	7.83	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	5.28	NA	18		2.54		
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	9.02	NA	43		7.74		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	6.85	NA	13		7.60		
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.72	36.64	17034	625		1.75	-22.38
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	85.31	63.04	17034	625		1.44	-15.45
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	95.88	95.52	17034	625		0.81	-0.44
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	12.94	11.39	4391	202		2.42	-0.64
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	26.53	32.67	4391	202		3.18	1.93
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	71.53	91.58	4391	202		3.25	6.17
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	94.32	98.55	21425	827		0.82	5.16
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.54	99.36	17034	625		0.49	1.68
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	92.19	97.52	4391	202		1.93	2.76
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	97.96	98.91	21425	827		0.50	1.90
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	4.46	3.89	802	9	20.00	6.70	
PR-4-03-2100	% Missed Appt. - Customer	1.50	2.25	40456	1246			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	7.31	2.32	7474	259		1.65	3.03
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.78	0.30	32982	987		0.28	1.69
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.16	1246				
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - Dispatch	7.02	1.39	5471	216		1.77	3.18
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - No Dispatch	0.58	0.35	28236	847		0.26	0.87
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.37	0.32	40456	1246		0.17	0.29
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.01	0.00	40456	1246		0.03	0.35
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	40456	1246			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	2.77	3.58	33386	1258		0.47	-1.72
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.67	2.38	33386	1258		0.37	-1.95
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	2.40	1.91	33386	1258			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.15	0.00	40456	1246		0.11	1.35
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.10	0.00	40456	1246		0.09	1.10

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.59	2.97	2956	110	5.38	0.52	-2.64
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.76	4.05	1261	19	4.68	1.08	0.66
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.39	3.08	2767	103	4.57	0.46	-3.69
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.83	3.89	1091	19	4.59	1.06	0.88

**POTS - Residence**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.90	1.65	25726	750	1.85	0.07	-10.94
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.29	3.10	3540	195	1.29	0.09	2.00
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.86	1.67	25251	726	1.83	0.07	-11.76
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.01	2.89	3300	183	1.93	0.15	0.82

**Complex Services - 2 Wire Digital**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.40	0.00	192	1	1.58	1.58	
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.10	4.00	246	1	2.04	2.04	
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.47	NA	174		1.58		
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.02	4.00	192	1	3.07	3.08	
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2341	Average Delay Days - Total	16.78	NA	60		66.41		
PR-4-03-2341	% Missed Appt. - Customer	9.20	0.00	489	1			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	19.87	0.00	297	1		39.97	
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.52	NA	192				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00	1				
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - Dispatch	19.66	0.00	295	1		39.81	
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - No Dispatch	0.52	NA	192				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.64	0.00	489	1		12.71	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.41	0.00	489	1		6.40	
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	489	1			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Installation Troubles reported within 30 Days	3.52	NA	199				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	6.03	NA	199				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.20	0.00	489	1		4.47	
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	489	1			

**Complex Services - 2 Wire xDSL**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	0.50	NA	2		0.71		
PR-1-02-2342	Average Interval Offered - Total Dispatch	NA	NA					
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	1.00	NA	1				
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL  
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2342	Average Delay Days – Total	NA	NA					
PR-4-03-2342	% Missed Appt. – Customer	0.00	NA	1				
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	NA	NA					
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	0.00	NA	1				
PR-4-06-2342	% Missed Appt. – Customer – Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	NA	NA					
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	0.00	NA	1				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	0.00	NA	1				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	1				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	1				
<b>PR-6 - Installation Quality</b>								
PR-6-01-2342	% Installation Troubles reported within 30 Days	700.00	NA	1				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2100.00	NA	1				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0.00	NA	1				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0.00	NA	1				
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	3.82	0.98	14524	1076	5.29	0.17	16.99
PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	3.59	3.00	63	1	3.43	3.46	
<b>PR-2 - Average Completed Interval</b>								
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch	3.52	1.06	13039	1001	5.23	0.17	14.34
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	4.33	3.00	61	1	4.65	4.69	

**RESALE MAINTENANCE**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>POTS - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.93	0.52	669782	19313		0.07	5.90
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.09	0.04	669782	19313		0.02	2.28
MR-2-04-2100	% Subsequent Reports	1.57	0.92	6963	109			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.84	0.39	669782	19313			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2100	% Missed Repair Appointment – Loop	7.37	4.00	6238	100		2.63	1.28
MR-3-02-2100	% Missed Repair Appointment – Central Office	7.95	12.50	616	8		9.63	
MR-3-03-2100	% Missed Repair Appointment – CPE /TOK/FOK	2.96	8.00	5602	75			
MR-3-04-2100	% Missed Repair Appointment – No Double Dispatch	3.96	2.44	4574	82		2.17	0.70
MR-3-05-2100	% Missed Repair Appointment – Double Dispatch	26.44	12.50	1074	24		9.10	1.53
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time to Repair – Total	12.63	11.23	6854	108	15.47	1.50	0.94
MR-4-02-2100	Mean Time to Repair – Loop Trouble	13.11	11.34	6238	100	15.39	1.55	1.14
MR-4-03-2100	Mean Time to Repair – Central Office Trouble	7.80	9.83	616	8	15.43	5.49	
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	88.65	92.59	6854	108		3.08	1.28
MR-4-07-2100	% Out of Service > 12 hours	43.34	44.79	4571	96		5.11	-0.28
MR-4-08-2100	% Out of Service > 24 Hours	8.97	7.29	4571	96		2.95	0.57
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	13.41	10.19	6854	108		3.30	0.97
<b>Complex Services - 2 Wire Digital</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.24	1.04	14298	96		0.51	-1.57
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.23	0.00	14298	96		0.49	0.47
MR-2-04-2341	% Subsequent Reports	1.45	0.00	69	1			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.59	1.04	14298	96			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	14.29	0.00	35	1		35.49	
MR-3-02-2341	% Missed Repair Appointment – Central Office	12.12	NA	33				
MR-3-03-2341	% Missed Repair Appointment – CPE /TOK/FOK	12.72	0.00	228	1			
MR-3-04-2341	% Missed Repair Appointment – No Double Dispatch	1.96	0.00	51	1		14.00	
MR-3-05-2341	% Missed Repair Appointment – Double Dispatch	53.33	NA	15				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time to Repair – Total	10.77	4.22	68	1	13.84	13.94	
MR-4-02-2341	Mean Time to Repair – Loop Trouble	9.07	4.22	35	1	8.59	8.72	
MR-4-03-2341	Mean Time to Repair – Central Office Trouble	12.58	NA	33		17.78		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	94.12	100.00	68	1		23.70	
MR-4-07-2341	% Out of Service > 12 hours	53.13	NA	32				
MR-4-08-2341	% Out of Service > 24 Hours	9.38	NA	32				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	22.06	0.00	68	1		41.77	
<b>Complex Services - 2 Wire xDSL</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2342	Network Trouble Report Rate – Loop	0.07	0.00	4314	5		1.18	
MR-2-03-2342	Network Trouble Report Rate – Central Office	0.25	0.00	4314	5		2.26	
MR-2-04-2342	% Subsequent Reports	0.00	NA	14				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	1.25	0.00	4314	5			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2342	% Missed Repair Appointment – Loop	0.00	NA	3				
MR-3-02-2342	% Missed Repair Appointment – Central Office	18.18	NA	11				
MR-3-03-2342	% Missed Repair Appointment – CPE /TOK/FOK	7.41	NA	54				
MR-3-04-2342	% Missed Repair Appointment – No Double Dispatch	14.29	NA	14				
MR-3-05-2342	% Missed Repair Appointment – Double Dispatch	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2342	Mean Time to Repair – Total	18.15	NA	14		16.48		
MR-4-02-2342	Mean Time to Repair – Loop Trouble	19.79	NA	3		7.10		
MR-4-03-2342	Mean Time to Repair – Central Office Trouble	17.70	NA	11		18.49		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	64.29	NA	14				
MR-4-07-2342	% Out of Service > 12 hours	46.15	NA	13				
MR-4-08-2342	% Out of Service > 24 Hours	30.77	NA	13				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2342	% Repeat Reports within 30 Days	21.43	NA	14				
<b>POTS/Complex Services Combined</b>								
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-06-2103	% Out of Service > 4 hours	63.16	55.21	4571	96		4.97	1.60

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance - EASTERN**  
**RESALE PROVISIONING**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	8.97	4.50	32	2	9.49	6.92	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	7.20	14.00	15	1	6.53	6.74	
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	10.81	4.50	27	2	12.13	8.89	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	8.83	NA	12		8.96		
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	71.98	30.58	14203	775		1.66	-24.99
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.48	59.74	14203	775		1.34	-18.52
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.49	95.48	14203	775		0.68	-1.49
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	9.78	6.85	3058	219		2.08	-1.41
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	34.83	31.05	3058	219		3.33	-1.13
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	88.52	90.87	3058	219		2.23	1.05
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	97.61	98.29	17261	994		0.50	1.36
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.87	99.48	14203	775		0.39	1.56
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	96.34	97.72	3058	219		1.31	1.05
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.78	99.30	17261	994		0.36	1.45
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	3.99	90.83	347	12	14.20	4.17	-20.83
PR-4-03-2100	% Missed Appt. - Customer	1.41	2.10	31366	1473			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	4.00	2.40	4946	292		1.18	1.36
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.56	0.42	26420	1181		0.22	0.63
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.07	1473				
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - Dispatch	4.19	2.55	3773	235		1.35	1.22
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - No Dispatch	0.50	0.43	22318	937		0.24	0.30
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.06	0.00	31366	1473		0.07	0.92
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.01	0.00	31366	1473		0.03	0.38
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	31366	1473			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.81	7.06	25000	1545		0.50	-6.47
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.54	4.98	25000	1545		0.41	-5.91
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	3.97	3.69	25000	1545			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.22	0.00	31366	1473		0.12	1.76
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.16	0.00	31366	1473		0.11	1.50

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.22	0.88	1666	104	2.31	0.23	1.46
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.52	2.84	731	19	4.82	1.12	1.50
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.17	1.18	1567	95	2.18	0.23	-0.04
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.34	3.69	624	16	4.53	1.15	0.57

**POTS - Residence**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.93	1.90	21022	847	1.36	0.05	-20.35
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.73	2.79	2626	214	0.97	0.07	-0.87
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.90	1.91	20549	820	1.45	0.05	-19.56
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	2.63	4.12	2434	203	1.24	0.09	-16.45

**Complex Services - 2 Wire Digital**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.40	NA	67		1.45		
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.53	NA	68		1.97		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.48	NA	60		1.44		
PR-2-02-2341	Average Interval Completed - Total Dispatch	5.30	NA	53		10.61		
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2341	Average Delay Days - Total	13.20	NA	10		18.70		
PR-4-03-2341	% Missed Appt. - Customer	13.86	NA	166				
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	8.65	NA	104				
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	1.61	NA	62				
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		NA					
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - Dispatch	10.11	NA	89				
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - No Dispatch	1.79	NA	56				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.20	NA	166				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	NA	166				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	NA	166				
<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Installation Troubles reported within 30 Days	1.10	NA	91				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.20	NA	91				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	NA	166				
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	NA	166				

**Complex Services - 2 Wire xDSL**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	0.67	NA	6		1.21		
PR-1-02-2342	Average Interval Offered - Total Dispatch	NA	NA					
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	0.80	NA	5		1.30		
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance - EASTERN**  
**RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2342	Average Delay Days - Total	NA	NA					
PR-4-03-2342	% Missed Appt. - Customer	0.00	NA	6				
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	NA	NA					
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	0.00	NA	6				
PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	NA	NA					
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	0.00	NA	5				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	0.00	NA	6				
PR-5-02-2342	% Orders Held for Facilities > 15 Days	0.00	NA	6				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	0.00	NA	6				
<b>PR-6 - Installation Quality</b>								
PR-6-01-2342	% Installation Troubles reported within 30 Days	175.00	NA	4				
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1275.00	NA	4				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	16.67	NA	6				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	16.67	NA	6				
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	3.95	1.14	13068	1855	4.89	0.12	23.16
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	5.76	4.50	51	2	7.94	5.72	
<b>PR-2 - Average Completed Interval</b>								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	3.63	1.18	11684	1713	4.94	0.13	19.17
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	5.46	4.50	41	2	8.54	6.18	

**RESALE MAINTENANCE**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>POTS - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.71	0.67	699737	29843		0.05	0.86
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.08	0.07	699737	29843		0.02	0.69
MR-2-04-2100	% Subsequent Reports	2.08	3.95	5630	228			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.81	0.45	699737	29843			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2100	% Missed Repair Appointment - Loop	6.83	3.52	4964	199		1.82	1.81
MR-3-02-2100	% Missed Repair Appointment - Central Office	6.56	5.00	549	20		5.64	0.28
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	2.57	1.48	5647	135			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	3.26	1.06	4168	189		1.32	1.67
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	28.37	15.38	564	13		12.65	1.03
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time to Repair - Total	13.00	10.13	5513	219	15.85	1.09	2.62
MR-4-02-2100	Mean Time to Repair - Loop Trouble	13.56	10.07	4964	199	16.05	1.16	3.01
MR-4-03-2100	Mean Time to Repair - Central Office Trouble	7.87	10.76	549	20	12.79	2.91	-0.99
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	87.61	94.06	5513	219		2.27	2.84
MR-4-07-2100	% Out of Service > 12 hours	43.16	35.64	3098	188		3.72	2.02
MR-4-08-2100	% Out of Service > 24 Hours	10.23	5.32	3098	188		2.28	2.16
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	12.97	7.31	5513	219		2.31	2.44
<b>Complex Services - 2 Wire Digital</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.15	0.74	6654	136		0.34	-1.74
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.26	0.00	6654	136		0.44	0.58
MR-2-04-2341	% Subsequent Reports	6.90	0.00	29	1			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.14	4.41	6654	136			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment - Loop	30.00	0.00	10	1		48.06	
MR-3-02-2341	% Missed Repair Appointment - Central Office	23.53	NA	17				
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	15.79	0.00	76	6			
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	6.67	0.00	15	1		25.77	
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	54.55	NA	11				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time to Repair - Total	14.00	3.88	27	1	17.18	17.49	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	19.28	3.88	10	1	14.44	15.15	
MR-4-03-2341	Mean Time to Repair - Central Office Trouble	10.90	NA	17		18.29		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	81.48	100.00	27	1		39.56	
MR-4-07-2341	% Out of Service > 12 hours	55.56	0.00	9	1		52.38	
MR-4-08-2341	% Out of Service > 24 Hours	22.22	0.00	9	1		43.82	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	7.41	100.00	27	1		26.67	
<b>Complex Services - 2 Wire xDSL</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.08	0.00	11976	13		0.80	0.10
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.07	0.00	11976	13		0.72	0.09
MR-2-04-2342	% Subsequent Reports	0.00	NA	18				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	0.94	0.00	11976	13			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2342	% Missed Repair Appointment - Loop	10.00	NA	10				
MR-3-02-2342	% Missed Repair Appointment - Central Office	12.50	NA	8				
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	2.65	NA	113				
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	11.76	NA	17				
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2342	Mean Time to Repair - Total	22.57	NA	18		14.14		
MR-4-02-2342	Mean Time to Repair - Loop Trouble	25.88	NA	10		15.14		
MR-4-03-2342	Mean Time to Repair - Central Office Trouble	18.43	NA	8		12.47		
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	77.78	NA	18				
MR-4-07-2342	% Out of Service > 12 hours	83.33	NA	18				
MR-4-08-2342	% Out of Service > 24 Hours	22.22	NA	18				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2342	% Repeat Reports within 30 Days	44.44	NA	18				
<b>POTS/Complex Services Combined</b>								
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-06-2103	% Out of Service > 4 hours	66.56	48.40	3098	188		3.54	5.12

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance - WESTERN**  
**RESALE PROVISIONING**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	4.35	5.00	20	1	4.32	4.43	
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	5.20	NA	5		1.10		
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	4.50	4.00	18	1	4.88	5.01	
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	4.50	NA	2		0.71		
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	76.59	38.06	7663	402		2.17	-17.78
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	87.16	72.89	7663	402		1.71	-8.34
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.76	96.77	7663	402		0.91	0.01
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	5.92	3.54	1672	113		2.29	-1.04
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	23.03	28.32	1672	113		4.09	1.29
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	84.27	92.04	1672	113		3.54	2.20
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	96.88	98.25	9335	515		0.79	1.74
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.60	98.76	7663	402		0.60	0.27
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	94.26	97.35	1672	113		2.26	1.37
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.24	99.22	9335	515		0.60	1.65
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	4.11	1.50	306	6	14.70	6.06	
PR-4-03-2100	% Missed Appt. - Customer	1.25	1.14	16785	699			
PR-4-04-2100	% Missed Appt. - VZ - Dispatch	7.19	3.42	2560	146		2.20	1.72
PR-4-05-2100	% Missed Appt. - VZ - No Dispatch	0.86	0.18	14225	553		0.40	1.70
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.14	699				
PR-4-10-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - Dispatch	7.04	3.39	2018	118		2.42	1.51
PR-4-11-2100	% Missed Appt. - VZ - Standard Interval (W Code) Orders - No Dispatch	0.81	0.20	12303	494		0.41	1.48
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.43	0.29	16785	699		0.25	0.55
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.01	0.00	16785	699		0.04	0.26
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	16785	699			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	4.71	7.78	13033	681		0.83	-3.69
PR-6-02-2100	% Installation Troubles reported within 7 Days	3.05	4.99	13033	681		0.68	-2.88
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	4.34	4.11	13033	681			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0.18	0.00	16785	699		0.16	1.10
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0.12	0.00	16785	699		0.13	0.90

**POTS - Business**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.26	1.72	928	54	2.05	0.29	-1.60
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	5.35	3.29	425	17	8.71	2.15	0.96
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.29	1.69	880	51	2.09	0.30	-1.33
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	5.33	3.36	359	14	8.69	2.37	0.83
<b>POTS - Residence</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.82	1.67	11522	445	1.31	0.06	-13.43
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.81	2.75	1428	101	0.74	0.08	0.79
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.81	1.67	11328	440	1.40	0.07	-12.64
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	2.97	2.76	1313	99	1.80	0.19	1.12

**Complex Services - 2 Wire Digital**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	1.31	1.50	32	4	0.93	0.49	
PR-1-02-2341	Average Interval Offered - Total Dispatch	4.05	NA	39		1.65		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	1.31	1.50	32	4	0.93	0.49	
PR-2-02-2341	Average Interval Completed - Total Dispatch	3.97	NA	29		1.52		
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2341	Average Delay Days - Total	1.00	NA	2				
PR-4-03-2341	% Missed Appt. - Customer	10.84	0.00	83	4			
PR-4-04-2341	% Missed Appt. - VZ - Dispatch	4.08	NA	49				
PR-4-05-2341	% Missed Appt. - VZ - No Dispatch	0.00	0.00	34	4			
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00	4				
PR-4-10-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - Dispatch	6.25	NA	32				
PR-4-11-2341	% Missed Appt. - VZ - Std. Int. (W Code) Orders - No Dispatch	0.00	0.00	23	3			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	0.00	0.00	83	4			
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	83	4			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	83	4			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Installation Troubles reported within 30 Days	0.00	NA	40				
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.50	NA	40				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	83	4			
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	83	4			

**Complex Services - 2 Wire xDSL**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2342	Average Interval Offered - Total No Dispatch	NA	NA					
PR-1-02-2342	Average Interval Offered - Total Dispatch	NA	NA					
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2342	Average Interval Completed - Total No Dispatch	NA	NA					
PR-2-02-2342	Average Interval Completed - Total Dispatch	NA	NA					

continued



**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - WESTERN  
RESALE PROVISIONING**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-4 - Missed Appointment</b>								
PR-4-02-2342	Average Delay Days - Total	NA	NA					
PR-4-03-2342	% Missed Appt. - Customer	NA	NA					
PR-4-04-2342	% Missed Appt. - VZ - Dispatch	NA	NA					
PR-4-05-2342	% Missed Appt. - VZ - No Dispatch	NA	NA					
PR-4-08-2342	% Missed Appt. - Customer - Due to Late Order Confirmation	NA	NA					
PR-4-10-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	NA	NA					
PR-4-11-2342	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	NA	NA					
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2342	% Missed Appointment - Verizon - Facilities	NA	NA					
PR-5-02-2342	% Orders Held for Facilities > 15 Days	NA	NA					
PR-5-03-2342	% Orders Held for Facilities > 60 Days	NA	NA					
<b>PR-6 - Installation Quality</b>								
PR-6-01-2342	% Installation Troubles reported within 30 Days	NA	NA					
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	NA	NA					
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	NA	NA					
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	NA	NA					
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-10-2103	Average Interval Offered - Disconnects - No Dispatch	2.86	1.49	4837	487	4.82	0.23	5.98
PR-1-11-2103	Average Interval Offered - Disconnects - Dispatch	4.41	1.00	59	1	4.53	4.57	
<b>PR-2 - Average Completed Interval</b>								
PR-2-10-2103	Average Interval Completed - Disconnects - No Dispatch	2.61	1.13	4560	460	4.56	0.22	6.63
PR-2-11-2103	Average Interval Completed - Disconnects - Dispatch	4.37	1.00	52	1	4.89	4.94	

**RESALE MAINTENANCE**

Metric #	Standard	Actual Performance		Actual Performance		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>POTS - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.85	0.45	482624	26357		0.06	6.95
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.07	0.04	482624	26357		0.02	1.60
MR-2-04-2100	% Subsequent Reports	1.11	3.01	4488	133			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.71	0.34	482624	26357			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2100	% Missed Repair Appointment - Loop	5.82	3.39	4109	118		2.15	1.04
MR-3-02-2100	% Missed Repair Appointment - Central Office	2.74	0.00	329	11		5.00	0.55
MR-3-03-2100	% Missed Repair Appointment - CPE /TOK/FOK	1.83	0.00	3440	89			
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	2.60	1.92	3309	104		1.58	0.43
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	18.36	14.29	572	14		10.47	0.39
MR-4-01-2100	Mean Time to Repair - Total	13.16	12.67	4438	129	15.08	1.35	0.36
MR-4-02-2100	Mean Time to Repair - Loop Trouble	13.82	13.30	4109	118	15.20	1.42	0.37
MR-4-03-2100	Mean Time to Repair - Central Office Trouble	4.89	5.90	329	11	10.24	3.14	-0.32
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	88.58	94.57	4438	129		2.84	2.11
MR-4-07-2100	% Out of Service > 12 hours	48.45	37.76	1777	98		5.19	2.06
MR-4-08-2100	% Out of Service > 24 Hours	8.84	3.06	1777	98		2.95	1.96
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	12.39	8.53	4438	129		2.94	1.31
<b>Complex Services - 2 Wire Digital</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.17	0.42	2979	239		0.28	-0.91
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.17	0.00	2979	239		0.28	0.61
MR-2-04-2341	% Subsequent Reports	0.00	0.00	10	1			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.51	0.00	2979	239			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment - Loop	0.00	0.00	5	1			
MR-3-02-2341	% Missed Repair Appointment - Central Office	0.00	NA	5				
MR-3-03-2341	% Missed Repair Appointment - CPE /TOK/FOK	17.78	NA	45				
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	0.00	0.00	6	1			
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	0.00	NA	4				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time to Repair - Total	8.18	44.55	10	1	8.68	9.11	
MR-4-02-2341	Mean Time to Repair - Loop Trouble	11.72	44.55	5	1	9.21	10.09	
MR-4-03-2341	Mean Time to Repair - Central Office Trouble	4.65	NA	5		7.32		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	100.00	0.00	10	1			
MR-4-07-2341	% Out of Service > 12 hours	50.00	100.00	2	1		61.24	
MR-4-08-2341	% Out of Service > 24 Hours	0.00	100.00	2	1			
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	20.00	0.00	10	1		41.95	
<b>Complex Services - 2 Wire xDSL</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2342	Network Trouble Report Rate - Loop	0.00	NA	383				
MR-2-03-2342	Network Trouble Report Rate - Central Office	0.00	NA	383				
MR-2-04-2342	% Subsequent Reports	NA	NA					
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	0.00	NA	383				
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2342	% Missed Repair Appointment - Loop	NA	NA					
MR-3-02-2342	% Missed Repair Appointment - Central Office	NA	NA					
MR-3-03-2342	% Missed Repair Appointment - CPE /TOK/FOK	NA	NA					
MR-3-04-2342	% Missed Repair Appointment - No Double Dispatch	NA	NA					
MR-3-05-2342	% Missed Repair Appointment - Double Dispatch	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2342	Mean Time to Repair - Total	NA	NA					
MR-4-02-2342	Mean Time to Repair - Loop Trouble	NA	NA					
MR-4-03-2342	Mean Time to Repair - Central Office Trouble	NA	NA					
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	NA	NA					
MR-4-07-2342	% Out of Service > 12 hours	NA	NA					
MR-4-08-2342	% Out of Service > 24 Hours	NA	NA					
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2342	% Repeat Reports within 30 Days	NA	NA					
<b>POTS/Complex Services Combined</b>								
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-06-2103	% Out of Service > 4 hours	68.71	43.88	1777	98		4.81	5.16

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance**  
**UNE ORDERING - POTS / SPECIAL SERVICES**

**POTS Loop/Pre-Qualified Complex/LNP**

Metric #	Standard	CLEC Aggregate		
		Performance	Observations	Difference
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-01-3331	Av. Local Service Request Confirmation - LSRC - Flow-Through	0.33		
OR-1-02-3331	% On Time LSRC - Flow-Through	98.64	12943	3.64
OR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	15.10		
OR-1-04-3331	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	97.68	10717	2.68
OR-1-05-3331	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	18.96		
OR-1-06-3331	% On Time LSRC >=6 Lines - Electronic	98.77	653	3.77
OR-1-07-3331	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3331	% On Time LSRC < 6 Lines - Fax	NA		
OR-1-09-3331	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3331	% On Time LSRC >= 6 Lines - Fax	95		
<b>OR-2 - Reject Timeliness</b>				
OR-2-01-3331	Average Local Service Request -LSR Reject - Time - Flow-Through	0.26		
OR-2-02-3331	% On Time LSR Reject - Flow-Through	98.47	1966	3.47
OR-2-03-3331	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	12.75		
OR-2-04-3331	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	98.29	3220	3.29
OR-2-05-3331	Average LSR Reject Time >= 6 Lines - Electronic	16.14		
OR-2-06-3331	% On Time LSR Reject >= 6 Lines - Electronic	100.00	344	5.00
OR-2-07-3331	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3331	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3331	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3331	% On Time LSR Reject >=6 Lines - Fax	95		
<b>OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days</b>				
OR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS Platform	100.00	1517	5.00
OR-7-01-3332	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop/LNP	100.00	1429	5.00

**POTS Platform**

Metric #	Standard	CLEC Aggregate		
		Performance	Observations	Difference
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-01-3140	Av. Local Service Request Confirmation -LSRC -Flow-Through	0.34		
OR-1-02-3140	% On Time LSRC - Flow-Through	95.90	1097	0.90
OR-1-03-3140	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	21.00		
OR-1-04-3140	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	97.59	539	2.59
OR-1-05-3140	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	33.26		
OR-1-06-3140	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	100.00	13	5.00
OR-1-07-3140	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3140	% On Time LSRC < 6 Lines - Fax	NA		
OR-1-09-3140	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3140	% On Time LSRC >= 6 Lines - Fax	95		
<b>OR-2 - Reject Timeliness</b>				
OR-2-01-3140	Average Local Service Request -LSR Reject - Time -Flow-Through	0.58		
OR-2-02-3140	% On Time LSR Reject - Flow-Through	96.27	322	1.27
OR-2-03-3140	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	10.31		
OR-2-04-3140	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	100.00	449	5.00
OR-2-05-3140	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	22.75		
OR-2-06-3140	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	100.00	11	5.00
OR-2-07-3140	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3140	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3140	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3140	% On Time LSR Reject >=6 Lines - Fax	95		

**Complex Services - 2 Wire Digital**

Metric #	Standard	CLEC Aggregate		
		Performance	Observations	Difference
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03-3341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	25.57		
OR-1-04-3341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	99.45	182	4.45
OR-1-05-3341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-1-06-3341	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	NA		
OR-1-07-3341	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3341	% On Time LSRC < 6 Lines - Fax	95		
OR-1-09-3341	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3341	% On Time LSRC >= 6 Lines - Fax	95		
<b>OR-2 - Reject Timeliness</b>				
OR-2-03-3341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	25.42		
OR-2-04-3341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	100.00	31	5.00
OR-2-05-3341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-06-3341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-07-3341	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3341	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3341	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3341	% On Time LSR Reject >=6 Lines - Fax	95		

**Complex Services - 2 Wire xDSL**

Metric #	Standard	CLEC Aggregate		
		Performance	Observations	Difference
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	22.00		
OR-1-04-3342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	99.04	311	4.04
OR-1-05-3342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-1-06-3342	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	NA		
OR-1-07-3342	Average LSRC Time < 6 Lines - Fax	NA		
OR-1-08-3342	% On Time LSRC < 6 Lines - Fax	95		
OR-1-09-3342	Average LSRC Time >= 6 Lines - Fax	NA		
OR-1-10-3342	% On Time LSRC >= 6 Lines - Fax	95		
<b>OR-2 - Reject Timeliness</b>				
OR-2-03-3342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	27.08		
OR-2-04-3342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	100.00	92	5.00
OR-2-05-3342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-06-3342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	NA		
OR-2-07-3342	Average LSR Reject Time < 6 Lines - Fax	NA		
OR-2-08-3342	% On Time LSR Reject < 6 Lines - Fax	NA		
OR-2-09-3342	Average LSR Reject Time >=6 Lines - Fax	NA		
OR-2-10-3342	% On Time LSR Reject >=6 Lines - Fax	95		

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance**  
**UNE ORDERING - POTS / SPECIAL SERVICES**

Metric #	Special Services	Standard	CLEC Aggregate						
			Performance	Observations	Difference				
<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-03-3214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	13.03						
OR-1-03-3210	Average LSRC Time < 6 Lines - DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-03-3211	Average LSRC Time < 6 Lines - DS1 - Electronic - No Flow-Through	No Standard	83.91						
OR-1-03-3213	Average LSRC Time < 6 Lines - DS3 - Electronic - No Flow-Through	No Standard	42.48						
OR-1-04-3214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 48 hours	100.00	34	5.00				
OR-1-04-3210	% On Time < 6 Lines - DS0 - Electronic - No Flow-Through	95% within 48 hours	NA						
OR-1-04-3211	% On Time < 6 Lines - DS1 - Electronic - No Flow-Through	95% within 48 hours	40.15	137	-54.85				
OR-1-04-3213	% On Time < 6 Lines - DS3 - Electronic - No Flow-Through	95% within 48 hours	50.00	2	-45.00				
OR-1-05-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3210	Average LSRC Time >= 6 Lines - DS0 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3211	Average LSRC Time >= 6 Lines - DS1 - Electronic - No Flow-Through	No Standard	NA						
OR-1-05-3213	Average LSRC Time >= 6 Lines - DS3 - Electronic - No Flow-Through	No Standard	NA						
OR-1-06-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3210	% On Time LSRC >= 6 Lines - DS0 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3211	% On Time LSRC >= 6 Lines - DS1 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-06-3213	% On Time LSRC >= 6 Lines - DS3 - Electronic - No Flow-Through	95% within 72 hours	NA						
OR-1-07-3214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-07-3210	Average LSRC Time < 6 Lines - DS0 - Fax	No Standard	NA						
OR-1-07-3211	Average LSRC Time < 6 Lines - DS1 - Fax	No Standard	39.35						
OR-1-07-3213	Average LSRC Time < 6 Lines - DS3 - Fax	No Standard	NA						
OR-1-08-3214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	NA						
OR-1-08-3210	% On Time LSRC < 6 Lines - DS0 - Fax	95% within 72 hours	NA						
OR-1-08-3211	% On Time LSRC < 6 Lines - DS1 - Fax	95% within 72 hours	90.91	22	-4				
OR-1-08-3213	% On Time LSRC < 6 Lines - DS3 - Fax	95% within 72 hours	NA						
OR-1-09-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard	NA						
OR-1-09-3210	Average LSRC Time >= 6 Lines - DS0 - Fax	No Standard	NA						
OR-1-09-3211	Average LSRC Time >= 6 Lines - DS1 - Fax	No Standard	NA						
OR-1-09-3213	Average LSRC Time >= 6 Lines - DS3 - Fax	No Standard	NA						
OR-1-10-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 96 hours	NA						
OR-1-10-3210	% On Time LSRC >= 6 Lines - DS0 - Fax	95% within 96 hours	NA						
OR-1-10-3211	% On Time LSRC >= 6 Lines - DS1 - Fax	95% within 96 hours	NA						
OR-1-10-3213	% On Time LSRC >= 6 Lines - DS3 - Fax	95% within 96 hours	NA						
<b>OR-2 - Reject Timeliness</b>									
OR-2-03-3200	Average LSR Reject < 6 Lines - Electronic - No Flow-Through	No Standard	23.66						
OR-2-04-3200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	93.51	77	-1.49				
OR-2-05-3200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	26.50						
OR-2-06-3200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	1	5.00				
OR-2-07-3200	Average LSR Reject Time >= 6 Lines - Fax	No Standard	38.00						
OR-2-08-3200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours	73.33	15	-21.67				
OR-2-09-3200	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA						
OR-2-10-3200	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA						
<b>POTS / Special Services - Aggregate</b>									
<b>OR-3 - Percent Rejects</b>									
OR-3-01-3000	% Rejects	No Standard	23.90	29215					
<b>OR-4 - Timeliness of Completion Notification</b>									
OR-4-01-3000	Completion Notification - Average Response Time	No Standard	VZ	CLEC	Difference				
OR-4-02-3000	Completion Notification - % On Time	97% by next business day at noon	16.38	24804	-12.38				
OR-4-03-3000	% Orders Excluded from % On Time Measurement	No Standard	0.00	24804					
OR-4-04-3000	Work Completion Notice - Avg Response Time	No Standard	0.00						
OR-4-05-3000	Work Completion Notice - % On Time	97% by next business day at noon	100.00	24278	3.00				
OR-4-06-3000	Avg Duration - Work Completion - SOP to Bill Comp	Parity with VZ Retail	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail	16.77	63.06	356125	13018	16.74	0.15	-309.89
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	No Standard	1.96	2.87	356125	13018		0.12	-7.36
			4.95	10.51	356125	13018			
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	VZ	CLEC	Difference				
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	99.14	1969	4.14				
OR-4-11-3000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	100.00	2117	5.00				
			0.00	2117	5.00				
<b>OR-5 - Percent Flow-Through</b>									
OR-5-01-3000	% Flow Through - Total	No Standard	53.43	27560					
OR-5-02-3000	% Flow Through - Simple	No Standard	53.78	26107					
OR-5-03-3000	% Flow Through - Achieved	95%	73.42	20057	-21.58				
<b>OR-6 - Order Accuracy</b>									
OR-6-01-3000	% Accuracy - Orders	95% of Orders without Errors	97.30	629	2.30				
OR-6-02-3000	% Accuracy - Opportunities (each field reported separately)	No Standard	99.71	6652					
OR-6-03-3000	% Accuracy - Local Service Request Confirmation	Not more than 5% of LSRCs report due to VZ error	0.02	17176	4.98				
<b>OR-8 - Acknowledgement Timeliness</b>									
OR-8-01-3000	% Acknowledgement on time	95% in 2 hours	97.05	17512	2.05				
<b>OR-9 - Order Acknowledgement Completeness</b>									
OR-9-01-3000	% Acknowledgement Completeness	99%	99.99	17512	0.99				
<b>OR-10 - Lost Order Trouble Tickets</b>									
3000	% Lost Order Trouble Tickets	No Standard	6.67	180					

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
UNE PROVISIONING - POTS / SPECIAL SERVICES**

**POTS - Provisioning**

Metric #	Standard	Actual Performance VZ	CLEC Aggregate	Number of Observations VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	0.99	5.65	12406	1827	3.32	0.08	-56.01
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	0.99	2.00	12406	1	3.32	3.32	
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	0.99	1.28	12406	577	3.32	0.14	-2.05
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.89	4.39	3455	82	5.66	0.63	0.79
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.89	3.47	3455	49	5.66	0.81	1.74
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	8.17	4.58	207	12	8.10	2.41	1.49
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	8.17	NA	207		8.10		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	8.34	8.00	105	2	9.76	6.97	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	8.34	NA	105		9.76		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	0.89	5.78	11862	1626	2.74	0.07	-67.49
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	0.89	2.00	11862	1	2.74	2.74	
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	0.89	1.62	11862	554	2.74	0.12	-6.13
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.98	4.45	2881	73	5.78	0.69	0.77
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.98	3.50	2881	48	5.78	0.84	1.76
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	8.29	4.67	157	9	7.89	2.70	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	8.29	NA	157		7.89		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	8.38	10.00	74	1	7.83	7.88	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	8.38	NA	74		7.83		
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	74.36	67.61	58498	494		1.97	-3.42
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.54	83.40	58498	494		1.63	-0.70
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	95.79	96.76	58498	494		0.91	1.07
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	9.00	4.17	11757	48		4.14	-1.17
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	24.23	25.00	11757	48		6.20	0.12
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	69.73	77.08	11757	48		6.64	1.11
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	94.43	96.68	70255	542		0.99	2.28
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.66	98.38	58498	494		0.52	-0.54
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	91.56	95.83	11757	48		4.02	1.06
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.20	98.15	70255	542		0.57	-0.09
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	4.17	51.00	2508	9	14.85	4.96	
PR-4-03-3100	% Missed Appointment - Customer	1.51	3.93	125436	3787			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	8.71	0.44	20092	1357		0.79	10.46
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	8.71	0.00	20092	60		3.65	2.39
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.72	0.08	105344	1324		0.23	2.74
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.72	0.19	105344	1044		0.26	2.02
PR-4-07-3540	% On Time Performance - LNP		99.43		2787			4.43
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop		0.46		2378			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)		0.22		2683			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform		0.00		1104			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	8.67	1.04	15208	96		2.88	2.65
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	8.67	0.00	15208	49		4.03	2.15
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.59	0.46	89931	218		0.52	0.25
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.59	0.18	89931	562		0.32	1.27
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.30	0.11	125436	2681		0.11	1.78
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.30	0.00	125436	1104		0.17	1.81
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.01	0.00	125436	2681		0.02	0.51
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.01	0.00	125436	1104		0.03	0.33
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	125436	2681			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	125436	1104			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.77	4.70	106786	7654		0.23	-4.14
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	3.77	0.09	106786	1161		0.56	6.56
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.37	2.23	106786	7654		0.18	0.77
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.37	0.00	106786	1161		0.45	5.28
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.78	3.80	106786	7654			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	3.78	NA	106786				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.14	0.00	125436	3787		0.06	2.27
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.10	0.00	125436	3787		0.05	1.92
<b>PR-9 - Hot Cuts</b>								
PR-9-01-3114	% On Time Performance - Hot Cuts		97.99		2686			2.99
PR-9-02-3520	% Early Cuts - Lines		0.40		4219			
PR-9-03-3520	% Early Cuts - Orders		0.11		2686			
PR-9-04-3520	% Defective Cuts - Lines		0.00		4219			
PR-9-05-3520	% Defective Cuts - Orders		0.00		2686			
PR-9-06-3520	% Late Cuts - Lines		3.58		4219			
PR-9-07-3520	% Late Cuts - Orders		2.01		2686			
PR-9-08-3520	Average Duration of Service Interruption		18.82					
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request		0.00		2686			
<b>Complex Services - 2 Wire Digital</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	0.38	2.50	1861	8	1.01	0.36	
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.33	5.86	556	113	2.06	0.21	-11.90
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	0.49	3.17	1823	6	2.36	0.97	
PR-2-02-3341	Average Interval Completed - Total Dispatch	4.49	9.26	415	61	5.69	0.78	-6.11
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed w/in 6 Days (1-5 Lines) Total	96.94	89.55	5268	67		2.12	-3.49
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	12.86	14.50	145	2	44.83	31.92	
PR-4-03-3341	% MA - Customer	4.52	27.78	2567	126			
PR-4-04-3341	% MA - VZ - Dispatch	16.71	1.59	700	126		3.61	4.19
PR-4-05-3341	% MA - VZ - No Dispatch	1.50	NA	1867				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation		5.56		126			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	18.10	1.82	630	110		3.98	4.09
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	1.43	NA	1814				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.97	0.79	2567	126		0.89	0.20
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.16	0.00	2567	126		0.36	0.44
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.04	0.00	2567	126		0.18	0.22
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Installation Troubles reported within 30 Days	2.53	6.11	554	131		1.52	-2.35
PR-6-03-3341	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	5.60	6.11	554	131			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.08	0.00	2567	126		0.26	0.31
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	2567	126			

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
UNE PROVISIONING - POTS / SPECIAL SERVICES**

Complex Services - 2 Wire xDSL		Actual Performance		Number of Observations		Standard	Sampling Error	Z-Score	
Metric #	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3342	Average Interval Offered - Total No Dispatch	Partly with VZ Retail	6.13	4.27	31	33	28.81	7.21	0.26
PR-1-02-3342	Average Interval Offered - Total Dispatch	Partly with VZ Retail	4.67	5.43	3	438	1.53	0.89	-0.86
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3342	Average Interval Completed - Total No Dispatch	Partly with VZ Retail	29.89	4.29	18	21	58.91	18.92	1.35
PR-2-02-3342	Average Interval Completed - Total Dispatch	Partly with VZ Retail	4.00	6.23	2	294	1.41	1.00	-2.23
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	3.83	NA	3936				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	No Standard		NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard		10.72		184			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard		11.23		340			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & No 800#	No Standard		NA					
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3342	% Completed w/in 6 Days (1-5 lines) Total	Partly with VZ Retail	96.94	88.71	5268	310		1.01	8.18
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3342	Average Delay Days - Total	Partly with VZ Retail	133.71	10.57	7	14	115.98	53.69	2.29
PR-4-03-3342	% MA - Customer	No Standard	8.00	15.65	25	575			
PR-4-04-3342	% MA - VZ Dispatch	Partly with VZ Retail	0.00	2.43	3	575			
PR-4-05-3342	% MA - VZ - No Dispatch	Partly with VZ Retail	31.82	NA	22				
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	No Standard		1.39		575			
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	Partly with VZ Retail	0.00	2.50	3	440			
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	Partly with VZ Retail	33.33	NA	21				
PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#	95% on Time	84.53	NA	7914				
PR-4-15-3342	% Completed On Time -DD-2 Test Total	95% on Time		NA					
PR-4-16-3342	% Completed On Time -No DD-2 Test & Serial#	95% on Time		92.93		184			-2.07
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	95% on Time		97.06		340			2.06
PR-4-18-3342	% Completed On Time -No DD-2 Test & No 800#	95% on Time		NA					
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	Partly with VZ Retail	0.00	0.70	25	575			
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Partly with VZ Retail	0.00	0.35	25	575			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Partly with VZ Retail	0.00	0.00	25	575			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3342	% Installation Troubles reported within 30 Days	Partly with VZ Retail	168.42	4.50	19	578			
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	1384.21	7.61	19	578			
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	Partly with VZ Retail	4.00	0.35	25	575		4.00	0.91
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	Partly with VZ Retail	4.00	0.00	25	575		4.00	1.00
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	Partly with VZ Retail	3.54	4.32	50730	4659	5.25	0.08	-9.71
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	Partly with VZ Retail	4.76	4.18	216	49	6.03	0.95	0.61
<b>PR-2 - Average Completed Interval</b>									
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	Partly with VZ Retail	3.28	4.40	46515	4288	5.45	0.09	-12.88
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	Partly with VZ Retail	5.02	4.60	187	43	6.98	1.18	0.36
<b>Special Services - Provisioning</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3200	Average Interval Offered - Total No Dispatch	Partly with VZ Retail	6.79	NA	420		10.88		
PR-1-02-3200	Average Interval Offered - Total Dispatch	Partly with VZ Retail	9.52	14.20	295	5	9.23	4.16	
PR-1-06-3210	Average Interval Offered - DS0	Partly with VZ Retail	7.83	NA	483		11.41		
PR-1-07-3211	Average Interval Offered - DS1	Partly with VZ Retail	9.44	16.75	181	4	7.76	3.92	
PR-1-08-3213	Average Interval Offered - DS3	Partly with VZ Retail	0.00	NA	1				
PR-1-09-3511	Average Interval Offered - Total - EEL Backbone	Partly with VZ Retail	9.44	NA	181		7.76		
PR-1-09-3512	Average Interval Offered - Total - EEL Loop	Partly with VZ Retail	9.44	4.00	181	1			
PR-1-09-3530	Average Interval Offered - Total - IOF	Partly with VZ Retail	0.00	NA	1				
PR-1-10-3200	Average Interval Offered - Disconnects - No Dispatch	Partly with VZ Retail	9.04	3.82	1643	11	11.84	3.58	1.46
PR-1-11-3200	Average Interval Offered - Disconnects - Dispatch	Partly with VZ Retail	6.37	NA	131		4.10		
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3200	Average Interval Completed - Total No Dispatch	Partly with VZ Retail	6.44	NA	264		7.77		
PR-2-02-3200	Average Interval Completed - Total Dispatch	Partly with VZ Retail	11.01	8.67	183	3	13.70	7.97	
PR-2-06-3210	Average Interval Completed - DS0	Partly with VZ Retail	8.44	NA	290		12.50		
PR-2-07-3211	Average Interval Completed - DS1	Partly with VZ Retail	9.46	11.00	119	2	6.95	4.96	
PR-2-08-3213	Average Interval Completed - DS3	Partly with VZ Retail	NA	NA					
PR-2-09-3511	Average Interval Completed - Total EEL Backbone	See Legend		4.00		1			
PR-2-09-3512	Average Interval Completed - Total EEL Loop	See Legend		NA					
PR-2-09-3530	Average Interval Completed - Total IOF	See Legend		NA					
PR-2-10-3200	Average Interval Completed - Disconnects - No Dispatch	Partly with VZ Retail	9.83	3.00	1520	10	13.15	4.17	1.64
PR-2-11-3200	Average Interval Completed - Disconnects - Dispatch	Partly with VZ Retail	9.30	NA	113		6.05		
<b>PR-4 - Missed Appointments</b>									
PR-4-01-3200	% Missed Appointment - Verizon - Specials	Partly with VZ Retail	10.76	5.93	660	118		3.10	1.56
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Partly with VZ Retail	10.76	0.00	660	1		31.01	
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	Partly with VZ Retail	10.76	0.00	660	1		31.01	
PR-4-02-3200	Average Delay Days - Specials	Partly with VZ Retail	17.00	2.29	71	7	64.80	25.67	
PR-4-02-3510	Average Delay Days - Total - EEL	Partly with VZ Retail	17.00	NA	71		64.80		
PR-4-02-3530	Average Delay Days - Total - IOF	Partly with VZ Retail	17.00	NA	71		64.80		
PR-4-03-3200	% Missed Appointment - Customer	No Standard	19.70	6.72	660	119			
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard	19.70	0.00	660	1			
PR-4-08-3200	% MA - Customer - Due to Late Order Confirmation	No Standard		9.43		53			
PR-4-09-3200	% MA - Verizon - Standard Interval (W Coded) Orders -Specials	Partly with VZ Retail	10.71	0.00	616	4		15.51	
PR-4-09-3510	% MA - Verizon - Standard Interval (W Coded) Orders -Total - EEL	Partly with VZ Retail	10.71	0.00	616	1		30.95	
PR-4-09-3530	% MA - Verizon - Standard Interval (W Coded) Orders -Total - IOF	Partly with VZ Retail	10.71	NA	616				
<b>PR 5 - % Missed Appointment - Verizon - Facilities</b>									
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Partly with VZ Retail	1.21	2.50	660	120		1.09	-1.19
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Partly with VZ Retail	0.30	0.00	660	120		0.54	0.55
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Partly with VZ Retail	0.00	0.00	660	120			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3200	% Installation Troubles reported within 30 Days	Partly with VZ Retail	0.79	0.00	3023	176		0.69	1.15
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.13	0.00	3023	176			
<b>PR-7 - Jeopardy Reports</b>									
PR-7-01-3510	% Orders with Jeopardy Status - EEL	See Guidelines		0.00		1			
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	Partly with VZ Retail	2.88	0.00	660	118		1.67	1.72
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL	Partly with VZ Retail	2.88	0.00	660	1		16.74	
PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF	Partly with VZ Retail	2.88	0.00	660	1		16.74	
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	Partly with VZ Retail	1.06	0.00	660	118		1.02	1.04
PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL	Partly with VZ Retail	1.06	0.00	660	1		10.25	
PR-8-02-3530	% Open Orders in a Hold Status > 90 Days - IOF	Partly with VZ Retail	1.06	0.00	660	1		10.25	

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
UNE MAINTENANCE - POTS / SPECIAL SERVICES**

**POTS - Maintenance**

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3112	Network Trouble Report Rate - Loop	0.74	0.62	3148853	153566	0.02 5.55
MR-2-02-3140	Network Trouble Report Rate - Platform	0.74	0.27	3148853	2990	0.16 3.03
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.08	0.07	3148853	153566	0.01 2.10
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.08	0.00	3148853	2990	0.05 1.56
MR-2-04-3112	% Subsequent Reports - Loop	3.92	0.00	27021	1051	
MR-2-04-3140	% Subsequent Reports - Platform	3.92	0.00	27021	8	
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.78	0.51	3148853	153566	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.78	0.23	3148853	2990	

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3112	% Missed Repair Appointment - Loop	13.17	3.26	23399	950	1.12 8.85
MR-3-01-3140	% Missed Repair Appointment - Platform	13.17	12.50	23399	8	11.96
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	7.57	7.92	2564	101	2.68 -0.13
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	7.57	NA	2564		
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	6.52	4.20	24630	785	
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	6.52	0.00	24630	7	
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	8.16	1.38	17936	870	0.95 7.13
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	8.16	14.29	17936	7	10.35
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	37.66	16.78	3914	149	4.04 5.16
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	37.66	0.00	3914	1	48.46

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-01-3112	Mean Time To Repair - Total - Loop	18.73	15.41	25963	1051	23.26 0.73 4.54
MR-4-01-3140	Mean Time To Repair - Total - Platform	18.73	13.97	25963	8	23.26 8.22
MR-4-02-3112	Mean Time To Repair - Loop Trouble - Loop	19.73	15.43	23399	950	23.44 0.78 5.55
MR-4-02-3140	Mean Time To Repair - Loop Trouble - Platform	19.73	13.97	23399	8	23.44 8.29
MR-4-03-3112	Mean Time To Repair - Central Office Trouble - Loop	9.61	15.23	2564	101	19.27 1.85 -2.87
MR-4-03-3140	Mean Time To Repair - Central Office Trouble - Platform	9.61	NA	2564		19.27
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	76.52	90.10	25963	1051	1.33 10.18
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	76.52	87.50	25963	8	14.99
MR-4-06-3140	% Out of Service > 4 hours - Platform	74.37	57.14	15475	7	16.51
MR-4-07-3112	% Out of Service > 12 hours - Loop	56.28	63.46	15475	832	1.77 -4.07
MR-4-07-3140	% Out of Service > 12 hours - Platform	56.28	57.14	15475	7	18.75
MR-4-08-3112	% Out of Service > 24 Hours - Loop	23.13	9.25	15475	832	1.50 9.25
MR-4-08-3140	% Out of Service > 24 Hours - Platform	23.13	0.00	15475	7	15.94
MR-4-09-3112	Mean Time To Repair - No Double Dispatch - Loop	17.27	13.92	17936	870	20.41 0.71 4.72
MR-4-10-3112	Mean Time To Repair - Double Dispatch - Loop	33.18	25.87	3914	149	31.42 2.62 2.79

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	14.37	15.60	25963	1051	1.10 -1.11
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	14.37	0.00	25963	8	12.40

**Complex Services - 2 Wire Digital**

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3341	Network Trouble Report Rate - Loop	0.20	0.49	48829	5896	0.06 -4.72
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.15	0.08	48829	5896	0.05 1.27
MR-2-04-3341	% Subsequent Reports	9.85	0.00	182	34	
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.14	0.64	48829	5896	

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3341	% Missed Repair Appointment - Loop	31.63	20.69	98	29	9.83 1.11
MR-3-02-3341	% Missed Repair Appointment - Central Office	21.33	20.00	75	5	18.92
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	17.84	13.16	555	38	
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	50.00	62.50	95	23	6.80 0.11
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	50.00	62.50	95	8	18.63

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-01-3341	Mean Time To Repair - Total	19.47	23.60	173	34	25.02 4.69 -0.88
MR-4-02-3341	Mean Time To Repair - Loop Trouble	24.60	25.38	98	29	28.48 6.02 -0.13
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	12.75	13.25	75	5	17.64 8.15
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	75.14	64.71	173	34	8.11 -1.29
MR-4-07-3341	% Out of Service > 12 hours	58.46	65.52	65	29	11.00 -0.64
MR-4-08-3341	% Out of Service > 24 Hours	21.54	27.59	65	29	9.18 -0.66
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	11.61	20.12	95	23	17.20 4.00 -2.13
MR-4-10-3341	Mean Time To Repair - Double Dispatch	29.67	42.39	72	8	30.09 11.22

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3341	% Repeat Reports within 30 Days	22.54	32.35	173	34	7.84 -1.25

**Complex Services - 2 Wire xDSL**

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3342	Network Trouble Report Rate - Loop	0.13	0.41	44976	20687	0.03 -9.35
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.10	0.11	44976	20687	0.03 -0.25
MR-2-04-3342	% Subsequent Reports	0.00	0.00	104	107	
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.31	0.67	44976	20687	

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3342	% Missed Repair Appointment - Loop	10.53	14.29	57	84	5.27 -0.71
MR-3-02-3342	% Missed Repair Appointment - Central Office	12.77	0.00	47	23	8.49 1.50
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	14.80	3.60	588	139	
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	9.28	1.27	97	79	4.40 1.82
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	75.00	42.31	4	26	23.26 1.41

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-01-3342	Mean Time To Repair - Total	21.27	25.71	104	107	16.04 2.21 -2.01
MR-4-02-3342	Mean Time To Repair - Loop Trouble	25.19	29.39	57	84	16.00 2.74 -1.53
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	16.52	12.29	47	23	14.91 3.80 1.11
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	70.19	70.09	104	107	6.30 -0.02
MR-4-07-3342	% Out of Service > 12 hours	73.27	66.87	101	87	6.47 1.02
MR-4-08-3342	% Out of Service > 24 Hours	28.71	28.74	101	87	6.62 -0.00
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	19.57	18.39	97	79	12.85 1.95 0.61
MR-4-10-3342	Mean Time To Repair - Double Dispatch	54.57	49.73	4	26	42.57 22.86 0.21

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3342	% Repeat Reports within 30 Days	53.85	14.95	104	107	6.86 5.67

**Special Services - Maintenance**

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-2 - Trouble Report Rate</b>						
MR-2-01-3200	Network Trouble Report Rate	0.16	1.21	233539	577	0.17 -6.20
MR-2-05-3200	% CPE/TOK/FOK/CC Trouble Report Rate	0.23	1.39	233539	577	

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-01-3200	Mean Time To Repair - Total	5.26	4.85	385	7	4.83 1.84
MR-4-02-3200	Mean Time To Repair - Loop Trouble	6.20	5.53	181	5	4.76 2.16
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	99.48	100.00	385	7	2.74
MR-4-06-3200	% Out of Service > 4 hours	49.87	40.00	385	5	22.51
MR-4-07-3200	% Out of Service > 12 hours	5.45	20.00	385	5	10.22
MR-4-08-3200	% Out of Service > 24 hours	0.52	0.00	385	5	3.24

Metric #	Standard	Actual Performance VZ CLEC Aggregate	Number of Observations VZ CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3200	% Repeat Reports within 30 Days	14.81	28.57	385	7	13.55

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
UNE PROVISIONING - POTS**

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	1.18	6.03	3718	242	3.02	0.20	-24.21
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.18	NA	3718		3.02		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.18	2.37	3718	54	3.02	0.41	-2.87
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	5.15	4.00	1027	12	5.72	1.66	0.69
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	5.15	NA	1027		5.72		
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	8.24	4.67	97	6	8.30	3.49	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	8.24	NA	97		8.30		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	9.66	NA	67		11.57		
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	9.66	NA	67		11.57		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.06	6.28	3511	190	2.18	0.16	-32.15
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.06	NA	3511		2.18		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.06	2.25	3511	52	2.18	0.30	-3.91
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	5.58	3.56	797	9	6.41	2.15	
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	5.58	NA	797		6.41		
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	7.69	5.25	67	4	6.01	3.09	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	7.69	NA	67		6.01		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	8.85	NA	47		7.83		
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	8.85	NA	47		7.83		
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	69.36	47.62	16502	42		7.12	-3.05
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	79.80	73.81	16502	42		6.20	-0.97
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	93.87	85.71	16502	42		3.71	-2.20
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - No Dispatch)	3.22	NA	2608				
PR-3-05-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	8.65	NA	2608				
PR-3-06-3142	% Completed in 6 Days (1-5 Lines - No Dispatch)	35.20	NA	2608				
PR-3-07-3142	% Completed in 7 Days (1-5 Lines - No Dispatch)	89.61	88.10	19110	42		4.71	-0.32
PR-3-08-3142	% Completed in 8 Days (1-5 Lines - No Dispatch)	98.41	88.10	16502	42		1.93	-5.33
PR-3-09-3142	% Completed in 9 Days (1-5 Lines - No Dispatch)	83.17	NA	2608				
PR-3-10-3142	% Completed in 5 Days (1-5 Lines - Total)	97.66	88.10	19110	42		2.34	-4.09
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	4.05	5.67	1044	3	9.63	5.57	
PR-4-03-3100	% Missed Appointment - Customer	No Standard	1.88	9.02	33420	266		
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	16.11	2.02	5058	99		3.73	-3.78
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	16.11	NA	5058				
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.81	1.11	28362	90		0.95	-0.32
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.81	0.00	28362	77		1.02	0.79
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	0.85		351			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	1.06		189			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00		77			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	16.17	0.00	3908	18		8.70	1.86
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	16.17	NA	3908				
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.66	6.67	23762	15		2.09	-2.87
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.66	0.00	23762	52		1.12	0.59
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.41	0.53	33420	189		0.47	-0.26
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.41	0.00	33420	77		0.73	0.56
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.04	0.00	33420	189		0.15	0.27
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.04	0.00	33420	77		0.23	0.18
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	0.00	0.00	33420	189			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	0.00	0.00	33420	77			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.79	3.31	32079	1664		0.54	2.77
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	4.79	0.00	32079	132		1.86	2.57
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.94	1.62	32079	1664		0.42	3.11
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.94	0.00	32079	132		1.47	2.00
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	5.25	3.31	32079	1664			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	5.25	NA	32079			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.05	0.00	33420	266		0.14	0.36
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.02	0.00	33420	266		0.09	0.23
<b>PR-9 - Hot Cuts</b>								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	92.69		383			-2.31
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.00		993			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.00		383			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		993			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		383			
PR-9-06-3520	% Late Cuts - Lines	No Standard	8.26		993			
PR-9-07-3520	% Late Cuts - Orders	No Standard	7.31		383			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	18.82		1			
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00		383			
<b>Complex Services - 2 Wire Digital</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	0.26	3.80	1036	5	0.88	0.39	
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.62	5.85	155	80	2.02	0.28	-8.02
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	0.46	3.80	1023	5	2.98	1.34	
PR-2-02-3341	Average Interval Completed - Total Dispatch	5.69	11.27	97	41	7.14	1.33	-4.20
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed win 6 Days (1-5 lines) Total	94.25	86.96	1670	46		3.48	2.10
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	10.22	14.50	68	2	18.92	13.57	
PR-4-03-3341	% MA - Customer	2.81	26.67	1234	90			
PR-4-04-3341	% MA - VZ - Dispatch	22.56	2.22	195	90		5.33	3.82
PR-4-05-3341	% MA - VZ - No Dispatch	2.31	NA	1039	90			
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	3.33		90			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	22.75	2.67	189	75		5.72	3.51
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	2.25	NA	1023				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	1.22	1.11	1234	90		1.20	0.09
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.16	0.00	1234	90		0.44	0.37
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.08	0.00	1234	90		0.31	0.26
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Installation Troubles reported within 30 Days	3.26	2.22	184	90		2.28	0.45
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	8.70	4.44	184	90		
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.08	0.00	1234	90		0.31	0.26
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	1234	90			
<b>Complex Services - 2 Wire xDSL</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	8.04	4.58	23	24	33.42	9.75	0.35
PR-1-02-3342	Average Interval Offered - Total Dispatch	4.67	5.59	3	224	1.53	0.89	-1.03
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	44.42	4.00	12	14	68.35	26.89	1.50
PR-2-02-3342	Average Interval Completed - Total Dispatch	4.00	6.75	2	138	1.41	1.00	-2.74
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	5.35	NA	1155				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test - Total	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	10.14		138			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	10.97		119			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard	NA					
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed win 6 Days (1-5 lines) Total	94.25	86.91	1670	149		1.99	-4.19

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
UNE PROVISIONING - POTS**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
<b>PR-4 - Missed Appointments</b>							
PR-4-02-3342	Average Delay Days - Total	133.71	13.30	7	10	115.98	
PR-4-03-3342	% MA - Customer	11.11	17.48	18	309		
PR-4-04-3342	% MA - VZ - Dispatch	0.00	3.24	3	309		
PR-4-05-3342	% MA - VZ - No Dispatch	46.67	NA	15			
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation		1.94		309		
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	0.00	3.35	3	239		
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	46.67	NA	15			
PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#	76.92	NA	2491			
PR-4-15-3342	% Completed On Time -DD-2 Test Total		NA				
PR-4-16-3342	% Completed On Time -No DD-2 Test & Serial#		92.03		138		-2.97
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov		95.80		119		0.80
PR-4-18-3342	% Completed On Time -No DD-2 Test& No 800#		NA				
<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	0.00	0.65	18	309		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.65	18	309		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	0.00	0.00	18	309		
<b>PR-6 - Installation Quality</b>							
PR-6-01-3342	% Installation Troubles reported within 30 Days	128.57	5.16	14	310		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1364.29	6.45	14	310		
<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	0.00	0.00	18	309		
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	0.00	0.00	18	309		
<b>POTS &amp; Complex Aggregate</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	3.75	3.10	15417	838	5.83	0.21
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	5.75	3.85	36	27	7.52	1.91
<b>PR-2 - Average Completed Interval</b>							
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	3.60	3.61	14366	754	6.49	0.24
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	7.26	3.82	27	22	10.62	3.05

**UNE MAINTENANCE**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3112	Network Trouble Report Rate - Loop	0.62	0.53	1296710	24188		0.05	1.93
MR-2-02-3140	Network Trouble Report Rate - Platform	0.62	0.32	1296710	935		0.26	1.18
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.08	0.06	1296710	24188		0.02	1.10
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.08	0.00	1296710	935		0.09	0.88
MR-2-04-3112	% Subsequent Reports - Loop	7.87	0.00	9940	142			
MR-2-04-3140	% Subsequent Reports - Platform	7.87	0.00	9940	3			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.77	0.76	1296710	24188			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.77	0.11	1296710	935			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3112	% Missed Repair Appointment - Loop	25.37	11.81	8088	127		3.89	3.48
MR-3-01-3140	% Missed Repair Appointment - Platform	25.37	33.33	8088	3		25.13	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	9.35	6.67	1070	15		7.57	0.35
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	9.35	NA					
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	12.38	9.29	9941	183			
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	12.38	0.00	9941	1			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	18.03	5.83	5885	120		3.55	3.44
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	18.03	50.00	5885	2		27.19	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	54.28	56.25	1704	16		12.51	-0.16
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	54.28	0.00	1704	1		49.83	
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3112	Mean Time to Repair - Total - Loop	29.46	22.81	9158	142	30.26	2.56	2.60
MR-4-01-3140	Mean Time to Repair - Total - Platform	29.46	25.27	9158	3	30.26	17.47	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	31.63	23.35	8088	127	30.25	2.70	3.06
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	31.63	25.27	8088	3	30.25	17.47	
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	13.00	18.30	1070	15	24.81	6.45	-0.82
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	13.00	NA	1070		24.81		
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	54.92	74.65	9158	142		4.21	4.69
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	54.92	66.67	9158	3		28.73	
MR-4-08-3140	% Out of Service > 4 hours - Platform	88.56	100.00	6029	2		22.51	
MR-4-07-3112	% Out of Service > 12 hours - Loop	75.15	79.99	6029	119		4.00	-0.96
MR-4-07-3140	% Out of Service > 12 hours - Platform	75.15	100.00	6029	2		30.56	
MR-4-08-3112	% Out of Service > 24 hours - Loop	44.70	22.69	6029	119		4.60	4.78
MR-4-08-3140	% Out of Service > 24 hours - Platform	44.70	0.00	6029	2		35.16	
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	27.67	21.78	5885	120	25.77	2.38	2.56
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	46.91	36.93	1704	16	37.21	9.35	1.07
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	16.90	17.61	9158	142		3.17	-0.22
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	16.90	0.00	9158	3		21.64	
<b>Complex Services - 2 Wire Digital</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.19	0.51	24898	4104		0.07	-4.32
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.08	0.05	24898	4104		0.05	0.66
MR-2-04-3341	% Subsequent Reports	8.11	0.00	74	23			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.83	0.63	24898	4104			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	47.92	28.57	48	21		13.07	1.48
MR-3-02-3341	% Missed Repair Appointment - Central Office	40.00	50.00	20	2		36.33	
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	24.27	19.23	206	26			
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	30.43	15.38	23	13		15.97	0.94
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	52.38	62.50	42	8		19.27	
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time to Repair - Total	31.99	28.02	68	23	31.99	7.72	0.51
MR-4-02-3341	Mean Time to Repair - Loop Trouble	38.38	28.55	48	21	34.29	8.97	1.10
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	16.65	22.46	20	2	18.71	13.87	
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	50.00	52.17	68	23		12.06	0.18
MR-4-07-3341	% Out of Service > 12 hours	68.18	66.67	22	18		14.80	0.10
MR-4-08-3341	% Out of Service > 24 Hours	40.91	38.89	22	18		15.63	0.13
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	20.91	23.47	23	13	24.38	8.46	-0.30
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	38.21	42.39	42	8	34.91	13.47	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	29.41	39.13	68	23		10.99	-0.88
<b>Complex Services - 2 Wire xDSL</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.16	0.41	28303	12532		0.04	-6.14
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.10	0.09	28303	12532		0.03	0.33
MR-2-04-3342	% Subsequent Reports	0.60	0.00	72	63			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.49	0.56	28303	12532			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	11.36	19.23	44	52		6.50	-1.21
MR-3-02-3342	% Missed Repair Appointment - Central Office	10.71	0.00	28	11		11.00	0.97
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	19.00	7.14	421	70			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	7.58	2.00	66	50		4.98	1.12
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	76.00	75.00	4	12		25.00	
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3342	Mean Time to Repair - Total	21.56	30.79	72	63	16.53	2.85	-3.24
MR-4-02-3342	Mean Time to Repair - Loop Trouble	25.40	35.21	44	52	16.75	3.43	-2.86
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	15.52	9.91	28	11	14.47	5.15	1.09
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	69.44	60.32	72	63		7.95	-1.15
MR-4-07-3342	% Out of Service > 12 hours	75.71	67.35	70	49		7.59	1.05
MR-4-08-3342	% Out of Service > 24 Hours	30.00	38.78	70	49		8.54	-1.03
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	19.15	19.82	66	50	11.61	2.18	-0.31
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	54.57	78.61	4	12	42.57	24.58	-0.98
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	62.50	15.87	72	63		8.35	5.58

Legend Notations defined on Legend sheet - last page



**Carrier to Carrier**  
**Performance Standards and Reports**  
**November 2001**  
**Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL**  
**UNE PROVISIONING - POTS**

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
		VZ	CLEC Aggregate	VZ	CLEC Aggregate				
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.59	5.61	2956	553	5.38	0.25	-16.13
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	1.59	NA	2956		5.38		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	Parity with VZ Retail	1.59	1.24	2956	164	5.38	0.43	0.81
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	4.76	4.45	1261	29	4.68	0.88	0.35
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.76	4.76	1261	12	4.68	1.36	0.01
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	8.79	4.00	56	4	7.76	4.02	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	8.79	NA	56		7.76		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	5.28	6.00	18	1	2.54	2.61	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	5.28	NA	18		2.54		
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.39	5.78	2767	492	4.57	0.22	-19.63
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	1.39	NA	2767		4.57		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	Parity with VZ Retail	1.39	1.23	2767	158	4.57	0.37	0.43
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	4.83	4.65	1091	26	4.59	0.91	0.20
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.83	4.75	1091	12	4.59	1.33	0.06
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	9.02	4.00	43	4	7.74	4.05	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	9.02	NA	43		7.74		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	6.85	NA	13		7.60		
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	6.85	NA	13		7.60		
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	75.72	68.53	17034	143		3.60	-2.00
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	85.31	83.92	17034	143		2.97	-0.47
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	95.88	99.30	17034	143		1.67	2.05
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	12.94	0.00	4391	12		9.70	-1.33
PR-3-05-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	26.53	25.00	4391	12		12.76	-0.12
PR-3-06-3142	% Completed in 6 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	71.53	66.67	4391	12		13.04	-0.37
PR-3-07-3142	% Completed in 7 Days (1-5 Lines - Total)	Parity with VZ Retail	94.32	97.42	21425	155		1.87	1.66
PR-3-08-3142	% Completed in 8 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	98.54	100.00	17034	143		1.01	1.45
PR-3-09-3142	% Completed in 9 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	92.19	91.67	4391	12		7.76	-0.07
PR-3-10-3142	% Completed in 10 Days (1-5 Lines - Total)	Parity with VZ Retail	97.96	99.35	21425	155		1.14	1.22
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3100	Average Delay Days - Total	Parity with VZ Retail	4.46	23.33	802	3	20.00	11.57	
PR-4-03-3100	% Missed Appointment - Customer	No Standard	1.50	3.92	40456	1300			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	Parity with VZ Retail	7.31	0.56	7474	533		1.17	5.78
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	Parity with VZ Retail	7.31	0.00	7474	13		7.23	1.01
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	Parity with VZ Retail	0.78	0.00	32982	448		0.42	1.86
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	Parity with VZ Retail	0.78	0.00	32982	305		0.51	1.54
PR-4-07-3540	% On Time Performance - LNP	No Standard	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	0.14			736			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	0.20			982			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00			318			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	Parity with VZ Retail	7.02	2.94	5471	34		4.40	0.93
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	Parity with VZ Retail	7.02	0.00	5471	12		7.38	0.95
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	Parity with VZ Retail	0.58	0.00	28236	55		1.02	0.57
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	Parity with VZ Retail	0.58	0.00	28236	160		0.60	0.96
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with VZ Retail	0.37	0.10	40456	982		0.20	1.38
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with VZ Retail	0.37	0.00	40456	318		0.34	0.86
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail	0.01	0.00	40456	982		0.03	0.31
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with VZ Retail	0.01	0.00	40456	318		0.06	0.18
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	Parity with VZ Retail	0.00	0.00	40456	982			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	Parity with VZ Retail	0.00	0.00	40456	318			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Parity with VZ Retail	2.77	6.37	33386	2356		0.35	-10.29
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail	2.77	0.00	33386	330		0.91	3.05
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail	1.67	3.14	33386	2356		0.27	-5.39
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	Parity with VZ Retail	1.67	0.00	33386	330		0.71	2.35
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	2.40	4.67	33386	2356			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	2.40	NA	33386				
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.15	0.00	40456	1300		0.11	1.38
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.10	0.00	40456	1300		0.09	1.12
<b>PR-9 - Hot Cuts</b>									
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window		98.16		868			3.16
PR-9-02-3520	% Early Cuts - Lines	No Standard		0.90		1225			
PR-9-03-3520	% Early Cuts - Orders	No Standard		0.12		868			
PR-9-04-3520	% Defective Cuts - Lines	No Standard		0.00		1225			
PR-9-05-3520	% Defective Cuts - Orders	No Standard		0.00		868			
PR-9-06-3520	% Late Cuts - Lines	No Standard		3.51		1225			
PR-9-07-3520	% Late Cuts - Orders	No Standard		1.84		868			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard		0.00		868			
<b>Complex Services - 2 Wire Digital</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.40	0.00	192	1	1.58	1.58	
PR-1-02-3341	Average Interval Offered - Total Dispatch	Parity with VZ Retail	3.10	5.89	246	18	2.04	0.50	-5.60
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	1.47	0.00	174	1	1.58	1.58	
PR-2-02-3341	Average Interval Completed - Total Dispatch	Parity with VZ Retail	4.02	6.00	192	10	3.07	1.00	-1.99
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3341	% Completed win 6 Days (1-5 lines) Total	Parity with VZ Retail	97.61	90.91	1879	11		4.62	1.45
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3341	Average Delay Days - Total	Parity with VZ Retail	16.78	NA	60		66.41		
PR-4-03-3341	% MA - Customer	No Standard	9.20	25.00	499	20			
PR-4-04-3341	% MA - VZ - Dispatch	Parity with VZ Retail	19.87	0.00	297	20		9.22	2.16
PR-4-05-3341	% MA - VZ - No Dispatch	Parity with VZ Retail	0.52	NA	192				
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	No Standard		5.00		19			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	19.66	0.00	295	20		9.41	2.09
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.52	NA	192				
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	1.64	0.00	489	20		2.90	0.57
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.41	0.00	489	20		1.46	0.28
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	489	20			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	3.52	4.55	199	22		4.14	-0.25
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	6.03	9.09	199	22			
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.20	0.00	489	20		1.02	0.20
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	489	20			
<b>Complex Services - 2 Wire xDSL</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3342	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.50	3.29	2	7	0.71	0.57	
PR-1-02-3342	Average Interval Offered - Total Dispatch	Parity with VZ Retail	NA	5.19		120			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3342	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	1.00	4.33	1	6			
PR-2-02-3342	Average Interval Completed - Total Dispatch	Parity with VZ Retail	NA	5.70		89			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	3.42	NA	1482				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test - Total	No Standard		NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard		13.44		32			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard		10.33		101			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard		NA					
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3342	% Completed win 6 Days (1-5 lines) Total	Parity with VZ Retail	97.61	93.55	1879	93		1.62	-2.50

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL  
UNE PROVISIONING - POTS**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
<b>PR-4 - Missed Appointments</b>							
PR-4-02-3342	Average Delay Days - Total	NA	4.33	1	3		
PR-4-03-3342	% MA - Customer	0.00	13.64	1	132		
PR-4-04-3342	% MA - VZ - Dispatch	NA	2.27	1	132		
PR-4-05-3342	% MA - VZ - No Dispatch	0.00	NA	1	132		
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	NA	0.76	1	132		
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	NA	1.74	1	115		
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.00	NA	1	132		
PR-4-14-3342	% Completed On Time - DD-2 Test & Serial#	86.85	NA	2337			
PR-4-15-3342	% Completed On Time - DD-2 Test Total	NA	NA				
PR-4-16-3342	% Completed On Time - No DD-2 Test & Serial#	96.88	NA	32			1.88
PR-4-17-3342	% Completed On Time - No DD-2 Test & 800# Prov	98.02	NA	101			3.02
PR-4-18-3342	% Completed On Time - No DD-2 Test & No 800#	NA	NA				
<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	0.00	0.76	1	132		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.00	1	132		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	0.00	0.00	1	132		
<b>PR-6 - Installation Quality</b>							
PR-6-01-3342	% Installation Troubles reported within 30 Days	700.00	3.03	1	132		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2100.00	9.85	1	132		
<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	0.00	0.76	1	132		
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	0.00	0.00	1	132		
<b>POTS &amp; Complex Aggregate</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-10-1313	Average Interval Offered - Disconnects - No Dispatch	3.82	4.52	14524	1174	5.29	0.16
PR-1-11-1313	Average Interval Offered - Disconnects - Dispatch	3.59	4.89	63	9	3.43	1.22
<b>PR-2 - Average Completed Interval</b>							
PR-2-10-1313	Average Interval Completed - Disconnects - No Dispatch	3.52	4.37	13039	1071	5.23	0.17
PR-2-11-1313	Average Interval Completed - Disconnects - Dispatch	4.33	6.89	61	9	4.65	1.66

**UNE MAINTENANCE**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3112	Network Trouble Report Rate - Loop	0.93	0.76	669782	60623		0.04	4.32
MR-2-02-3140	Network Trouble Report Rate - Platform	0.93	0.20	669782	493		0.43	1.68
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.09	0.08	669782	60623		0.01	0.74
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.09	0.00	669782	493		0.14	0.67
MR-2-04-3112	% Subsequent Reports - Loop	1.57	0.00	6963	508			
MR-2-04-3140	% Subsequent Reports - Platform	1.57	0.00	6963	1			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.84	0.53	669782	60623			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.84	0.20	669782	493			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3112	% Missed Repair Appointment - Loop	7.37	2.62	6238	458		1.26	3.76
MR-3-01-3140	% Missed Repair Appointment - Platform	7.37	0.00	6238	1		26.13	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	7.85	14.00	616	50		3.88	-1.52
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	7.85	NA	616	1			
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	2.96	3.72	5602	323			
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	2.96	0.00	5602	1			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	3.96	0.89	4574	404		1.01	2.93
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	3.96	0.00	4574	1		19.50	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	26.44	14.94	1074	87		4.92	2.34
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	26.44	NA	1074	1			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3112	Mean Time to Repair - Total - Loop	12.63	15.14	6854	508	15.47	0.71	-3.52
MR-4-01-3140	Mean Time to Repair - Total - Platform	12.63	3.63	6854	1	15.47	15.47	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	13.11	15.03	6238	458	15.39	0.75	-2.58
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	13.11	3.63	6238	1	15.39	15.39	
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	7.80	16.14	616	50	15.43	2.27	-3.67
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	7.80	NA	616	1	15.43		
MR-4-04-3112	% Cleared (all troubles) within 24 hours - Loop	88.65	90.55	6854	508		1.46	1.30
MR-4-04-3140	% Cleared (all troubles) within 24 hours - Platform	88.65	100.00	6854	1		31.72	
MR-4-08-3140	% Out of Service > 4 hours - Platform	63.16	0.00	4571	1		48.24	
MR-4-07-3112	% Out of Service > 12 hours - Loop	43.34	62.76	4571	392		2.61	-7.45
MR-4-07-3140	% Out of Service > 12 hours - Platform	43.34	0.00	4571	1		49.56	
MR-4-08-3112	% Out of Service > 24 hours - Loop	8.97	8.93	4571	392		1.50	0.03
MR-4-08-3140	% Out of Service > 24 hours - Platform	8.97	0.00	4571	1		28.58	
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	11.90	13.32	4574	404	14.42	0.75	-1.90
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	22.29	25.00	1074	87	20.71	2.31	-1.17
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	13.41	18.70	6854	508		1.57	-3.38
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	13.41	0.00	6854	1		34.08	
<b>Complex Services - 2 Wire Digital</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.24	0.20	14298	985		0.16	0.26
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.23	0.20	14298	985		0.16	0.18
MR-2-04-3341	% Subsequent Reports	1.45	0.00	69	4			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.59	0.61	14298	985			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	14.29	0.00	35	2		25.44	
MR-3-02-3341	% Missed Repair Appointment - Central Office	12.12	0.00	33	2		23.77	
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	12.72	0.00	228	6			
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	1.96	0.00	51	3		8.24	
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	53.33	NA	15	1			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time to Repair - Total	10.77	14.66	68	4	13.84	7.12	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	9.07	19.13	35	2	8.59	6.25	
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	12.58	10.19	33	2	17.78	12.95	
MR-4-04-3341	% Cleared (all troubles) within 24 hours	94.12	100.00	68	4		12.10	
MR-4-07-3341	% Out of Service > 12 hours	53.13	75.00	32	4		26.46	
MR-4-08-3341	% Out of Service > 24 hours	9.38	0.00	32	4		15.46	
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	9.69	13.54	51	3	14.39	8.55	
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	15.54	NA	15	1	11.79		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	22.06	50.00	68	4		21.33	
<b>Complex Services - 2 Wire xDSL</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.07	0.61	4314	3782		0.06	-9.17
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.25	0.08	4314	3782		0.11	1.56
MR-2-04-3342	% Subsequent Reports	0.00	0.00	14	26			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.25	0.82	4314	3782			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	0.00	4.35	3	23			
MR-3-02-3342	% Missed Repair Appointment - Central Office	18.18	0.00	11	3		25.12	
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	7.41	0.00	54	31			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	14.28	0.00	14	14		13.23	1.08
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	9.09	11	11			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3342	Mean Time to Repair - Total	19.15	20.51	14	26	16.48	5.46	-0.43
MR-4-02-3342	Mean Time to Repair - Loop Trouble	19.79	21.97	3	23	7.10	4.36	-0.50
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	17.70	9.28	11	3	18.49	12.04	
MR-4-04-3342	% Cleared (all troubles) within 24 hours	64.29	80.77	14	26		15.88	1.04
MR-4-07-3342	% Out of Service > 12 hours	46.15	69.57	13	23		17.30	-1.25
MR-4-08-3342	% Out of Service > 24 hours	30.77	17.39	13	23		16.01	0.84
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	18.15	18.32	14	14	16.48	6.23	-0.03
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	NA	25.16	11	11			
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	21.43	7.69	14	26		13.60	1.01

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - EASTERN  
UNE PROVISIONING - POTS**

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	1.22	5.52	1666	977	2.31	0.09	-46.19
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.22	NA	1666		2.31		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.22	1.12	1666	292	2.31	0.15	0.68
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	4.52	4.52	731	33	4.82	0.86	-0.41
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	4.52	2.97	731	33	4.82	0.86	1.81
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	8.97	5.00	32	1	9.49	9.64	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	8.97	NA	32		9.49		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	7.20	10.00	15	1	6.53	6.74	
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	7.20	NA	15		6.53		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.17	5.63	1567	896	2.18	0.09	-48.85
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.17	NA	1567		2.18		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.17	1.14	1567	282	2.18	0.14	0.21
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	4.34	4.68	624	31	4.53	0.83	-0.41
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	4.34	3.00	624	32	4.53	0.82	1.63
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	10.81	NA	27		12.13		
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	10.81	NA	27		12.13		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	8.83	10.00	12	1	8.96	9.33	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	8.83	NA	12		8.96		
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	71.98	69.88	14203	259		2.82	-0.75
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.48	86.49	14203	259		2.27	0.83
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.49	97.68	14203	259		1.15	1.03
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - No Dispatch)	97.78	97.25	3058	32		5.28	-0.67
PR-3-05-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	34.83	29.00	3058	32		8.47	-1.16
PR-3-06-3142	% Completed in 6 Days (1-5 Lines - No Dispatch)	88.52	84.38	3058	32		5.66	-0.73
PR-3-07-3142	% Completed in 7 Days (1-5 Lines - Total)	97.61	97.94	17261	291		0.90	0.37
PR-3-08-3142	% Completed in 8 Days (1-5 Lines - Total)	98.97	99.23	14203	259		0.66	0.54
PR-3-09-3142	% Completed in 9 Days (1-5 Lines - Total)	96.34	96.88	3058	32		3.34	0.16
PR-3-10-3142	% Completed in 10 Days (1-5 Lines - Total)	98.78	98.97	17261	291		0.65	0.29
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	3.99	92.50	347	2	14.20	10.07	
PR-4-03-3100	% Missed Appointment - Customer	1.41	3.48	31366	2043			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	4.00	0.14	4946	699		0.79	4.87
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	4.00	0.00	4946	41		3.07	1.30
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.56	0.00	26420	749		0.28	2.03
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.56	0.18	26420	553		0.32	1.19
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	0.50	0.50	1197				
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	0.14	0.14	1449				
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	0.00	0.00	594				
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	4.19	0.00	3773	35		3.40	1.23
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	4.19	0.00	3773	33		3.50	1.20
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.50	0.00	22318	136		0.61	0.82
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.50	0.00	22318	288		0.42	1.20
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.06	0.07	31366	1449		0.07	-0.15
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.06	0.00	31366	594		0.10	0.59
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.01	0.00	31366	1449		0.03	0.37
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.01	0.00	31366	594		0.04	0.24
PR-5-03-3112	% Orders Held for Facilities > 30 Days - Loop	0.00	0.00	31366	1449			
PR-5-03-3140	% Orders Held for Facilities > 30 Days - Platform	0.00	0.00	31366	594			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.81	4.70	25000	3235		0.36	-2.49
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	3.81	0.17	25000	586		0.80	4.55
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.54	2.07	25000	3235		0.29	1.61
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.54	0.00	25000	586		0.66	3.87
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.97	3.40	25000	3235			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	3.97	NA	25000				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.22	0.00	31366	2043		0.11	2.06
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.16	0.00	31366	2043		0.09	1.75
<b>PR-9 - Hot Cuts</b>								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	89.27	1360			4.27	
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.34	1784				
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.15	1360				
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00	1794				
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00	1360				
PR-9-06-3520	% Late Cuts - Lines	No Standard	1.46	1784				
PR-9-07-3520	% Late Cuts - Orders	No Standard	0.74	1360				
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA					
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00	1360				
<b>Complex Services - 2 Wire Digital</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	1.40	NA	67	10	1.45		
PR-1-02-3341	Average Interval Offered - Total Dispatch	3.53	5.40	66		1.97	0.67	-2.80
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	1.48	NA	60	144	1.44		
PR-2-02-3341	Average Interval Completed - Total Dispatch	5.30	5.13	53	8	10.61	4.02	
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed within 6 Days (1-5 lines) Total	99.10	100.00	1115	8		3.35	
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	13.20	NA	10		18.70		
PR-4-03-3341	% MA - Customer	13.86	20.00	166	10			
PR-4-04-3341	% MA - VZ - Dispatch	8.65	0.00	104	10		9.31	0.93
PR-4-05-3341	% MA - VZ - No Dispatch	1.61	NA	62				
PR-4-06-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	0.00		10			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	10.11	0.00	89	10		10.05	1.01
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	1.79	NA	56				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	1.20	0.00	166	10		3.55	0.34
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	166	10			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	166	10			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Installation Troubles reported within 30 Days	1.10	38.46	91	13		3.09	-12.09
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.20	7.69	91	13			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	166	10			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	166	10			
<b>Complex Services - 2 Wire xDSL</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	0.67	NA	6		1.21		
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	5.28		78			
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	0.80	NA	5		1.30		
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	5.72		57			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	2.81	NA	837				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	10.29		14			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	11.26		76			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard	NA					
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed within 6 Days (1-5 lines) Total	99.10	92.98	1115	57		1.28	-4.77

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - EASTERN  
UNE PROVISIONING - POTS**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
<b>PR-4 - Missed Appointments</b>							
PR-4-02-3342	Average Delay Days - Total	0.00	14.81	6	81		
PR-4-03-3342	% MA - Customer	0.00	0.00	6	81		
PR-4-04-3342	% MA - VZ - Dispatch	0.00	0.00	6	81		
PR-4-05-3342	% MA - VZ - No Dispatch	0.00	1.23	6	81		
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	0.00	0.00	6	81		
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	0.00	0.00	6	81		
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.00	0.00	6	81		
PR-4-14-3342	% Completed On Time - DD-2 Test & Serial#	90.91	NA	15	7		
PR-4-15-3342	% Completed On Time - DD-2 Test Total	95%	NA	15	7		
PR-4-16-3342	% Completed On Time - No DD-2 Test & Serial#	95%	92.86	14			-2.14
PR-4-17-3342	% Completed On Time - No DD-2 Test & 800# Prov	95%	96.68	16			3.68
PR-4-18-3342	% Completed On Time - No DD-2 Test & No 800#	95%	NA	14			
<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	0.00	0.00	6	81		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0.00	0.00	6	81		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	0.00	0.00	6	81		
<b>PR-6 - Installation Quality</b>							
PR-6-01-3342	% Installation Troubles reported within 30 Days	175.00	6.02	4	83		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TKO/CPE	1275.00	7.23	4	83		
<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	16.67	0.00	6	81		15.77
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	16.67	0.00	6	81		15.77
<b>POTS &amp; Complex Aggregate</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	3.95	4.74	13068	2379	4.89	0.11
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	5.76	4.50	51	2	7.94	5.72
<b>PR-2 - Average Completed Interval</b>							
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	3.63	4.69	11694	2296	4.94	0.11
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	5.46	5.00	41	1	8.54	8.64

**UNE MAINTENANCE**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3112	Network Trouble Report Rate - Loop	0.71	0.56	699737	59384		0.04	4.10
MR-2-02-3140	Network Trouble Report Rate - Platform	0.71	0.35	699737	1139		0.25	1.44
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.08	0.06	699737	59384		0.01	1.49
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.08	0.00	699737	1139		0.08	0.94
MR-2-04-3112	% Subsequent Reports - Loop	2.08	0.00	5630	370			
MR-2-04-3140	% Subsequent Reports - Platform	2.08	0.00	5630	4			
MR-2-05-3112	% CPE/TKO/FOK Trouble Report Rate - Loop	0.81	0.42	699737	59384			
MR-2-05-3140	% CPE/TKO/FOK Trouble Report Rate - Platform	0.81	0.26	699737	1139			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3112	% Missed Repair Appointment - Loop	6.83	0.90	4964	334		1.43	4.16
MR-3-01-3140	% Missed Repair Appointment - Platform	6.83	0.00	4964	4		12.62	
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	6.86	0.00	549	36		4.26	1.54
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	6.86	NA	549	4			
MR-3-03-3112	% Missed Repair Appointment - CPE /TKO/FOK - Loop	2.57	0.80	5647	249			
MR-3-03-3140	% Missed Repair Appointment - CPE /TKO/FOK - Platform	2.57	0.00	5647	3			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	3.26	0.31	4168	321		1.03	2.87
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	3.26	0.00	4168	4		8.88	
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	28.37	4.88	564	41		7.29	3.22
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	28.37	NA	564				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3112	Mean Time to Repair - Total - Loop	13.00	12.73	5513	370	15.85	0.85	0.32
MR-4-01-3140	Mean Time to Repair - Total - Platform	13.00	8.07	5513	4	15.85	7.83	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	13.56	12.73	4964	334	16.05	0.91	0.92
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	13.56	8.07	4964	4	16.05	8.03	
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	7.87	12.69	549	36	12.79	2.20	-2.19
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	7.87	NA	549	12.79			
MR-4-04-3112	% Cleared (all troubles) within 24 hours - Loop	87.61	95.41	5513	370		1.77	4.41
MR-4-04-3140	% Cleared (all troubles) within 24 hours - Platform	87.61	100.00	5513	4		16.48	
MR-4-08-3140	% Out of Service > 4 hours - Platform	66.56	50.00	3098	4		23.60	
MR-4-07-3112	% Out of Service > 12 hours - Loop	43.16	58.25	3098	297		3.01	-5.02
MR-4-07-3140	% Out of Service > 12 hours - Platform	43.16	50.00	3098	4		24.78	
MR-4-08-3112	% Out of Service > 24 hours - Loop	10.23	4.04	3098	297		1.84	3.36
MR-4-08-3140	% Out of Service > 24 hours - Platform	10.23	0.00	3098	4		15.16	
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	12.34	11.65	4168	321	15.28	0.89	0.78
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	24.03	22.42	564	41	21.12	3.42	0.47
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	12.97	10.81	5513	370		1.80	1.20
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	12.97	0.00	5513	4		16.80	

**Complex Services - 2 Wire Digital**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.15	1.24	6654	485		0.18	-5.97
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.26	0.21	6654	485		0.24	0.21
MR-2-04-3341	% Subsequent Reports	6.90	0.00	29	7			
MR-2-05-3341	% CPE/TKO/FOK Trouble Report Rate	1.14	0.82	6654	485			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	30.00	0.00	18	6		23.66	
MR-3-02-3341	% Missed Repair Appointment - Central Office	23.53	0.00	17	1		43.65	
MR-3-03-3341	% Missed Repair Appointment - CPE /TKO/FOK	15.79	0.00	76	7			
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	6.67	0.00	15	7		11.42	
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	54.55	NA	11				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time to Repair - Total	14.00	14.16	27	7	17.18	7.28	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	19.28	16.36	10	6	14.44	7.46	
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	10.80	9.93	17	1	18.29	19.82	
MR-4-04-3341	% Cleared (all troubles) within 24 hours	81.48	85.71	27	7		16.48	
MR-4-07-3341	% Out of Service > 12 hours	55.56	57.14	9	7		25.04	
MR-4-08-3341	% Out of Service > 24 hours	22.22	14.29	9	7		20.95	
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	6.69	14.16	15	7	9.76	4.47	
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	22.19	NA	11		20.99		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	7.41	0.00	27	7		11.11	

**Complex Services - 2 Wire xDSL**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.08	0.26	11976	3103		0.06	-3.00
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.07	0.23	11976	3103		0.05	-3.05
MR-2-04-3342	% Subsequent Reports	0.00	0.00	18	15			
MR-2-05-3342	% CPE/TKO/FOK Trouble Report Rate	0.94	0.97	11976	3103			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	10.00	12.50	10	8		14.23	
MR-3-02-3342	% Missed Repair Appointment - Central Office	12.50	0.00	8	7		17.12	
MR-3-03-3342	% Missed Repair Appointment - CPE /TKO/FOK	2.65	0.00	113	30			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	11.76	0.00	17	12		12.15	0.97
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	33.33	3				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3342	Mean Time to Repair - Total	22.57	17.23	18	15	14.14	4.94	1.08
MR-4-02-3342	Mean Time to Repair - Loop Trouble	25.88	14.71	10	8	15.14	7.18	
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	18.43	20.10	8	7	12.47	6.45	
MR-4-04-3342	% Cleared (all troubles) within 24 hours	77.78	86.67	18	15		14.53	0.61
MR-4-07-3342	% Out of Service > 12 hours	83.33	66.67	18	12		13.89	1.20
MR-4-08-3342	% Out of Service > 24 hours	22.22	16.67	18	12		15.49	0.36
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	22.41	15.47	17	12	14.56	5.49	1.27
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	NA	24.28	3				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	44.44	20.00	18	15		17.37	1.41

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - WESTERN  
UNE PROVISIONING - POTS**

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	1.26	8.12	928	25	2.05	0.42	-16.51
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	1.26	NA	928		2.05		
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	1.26	1.20	928	66	2.05	0.26	0.23
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	5.35	4.25	425	8	8.71	3.11	
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	5.35	3.75	425	4	8.71	4.38	
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	4.35	6.00	20	1	4.32	4.43	
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	4.35	NA	20		4.32		
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	5.20	NA	5		1.10		
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	5.20	NA	5		1.10		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	1.29	7.65	880	20	2.09	0.47	-13.46
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	1.29	NA	880		2.09		
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	1.29	1.18	880	61	2.09	0.28	0.40
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	5.33	3.86	359	7	8.69	3.32	
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	5.33	3.75	359	4	8.69	4.37	
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	4.50	5.00	18	1	4.88	5.01	
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	4.50	NA	18		4.88		
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	4.50	NA	2		0.71		
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	4.50	NA	2		0.71		
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	76.59	71.43	7663	49		6.07	-0.85
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	87.16	75.51	7663	49		4.79	-2.43
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.76	95.92	7663	49		2.54	-0.33
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - No Dispatch)	5.92	0.00	1672	4		11.81	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	23.03	25.00	1672	4		21.08	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	84.27	50.00	1672	4		18.23	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	96.88	96.23	9335	53		2.39	-0.27
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.50	100.00	7663	49		1.68	0.83
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	94.26	100.00	1672	4		11.84	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.24	100.00	9335	53		1.81	0.97
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	4.11	NA	306		14.70		
PR-4-03-3100	% Missed Appointment - Customer	1.25	2.08	16785	144			
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	7.19	0.00	2560	19		5.95	1.21
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	7.19	0.00	2560	5		11.56	
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.86	0.00	14225	12		2.67	0.32
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.86	0.00	14225	108		0.89	0.96
PR-4-07-3540	% On Time Performance - LNP	NA	NA					
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	1.61		62			
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other (Switch & INP)	No Standard	0.00		31			
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.00		113			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	7.04	0.00	2018	9		8.55	
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	7.04	0.00	2018	4		12.80	
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other	0.81	0.00	12303	7		3.39	
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	0.81	0.00	12303	61		1.15	0.70
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.43	0.00	16785	31		1.18	0.37
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.43	0.00	16785	113		0.62	0.70
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.01	0.00	16785	31		0.18	0.06
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.01	0.00	16785	113		0.09	0.11
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	16785	31			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	16785	113			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.71	0.94	13033	318		1.20	3.13
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	4.71	0.00	13033	110		2.03	2.32
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	3.05	0.94	13033	318		0.98	2.16
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	3.05	0.00	13033	110		1.65	1.85
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	4.34	0.00	13033	318			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	4.34	NA	13033				
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0.18	0.00	16785	144		0.35	0.51
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0.12	0.00	16785	144		0.29	0.41
<b>PR-9 - Hot Cuts</b>								
PR-9-01-3114	% On Time Performance - Hot Cuts	95% win cut over window	100.00		75			5.00
PR-9-02-3520	% Early Cuts - Lines	No Standard	0.00		217			
PR-9-03-3520	% Early Cuts - Orders	No Standard	0.00		75			
PR-9-04-3520	% Defective Cuts - Lines	No Standard	0.00		217			
PR-9-05-3520	% Defective Cuts - Orders	No Standard	0.00		75			
PR-9-06-3520	% Late Cuts - Lines	No Standard	0.00		217			
PR-9-07-3520	% Late Cuts - Orders	No Standard	0.00		75			
PR-9-08-3520	Average Duration of Service Interruption	No Standard	NA					
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard	0.00		75			
<b>Complex Services - 2 Wire Digital</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	1.31	NA	32		0.93		
PR-1-02-3341	Average Interval Offered - Total Dispatch	4.05	7.33	98	3	1.65	0.99	
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	1.31	NA	32		0.93		
PR-2-02-3341	Average Interval Completed - Total Dispatch	3.97	1.00	29	1	1.52	1.55	
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed win 6 Days (1-5 lines) Total	98.64	100.00	588	1		11.59	
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	1.00	NA	2				
PR-4-03-3341	% MA - Customer	10.84	75.00	83	4			
PR-4-04-3341	% MA - VZ - Dispatch	4.68	0.00	49	4		10.29	
PR-4-05-3341	% MA - VZ - No Dispatch	0.00	NA	34				
PR-4-06-3341	% MA - Customer - Due to Late Order Confirmation	No Standard	75.00	23	4			
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	6.25	0.00	83	4		12.84	
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	0.00	NA	32				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	0.00	0.00	83	4			
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	83	4			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	83	4			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Installation Troubles reported within 30 Days	0.00	0.00	40	4			
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.50	25.00	40	4			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0.00	0.00	83	4			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0.00	0.00	83	4			
<b>Complex Services - 2 Wire xDSL</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Average Interval Offered - Total No Dispatch	NA	8.00		1			
PR-1-02-3342	Average Interval Offered - Total Dispatch	NA	6.00		11			
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3342	Average Interval Completed - Total No Dispatch	NA	8.00		1			
PR-2-02-3342	Average Interval Completed - Total Dispatch	NA	6.78		9			
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	3.16	NA	452				
PR-2-14-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	NA					
PR-2-15-3342	Avg. Interval Completed-No DD-2 Test & Serial#	No Standard	NA					
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard	13.95		44			
PR-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard	NA					
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed win 6 Days (1-5 lines) Total	98.64	60.00	588	10		3.69	-10.46

continued

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance - WESTERN  
UNE PROVISIONING - POTS**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate		
<b>PR-4 - Missed Appointments</b>							
PR-4-02-3342	Average Delay Days - Total	NA	2.00	2	1		
PR-4-03-3342	% MA - Customer	NA	6.25	48			
PR-4-04-3342	% MA - VZ - Dispatch	NA	2.08	48			
PR-4-05-3342	% MA - VZ - No Dispatch	NA	NA				
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	NA	0.00	48			
PR-4-10-3342	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	NA	9.09	11			
PR-4-11-3342	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	NA	NA				
PR-4-14-3342	% Completed On Time -DD-2 Test & Serial#	87.51	NA	857			
PR-4-15-3342	% Completed On Time -DD-2 Test Total	NA	NA				
PR-4-16-3342	% Completed On Time -No DD-2 Test & Serial#	NA	NA				
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	NA	95.45	44			0.45
PR-4-18-3342	% Completed On Time -No DD-2 Test# No 800#	NA	NA				
<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-3342	% Missed Appointment - Verizon - Facilities	NA	2.08	48			
PR-5-02-3342	% Orders Held for Facilities > 15 Days	NA	0.00	48			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	NA	0.00	48			
<b>PR-6 - Installation Quality</b>							
PR-6-01-3342	% Installation Troubles reported within 30 Days	NA	2.08	48			
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	NA	10.42	48			
<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	NA	2.08	48			
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	NA	0.00	48			
<b>POTS &amp; Complex Aggregate</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-10-3133	Average Interval Offered - Disconnects - No Dispatch	2.96	3.88	4837	101	4.82	0.48
PR-1-11-3133	Average Interval Offered - Disconnects - Dispatch	4.41	4.83	59	6	4.53	1.94
<b>PR-2 - Average Completed Interval</b>							
PR-2-10-3133	Average Interval Completed - Disconnects - No Dispatch	2.61	4.11	4560	82	4.56	0.51
PR-2-11-3133	Average Interval Completed - Disconnects - Dispatch	4.37	4.67	52	6	4.89	2.11

**UNE MAINTENANCE**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3112	Network Trouble Report Rate - Loop	0.85	0.33	482624	9371		0.10	5.43
MR-2-02-3140	Network Trouble Report Rate - Platform	0.85	0.00	482624	423		0.45	1.91
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	0.07	0.00	482624	9371		0.03	2.50
MR-2-03-3140	Network Trouble Report Rate - Central Office - Platform	0.07	0.00	482624	423		0.13	0.54
MR-2-04-3112	% Subsequent Reports - Loop	1.11	0.00	4488	31			
MR-2-04-3140	% Subsequent Reports - Platform	1.11	NA	4488				
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.71	0.32	482624	9371			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.71	0.47	482624	423			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3112	% Missed Repair Appointment - Loop	5.62	3.23	4109	31		4.15	0.58
MR-3-01-3140	% Missed Repair Appointment - Platform	5.62	NA	4109				
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	2.74	NA	329				
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	2.74	NA	329				
MR-3-03-3112	% Missed Repair Appointment - CPE /TOK/FOK - Loop	1.83	6.67	3440	30			
MR-3-03-3140	% Missed Repair Appointment - CPE /TOK/FOK - Platform	1.83	0.00	3440	2			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	2.60	0.00	3309	25		3.19	0.81
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	2.60	NA	3309				
MR-3-05-3112	% Missed Repair Appointment - Double Dispatch - Loop	18.36	20.00	572	5		17.39	
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch - Platform	18.36	NA	572				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3112	Mean Time to Repair - Total - Loop	13.16	17.98	4438	31	15.08	2.72	-1.77
MR-4-01-3140	Mean Time to Repair - Total - Platform	13.16	NA	4438		15.08		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	13.82	17.98	4109	31	15.20	2.74	-1.51
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	13.82	NA	4109		15.20		
MR-4-03-3112	Mean Time to Repair - Central Office Trouble - Loop	4.89	NA	329		10.24		
MR-4-03-3140	Mean Time to Repair - Central Office Trouble - Platform	4.89	NA	329		10.24		
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	88.58	90.32	4438	31		5.73	0.30
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	88.58	NA	4438				
MR-4-08-3140	% Out of Service > 4 hours - Platform	68.71	NA	1777				
MR-4-07-3112	% Out of Service > 12 hours - Loop	48.45	62.50	1777	24		10.27	-1.37
MR-4-07-3140	% Out of Service > 12 hours - Platform	48.45	NA	1777				
MR-4-08-3112	% Out of Service > 24 Hours - Loop	8.84	12.50	1777	24		5.83	-0.63
MR-4-08-3140	% Out of Service > 24 Hours - Platform	8.84	NA	1777				
MR-4-09-3112	Mean Time to Repair - No Double Dispatch - Loop	12.05	15.30	3309	25	14.11	2.83	-1.15
MR-4-10-3112	Mean Time to Repair - Double Dispatch - Loop	21.73	33.88	572	5	19.42	8.72	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	12.39	12.90	4438	31		5.94	-0.09
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	12.39	NA	4438				
<b>Complex Services - 2 Wire Digital</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.17	0.00	2979	322		0.24	0.70
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.17	0.00	2979	322		0.24	0.70
MR-2-04-3341	% Subsequent Reports	0.00	NA	10				
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.51	0.62	2979	322			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	0.00	NA	5				
MR-3-02-3341	% Missed Repair Appointment - Central Office	0.00	NA	5				
MR-3-03-3341	% Missed Repair Appointment - CPE /TOK/FOK	17.78	0.00	45	2			
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	0.00	NA	6				
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	0.00	NA	4				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time to Repair - Total	8.18	NA	10		8.68		
MR-4-02-3341	Mean Time to Repair - Loop Trouble	11.72	NA	5		9.21		
MR-4-03-3341	Mean Time to Repair - Central Office Trouble	4.65	NA	5		7.32		
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	100.00	NA	10				
MR-4-07-3341	% Out of Service > 12 hours	50.00	NA	2				
MR-4-08-3341	% Out of Service > 24 Hours	0.00	NA	2				
MR-4-09-3341	Mean Time to Repair - No Double Dispatch - Loop	4.63	NA	6		6.54		
MR-4-10-3341	Mean Time to Repair - Double Dispatch - Loop	13.52	NA	4		9.57		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	20.00	NA	10				
<b>Complex Services - 2 Wire xDSL</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.00	0.08	383	1270			
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.00	0.16	383	1270			
MR-2-04-3342	% Subsequent Reports	NA	0.00		3			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.00	0.63	383	1270			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	NA	0.00	1				
MR-3-02-3342	% Missed Repair Appointment - Central Office	NA	0.00	2				
MR-3-03-3342	% Missed Repair Appointment - CPE /TOK/FOK	NA	0.00	8				
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	NA	0.00	3				
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	NA					
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3342	Mean Time to Repair - Total	NA	6.63	3				
MR-4-02-3342	Mean Time to Repair - Loop Trouble	NA	14.72	1				
MR-4-03-3342	Mean Time to Repair - Central Office Trouble	NA	2.58	2				
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	NA	100.00	3				
MR-4-07-3342	% Out of Service > 12 hours	NA	33.33	3				
MR-4-08-3342	% Out of Service > 24 Hours	NA	0.00	3				
MR-4-09-3342	Mean Time to Repair - No Double Dispatch - Loop	NA	6.63	3				
MR-4-10-3342	Mean Time to Repair - Double Dispatch - Loop	NA	NA					
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	NA	33.33	3				

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**CLEC Aggregate Performance  
TRUNKS**

**ORDERING**

Metric #	Standard	Actual Performance	Number of Observations	Difference
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks	No Standard	NA	
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks	95% in 10 Bus Days	NA	
OR-1-13-5000	% On Time Design Layout Record (DLR)	95% in 11 Bus Days	NA	
OR-1-19-5020	% On Time Response - Request for inbound (VZ-CLEC augment) <=192 Trunks	95% in Schedule Compliance	NA	
OR-1-19-5030	% On Time Response - Request for inbound (VZ-CLEC augment) > 192 Trunks	95% in Schedule Compliance	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks	No Standard	NA	
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks	95% within 10 Bus Days	NA	

**PROVISIONING**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>								
PR-1-09-5020	Average Interval Offered - Total <= 192 Forecasted Trunks	Parity with IXC / FGD	12.56	NA	18	3.99		
PR-1-09-5030	Average Interval Offered - Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD	21.76	17.48	50	23	5.17	0.83
<b>PR-2 - Average Interval Completed</b>								
PR-2-09-5020	Average Interval Completed - Total <= 192 Forecasted Trunks	Parity with IXC / FGD	11.14	NA	7	4.74		
PR-2-09-5030	Average Interval Completed - Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD	NA	18.33	3			
<b>PR-4 - Missed Appointment</b>								
PR-4-01-5000	% Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.03	0.00	7720	9442	0.03	1.13
PR-4-02-5000	Average Delay Days - Total	Parity with IXC / FGD	20.00	NA	2			
PR-4-03-5000	% Missed Appointment - Customer	No Standard	57.91	36.96	7720	9442		
PR-4-09-5000	% MA - VZ - Std. Interval (W Coded) Orders - Total	Parity with IXC / FGD	0.00	NA	149			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	0.00	7720	9442		
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	7720	9442		
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	7720	9442		
<b>PR-6 - Installation Quality</b>								
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.04	0.01	7720	9442		0.03
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.00	0.00	7720	9442		0.93
<b>PR-8 - Average Days Held on Pending Orders</b>								
PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	7720	9442		
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	7720	9442		

**MAINTENANCE**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-5400	Network Trouble Report Rate - Total	Parity with IXC / FGD	0.02	0.01	238413	181885	0.00	1.71
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	3.18	3.19	40	18	3.91	-0.00
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	94.44	40	18		
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	45.00	38.89	40	18	14.12	0.43
MR-4-06-5000	% Out of Service > 4 hours	Parity with IXC / FGD	25.00	22.22	40	18	12.29	0.23
MR-4-07-5000	% Out of Service > 12 hours	Parity with IXC / FGD	5.00	5.56	40	18	6.19	-0.09
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	5.56	40	18		
<b>MR-5 - Repeat Trouble Report Rates</b>								
MR-5-01-5400	% Repeat Reports within 30 Days	Parity with IXC / FGD	5.00	22.22	40	18	6.19	-2.78

**NETWORK PERFORMANCE**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>NP-1 - Percent Final Trunk Group Blockage</b>								
NP-1-01-5000	% FTG Exceeding Blocking Standard - Common Final Trunks	No Standard	1.83		164			
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks	No Standard	1.05		95			
NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks	No Standard	1.83		164			
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks	No Standard	3.16		95			
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard - 2 Months	No Standard	1.00		95			
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard - 3 Months	See Guidelines	0.00		95			
<b>NP-2 - Collocation Performance</b>								
NP-2-01-6110	% On Time Response to Request for Collocation - New	95% On Time	100.00		2	5.00		
NP-2-01-6120	% On Time Response to Request for Collocation - Augment	95% On Time	100.00		2	5.00		
NP-2-02-6110	Average Interval - Physical Collocation - New	No Standard	NA					
NP-2-02-6120	Average Interval - Physical Collocation - Augment	No Standard	NA					
NP-2-03-6110	Average Interval - SCOPE - New	No Standard	NA					
NP-2-03-6120	Average Interval - SCOPE - Augment	No Standard	NA					
NP-2-04-6110	Average Interval - CCOE - VZ Equipment is Secure - New	No Standard	68.00		1			
NP-2-04-6120	Average Interval - CCOE - VZ Equipment is Secure - Augment	No Standard	72.25		20			
NP-2-05-6110	Average Interval - CCOE - VZ Equipment is Unsecured - New	No Standard	NA					
NP-2-05-6120	Average Interval - CCOE - VZ Equipment is Unsecured - Augment	No Standard	NA					
NP-2-06-6110	Average Interval - Virtual Collocation - New	No Standard	NA					
NP-2-06-6120	Average Interval - Virtual Collocation - Augment	No Standard	75.00		1			
NP-2-07-6110	% On Time - New	95% On Time	100.00		1	5.00		
NP-2-07-6120	% On Time - Augment	95% On Time	100.00		21	5.00		
NP-2-08-6110	Average Delay Days - New	No Standard	NA					
NP-2-08-6120	Average Delay Days - Augment	No Standard	NA					
<b>NP-5 - Network Outage Notification</b>								
NP-5-01-5000	% Network Outage Notices Sent within 30 Minutes	Parity with VZ Retail	18.52	18.52	27	27	10.57	
<b>NP-6 - NXX Updates</b>								
NP-6-01-5000	% NXX Updates Installed by the LERG Effective Date	Parity with VZ Retail	RQ	RQ				

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier  
Performance Standards and Reports  
November 2001  
Verizon Virginia**

**LEGEND**

NA = No Activity  
NEF = No Existing Functionality  
RQ = Reported Quarterly  
R3 = Run 3 times per year  
TBD = To Be Determined  
UD = Performance metric is under development  
UR = Under Review

EEL - DS3 EEL Loop 1-10 Loops: Loop Facility Availability Date + 15 Days  
11+ Loops: Negotiated  
No Facilities: ECCD + 15 Days  
Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS1 EEL Loop 1-10 Loops: 10 Days  
11+ Loops: Negotiated  
No Facilities: ECCD + 10 Days  
Facility Check: 72 Hours (In addition to 15 day interval)

IOF Facilities Available (Quantity 1-8): 15 days\*  
Facilities Available (Quantity >8): Negotiated  
Facilities not available: Negotiated  
Facilities Check: 72 Hours