CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING	T	Actual P	erformance		
Metric #	FRE-ONDERING	Standard	VZ	CLEC		Difference
PO 1 01 6020 *	PO-1 - Response Time OSS Pre-Ordering Interface	Doritu plup 4 Secondo	0.25	3.48		2 22
PO-1-01-6020 * PO-1-01-6030	Ave Resp Tm – Customer Service Record - EDI Ave Resp Tm – Customer Service Record - CORBA	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	0.25 0.25	0.75		-3.23 -0.50
PO-1-01-6050	Ave Resp Tm – Customer Service Record - Web GUI	Parity plus <= 4 Seconds	0.25	2.90		-2.65
PO-1-02-6020 * PO-1-02-6030	Ave Resp Tm - Due Date Availability - EDI Ave Resp Tm - Due Date Availability - CORBA	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	0.96 0.96	4.92 1.75		-3.96 -0.79
PO-1-02-6050	Ave Resp Tm - Due Date Availability - Web GUI	Parity plus <= 4 Seconds	0.96	4.13		-3.17
PO-1-03-6020 *	Ave Resp Tm - Address Validation - EDI	Parity plus <= 4 Seconds	3.76	4.72		-0.96
PO-1-03-6030 PO-1-03-6050	Ave Resp Tm - Address Validation - CORBA Ave Resp Tm - Address Validation - Web GUI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	3.76 3.76	2.08 4.45		1.68 -0.69
PO-1-04-6020 *	Ave Resp Tm - Product and Service Availability - EDI	Parity plus <= 4 Seconds	8.22	15.02		-6.80
PO-1-04-6030 PO-1-04-6050	Ave Resp Tm - Product and Service Availability - CORBA Ave Resp Tm - Product and Service Availability - Web GUI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	8.22 8.22	13.78 14.54		-5.56 -6.32
PO-1-04-6030 *	Ave Resp Tm - Tel Number Availability and Reservation - EDI	Parity plus <= 4 Seconds	0.76	6.58		-5.82
PO-1-05-6030	Ave Resp Tm - Tel Number Availability and Reservation - CORBA	Parity plus <= 4 Seconds	0.76	3.46		-2.70
PO-1-05-6050 PO-1-06-6020 *	Ave Resp Tm - Tel Number Availability and Reservation - Web GUI Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	0.76 12.37	5.80 4.43		-5.04 7.94
PO-1-06-6030	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA	Parity plus <= 4 Seconds	12.37	3.12		9.25
PO-1-06-6050 PO-1-07-6020 *	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI	Parity plus <= 4 Seconds	12.37	4.46		7.91
PO-1-07-6020 **	Ave Resp Tm - Rejected Query - EDI Ave Resp Tm - Rejected Query - CORBA	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	0.18	3.76 0.84		-3.58 -0.66
PO-1-07-6050	Ave Resp Tm - Rejected Query - Web GUI	Parity plus <= 4 Seconds	0.18	2.93		-2.75
PO-1-08-6020 *	% Timeouts - EDI % Timeouts - CORBA	No Standard No Standard	1.65	0.42		
PO-1-08-6030 PO-1-08-6050	% Timeouts - CORBA % Timeouts - Web GUI	No Standard	1.65 1.65	0.01 0.55		
PO-1-09-6020 *	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.25	3.03		-2.78
PO-1-09-6030 PO-1-09-6050	Parsed CSR - CORBA Parsed CSR - Web GUI	Parity plus <= 10 Seconds Parity plus <= 10 Seconds	0.25 NEF	0.33 NEF		-0.08
PO-1-10-6020	Parsed CSR - CLEC Total - EDI	No Standard	NA NA	3.03		
PO-1-10-6030	Parsed CSR - CLEC Total - CORBA	No Standard	NA NEE	0.29		
PO-1-10-6050	Parsed CSR - CLEC Total - Web GUI	No Standard	NEF	NEF		
DO 0 6 :	PO-2 - OSS Interface Availability	T		00.00	4.50	
PO-2-01-6030 PO-2-01-6040	OSS Interface Availability – Total - CORBA - Pre-Ordering OSS Interface Availability – Total - Web - GUI - Maintenance	No Standard No Standard		99.90 99.93	1.50 0.50	
PO-2-01-6060	OSS Interface Availability – Total - Web - GOT - Maintenance	No Standard		100.00	0.00	
PO-2-02-6020	OSS Interface Availability – Prime Time - EDI - Pre-Ordering	99.5%		100.00	0.00	0.50
PO-2-02-6030 PO-2-02-6050	OSS Interface Availability – Prime Time - CORBA - Pre-Ordering OSS Interface Availability – Prime Time - Web GUI - Pre-Ordering	99.5% 99.5%		99.85 99.92	1.17 0.33	0.35 0.42
PO-2-02-6040	OSS Interface Availability – Prime Time - Web GUI - Maintenance	99.5%		99.93	0.33	0.43
PO-2-02-6060	OSS Interface Availability - Prime Time - Electronic Bonding - Maintenance	99.5% No Standard		100.00	0.00	0.50
PO-2-03-6030 PO-2-03-6040	OSS Interface Availability – Non-Prime Time - CORBA - Pre-Ordering OSS Interface Availability – Non-Prime Time - Web GUI - Maintenance	No Standard		99.95 99.94	0.33 0.17	
PO-2-03-6060	OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance	No Standard		100.00	0.00	
	PO-3 - Contact Center Availability					
PO-3-01-2005	Average Speed of Answering – Ordering - Falls Church	No Standard		12.08		
PO-3-02-2005	% Answered within 20 Seconds – Ordering - Falls Church	85% within 20 Seconds		90.03	4156	5.03
PO-3-03-2002 PO-3-04-2002	Average Speed of Answering – Richmond % Answered within 20 Seconds – Repair - Richmond	No Standard 85% within 20 Seconds		10.05 87.14	96729	2.14
PO-4-01-6600	PO-4 - Timeliness of Change Management Notice % Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time - All Types	95% Complying with Minimum Interval		100.00	23	5.00
PO-4-04-6611	% Change Management Notices sent on time - Type 1 - Emergency Maintenance	No Standard		100.00	2	0.00
PO-4-04-6621 PO-4-04-6631	% Change Management Notices sent on time - Type 2 - Regulatory % Change Management Notices sent on time - Type 3 - Industry Standard	No Standard		100.00	10	
PO-4-04-6641	% Change Management Notices sent on time - Type 3 - Industry Standard % Change Management Notices sent on time - Type 4 - VZ Originated	No Standard No Standard		NA 100.00	5	
PO-4-04-6651	% Change Management Notices sent on time - Type 5 - CLEC Originated	No Standard		100.00	6	
PO-4-04-6612 PO-4-04-6622	% Change Management Confirmations sent on time - Type 1 - Emergency Maintenance % Change Management Confirmations sent on time - Type 2 - Regulatory	No Standard No Standard		NA NA		
PO-4-04-6632	% Change Management Confirmations sent on time - Type 3 - Industry Standard	No Standard		NA		
PO-4-04-6642 PO-4-04-6652	% Change Management Confirmations sent on time - Type 4 - VZ Originated	No Standard No Standard		NA NA		
PO-4-05-6611	% Change Management Confirmations sent on time - Type 5 - CLEC Originated Change Management Notices - Average Delay Days - Type 1 - Emergency Maintenance	No Standard No Standard		NA NA		
PO-4-05-6621	Change Management Notices - Average Delay Days - Type 2 - Regulatory	No Standard		NA		
PO-4-05-6631 PO-4-05-6641	Change Management Notices - Average Delay Days - Type 3 - Industry Standard Change Management Notices - Average Delay Days - Type 4 - VZ Originated	No Standard No Standard		NA NA		
PO-4-05-6651	Change Management Notices - Average Delay Days - Type 5 - CLEC Originated	No Standard		NA		
PO-4-05-6612 PO-4-05-6622	Change Management Confirmations - Average Delay Days - Type 1 - Emergency Maintenance Change Management Confirmations - Average Delay Days - Type 2 - Regulatory	No Standard No Standard		NA NA		
PO-4-05-6632	Change Management Confirmations - Average Delay Days - Type 2 - Regulatory Change Management Confirmations - Average Delay Days - Type 3 - Industry Standard	No Standard		NA NA		
PO-4-05-6642	Change Management Confirmations - Average Delay Days - Type 4 - VZ Originated	No Standard		NA NA		
PO-4-05-6652 PO-4-06-6611	Change Management Confirmations - Average Delay Days - Type 5 - CLEC Originated Change Management Notices - Average Delay Days - 8 Plus Days - Type 1 - Emergency Maintenance	No Standard 0 > 8 Days		NA 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 PO-4-06-6641	Change Management Notices - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard Change Management Notices - Average Delay Days - 8 Plus Days - Type 4 - VZ Originated	0 > 8 Days 0 > 8 Days		NA NA		
PO-4-06-6651	Change Management Notices - Average Delay Days - 8 Plus Days - Type 4 - V2 Originated Change Management Notices - Average Delay Days - 8 Plus Days - Type 5 - CLEC Originated	0 > 8 Days		NA 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 PO-4-06-6632	Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 2 - Regulatory Change Management Confirmations - Average Delay Days - 8 Plus Days - Type 3 - Industry Standard	0 > 8 Days 0 > 8 Days		NA 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		
	PO-5 - Average Notification of Interface Outage	-				
PO-5-01-2030	Average Notice of Interface Outage	Not more than 20 minutes		NA		
	PO-6 - Software Validation	7				-
PO-6-01-2000	Software Validation	Not more than 5%		R3	NA	
BO # 4 :	PO-7 - Software Problem Resolution Timeliness	T				
PO-7-01-2000 PO-7-02-2000	% Software Problem Res. Timeliness Delay Hrs S/W Res Change - Xactions Failed, No Workaround	95% Complying with Schedule No Standard		NA 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		
	PO-8 - Manual Loop Qualification	-				
PO-8-01-2000 PO-8-02-2000	% On-Time - Manual Loop Qualification % On-Time - Engineering Record Request	95% within 48 Hours 95% within 72 Hours		NEF NA		
. 5 5 52-2000	continued	1 5575		.3/3		

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

		7
	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	Parity plus <= 7 Seconds 12.18 3.52 233 8.66
MR-1-01-6060 MR-1-02-6040	Average Response Time - Create Trouble - Electronic Bonding Average Response Time - Status Trouble - Web GUI	Parity plus <= 4 Seconds 12.18 11.19 27 0.99 Parity plus <= 7 Seconds
MR-1-02-6060	Average Response Time - Status Trouble - Electronic Bonding	Parity plus <= 4 Seconds 6.61 0.19 5 6.42
MR-1-03-6040	Average Response Time - Modify Trouble - Web GUI	Parity plus <= 7 Seconds 11.63 NA
MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Bonding	Parity plus <= 4 Seconds 11.63 6.94 25 4.69
MR-1-04-6040 MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Web GUI Average Response Time - Request Cancellation of Trouble - Electronic Bonding	Parity plus <= 7 Seconds 13.31 NA Parity plus <= 4 Seconds
MR-1-05-6040	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	Parity plus <= 7 Seconds 0.40 1.54 125 -1.14
MR-1-05-6060	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	Parity plus <= 4 Seconds NEF NEF
MR-1-06-6040	Average Response Time - Test Trouble (POTS Only) - Web Gui	Parity plus <= 7 Seconds 46.36 27.66 1365 18.70 Parity plus <= 4 Seconds
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	Parity plus <= 4 Seconds 46.36 17.28 1 29.08
	Tanana and the same and the sam	7
	BILLING	
	BI-1 - Timeliness of Daily Usage Feed	
BI-1-01-2030	% DUF in 3 Business Days	No Standard 97.76
BI-1-02-2030 BI-1-03-2030	% DUF in 4 Business Days % DUF in 5 Business Days	5% of DUF in 4 Business Days 98.77 10886016 3.77 No Standard 98.82
BI-1-03-2030 BI-1-04-2030	% DUF in 8 Business Days % DUF in 8 Business Days	No Standard 98.82 No Standard 98.92
BI-2-01-2030	BI-2 - Timeliness of Carrier Bill Timeliness of Carrier Bill	98% in 10 Business Days 100.00 466 2.00
BI-2-01-2030	Timeliness of Camer Bill	98% in 10 Business Days 100.00 400 2.00
		Actual Performance Number of Observations
	BI-3 - Billing Accuracy	VZ CLEC Aggregate VZ CLEC Sampling Error Z-Score
BI-3-01-2030	% Billing Adjustments - Including Charges Adjusted Due to PCDs	No Standard 0.74 1.71 221318878 13191564
BI-3-03-2030	% Billing Adjustments - Excluding Charges Adjusted Due to PCDs	Parity with VZ Retail 0.64 1.71 221318878 13191564 0.00 -473.44
	BI-4 - DUF Accuracy	CLEC Observations Difference
BI-4-01-2030	% Usage Accuracy	95% 100.00 11715053 5.00
BI-4-02-2030	% Corrected Usage Records Delivered on Time	No Standard NA
	BI-5 - Accuracy of Mechanized Bill Feed	
BI-5-01-2030	% Accuracy of Mechanized Bill Feed	95% 100.00 59 5.00
		Actual Performance Number of Observations
		VZ CLEC Aggregate VZ All CLECs Sampling Error Z-Score
BI-6-01-2030	BI-6 - Completeness of Usage Charges % Completeness of Usage Charges - Including PCD Delayed Charges	No Standard 85.61 53.73 30088824.00 676587.00
BI-6-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges	Parity with VZ Retail 85.61 53.73 3008824.00 676587.00 0.04 -738.85
	BI-7 - Completeness of Fractional Recurring Charges	
BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges	No Standard 61.89 58.58 7414370.27 680342.85
BI-7-02-2030	% Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail 76.39 71.52 5550576.81 538090.88 0.06 -80.32
	BI-8 - Non-recurring Charge Completeness	
BI-8-01-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges	No Standard 95.88 92.89 3470773.28 403746.70
BI-8-02-2030	% Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail 98.99 97.82 3167863.23 379443.85 0.02 -68.11
	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 2.66 0.31 25038
OD-1-02-1020	Average Speed of Answer – Directory Assistance	No Standard 5.68 3.70 113125
OD-1-03-1020	% Answered within 30 Seconds - Operator Services	95% in 30 Seconds 99.44 100.00 25038 5.00
OD-1-04-1020	% Answered within 30 Seconds - Directory Assistance	95% in 30 Seconds 94.97 98.39 113125 3.39
		CLEC
	OD-3 - DA Database Update Accuracy	VZ CLEC Aggregate VZ CLEC Sampling Error Z-Score Aggregate
OD-3-01-1020	% DA Update Accuracy - Including PCD's	No Standard 100.00 98.50 200 200
OD-3-02-1020	% DA Update Accuracy - Excluding PCD's	Parity with VZ Retail 100.00 98.50 200 0.00
	GENERAL	Ī
	OLIVEICAL	
	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 NA
	GE-2 - Poles, Ducts, Conduit and Rights of Way	
GE-2-01-2030	% of Access Requests Responses Transmitted On-Time	95% on or before Due Date 100.00 22 5.00
	GE-3 - Bona Fide Request Responses	
GE-3-01-2030	% Bona Fide Request Responses Furnished On-Time	No Standard 100.00 1
	* Footnote - See Legend for details.	
	Foulfole - See Legend for details.	

CLEC Aggregate Performance
RESALE ORDERING - POTS / SPECIAL SERVICES

	POTS & Pre-qualified Complex		CLEC A	ggregate	
Metric #		Standard	Performance	Observations	Difference
OR-1-01-2320	OR-1 - Order Confirmation Timeliness Av. Local Service Request Confirmation -LSRCFlow-Through	No Standard	0.19		
OR-1-01-2320	% On Time LSRC - Flow-Through	95% within 2 hours	98.70	7851	3.70
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	16.64		, u
OR-1-04-2320	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	96.66	1948	1.66
OR-1-05-2320	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	18.57	00	5.00
OR-1-06-2320 OR-1-07-2320	% On Time LSRC >=6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax	95% within 72 hours No Standard	100.00 NA	80	5.00
	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA 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		
	OR-2 - Reject Timeliness				
OR-2-01-2320	Average Local Service Request -LSR- Reject - Time -Flow-Through	No Standard	0.07		
OR-2-02-2320		95% within 2 hours	99.42	1559	4.42
OR-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	9.47		
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.76	885	3.76
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	19.56 100.00	83	5.00
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	83	5.00
	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA NA		
	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		
	OR 7 % Onder Confirmation/Deleate Cont Mithin 2 Business Davis				
OR-7-01-2100	OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days % Order Confirmation/Rejects Sent Within 3 Business Days - POTS	95%	99.58	5007	4.58
01(1 01 2100			00.00	000.	1.00
	Complex Services - 2 Wire Digital				
00 4 00 0044	OR-1 - Order Confirmation Timeliness	N 0 1 1	10.00		
OR-1-03-2341 OR-1-04-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	10.88	15	5.00
OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	33.48	13	3.00
OR-1-06-2341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	3	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 OR-1-10-2341	Average LSRC Time >= 6 Lines - Fax % On Time LSRC >= 6 Lines - Fax	No Standard 95% within 96 hours	NA NA		
OK-1-10-2541	70 Off Time Editor 2 of Emes 1 dx	33 /6 Within 30 Hours	INA		
	OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	22.48		
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours No Standard	100.00	5	5.00
OR-2-05-2341 OR-2-06-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	18.33 100.00	10	5.00
OR-2-07-2341	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	10	3.00
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		
	Complex Corvines 2 Wire xDCI				
	Complex Services - 2 Wire xDSL				
	OR-1 - Order Confirmation Timeliness				
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 OR-1-06-2342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through % On Time LSRC >= 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	NA NA		
OR-1-06-2342	Average LSRC Time < 6 Lines - Fax	No Standard	NA NA		
OR-1-08-2342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA 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		
	OR-2 - Reject Timeliness - Requiring Loop Qualification				
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 OR-2-08-2342	Average LSR Reject Time < 6 Lines - Fax % On Time LSR Reject < 6 Lines - Fax	No Standard 95% within 96 hours	NA NA		
OR-2-08-2342	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA NA		
OR-2-10-2342	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA NA		
	continued				

PROPRIETARY INFORMATION PROPRIETARY TO VERIZON VIRGINIA

CLEC Aggregate Performance RESALE ORDERING - POTS / SPECIAL SERVICES

	Special Services		CLEC Aggregate				
Metric #	OR-1 - Order Confirmation Timeliness	Standard	Performance Observations	Difference			
OR-1-03-2214	Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	9.46				
	Average LSRC Time < 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA				
OR-1-03-2211		No Standard	NA				
OR-1-03-2213	Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA 100 00	5.00			
OR-1-04-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through % On Time < 6 Lines -DS0 - Electronic - No Flow-Through	95% within 48 hours 95% within 48 hours	100.00 10 NA	5.00			
OR-1-04-2210	% On Time < 6 Lines -DS1 - Electronic - No Flow-Through	95% within 48 hours	NA NA				
	% On Time < 6 Lines -DS3 - Electronic - No Flow-Through	95% within 48 hours	NA				
	Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	44.55				
	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA NA				
	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard No Standard	NA NA				
	% On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 72 hours	100.00 1	5.00			
	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	NA .	0.00			
OR-1-06-2211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours	NA				
	% 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 Average LSRC Time < 6 Lines -DS0 Fax	No Standard No Standard	NA NA				
OR-1-07-2210	Average LSRC Time < 6 Lines -DS1 Fax	No Standard	NA NA				
	Average LSRC Time < 6 Lines -DS3 Fax	No Standard	NA NA				
OR-1-08-2214	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	NA				
	% On Time LSRC < 6 Lines -DS0 Fax	95% within 72 hours	NA				
	% On Time LSRC < 6 Lines -DS1 Fax	95% within 72 hours 95% within 72 hours	NA NA				
OR-1-08-2213	% On Time LSRC < 6 Lines -DS3 Fax Average LSRC Time >= 6 Lines - Non DS0,DS1,DS3 - Fax	No Standard	NA NA				
	Average LSRC Time >= 6 Lines -DS0 Fax	No Standard	NA NA				
	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 % On Time LSRC >= 6 Lines -DS1 Fax	95% within 96 hours 95% within 96 hours	NA NA				
OR-1-10-2211	% On Time LSRC >= 6 Lines -DS1 Fax % On Time LSRC >= 6 Lines -DS3 Fax	95% within 96 hours	NA NA				
OK 1 10 2210	70 OTT TIME CORE PER CENTER DOC TEXT	50% William 50 Hours	1973				
	OR-2 - Reject Timeliness	_			=,		
	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	17.32				
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	93.75 16	-1.25			
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	23.73 100.00 6	5.00			
	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA V	3.00			
OR-2-08-2200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours	NA				
	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				
	I	Ī					
	POTS / Special Services - Aggregate	I					
OR-3-01-2000	OR-3 - Percent Rejects	No Standard	24.01 10915				
OR-3-01-2000	OR-3 - Percent Rejects % Rejects	-		DW.	I		
	OR-3 - Percent Rejects [% Rejects OR-4 - Timeliness of Completion Notification	VZ	CLEC	Difference			
OR-4-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time	VZ No Standard	CLEC 3.44		l 		
OR-4-01-2000 OR-4-02-2000	OR-3 - Percent Rejects [% Rejects OR-4 - Timeliness of Completion Notification	VZ	CLEC	Difference	I 		
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - 4va Response Time	No Standard 97% by next business day at noon No Standard No Standard	CLEC 3.44 96.68 10145 0.00 10145	-0.32	I 		
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time % Orders Excluded from % On Time Measurement	No Standard 97% by next business day at noon No Standard	3.44 96.68 10145 0.00 10145		[
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - 4va Response Time	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ	-0.32 3.00 CLEC	Standard	Sampling Error	Z-Score
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - 4vg Response Time Work Completion Notice - % On Time Work Completion Notice - % On Time	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 100.00 9938 CLEC VZ	-0.32 3.00 CLEC Aggregate	Deviation	Sampling Error	Z-Score
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-06-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail 9,93	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Agarosate VZ Agarosate 50.19 324123	-0.32 3.00 CLEC Aggregate 11450		1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 100.00 9938 CLEC VZ	-0.32 3.00 CLEC Aggregate	Deviation		
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-07-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp	No Standard VZ	CLEC 3.44 96.68 10145 0.00 10100 9938 CLEC Aggregate 50.19 324123 10.07 324123	3.00 CLEC Aggregate 11450 11450 11450	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-06-2000 OR-4-08-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - M On Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Day	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ	CLEC 3.44 96.68 10145 0.00 100.00 9938 CLEC VZ Aggregate 4.86 324123 10.07 324123 CLEC	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-06-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP - to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Day % SOP to Bill Completion > 1 Business Days	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ 95% in 3 Bus Days of SOP Cmpltn	CLEC 3.44 96.68 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 4.86 324123 10.07 324123 CLEC 97.99 3874	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - Vay Response Time Work Completion Notice - Vay Response Time Work Completion Notice - Wo Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Day % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days	No Standard 97% by next business day at noon No Standard No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail 9.93 1.32 No Standard 3.32 VZ	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 10.07 324123 CLEC 97.99 3874 100.00 4193	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Work Time Measurement Work Completion Notice - Work Time Measurement Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Day % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ 95% in 3 Bus Days of SOP Cmpltn	CLEC 3.44 96.68 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 4.86 324123 10.07 324123 CLEC 97.99 3874	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-09-2000 OR-4-10-2000 OR-4-10-2000 OR-4-11-2000	OR-3 - Percent Rejects Rejects Rejects Rejects Rejects Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time Response Time Response Time Work Completion Notice - Avg Response Time Work Completion Notice - Won Time Avg Duration - Work Completion - SOP- to Bill Comp SOP to Bill Completion > 5 Business Days SOP to Bill Completion > 1 Business Days SOP to Bill Completion win 3 Business Days SOP to Provisioning Completion win 2 Bus Days SOP Comp Ord wiout a BCN and PCN win 3 Bus Days Response Tenedation Through Response Time R	No Standard 97% by next business day at noon No Standard No Standard No Standard 97% by next business day at noon VZ	CLEC 3.44 96.63 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agaroaate 50.19 324123 4.86 324123 10.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-09-2000 OR-4-10-2000 OR-4-11-2000 OR-4-11-2000 OR-5-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total	No Standard VZ	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggreate 50.19 324123 4.86 324123 10.07 324123 CLEC 01.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-09-2000 OR-4-11-2000 OR-5-01-2000 OR-5-01-2000 OR-5-02-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Wo Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple	No Standard VZ	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agarosate 4.86 324123 10.07 324123 CLEC 97.99 3874 10.00 4193 0.00 4193 78.93 9950 79.16 9918	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99 5.00 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-09-2000 OR-4-11-2000 OR-5-01-2000 OR-5-01-2000 OR-5-02-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - % On Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total	No Standard VZ	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggreate 50.19 324123 4.86 324123 10.07 324123 CLEC 01.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-01-2000 OR-5-03-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Avg Response Time Work Completion Notice - Won Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion Notiness Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord word a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard 95%	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Agreeate 4.86 324123 4.86 324123 0.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 9950 79.16 9918 91.89 8547	-0.32 3.00 CLEC Aggregate 11450 11450 11450 2.99 5.00 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-01-2000 OR-5-03-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Avg Response Time Work Completion Notice - Won Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion Notiness Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord word a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy	No Standard 97% by next business day at noon No Standard No Standard 197% by next business day at noon No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard No Standard 95% 95 % of orders without errors	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 10.07 324123 10.07 324123 CLEC CLEC 0.00 100.00 4193 0.00 4193 0.00 4193 78.93 9950 79.16 9918 91.89 8547	-0.32 3.00 CLEC Aggregate 11450 11450 11450 Difference 2.99 5.00 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - Average Response Time Work Completion Notice - Average Response Time Work Completion Notice - Mon Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion viin 3 Business Days % SOP to Bill Completion wiin 3 Business Days % SOP to Provisioning Completion wiin 2 Bus Days % SOP to Provisioning Completion wiin 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities (each field reported separately)	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard 3.32 VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agareaate Agareaate 4.86 324123 4.86 324123 1.007 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 9950 79.16 9918 91.89 8547	-0.32 3.00 CLEC Agarcaste 11450 11450 11450 2.99 5.00 5.00 -3.11	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-11-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000 OR-5-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Avg Response Time Work Completion Notice - Won Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion Notiness Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord word a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy	No Standard 97% by next business day at noon No Standard No Standard 197% by next business day at noon No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard No Standard 95% 95 % of orders without errors	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 10.07 324123 10.07 324123 CLEC CLEC 0.00 100.00 4193 0.00 4193 0.00 4193 78.93 9950 79.16 9918 91.89 8547	-0.32 3.00 CLEC Aggregate 11450 11450 11450 2.99 5.00 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-05-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - % On Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion × 1 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities (each field reported separately) % Accuracy - Usa Completions	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard 3.32 VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agareaate Agareaate 4.86 324123 4.86 324123 1.007 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 9950 79.16 9918 91.89 8547	-0.32 3.00 CLEC Agarcaste 11450 11450 11450 2.99 5.00 5.00 -3.11	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-05-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - No Time % Orders Excluded from % On Time Measurement Work Completion Notice - Average Response Time Work Completion Notice - Average Response Time Work Completion Notice - Mon Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion viin 3 Business Days % SOP to Bill Completion wiin 3 Business Days % SOP to Provisioning Completion wiin 2 Bus Days % SOP to Provisioning Completion wiin 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities (each field reported separately)	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard 3.32 VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agareaate Agareaate 4.86 324123 4.86 324123 1.007 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 9950 79.16 9918 91.89 8547	-0.32 3.00 CLEC Aggregate 11450 11450 11450 2.99 5.00 5.00 -3.11	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-05-2000 OR-4-05-2000 OR-4-07-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Avg Response Time Work Completion Notice - Won Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Orportunities (each field reported separately) % Accuracy - Copportunities (each field reported separately) % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgement Timeliness	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard 95% 95% 95% of orders without errors No Standard Not standard Not more than 5% No Standard	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 4.86 324123 10.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 99.50 79.16 9918 91.89 95.86 478 99.71 5435 0.00 2956	-0.32 3.00 CLEC Aggregate 11450 11450 11450 2.99 5.00 5.00 -3.11 1.86	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-11-2000 OR-5-03-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time Work Completion Notice - Von Time Work Completion Notice - Avg Response Time Work Completion Notice - Worn Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion >= 1 Business Days % SOP to Bill Completion w/in 3 Business Days % SOP to Provisioning Completion w/in 2 Bus Days % SOP to Provisioning Completion w/in 2 Bus Days % SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Orders % Accuracy - Orders % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgement to time OR-9 - Order Acknowledgement Completeness	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard 3.32 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard No Standard No Standard No Standard No Standard Not more that 5% of LSRCs resent due to VZ error	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agereate 50.19 324123 4.86 324123 4.86 324123 0.00 100.00 4193 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 99.00 4193 78.93 99.00 79.16 99.18 91.89 8547	-0.32 3.00 CLEC Augrenate 11450 11450 11450 11450 5.00 5.00 5.00 -3.11 1.86 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-05-2000 OR-4-05-2000 OR-4-08-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-11-2000 OR-5-03-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Avg Response Time Work Completion Notice - Won Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wiout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Orportunities (each field reported separately) % Accuracy - Copportunities (each field reported separately) % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgement Timeliness	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard VZ 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard 95% 95% 95% of orders without errors No Standard Not standard Not more than 5% No Standard	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC Aggregate 50.19 324123 4.86 324123 10.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 99.50 79.16 9918 91.89 95.86 478 99.71 5435 0.00 2956	-0.32 3.00 CLEC Aggregate 11450 11450 11450 2.99 5.00 5.00 -3.11 1.86	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-08-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000 OR-8-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Wo Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities (each field reported separately) % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgement Timeliness % Acknowledgement Completeness	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity buth VZ Retail Parity with VZ Retail Parit	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agarogate 4.86 324123 4.86 324123 10.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 9950 79.16 99.18 91.89 8547 96.86 478 99.71 5435 0.00 2956	-0.32 3.00 CLEC Augrenate 11450 11450 11450 11450 5.00 5.00 5.00 -3.11 1.86 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-08-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000 OR-8-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - No 1 Time % Orders Excluded from % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Wo Response Time Work Completion Notice - Wo Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Simple % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities (each field reported separately) % Acknowledgement Timeliness % Acknowledgement Timeliness % Acknowledgement Timeliness % Acknowledgement Completeness	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 1.32 No Standard 3.32 95% in 3 Bus Days of SOP Cmpltn 95% in 2 Bus Days of SOP Cmpltn Not more than 5% No Standard No Standard No Standard No Standard No Standard No Standard Not more that 5% of LSRCs resent due to VZ error	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agereate 50.19 324123 4.86 324123 4.86 324123 0.00 100.00 4193 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 99.00 4193 78.93 99.00 79.16 99.18 91.89 8547	-0.32 3.00 CLEC Augrenate 11450 11450 11450 11450 5.00 5.00 5.00 -3.11 1.86 5.00	Deviation	1.26	-31.95
OR-4-01-2000 OR-4-02-2000 OR-4-03-2000 OR-4-04-2000 OR-4-05-2000 OR-4-08-2000 OR-4-08-2000 OR-4-08-2000 OR-4-10-2000 OR-4-10-2000 OR-5-01-2000 OR-5-03-2000 OR-6-03-2000 OR-6-03-2000 OR-8-01-2000 OR-8-01-2000 OR-8-01-2000	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Average Response Time Completion Notice - Average Response Time % Orders Excluded from % On Time % Orders Excluded from % On Time Measurement Work Completion Notice - Avg Response Time Work Completion Notice - Wo Time Avg Duration - Work Completion - SOP- to Bill Comp % SOP to Bill Completion > 5 Business Days % SOP to Bill Completion > 1 Business Days % SOP to Bill Completion win 3 Business Days % SOP to Provisioning Completion win 2 Bus Days % SOP to Provisioning Completion win 2 Bus Days % SOP Comp Ord wout a BCN and PCN win 3 Bus Days OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Achieved OR-6 - Order Accuracy % Accuracy - Opportunities (each field reported separately) % Accuracy - LSRC OR-8 - Acknowledgement Timeliness % Acknowledgement Timeliness % Acknowledgement Completeness	No Standard 97% by next business day at noon No Standard No Standard 97% by next business day at noon VZ Parity with VZ Retail Parity buth VZ Retail Parity with VZ Retail Parit	CLEC 3.44 96.68 10145 0.00 10145 0.00 100.00 9938 CLEC VZ Agarogate 4.86 324123 4.86 324123 10.07 324123 CLEC 97.99 3874 100.00 4193 0.00 4193 78.93 9950 79.16 99.18 91.89 8547 96.86 478 99.71 5435 0.00 2956	-0.32 3.00 CLEC Augrenate 11450 11450 11450 11450 5.00 5.00 5.00 -3.11 1.86 5.00	Deviation	1.26	-31.95

CLEC Aggregate Performance RESALE PROVISIONING - POTS / SPECIAL SERVICES

### Section Part Assessment Communication Part Par		POTS - Provisioning - Total	1	Actual Pe	rformance	Number of 0	Observations			
### 1. Access planted (Procedage Control Contr	Metric #		Standard	VZ		VZ			Sampling Error	Z-Score
PRIVATE OF CRIST 1/2	BB 1 04 2100		_	9.00		105			0.17	
## 20-01-02 Supplies in the property Department of Complete 18 percent 18 per										
## 20-01-02 Supplies in the property Department of Complete 18 percent 18 per		PR-2 - Average Completed Interval								
## A Complete ship Specified Full Process 1- Street School Process 1- S		Average Interval Completed - Dispatch (6-9 Lines)								
## 20-2010 Compress of 10 to 16 Leve - No Departs ## 20-2010 Compress of 10 to 16 Leve - No Depa	PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Panty with VZ Retail	11.73	4.00	00		24.45	24.63	
Procedure Company Co	PR-3-01-2100	PR-3 - Completed within Specified Days	Parity with VZ Retail	73 93	40.91	50243	1567		1 13	-29.32
## 20-20 Convertion in Dry 1 Circle - Department Prof. of 1-20 Circle Prof. of 1-20 Ci	PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	84.95	69.88	50243	1567		0.92	-16.43
## 14-00 10-										
PR-50-2010 Completed in Prox (1-5 line - Tool)	PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)								
## 19-01-200 S. Complete in Days (1-16 Line - Disable) Parky - No. 7 Read \$0.00 \$0.50 \$1.006 \$7.47 \$1.12 \$7.88 \$1.006 \$7.47 \$1.12 \$7.88 \$1.006 \$7.47 \$1.12 \$7.88 \$1.006 \$7.47 \$1.12 \$7.88 \$1.006 \$7.47 \$1.006 \$	PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	93.40	98.01	62291	2314		0.53	8.77
PR-5-10-200 Scoregorded in Educ (1-6 Lines - (rost) Prof. Prof										
Pick - Could Pick - Pick Pick - Pick	PR-3-10-2100	0 % Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.86	99.44	62291	2314		0.31	5.16
PR-64-2010 Marked Appliance - Courses										
## PR-04-010 (% Mesed Ayer — "Department of the Control Order Continuation Park - 1-000 (% Mesed Ayer — Customer Date to Late Order Continuation Park - 1-000 (% Mesed Ayer — Customer Date to Late Order Continuation Park - 1-000 (% Mesed Ayer — Customer Date to Late Order Continuation Park - 1-000 (% Mesed Ayer — Customer Date to Late Order Date Date Date Date Date Date Date Date								26.84	6.18	-0.95
PR-4-01-2100 Nessed Agent - Questiones - Deep Designer Designer	PR-4-04-2100	% Missed Appt. – VZ – Dispatch	Parity with VZ Retail	8.67	1.06	20649	1134			
PR-4-1-12-10 Massed Agent. V Sandada Renoval W Coded Orders - Registral Profit Pr	PR-4-08-2100	% Missed Appt. – Customer – Due to Late Order Confirmation		0.81		93317			0.17	3.49
### PR-0-1-2100 Super-Position Position	PR-4-10-2100	0 % Missed Appt. – VZ – Standard Interval (W Coded) Orders – Dispatch								
PR-9-1-12-100 Natissee Appointment - Vertical - Facilities Press with Vision P	1104 11 2100		Tality Will VZ Notali	0.00	0.22	77040	ZZIJ		0.17	2.30
PR-64-03-100 Contest Note of Pacifics > 16 Days	PR-5-01-2100		Parity with VZ Retail	0.34	0.10	113966	4137		0.09	2.61
### Ref- 12-roll Residence Total Ref	PR-5-02-2100	% Orders Held for Facilities > 15 Days		0.00	0.00	113966	4137			
PREVIOUS Seasible Touches reported within 20 bys PREVIOUS	111-3-03-2100		Parity With VZ Retail	0.00	0.00	113300	4137			
PR-6-0-21-00 September Toughes reported within 2 Days PR-FR-6-0-21-00 September Toughes reported within 3 Days Province PR-6-0-21-00 September PR-6-0-21-00 Septe	PR-6-01-2100	PR-6 - Installation Quality Margin Margin	Parity with VZ Retail	4.04	4.78	95204	3977		0.32	-2.33
### PARK- Open Orders in a Hold Status PR-8-012210 St. Open Orders in a Hold Status > 80 Days ### Party with V2 Read ### Party with V2 Read ### Party with V2 Read ### PARK- Open Orders in a Hold Status > 80 Days ### Party with V2 Read ### PARK- Open Orders in a Hold Status > 80 Days ##	PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with VZ Retail	2.48	3.29	95204	3977			
PR-61-12-1200 % Open Orders in a Hold Status > 30 Days	FR-0-03-2100		NO Standard	4.03	3.21	93204	3911			
PR-4-02-2100 St. Open Corters in A Hold Status > 90 Days	PR-8-01-2100		Parity with VZ Retail	0.11	0.00	113966	4137		0.05	2.10
## PR-1-01-210 Average Interval Offered			Parity with VZ Retail	0.06			4137			1.55
## PR-1-01-210 Average Interval Offered			-							
PR-1-02-1210 Average Interval Cifered - Total No Dispatch Press		POTS - Business								
PR-1-03-210 Average Interval Offered - Dispatch (1-5 Lines) Pushy with V2 Real PR-2-03-210 Average Interval Completed - Total No Dispatch Pushy with V2 Real Press with V2 Real Pres			1							
PR-2 - Average Completed Interval PR-2 of 2110 Average Interval Completed - Dispatch (1-5 Lines) Party with V2 Read 1.22 1.13 8407 307 4.18 0.24 0.37							339 57			
PR2-03-2110 Nevrage Interval Completed — Total No Dispatch (1-5 Lines)										
PDTS - Residence PB-1 - Average Interval Offered Party with VZ Pacial Party with VZ	PR-2-01-2110	Average Interval Completed – Total No Dispatch								
PR-1 - Average Interval Offered - Total No Dispatch Party with VZ Retai Dispatch	PR-2-03-2110	Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail	4.82	3.02	2603	49	4.76	0.69	2.62
PR-1 - Average Interval Offered - Total No Dispatch Party with VZ Retai Dispatch		POTS - Pacidones	1							
PR-1-01-2120 Average Interval Offered - Total No Dispatch PR-1-03-2120 Average Interval Offered - Dispatch (1-5 Lines)			ı							
PR-1-03-2120 Average Interval Officed — Dispatch (1-5 Lines) Party with VZ Retal PR-2-Average Completed Interval PR-2-Average Completed Interval PR-2-01-2120 Average Interval Completed — Dispatch (1-5 Lines) Party with VZ Retal D.94 1.75 68573 1915 2.68 0.06 -13.05	PR-1-01-2120		Parity with VZ Retail	0.98	1 64	70108	2007	1 98	0.04	-14 72
PR-2-01-2120 Average Interval Completed - Total No Dispatch PR-2-03-2120 Average Interval Completed - Dispatch (1-5 Lines)										
PR-2-03-2120 Average Interval Completed - Dispatch (1-5 Lines) Parity with VZ Retail 3.37 2.67 3445 698 4.80 0.19 3.72			_							
Complex Services - 2 Wire Digital										
PR-1-01-2341 Average Interval Offered	2 00 2 120	Notage interval completed Stepaton (1 o Emoc)		0.07	2.01	01.0	000	1.00	, 00	0.12
PR-1-01-2341 Average Interval Offered		Complex Services - 2 Wire Digital	1							
PR-1-01-2341 Average Interval Offered — Total No Dispatch Parity with VZ Retail PR-2-01-2341 Average Interval Completed — Total No Dispatch Parity with VZ Retail PR-2-02-2341 Average Interval Completed — Total No Dispatch Parity with VZ Retail PR-403-2341	Metric #									
PR-2-01-2341 PR-2-02-2341 PR-2		Average Interval Offered – Total No Dispatch								
PR-2-01-2341 Average Interval Completed — Total No Dispatch PR-2-02-2341 Average Interval Completed — Total Dispatch PR-4-02-2341 Average Delay Days — Total PR-4-03-2341 Missed Appt — Customer PR-4-03-2341 Missed Appt — Customer PR-4-04-2341 Missed Appt — VZ — Dispatch PR-4-05-2341 Missed Appt — VZ — No Dispatch PR-4-08-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — Dispatch PR-4-08-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-4-08-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-5-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-5-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-5-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-5-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-5-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-6-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-6-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-6-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — No Dispatch PR-6-01-2341 Missed Appt — VZ — Std. Int. (W Coded) Orders — Parity with VZ Retail — O.00	PR-1-02-2341	Nerage Interval Offered – Total Dispatch	Parity with VZ Retail	3.75	1.83	499	6	2.02	0.83	
PR-2-02-2341 Average Interval Completed - Total Dispatch	DD 0 04 0044		1	0.00		4007		0.00		
PR-4-02-2341 Average Delay Days - Total Partly with VZ Retail Partly wit							3		2.27	
PR-4-02-2341 Average Delay Days - Total Partly with VZ Retail Partly wit		PR-4 - Missed Appointment								
PR-4-04-2341 Missed Appt VZ - Dispatch Partly with VZ Retail No. Standard No		Average Delay Days – Total						12.12		
PR-4-05-2341 Missed Appt - VZ - No Dispatch PR-4-05-2341 Missed Appt - VZ - No Dispatch PR-4-05-2341 Missed Appt - VZ - No Dispatch Parity with VZ Retail 0.26 NA 1949 No Standard No Standard 0.00 3 No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 0.26 NA 1949 No Standard No Standard 0.00 3 No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 0.26 NA 1929	PR-4-03-2341 PR-4-04-2341	1 % Missed Appt. – Customer 1 % Missed Appt. – VZ – Dispatch							17.96	
PR-4-10-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - Dispatch PR-4-11-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-4-11-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-6-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch PR-8-01-2341 Missed Appt - VZ - Std. Int. (W Coded) Orders - No Dispatch Parity with VZ Retail 0.06 0.00 0.0	PR-4-05-2341	1 % Missed Appt. – VZ – No Dispatch		0.26		1949	3			
PR-5 - Facility Missed Orders	PR-4-10-2341	1 % Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	Parity with VZ Retail		0.00				18.43	
PR-5-01-2341 % Missed Appointment - Verizon - Facilities Parity with VZ Retail 0.74 0.00 2560 3 4.95 PR-5-02-2341 % Orders Held for Facilities > 15 Days Parity with VZ Retail 0.00 0.00 0.00 2560 3 PR-6-01-2341 % Installation Quality PR-6-01-2341 % Installation Troubles reported within 30 Days Parity with VZ Retail No Standard 0.36 200.00 519 1 15.64 PR-8-01-2341 % Installation Troubles reported within 30 Days Parity with VZ Retail No Standard 0.36 200.00 519 1 15.64 PR-8-01-2341 % Open Orders in a Hold Status > 30 Days Parity with VZ Retail No Standard 0.08 0.00 2560 3 1.63 PR-8-02-2341 % Open Orders in a Hold Status > 90 Days Parity with VZ Retail 0.00 0.00 2560 3 1.63 Parity with VZ Retail 0.00 0.00 2560 3 1.63 Parity with VZ Retail 0.00 0.00 2560 3 1.63 Parity with VZ Retail 0.00 0.00 2560 3	PR-4-11-2341		Parity with VZ Retail	0.26	NA	1929				
PR-5-02-2341 % Orders Held for Facilities > 15 Days Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail PR-6-01-2341 % Installation Troubles reported within 30 Days Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail 0.00 0.00 2560 3 Parity with VZ Retail Parity with VZ Ret	PR-5-01-2341	PR-5 - Facility Missed Orders	Parity with V7 Pateil	0.74	0.00	2560	3		4 95	
PR-6 - Installation Quality	PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2560	3		7.55	
PR-6-01-2341 % Installation Troubles reported within 30 Days Parity with VZ Retail No Standard 2.50 100.00 519 1 15.64	PR-5-03-2341		Parity with VZ Retail	0.00	0.00	2560	3			
PR-6-03-2341	DB-6-04 2244		Parity with 1/7 Date:	2 50	100.00	510	1		15.64	
PR-8-01-2341				6.36	200.00		1		10.04	
PR-8-01-2341		PR-8 - Open Orders in a Hold Status								
		% Open Orders in a Hold Status > 30 Days		0.08	0.00				1.63	
	FN-0-UZ-Z341		ranty with VZ Retail	0.00	0.00	2000	3			

CLEC Aggregate Performance RESALE PROVISIONING - POTS / SPECIAL SERVICES

Complex Services - 2 Wire xDSL		Actual Pe	rformance	Number of	Observations			
letric#	Standard	VZ	CLEC Aggregate	vz	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered PR-1-01-2342 Average Interval Offered – Total No Dispatch	Parity with VZ Retail	1.15	NA	13		1.21		
PR-1-02-2342 Average Interval Offered – Total Dispatch	Parity with VZ Retail	2.00	NA	2		1.41		
PR-2 - Average Completed Interval PR-2-01-2342 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	0.90	NA	10		0.88	1	
PR-2-02-2342 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	2.00	NA NA	2		1.41		
PR-4 - Missed Appointment								
R-4-02-2342 Average Delay Days – Total	Parity with VZ Retail	NA	NA					
R-4-03-2342 % Missed Appt. – Customer R-4-04-2342 % Missed Appt. – VZ – Dispatch	No Standard Parity with VZ Retail	0.00	NA NA	16 4		-		
R-4-05-2342 % Missed Appt. – VZ – Dispatch	Parity with VZ Retail	0.00	NA NA	12				
R-4-08-2342 % Missed Appt. – Customer – Due to Late Order Confirmation	No Standard		NA					
R-4-10-2342 Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch R-4-11-2342 Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	10		-		
	Tany war ve rous	0.00	14/1	10	1			
PR-5 - Facility Missed Orders R-5-01-2342	Parity with VZ Retail	0.00	NA	16				
R-5-02-2342 % Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	NA	16				
R-5-03-2342 % Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	16				
PR-6 - Installation Quality								
R-6-01-2342 % Installation Troubles reported within 30 Days R-6-03-2342 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	263.64 2772.73	NA NA	11 11			L	
<u> </u>								
PR-8 - Open Orders in a Hold Status R-8-01-2342 % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	12.50	NA	16				
R-8-02-2342 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	6.25	NA	16				
POTS & Complex Aggregate								
PR-1 - Average Interval Offered	Parity with VZ Retail	2.70	104	44857	2520	5.27	0.09	26.49
R-1-10-2103 Average Interval Offered – Disconnects – No Dispatch R-1-11-2103 Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail Parity with VZ Retail	3.78 4.00	1.34 2.50	177	3530 10	4.19	1.36	1.10
PP 2 Average Completed Interval								
PR-2 - Average Completed Interval R-2-10-2103 Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	3.45	1.25	40494	3385	5.22	0.09	23.56
R-2-11-2103 Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	3.71	1.50	154	8	3.95	1.43	
1 2 11 2 100 Procrage interval completed Disconnects Dispater	Fally Will VZ Ketali	5.71	1.50	134	0	0.00	1.43	
	Panty Will V2 Netall	3.71	1.50	134		0.00	1.45	
Special Services - Provisioning	Party with V2 Retail	5.71	1.50	104	0	0.50	1.40	
Special Services - Provisioning PR-1 - Average Interval Offered								1.67
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch	Parity with VZ Retail Parity with VZ Retail	5.56 8.21	3.57 6.11	630 323	23	5.61 7.44	1.19 2.51	1.67
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	5.56 8.21 6.38	3.57 6.11 2.19	630 323 729	23 9 27	5.61 7.44 6.20	1.19 2.51 1.22	1.67
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	5.56 8.21 6.38 7.24	3.57 6.11 2.19 24.50	630 323 729 172	23	5.61 7.44 6.20 7.45	1.19 2.51	
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00	3.57 6.11 2.19 24.50 NA	630 323 729 172 5	23 9 27 2	5.61 7.44 6.20 7.45 10.39	1.19 2.51 1.22 5.30	3.45
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	5.56 8.21 6.38 7.24	3.57 6.11 2.19 24.50	630 323 729 172	23 9 27	5.61 7.44 6.20 7.45	1.19 2.51 1.22	
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-1-11-2200 Average Interval Offered - Disconnects - Dispatch PR-2 - Average Completed Interval	Parity with VZ Retail	5.56 8.21 6.38 7.24 7.00 5.58 4.94	3.57 6.11 2.19 24.50 NA 6.56 5.50	630 323 729 172 5 384 52	23 9 27 2 2 43	5.61 7.44 6.20 7.45 10.39 6.43 3.63	1.19 2.51 1.22 5.30 1.03 1.88	3.45
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-08-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-1-11-2200 Average Interval Offered - Disconnects - Dispatch R-2-01-2200 Average Interval Offered - Disconnects - Dispatch	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94	3.57 6.11 2.19 24.50 NA 6.56 5.50	630 323 729 172 5 384 52	23 9 27 2 2 43 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63	1.19 2.51 1.22 5.30 1.03 1.88	3.45
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-1-11-2200 Average Interval Offered - Disconnects - Dispatch PR-2 - Average Completed Interval R-2-01-2200 Average Interval Completed - Total No Dispatch R-2-02-2200 Average Interval Completed - Total No Dispatch	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94	3.57 6.11 2.19 24.50 NA 6.56 5.50	630 323 729 172 5 384 52	23 9 27 2 2 43 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63	1.19 2.51 1.22 5.30 1.03 1.88	-0.95 1.95
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-08-2210 Average Interval Offered — Total Dispatch R-1-08-2213 Average Interval Offered — DS0 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch PR-2 - Average Completed Interval R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-06-2210 Average Interval Completed — Total Dispatch R-2-06-2210 Average Interval Completed — DS0	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23	630 323 729 172 5 384 52 302 236 382	23 9 27 2 2 43 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03	1.19 2.51 1.22 5.30 1.03 1.88	-0.95
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-06-2210 Average Interval Offered — Total Dispatch R-1-06-2210 Average Interval Offered — DS0 R-1-07-2211 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-02-2200 Average Interval Completed — Total Dispatch R-2-02-2201 Average Interval Completed — Total Dispatch R-2-07-2211 Average Interval Completed — DS0 R-2-07-2211 Average Interval Completed — DS0 R-2-07-2211 Average Interval Completed — DS1	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94	3.57 6.11 2.19 24.50 NA 6.56 5.50	630 323 729 172 5 384 52	23 9 27 2 2 43 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63	1.19 2.51 1.22 5.30 1.03 1.88	3.45 -0.95 1.95
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - DS3 R-1-11-2200 Average Interval Offered - Disconnects - No Dispatch R-2-01-2200 Average Interval Offered - Disconnects - Dispatch R-2-01-2200 Average Interval Completed - Total No Dispatch R-2-01-2200 Average Interval Completed - DS0 R-2-02-2200 Average Interval Completed - DS0 R-2-07-2211 Average Interval Completed - DS1 R-2-08-2213 Average Interval Completed - DS1 R-2-08-2213 Average Interval Completed - DS3 R-2-08-2213 Average Interval Completed - DS3 R-2-10-2200 Average Interval Completed - DS3 R-2-10-2200 Average Interval Completed - DS3 R-2-10-2200 Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50	630 323 729 172 5 384 52 302 236 382 112 5	23 9 27 2 2 43 4 13 3 13 13	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 9.20 10.83 6.19	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24	3.45 -0.95 1.95 2.12
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-06-2210 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-1-11-2200 Average Interval Offered - Disconnects - Dispatch R-2-01-2200 Average Interval Completed Total No Dispatch R-2-02-2200 Average Interval Completed - Total Dispatch R-2-08-2210 Average Interval Completed - DS1 R-2-08-2211 Average Interval Completed - DS3 R-2-08-2213 Average Interval Completed - DS3 R-2-10-2200 Average Interval Completed - DS3	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA	630 323 729 172 5 384 52 302 236 382 112 5	23 9 27 2 2 43 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24	3.45 -0.95 1.95 2.12
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-02-2200 Average Interval Offered — Total Dispatch R-1-06-2210 Average Interval Offered — DS0 R-1-07-2211 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — DS3 R-1-11-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch PR-2 - Average Completed — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-02-2200 Average Interval Completed — Total Dispatch R-2-07-2211 Average Interval Completed — DS1 R-2-07-2211 Average Interval Completed — DS3 R-2-10-2200 Average Interval Completed — DS3 R-2-10-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch Average Inte	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50	630 323 729 172 5 384 52 302 236 382 211 5 204 28	23 9 27 2 2 43 4 13 3 13 1 1 1	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 9.20 10.83 6.19	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-02-2200 Average Interval Offered — Total Dispatch R-1-06-2210 Average Interval Offered — DS0 R-1-07-2211 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — DS3 R-1-11-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-01-2200 Average Interval Completed — Total Dispatch R-2-08-2210 Average Interval Completed — DS0 R-2-07-2211 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS3 R-2-08-2213 Average Interval Completed — DS3 R-2-10-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — Dispatch	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50	630 323 729 172 5 384 52 302 236 382 112 5 204 28	23 9 9 27 2 2 43 4 4 13 3 3 1 1 1 1 34 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 9.20 10.83 6.19	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24	-0.95 1.95
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-02-2200 Average Interval Offered — Total Dispatch R-1-02-2210 Average Interval Offered — DS0 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — Disconnects — No Dispatch R-1-08-2213 Average Interval Offered — Disconnects — Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch PR-2 - Average Completed Interval R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-08-2213 Average Interval Completed — Total No Dispatch R-2-08-2213 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch PR-4 - Missed Appointments R-4-01-2200 Missed Appointments R-4-01-2200 Missed Appt — VZ — Total Average Delay Days — Total	Parity with VZ Retail Parity Standard	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 5.50	630 323 729 172 5 384 52 302 236 382 112 5 204 28	23 9 27 2 2 43 4 13 3 13 1 1 1 3 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-06-2210 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - DS3 R-1-11-2200 Average Interval Offered - Disconnects - No Dispatch R-2-01-2200 Average Interval Offered - Disconnects - Dispatch R-2-02-2200 Average Interval Completed - Total No Dispatch R-2-06-2210 Average Interval Completed - Total Dispatch R-2-08-2210 Average Interval Completed - DS1 R-2-08-2211 Average Interval Completed - DS1 R-2-08-2213 Average Interval Completed - DS3 R-2-08-2213 Average Interval Completed - DIsconnects - No Dispatch R-2-08-2210 Average Interval Completed - Disconnects - No Dispatch R-2-11-2200 Average Interval Completed - Disconnects - Dispatch R-2-08-2200 Average Interval Completed - Disconnects - Dispatch R-2-08-2200 Average Interval Completed - Disconnects - Dispatch R-4-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-02-2200 Average Interval Completed - Disconnects - Dispatch R-4-03-2200 Average Interval Completed - Disconnects - Dispatch	Parity with VZ Retail No Standard No Standard No Standard	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50	630 323 729 172 5 384 52 302 236 382 112 5 204 28	23 9 27 2 2 43 4 4 13 3 13 1 1 34 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	2.40 6.41 2.23 2.40 6.41 2.43 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-02-2201 Average Interval Offered — Total Dispatch R-1-08-2210 Average Interval Offered — DS0 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-02-2200 Average Interval Completed — Total Dispatch R-2-08-2213 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS3 R-2-08-2213 Average Interval Completed — DS3 R-2-11-2200 Average Interval Completed — DS3 R-2-11-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch R-4-01-2200 Milissed Appt. — VZ — Total R-4-03-2200 Milissed Appt. — VZ — Total R-4-03-2200 Milissed Appt. — Customer R-4-03-2200 Milissed Appt. — VZ — Standard Interval (W Coded) Orders — Total	Parity with VZ Retail Parity Standard	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 5.50	630 323 729 172 5 384 52 302 236 382 112 5 204 28	23 9 27 2 2 43 4 13 3 13 1 1 1 3 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-02-2200 Average Interval Offered — Total Dispatch R-1-08-2210 Average Interval Offered — DS0 R-1-07-2211 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed Total No Dispatch R-2-01-2200 Average Interval Completed — Total Dispatch R-2-08-2210 Average Interval Completed — DS1 R-2-08-2211 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS3 R-2-10-2200 Average Interval Completed — DS3 R-2-11-2200 Average Interval Completed — DS3 R-2-11-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch R-2-11-2200 A	Parity with VZ Retail No Standard No Standard No Standard	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50	630 323 729 172 5 384 52 302 236 382 112 5 204 28	23 9 27 2 2 43 4 4 13 3 13 1 1 34 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	2.40 6.41 2.23 2.40 6.41 2.43 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65
Special Services - Provisioning PR-1 - Average Interval Offered R-1-02-2200 Average Interval Offered - Total No Dispatch R-1-02-2200 Average Interval Offered - Total Dispatch R-1-02-2200 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS0 R-1-08-2213 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-2-01-2200 Average Interval Offered - Disconnects - Dispatch R-2-01-2200 Average Interval Completed - Total No Dispatch R-2-02-2200 Average Interval Completed - Total Dispatch R-2-08-2210 Average Interval Completed - DS1 R-2-08-2210 Average Interval Completed - DS1 R-2-01-2200 Average Interval Completed - DS3 R-2-01-2200 Average Interval Completed - DIsconnects - No Dispatch R-2-11-2200 Average Interval Completed - Disconnects - No Dispatch R-2-11-2200 Average Interval Completed - Disconnects - Dispatch R-2-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-02-2200 Average Interval Completed - Disconnects - Dispatch R-4-02-2200 Average Interval Completed - Disconnects - Dispatch R-4-03-2200 Average Interval Completed - Disconnects - Dispatch R-4-03-2200 Missed Appt Customer - Due to Late Order Confirmation R-4-09-2200 Missed Appt Customer - Due to Late Order Confirmation R-4-09-2200 Missed Appt VZ - Standard Interval (W Coded) Orders - Total PR-5 - Facility Missed Orders R-5-01-2200 Orders + Editor Facilities > 15 Days	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64 11.80 12.07 23.36 11.44	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 3.13 1.00 18.75 0.00 4.17	630 323 729 172 5 384 52 302 236 382 112 5 204 28 839 99 839 769	23 9 9 27 2 2 43 4 4 13 3 13 1 1 1 34 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65 1.49
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-06-2210 Average Interval Offered — Total Dispatch R-1-06-2210 Average Interval Offered — DS0 R-1-07-2211 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-02-2200 Average Interval Completed — Total Dispatch R-2-06-2210 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS3 R-2-10-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch R-2-08-2213 Average Interval Completed — Disconnects — Dispatch R-2-08-2214 Average Interval Completed — Disconnects — No Dispatch R-2-08-2215 Average Interval Completed — Disconnects — No Dispatch R-2-08-2210 Average Interval Completed — Disconnects — Dispatch R-2-08-2210 Average Interval Completed — Disconnects — Dispatch R-4-01-2200 Average Interval Completed — Disconnects — Dispatch R-4-09-2200 Missed Appointments R-5-01-2200 Missed Appointment — Verizon — Facilities R-5-01-2200 Missed Appointment — Verizon — Facilities R-5-01-2200 Worders Held for Facilities > 15 Days R-5-03-2200 Worders Held for Facilities > 60 Days	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64 11.80 12.07 23.36 11.44	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 3.13 1.00 18.75 0.00 4.17	630 323 729 172 5 384 52 302 236 382 112 5 5 204 28 839 99 839	23 9 9 27 2 2 43 4 4 13 3 1 1 1 34 4 4	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95	3.45 -0.95 1.95 2.12 -0.65 1.49 1.10
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-02-2201 Average Interval Offered - Total Dispatch R-1-08-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-1-11-2200 Average Interval Offered - Disconnects - Dispatch Average Interval Offered - Disconnects - Dispatch R-2-01-2200 Average Interval Completed - Total No Dispatch R-2-02-2200 Average Interval Completed - Total Dispatch R-2-08-2213 Average Interval Completed - DS1 R-2-08-2213 Average Interval Completed - DS3 R-2-08-2213 Average Interval Completed - DS3 R-2-11-2200 Average Interval Completed - Disconnects - No Dispatch R-2-11-2200 Average Interval Completed - Disconnects - No Dispatch Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64 11.80 12.07 23.36 11.44	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 3.13 1.00 18.75 0.00 4.17	630 323 729 172 5 384 52 302 236 382 112 5 5 204 28 839 99 839 769	23 9 9 27 2 2 2 43 4 4 4 13 3 13 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95	3.45 -0.95 1.96 2.12 -0.65 1.49 1.10
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered - Total No Dispatch R-1-06-2210 Average Interval Offered - Total Dispatch R-1-06-2210 Average Interval Offered - DS0 R-1-07-2211 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS1 R-1-08-2213 Average Interval Offered - DS3 R-1-10-2200 Average Interval Offered - Disconnects - No Dispatch R-1-11-2200 Average Interval Offered - Disconnects - Dispatch Average Interval Offered - Disconnects - Dispatch R-2-01-2200 Average Interval Completed Interval Average Interval Completed - Total No Dispatch R-2-06-2210 Average Interval Completed - DS1 R-2-08-2213 Average Interval Completed - DS3 R-2-08-2213 Average Interval Completed - DS3 R-2-11-2200 Average Interval Completed - Disconnects - No Dispatch R-2-11-2200 Average Interval Completed - Disconnects - No Dispatch R-4-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-01-2200 Average Interval Completed - Disconnects - Dispatch R-4-01-2200 Average Delay Days - Total R-4-03-2200 Average Delay Days - Total R-4-03-2200 Average Delay Days - Total R-4-03-2200 Average Delay Days - Total R-5- Facility Missed Appt - Customer R-6- Installation Quality R-6- Installation Troubles reported within 30 Days	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64 11.80 12.07 23.36 11.44	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 5.50 0.00 4.17	630 323 729 172 5 384 52 302 236 382 112 5 204 28 839 99 839 769	23 9 27 27 2 43 4 4 13 3 13 1 1 1 1 34 4 4 32 1 1 32 2 24	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95 5.81 25.56	3.45 -0.95 -0.95 -0.65 -0.65 -0.67 -0.47
Special Services - Provisioning PR-1 - Average Interval Offered R-1-02-2200 Average Interval Offered — Total No Dispatch R-1-02-2201 Average Interval Offered — Total Dispatch R-1-06-2210 Average Interval Offered — DS0 R-1-07-2211 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — DS3 R-1-10-2200 Average Interval Offered — Disconnects — No Dispatch R-2-01-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-02-2200 Average Interval Completed — Total Dispatch R-2-08-2213 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — DS3 R-2-08-2213 Average Interval Completed — DS3 R-2-10-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — No Dispatch R-2-10-2200 Average Interval Completed — Disconnects — No Dispatch R-2-10-2200 Average Interval Completed — Disconnects — Dispatch R-4-01-2200 Average Delay Days — Total R-4-02-2200 Average Delay Days — Total R-4-03-2200 Average Delay Days — Total R-4-09-2200 Missed Appt. — VZ — Standard Interval (W Coded) Orders — Total PR-5 - Facility Missed Orders R-5-01-2200 Missed Appt. — VZ — Standard Interval (W Coded) Orders — Total PR-5 - Installation Quality R-6-01-2200 Minstallation Troubles reported within 30 Days — FOK/TOK/CPE PR-8 - Open Orders in a Hold Status	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64 11.80 12.07 23.36 11.44 1.43 0.72 0.00	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 3.13 1.00 18.75 0.00 4.17	630 323 729 172 5 384 52 302 236 382 112 5 204 28 839 99 839 769	23 9 9 27 2 2 43 4 4 13 3 13 13 1 1 34 4 4 32 32 32 24 32 32 32	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	2.40 6.41 2.83 9.24 1.15 1.95 6.60 2.14 1.52 0.85	3.45 -0.95 1.95 2.12 -0.65 1.49 0.67 0.47
Special Services - Provisioning PR-1 - Average Interval Offered R-1-01-2200 Average Interval Offered — Total No Dispatch R-1-02-2200 Average Interval Offered — Total Dispatch R-1-06-2210 Average Interval Offered — DS0 R-1-06-2210 Average Interval Offered — DS0 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — DS1 R-1-08-2213 Average Interval Offered — Disconnects — No Dispatch R-1-11-2200 Average Interval Offered — Disconnects — Dispatch R-2-01-2200 Average Interval Completed — Total No Dispatch R-2-01-2200 Average Interval Completed — Total Dispatch R-2-06-2210 Average Interval Completed — DS1 R-2-08-2213 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — No Dispatch R-2-11-2200 Average Interval Completed — Disconnects — Dispatch R-4-01-2200 Average Interval Completed — Disconnects — Dispatch R-4-01-2200 Wareage Interval Completed — Disconnects — Dispatch R-4-01-2200 Wareage Delay Days — Total R-4-03-2200 Wareage Delay Days — Total R-4-03-2200 Wareage Delay Days — Total R-4-03-2200 Wareage Delay Days — Total R-6-03-2200 Wareage Delay Days — Total R-6-03-2200 Wareage Delay Days — VZ — Standard Interval (W Coded) Orders — Total Wareage Delay Days — VZ — Standard Interval (W Coded) Orders — Total R-6-03-2200 Wareage Delay Days — Total R-6-01-2200 Wareage Delay Days — Total Days R-6-01-2200 Wareage Delay Days — Total Days R-6-01-2200 Wareage Delay Days — POK/TOK/CPE	Parity with VZ Retail	5.56 8.21 6.38 7.24 10.00 5.58 4.94 6.99 9.56 8.23 8.27 9.20 5.76 5.64 11.80 12.07 23.36 11.44	3.57 6.11 2.19 24.50 NA 6.56 5.50 2.31 11.33 2.23 28.00 NA 6.50 5.50 3.13 1.00 18.75 0.00 4.17	630 323 729 172 5 384 52 302 236 382 112 5 5 204 28 839 99 839 769	23 9 9 27 2 2 2 43 4 4 4 13 3 13 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5.61 7.44 6.20 7.45 10.39 6.43 3.63 8.49 11.03 10.04 9.20 10.83 6.19 3.64	1.19 2.51 1.22 5.30 1.03 1.88 2.40 6.41 2.83 9.24 1.15 1.95 5.81 25.56	3.45 -0.95 -0.95 -0.65 -0.65 -0.67 -0.47

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance
RESALE MAINTENANCE - POTS/SPECIAL SERVICES

	POTS - Maintenance	1	A 1 D	erformance	Number of C				
Metric #	FO13 - Maintenance		VZ	CLEC	VZ	CLEC	Standard	Sampling Error	Z-Score
medic #	MR-2 - Trouble Report Rate	Standard	**	Aggregate	**	Aggregate	Deviation	Jamping Life	2-30016
MR-2-02-210	Network Trouble Report Rate – Loop	Parity with VZ Retail Parity with VZ Retail	0.78	0.40	3133809	124712		0.03	14.74
MR-2-04-210	O Network Trouble Report Rate – Central Office O % Subsequent Reports	No Standard	0.08 3.70	0.04 1.76	3133809 27783	124712 569		0.01	3.98
MR-2-05-210	0 % CPE/TOK/FOK Trouble Report Rate	No Standard	0.78	0.34	3133809	124712			
	MR-3 - Missed Repair Appointments								
	0 % Missed Repair Appointment – Loop 0 % Missed Repair Appointment – Central Office	Parity with VZ Retail Parity with VZ Retail	13.48 9.24	7.75 7.14	24351 2403	503 56		1.54 3.91	3.72 0.54
MR-3-03-210	0 % Missed Repair Appointment — CPE /TOK/FOK	No Standard	7.51	2.87	24316	418			
MR-3-04-210 MR-3-05-210	0 % Missed Repair Appointment — No Double Dispatch 0 % Missed Repair Appointment - Double Dispatch	Parity with VZ Retail Parity with VZ Retail	8.59 37.58	3.36 23.47	18710 4590	447 98		1.34 4.94	3.90 2.85
	MR-4 - Trouble Duration Intervals								
MR-4-01-210	Mean Time To Repair – Total	Parity with VZ Retail	19.99	17.05	26754	559	24.48	1.05	2.81
MR-4-02-210	Mean Time to Repair - Loop Trouble Mean Time To Repair – Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	20.89	17.64 11.71	24351 2403	503 56	24.80 18.72	1.12 2.53	2.91 -0.35
MR-4-04-210	0 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail	74.58	81.75	26754	559	10.72	1.86	3.85
	0 % Out of Service > 12 hours 0 % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	58.76 24.56	46.54 16.45	15964 15964	462 462		2.32	5.26 3.99
MR-5-01-210	MR-5 - Repeat Trouble Reports 0 % Repeat Reports within 30 Days	Parity with VZ Retail	15.32	12.34	26754	559		1.54	1.94
	Complex Services - 2 Wire Digital	1							
		_							
MR-2-02-234	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop	Parity with VZ Retail	0.22	0.22	48820	923		0.15	0.00
MR-2-03-234	Network Trouble Report Rate – Central Office Subsequent Reports	Parity with VZ Retail No Standard	0.12 6.25	0.33 16.67	48820 176	923 6		0.12	-1.77
MR-2-05-234	1 % CPE/TOK/FOK Trouble Report Rate	No Standard	0.89	0.98	48820	923			
	MR-3 - Missed Repair Appointments	_							_
MR-3-01-234	1 % Missed Repair Appointment – Loop	Parity with VZ Retail	38.68	0.00	106	2		34.76	
	1 % Missed Repair Appointment – Central Office 1 % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	11.86 18.20	33.33 0.00	59 434	9		19.14 12.99	
MR-3-04-234	1 % Missed Repair Appointment — No Double Dispatch	Parity with VZ Retail	13.79	0.00	87	3		20.25	
MR-3-05-234	1 % Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	48.00	50.00	75	2		35.79	
MD 4 04 004	MR-4 - Trouble Duration Intervals	1	00.00	00.00	405	-	40.04	40.04	
MR-4-01-234 MR-4-02-234	1 Mean Time To Repair – Total 1 Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	29.06 31.93	26.92 42.93	165 106	5 2	42.31 36.94	19.21 26.36	
MR-4-03-234	1 Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	23.91	16.26	59 165	3	50.50	29.89	
MR-4-07-234	1 % Cleared (all troubles) within 24 Hours 1 % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail	69.70 46.34	60.00 80.00	165 82	5 5		20.86 22.97	
MR-4-08-234	1 % Out of Service > 24 Hours	Parity with VZ Retail	26.83	40.00	82	5		20.41	
	MR-5 - Repeat Trouble Reports								
MR-5-01-234	1 % Repeat Reports within 30 Days	Parity with VZ Retail	16.97	0.00	165	5		17.04	
	O O	1							
	Complex Services - 2 Wire xDSL								
MD 0 00 004	MR-2 - Trouble Report Rate	Parity with VZ Retail	0.40	0.00	40000	49		0.50	0.24
MR-2-02-234	2 Network Trouble Report Rate – Loop 2 Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.12	0.00	49332 49332	49		0.50 0.38	0.24
	2 % Subsequent Reports 2 % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	0.00 1.34	NA 0.00	94 49332	49			
WIX-2-03-234.		NO Standard	1.34	0.00	45332	43			
MP-3-01-23/	MR-3 - Missed Repair Appointments 2 % Missed Repair Appointment – Loop	Parity with VZ Retail	43.33	NA	60				
MR-3-02-234	2 % Missed Repair Appointment – Central Office	Parity with VZ Retail	26.47	NA	34				
MR-3-04-234	2 % Missed Repair Appointment — CPE /TOK/FOK 2 % Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	16.34 27.85	NA NA	661 79				
MR-3-05-234	2 % Missed Repair Appointment - Double Dispatch	Parity with VZ Retail	85.71	NA	14				
	MR-4 - Trouble Duration Intervals	_							
MR-4-01-234	2 Mean Time To Repair – Total 2 Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	35.10 37.24	NA NA	94 60		29.82 23.48		
MR-4-03-234	2 Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	31.32	NA	34		38.69		
MR-4-04-234: MR-4-07-234:	2 % Cleared (all troubles) within 24 Hours 2 % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail	46.81 83.33	NA NA	94 90			\vdash	
MR-4-08-234	2 % Out of Service > 24 Hours	Parity with VZ Retail	53.33	NA	90				
	MR-5 - Repeat Trouble Reports								
MR-5-01-234	2 % Repeat Reports within 30 Days	Parity with VZ Retail	48.94	NA	94				
		•							
	POTS/Complex Services Combined	I							
	MR-4 - Trouble Duration Intervals								
MR-4-06-210	3 % Out of Service > 4 hours	Parity with VZ Retail	75.95	56.71	15964	462		2.02	9.54
		•							
	Special Services - Maintenance	I							
MD c at a:-	MR-2 - Trouble Report Rate	I posterous company	0.10		105== 1	FFAA T			0.70
MR-2-01-220 MR-2-05-220	Network Trouble Report Rate – Total CPE/TOK/FOK Trouble Report Rate	Parity with VZ Retail No Standard	0.19 0.26	0.14 0.25	165754 165754	5589 5589		0.06	0.76
	·		*	*	*				
MR-4-01-220	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with VZ Retail	5.15	4.59	312	8	5.20	1.86	
MR-4-02-220	Mean Time to Repair - Loop Trouble - Specials 0 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	6.35 98.08	5.10 100.00	146	7 8	6.43	2.49 4.91	
MR-4-06-220	0 % Out of Service > 4 hours - Specials	Parity with VZ Retail	50.64	37.50	312 312	8		17.90	
	0 % Out of Service > 12 hours - Specials 0 % Out of Service > 24 Hours - Specials	Parity with VZ Retail Parity with VZ Retail	7.05 1.92	0.00	312 312	8		9.17 4.91	
MIX 7-00-220	•	. Gity with VZ (Vetall	1.72	0.00	312	U		7.31	
MR-5-01-220	MR-5 - Repeat Trouble Reports 0 % Repeat Reports within 30 Days	Parity with VZ Retail	8.01	12.50	312	8		9.72	
5 0 1 220			2.01						
	Legend Notations defined on Legend sheet - last page	1							

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - NOVA RESALE PROVISIONING

POTS - Provisioning - Total	1	Actual Pe	erformance	Number of	Observations			
Metric #	Standard	VZ	CLEC Aggregate	vz	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered PR-1-04-2100 Average Interval Offered – Dispatch (6-9 Lines) PR-1-05-2100 Average Interval Offered - Dispatch (>= 10lines)	Parity with VZ Retail Parity with VZ Retail	6.67 11.12	NA NA	92 52		6.03 25.95		
PR-1-05-2100 Average Interval Offered - Dispatch (>= 10linles) PR-2 - Average Completed Interval	Parity With VZ Retail	11.12	INA	52		25.95		
PR-2-04-2100 Average Interval Completed - Dispatch (6-9 Lines) PR-2-05-2100 Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail Parity with VZ Retail	5.31 12.22	NA NA	64 37		3.43 30.56		
PR-3 - Completed within Specified Days	ranty with V2 Netan	12.22	NA.	31		30.30		
PR-3-01-2100 % Completed in 1 Day (1-5 Lines - No Dispatch) PR-3-02-2100 % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	68.26 81.54	51.21 71.98	15773 15773	207 207		3.26 2.71	-5.24 -3.52
PR-3-03-2100 % Completed in 3 Days (1-5 Lines - No Dispatch) PR-3-04-2100 % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	92.93 3.61	91.79 14.29	15773 2467	207		1.79	-0.64 3.01
PR-3-05-2100 % Completed in 2 Days (1-5 Lines - Dispatch) PR-3-06-2100 % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	8.43 30.08	28.57 64.29	2467 2467	28 28		5.28 8.72	3.81 3.93
PR-3-07-2100 % Completed in 4 Days (1-5 Lines - Total) PR-3-08-2100 % Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	88.56 97.65	97.02 99.52	18240 15773	235 207		2.09	4.05 1.76
PR-3-09-2100 % Completed in 5 Days (1-5 Lines – Dispatch) PR-3-10-2100 % Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	76.53 97.21	96.43 99.57	2467 18240	28 235		8.05 1.08	2.47
PR-4 - Missed Appointments	runy war ve roua	07.21	00.07	102.10	200		1.00	2.10
PR-4-02-2100 Average Delay Days – Total PR-4-03-2100 Missed Appt. – Customer	Parity with VZ Retail No Standard	3.41 1.96	164.00 1.29	1126 31764	1 465	10.03	10.03	
PR-4-04-2100 % Missed Appt. – VZ – Dispatch PR-4-05-2100 % Missed Appt. – VZ – No Dispatch	Parity with VZ Retail Parity with VZ Retail	17.75 1.01	0.00 0.24	4810 26954	51 414		5.38 0.50	3.30 1.55
PR-4-08-2100 % Missed Appt. – VZ – No Inspatch PR-4-08-2100 % Missed Appt. – Customer – Due to Late Order Confirmation PR-4-10-2100 % Missed Appt. – VZ – Standard Interval (W Coded) Orders – Dispatch	No Standard Parity with VZ Retail	17.92	0.00	3706	465 32		6.81	2.63
PR-4-11-2100 % Missed Appt. – VZ – Standard Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.84	0.30	22276	336		0.50	1.08
PR-5 - Facility Missed Orders PR-5-01-2100	Parity with VZ Retail	0.45	0.00	31764	465		0.31	1.44
PR-5-02-2100 % Orders Held for Facilities > 15 Days PR-5-03-2100 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	31764 31764	465 465		2.57	
PR-6 - Installation Quality	, v2 rodai	5.00	0.00	5.707	.00			
PR-6-01-2100 % Installation Troubles reported within 30 Days PR-6-02-2100 % Installation Troubles reported within 7 Days	Parity with VZ Retail Parity with VZ Retail	5.07 3.29	9.47 7.41	30004 30004	486 486		1.00 0.82	-4.38 -5.06
PR-6-03-2100	No Standard	5.31	5.56	30004	486		0.02	-5.00
PR-8 - Open Orders in a Hold Status PR-8-01-2100	Parity with VZ Retail	0.03	0.00	31764	465		0.08	0.37
PR-8-02-2100 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.01	0.00	31764	465		0.05	0.21
POTS - Business	1							
PR-1 - Average Interval Offered PR-1-01-2110 Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.29	1.19	3546	79	3.20	0.36	0.27
PR-1-03-2110 Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail	5.02	3.00	1062	12	4.83	1.40	1.44
PR-2 - Average Completed Interval PR-2-01-2110 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	1.20	1.06	3296	72	2.27	0.40	0.25
PR-2-03-2110 Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail	5.18	3.00	840	12	3.37 4.34	0.40 1.26	0.35 1.73
POTS - Residence	1							
PR-1 - Average Interval Offered								
PR-1-01-2120 Average Interval Offered – Total No Dispatch PR-1-03-2120 Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail Parity with VZ Retail	1.21 4.37	1.35 7.25	19274 1890	272 20	2.33 1.36	0.14 0.31	-0.98 -9.42
PR-2 - Average Completed Interval	1 p. a	1.00	0.00	10017	050	0.00	0.40	0.05
PR-2-01-2120 Average Interval Completed – Total No Dispatch PR-2-03-2120 Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail Parity with VZ Retail	1.09 4.81	2.00 3.13	18817 1627	256 16	2.08 2.82	0.13 0.71	-6.95 2.37
Complex Services - 2 Wire Digital	1							
PR-1 - Average Interval Offered	-							
PR-1-01-2341 Average Interval Offered – Total No Dispatch PR-1-02-2341 Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.15 4.17	NA 5.00	1381 230	2	0.67 1.81	1.29	
PR-2 - Average Completed Interval								
PR-2-01-2341 Average Interval Completed – Total No Dispatch PR-2-02-2341 Average Interval Completed – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.14 4.63	NA 5.00	1371 163	2	0.65 2.08	1.48	
PR-4 - Missed Appointment	Parity with 1/7 Day - "	254	NA .	25		2.07		
PR-4-02-2341 Average Delay Days – Total PR-4-03-2341 Missed Appt. – Customer PR-4-04-2341 % Missed Appt. – VZ – Dispatch	Parity with VZ Retail No Standard Parity with VZ Retail	2.54 3.98	0.00 0.00	35 1657 277	2	3.07	22.00	
PR-4-05-2341 % Missed Appt. – VZ – No Dispatch	Parity with VZ Retail No Standard	12.27 0.07	NA	1380	2		23.28	
PR-4-08-2341 % Missed Appt. – Customer – Due to Late Order Confirmation PR-4-10-2341 % Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	Parity with VZ Retail Parity with VZ Retail	12.40 0.07	0.00 0.00 NA	258 1378	2		23.40	
PR-4-11-2341 Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch PR-5 - Facility Missed Orders	ranty with V2 Netan	0.07	N/A	1376				
PR-5-01-2341	Parity with VZ Retail Parity with VZ Retail	0.66 0.00	0.00	1657 1657	2		5.73	
PR-5-03-2341 % Orders Held for Facilities > 15 Days PR-5-03-2341 % Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	1657	2			
PR-6 - Installation Quality PR-6-01-2341 % Installation Troubles reported within 30 Days	Parity with VZ Retail	2.78	0.00	252	1 1		16.47	
PR-6-03-2341 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	7.54	0.00	252	i		10.47	
PR-8 - Open Orders in a Hold Status PR-8-01-2341 % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.12	0.00	1657	2		2.45	
PR-8-02-2341 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	1657	2		2.40	
Complex Services - 2 Wire xDSL	1							
PR-1 - Average Interval Offered	_							
PR-1-01-2342 Average Interval Offered – Total No Dispatch PR-1-02-2342 Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.89 2.00	NA NA	9		1.17 1.41		
PR-2 - Average Completed Interval	_							
PR-2-01-2342 Average Interval Completed – Total No Dispatch PR-2-02-2342 Average Interval Completed – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.67 2.00	NA NA	6 2		0.82 1.41		
continued	=							

CLEC Aggregate Performance - NOVA RESALE PROVISIONING

	RESALE PROVISIONING				4				
Metric #		Standard	VZ	erformance CLEC Aggregate	VZ	erformance CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-4-02-2342		Parity with VZ Retail	NA	NA					
PR-4-03-2342 PR-4-04-2342	% Missed Appt. – Customer	No Standard Parity with VZ Retail	0.00	NA NA	10 3				
PR-4-05-2342 PR-4-08-2342	% Missed Appt. – VZ – No Dispatch % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00	NA NA	7				
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch % Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	0.00 0.00	NA NA	2				
	PR-5 - Facility Missed Orders	runy war ve recan	0.00	101	-	1			
PR-5-01-2342 PR-5-02-2342	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	10 10				
PR-5-02-2342 PR-5-03-2342		Parity with VZ Retail	0.00	NA NA	10				
	PR-6 - Installation Quality	•							
PR-6-01-2342 PR-6-03-2342	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	300.00 3566.67	NA NA	6				
	PR-8 - Open Orders in a Hold Status	-							
	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	10 10				
	POTS & Complex Aggregate	- 1							
	PR-1 - Average Interval Offered	1							
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail Parity with VZ Retail	3.60	1.34	14467	412	5.55	0.28	8.15
PR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	4.12	NA	42		3.39		
PR-2-10-2103	PR-2 - Average Completed Interval Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	3.34	1.17	13501	383	5.57	0.29	7.52
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	3.66	NA	32		2.78		
	RESALE MAINTENANCE								
	POTS - Maintenance]	Actual Pe	erformance	Actual P	erformance	Standard		
Metric #	MP 2 Trouble Penert Pate	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.64 0.07	0.25 0.04	1290128 1290128	50797 50797		0.04	10.83 2.96
MR-2-04-2100	% Subsequent Reports	No Standard	7.75	3.95	9995	152		0.01	2.96
MK-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.75	0.24	1290128	50797			
MR-3-01-2100	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	25.17	16.54	8269	127		3.88	2.22
MR-3-02-2100 MR-3-03-2100	Missed Repair Appointment – Central Office Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	14.20 14.11	10.53 5.65	951 9655	19 124		8.09	0.45
MR-3-04-2100	Missed Repair Appointment — No Double Dispatch Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	19.37 54.13	8.33 32.26	5834 1853	108 31		3.84 9.02	2.88 2.42
	MR-4 - Trouble Duration Intervals	_'							
	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	30.77 32.40	34.20 36.11	9220 8269	146 127	31.39 31.64	2.62 2.83	-1.31 -1.31
MR-4-03-2100	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	16.56 54.54	21.48	951 9220	19 146	24.93	5.78	-0.85 -0.10
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	76.40 44.13	72.50 44.17	6368	120 120		3.91	1.00
WIK-4-00-2100	% Out of Service > 24 Hours	Parity with VZ Retail	44.13	44.17	6368	120		4.58	-0.01
MR-5-01-2100	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	17.48	13.70	9220	146		3.17	1.19
	Complex Services - 2 Wire Digital	1							
	MR-2 - Trouble Report Rate	•							
MR-2-02-2341		Parity with VZ Retail Parity with VZ Retail	0.22 0.04	0.00	24908 24908	457 457		0.22 0.10	1.01 0.45
MR-2-04-2341		No Standard No Standard	10.67 0.63	NA 1.31	75 24908	457		0.10	0.10
WIK-2-05-2541		No Standard	0.03	1.31	24900	457			
MR-3-01-2341	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	46.43	NA	56				
MR-3-02-2341 MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	27.27 26.11	0.00	11 157	6			
MR-3-04-2341 MR-3-05-2341	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	18.18 56.82	NA NA	22 44				
	MR-4 - Trouble Duration Intervals		_						
MR-4-01-2341 MR-4-02-2341	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	44.67 41.71	NA NA	67 56		54.56 41.56		
MR-4-03-2341 MR-4-04-2341	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	59.74 53.73	NA NA	11 67		99.23		
MR-4-07-2341 MR-4-08-2341	% Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	74.07 55.56	NA NA	27 27				
	MR-5 - Repeat Trouble Reports	•							
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	20.90	NA	67				
	Complex Services - 2 Wire xDSL]							
	MR-2 - Trouble Report Rate	1	-			-			
MR-2-03-2342	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.13 0.08	0.00	31017 31017	29 29		0.67 0.54	0.19 0.16
MR-2-04-2342	Subsequent Reports CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	0.00 1.47	NA 0.00	66 31017	29			
	MR-3 - Missed Repair Appointments	-							
MR-3-01-2342 MR-3-02-2343	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with VZ Retail Parity with VZ Retail	47.50 26.92	NA NA	40 26				
MR-3-03-2342	% Missed Repair Appointment — Central Office % Missed Repair Appointment — CPE /TOK/FOK % Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	19.30 29.82	NA NA	456 57				
MR-3-05-2342	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail	100.00	NA NA	8				
MD 4 01 00	MR-4 - Trouble Duration Intervals	Davids over 1000 and	^7.1-	***			20.5:		
MR-4-02-2342	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	37.17 38.82	NA NA	66 40		33.04 24.85		
MR-4-04-2342	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	34.64 46.97	NA NA	26 66		43.18		
MR-4-07-2342	Nout of Service > 12 hours Out of Service > 24 Hours Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	79.37 53.97	NA NA	63 63				
	MR-5 - Repeat Trouble Reports	-	_						
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	46.97	NA	66				
	POTS/Complex Services Combined]							
	MR-4 - Trouble Duration Intervals	_							
MR-4-06-2103	% Out of Service > 4 hours	Parity with VZ Retail	88.63	86.67	6368	120		2.93	0.67
	Legend Notations defined on Legend sheet - last page	ì							

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - CENTRAL RESALE PROVISIONING

POTS - Provisioning - Total	1	Actual P	erformance	Number of	Observations			
Metric #	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered PR-1-04-2100 Average Interval Offered — Dispatch (6-9 Lines)	Parity with VZ Retail	10.62	NA NA	45		12.37		
PR-1-05-2100 Average Interval Offered - Dispatch (>= 10lines)	Parity with VZ Retail	9.17	NA	24		10.26		
PR-2 - Average Completed Interval PR-2-04-2100 Average Interval Completed - Dispatch (6-9 Lines) DR 2-05-2400 Average Interval Completed - Dispatch (6-9 Lines)	Parity with VZ Retail	8.35	NA NA	34		7.09		
PR-2-05-2100 Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail	10.33	NA	18		15.62		
PR-3 - Completed within Specified Days PR-3-01-2100 % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	75.69	35.84	16058	586		1.80	-22.09
PR-3-02-2100 % Completed in 2 Days (1-5 Lines - No Dispatch) PR-3-03-2100 % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	85.18 94.74	67.24 92.49	16058 16058	586 586		1.49 0.94	-12.01 -2.40
PR-3-04-2100 % Completed in 1 Day (1-5 Lines - Dispatch) PR-3-05-2100 % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	10.63 22.08	8.37 28.87	4402 4402	239 239		2.05	-1.10 2.46
PR-3-06-2100 % Completed in 3 Days (1-5 Lines - Dispatch) PR-3-07-2100 % Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	70.10 93.56	87.45 98.06	4402 20460	239 825		3.04 0.87	5.71 5.16
PR-3-08-2100 % Completed in 5 Days (1-5 Lines – No Dispatch) PR-3-09-2100 % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with VZ Retail Parity with VZ Retail	98.12 91.14	99.32 99.16	16058 4402	586 239		0.57 1.89	2.10 4.25
PR-3-10-2100 Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.72	99.39	20460	825		0.53	3.15
PR-4 - Missed Appointments PR-4-02-2100 Average Delay Days – Total	Parity with VZ Retail	6.34	4.20	861	5	26.73	11.99	
PR-4-03-2100	No Standard Parity with VZ Retail	1.71 7.98	2.21 0.89	38857 7531	1451 337		1.51	4.70
PR-4-05-2100 % Missed Appt. – VZ – No Dispatch PR-4-08-2100 % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.83	0.18 0.14	31326	1114 1451		0.28	2.35
PR-4-10-2100	Parity with VZ Retail Parity with VZ Retail	7.90 0.61	0.78 0.23	5444 25847	256 861		1.73 0.27	4.13 1.41
PR-5 - Facility Missed Orders	1							
PR-5-01-2100 % Missed Appointment – Verizon – Facilities PR-5-02-2100 % Orders Held for Facilities > 15 Days PR-5-03-2100 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.42 0.01	0.07	38857 38857	1451 1451		0.17 0.03	2.02 0.37
PR-5-03-2100	Parity with VZ Retail	0.00	0.00	38857	1451			
PR-6- Installation Quality PR-6-01-2100 % Installation Troubles reported within 30 Days PR-6-03-2400 % Installation Troubles reported within 7 Days	Parity with VZ Retail Parity with VZ Retail	2.81 1.69	3.53 2.35	31561 31561	1361 1361		0.46	-1.57 -1.86
PR-6-02-2100	No Standard	1.69 2.59	2.35	31561 31561	1361 1361		0.36	-1.86
PR-8 - Open Orders in a Hold Status	Parity with VZ Retail	0.11	0.00	20057	1451		1 000	1.24
PR-8-01-2100 % Open Orders in a Hold Status > 30 Days PR-8-02-2100 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.06	0.00	38857 38857	1451		0.09 0.07	0.92
POTS - Business								
PR-1 - Average Interval Offered								
PR-1-01-2110 Average Interval Offered – Total No Dispatch PR-1-03-2110 Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail Parity with VZ Retail	1.43 5.24	1.22 3.41	2751 1032	99 17	3.93 5.83	0.40 1.43	0.52 1.28
PR-2 - Average Completed Interval								
PR-2-01-2110 Average Interval Completed – Total No Dispatch PR-2-03-2110 Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail Parity with VZ Retail	1.30 4.99	0.98 3.38	2577 894	91 16	3.92 5.30	0.42 1.34	0.77 1.20
POTS - Residence]							
PR-1 - Average Interval Offered	-							
PR-1-01-2120 Average Interval Offered – Total No Dispatch PR-1-03-2120 Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail Parity with VZ Retail	0.93 3.42	1.58 2.74	23590 3791	783 240	2.18 1.54	0.08 0.10	-8.21 6.63
PR-2 - Average Completed Interval	-							
PR-2-01-2120 Average Interval Completed – Total No Dispatch PR-2-03-2120 Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail Parity with VZ Retail	0.90 3.22	1.61 2.77	23072 3508	754 223	2.47 2.30	0.09 0.16	-7.77 2.83
Complex Services - 2 Wire Digital	1							
PR-1 - Average Interval Offered	_							
PR-1-01-2341 Average Interval Offered – Total No Dispatch PR-1-02-2341 Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	1.30 3.46	NA 0.25	192 149	4	1.74 2.19	1.11	
PR-2 - Average Completed Interval	-							
PR-2-01-2341 Average Interval Completed – Total No Dispatch PR-2-02-2341 Average Interval Completed – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	1.38 4.23	NA 1.00	172 107	1	1.90 2.56	2.57	
PR-4 - Missed Appointment								
PR-4-02-2341 Average Delay Days – Total PR-4-03-2341 % Missed Appt. – Customer	Parity with VZ Retail No Standard	4.84 10.72	NA 0.00	25 373	1	7.30		
PR-4-04-2341 % Missed Appt. – VZ – Dispatch PR-4-05-2341 % Missed Appt. – VZ – No Dispatch	Parity with VZ Retail Parity with VZ Retail	11.92 1.11	0.00 NA	193 180	1		32.49	
PR-4-08-2341	No Standard Parity with VZ Retail	11.98	0.00	192	1		32.56	
PR-4-11-2341	Parity with VZ Retail	1.11	NA	180				
PR-5 - Facility Missed Orders PR-5-01-2341	Parity with VZ Retail	1.07	0.00	373	111		10.30	
PR-5-02-2341 % Orders Held for Facilities > 15 Days PR-5-03-2341 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	373 373	1 1			
PR-6 - Installation Quality	•							
PR-6-01-2341 PR-6-03-2341 % Installation Troubles reported within 30 Days Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	3.33 6.67	NA NA	150 150				
PR-8 - Open Orders in a Hold Status	1							
PR-8-01-2341 % Open Orders in a Hold Status > 30 Days PR-8-02-2341 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	373 373	1			
Complex Services - 2 Wire xDSL]							
	-							
PR-1 - Average Interval Offered PR-1-01-2342 Average Interval Offered — Total No Dispatch PR-1-03-2343 Average Interval Offered — Total No Dispatch	Parity with VZ Retail	2.50	NA NA	2		0.71		
PR-1-02-2342 Average Interval Offered – Total Dispatch	Parity with VZ Retail	NA	NA		1			
PR-2 - Average Completed Interval PR-2-01-2342 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	2.00	NA NA	2				
PR-2-02-2342 Average Interval Completed – Total Dispatch continued	Parity with VZ Retail	NA	NA		1 1		1	

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - CENTRAL RESALE PROVISIONING

	RESALE PROVISIONING								
Metric #		Standard	VZ	erformance CLEC Aggregate	VZ	erformance CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-4-02-2342		Parity with VZ Retail	NA	NA					
PR-4-03-2342 PR-4-04-2342	% Missed Appt. – Customer	No Standard Parity with VZ Retail	0.00 NA	NA NA	2				
PR-4-05-2342 PR-4-08-2342	% Missed Appt. – VZ – No Dispatch % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00	NA NA	2				
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch % Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	NA 0.00	NA NA	2				
	PR-5 - Facility Missed Orders	runy war ve rous	0.00	101					
PR-5-01-2342 PR-5-02-2342	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	2				
PR-5-02-2342 PR-5-03-2342		Parity with VZ Retail	0.00	NA NA	2				
	PR-6 - Installation Quality	•							
PR-6-01-2342 PR-6-03-2342	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	300.00 3300.00	NA NA	1				
	PR-8 - Open Orders in a Hold Status	-							
PR-8-01-2342 PR-8-02-2342	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	2 2				
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10-2103	Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail Parity with VZ Retail	4.02	1.22	14477	1169 2	5.28	0.16	17.44
FR-1-11-2103	Average Interval Offered – Disconnects – Dispatch	Parity With VZ Retail	3.48	3.50	42		2.43	1.76	
PR-2-10-2103	PR-2 - Average Completed Interval Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	3.66	1.19	12729	1137	5.11	0.16	15.62
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	3.56	1.00	41	1	2.44	2.47	
	RESALE MAINTENANCE								
	POTS - Maintenance		Actual Pe	erformance	Actual P	erformance	Standard		
Metric #	MP 2 Trouble Penert Pate	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.91 0.07	0.60 0.07	668198 668198	19077 19077		0.07 0.02	4.48 0.28
MR-2-04-2100	% Subsequent Reports	No Standard	1.54	1.55	6679	129		0.02	0.28
MK-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.82	0.48	668198	19077			
MR-3-01-2100	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	9.75	6.14	6083	114		2.80	1.29
MR-3-02-2100	% Missed Repair Appointment – Central Office % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	5.88 3.74	15.38 2.17	493 5484	13 92		6.61	-1.44
MR-3-04-2100 MR-3-05-2100	Missed Repair Appointment — No Double Dispatch Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	4.49 29.50	2.06 25.00	4612 1268	97 28		2.12 8.71	1.14 0.52
	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	14.28 14.84	10.76 10.72	6576 6083	127 114	15.84 15.95	1.42 1.51	2.48 2.73
MR-4-03-2100	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	7.33	11.12 89.76	493 6576	13	12.37	3.48	-1.09 1.44
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	48.10 12.36	41.23	4272	114 114		4.74	1.45
WIK-4-00-2100	% Out of Service > 24 Hours	Parity with VZ Retail	12.30	9.65	4272	114		3.12	0.87
MR-5-01-2100	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	15.54	14.17	6576	127		3.25	0.42
	Complex Services - 2 Wire Digital								
	MR-2 - Trouble Report Rate	-							
MR-2-02-2341 MR-2-03-2341	Network Trouble Report Rate – Loop	Parity with VZ Retail Parity with VZ Retail	0.22 0.25	0.00 1.05	14258 14258	95 95		0.48 0.52	0.45 -1.55
MR-2-04-2341		No Standard No Standard	2.90 1.26	0.00	69 14258	1 95		0.02	1.00
WIT-2-05-2541	MR-3 - Missed Repair Appointments	No ottalione	1.20	0.00	14230	33			
MR-3-01-2341 MR-3-02-2341	% Missed Repair Appointment – Loop	Parity with VZ Retail Parity with VZ Retail	32.26	NA	31				
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	5.56	0.00 NA	36 180	1		23.23	
MR-3-04-2341 MR-3-05-2341	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	12.24 33.33	0.00 NA	49 18	1		33.11	
	MR-4 - Trouble Duration Intervals	-							
MR-4-02-2341	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	17.28 22.09	1.95 NA	67 31	1	25.91 30.90	26.10	
MR-4-03-2341 MR-4-04-2341	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	13.14 82.09	1.95 100.00	36 67	1	20.23	20.51 38.63	
MR-4-07-2341 MR-4-08-2341	% Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	30.23 11.63	0.00	43 43	1		46.46 32.43	
	MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	10.45	0.00	67	1		30.82	
	Complex Services - 2 Wire xDSL								
	MR-2 - Trouble Report Rate					_			
MR-2-03-2342	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.19 0.06	0.00	4693 4693	7		1.65 0.96	
MR-2-04-2342 MR-2-05-2342	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	0.00 1.47	NA 0.00	12 4693	7			
	MR-3 - Missed Repair Appointments	•							
MR-3-01-2342 MR-3-02-2342	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with VZ Retail Parity with VZ Retail	44.44 66.67	NA NA	9				
MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK % Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	11.59 42.86	NA NA	69 7				
MR-3-05-2342	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail	60.00	NA NA	5				
MD 4 01 00	MR-4 - Trouble Duration Intervals	Destruction 1/2 2	04.0-		- 10	,	10.00		
MR-4-02-2342	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	31.87 31.46	NA NA	12 9		18.63 20.42		
MR-4-04-2342	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	33.09 41.67	NA NA	3 12		15.46		
	0 Out of Service > 12 hours 0 Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	100.00 58.33	NA NA	12 12				
	MR-5 - Repeat Trouble Reports								
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	66.67	NA	12				
	POTS/Complex Services Combined								
	MR-4 - Trouble Duration Intervals								
MR-4-06-2103	8 % Out of Service > 4 hours	Parity with VZ Retail	67.70	52.63	4272	114		4.44	3.40
	Legend Notations defined on Legend sheet - last page	J							

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - EASTERN RESALE PROVISIONING

POTS - Provisioning - Total		Actual Pe	erformance	Number of	Observations			
Metric #	Standard	vz	CLEC Aggregate	vz	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered PR-1-04-2100 Average Interval Offered – Dispatch (6-9 Lines) PR-1-05-2100 Average Interval Offered - Dispatch (>= 10lines)	Parity with VZ Retail Parity with VZ Retail	7.43 8.94	NA 4.00	40 16	1	4.84 6.77	6.98	
PR-2 - Average Completed Interval	, ,		•					•
PR-2-04-2100 Average Interval Completed - Dispatch (6-9 Lines) PR-2-05-2100 Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail Parity with VZ Retail	5.97 12.14	NA 4.00	30 7	1	4.52 10.22	10.93	
PR-3 - Completed within Specified Days								-
PR-3-01-2100 % Completed in 1 Day (1-5 Lines - No Dispatch) PR-3-02-2100 % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	74.81 86.48	40.00 68.62	12129 12129	545 545		1.90 1.50	-18.31 -11.93
PR-3-03-2100 % Completed in 3 Days (1-5 Lines - No Dispatch) PR-3-04-2100 % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	96.70 12.66	97.80 13.80	12129 3578	545 326		0.78 1.92	1.41 0.59
PR-3-05-2100 % Completed in 2 Days (1-5 Lines - Dispatch) PR-3-06-2100 % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	32.62 89.13	46.32 96.32	3578 3578	326 326		2.71 1.80	5.05 3.99
PR-3-07-2100 % Completed in 4 Days (1-5 Lines - Total) PR-3-08-2100 % Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	97.03 98.52	98.62 99.63	15707 12129	871 545		0.59 0.53	2.69 2.10
PR-3-09-2100 % Completed in 5 Days (1-5 Lines – Dispatch) PR-3-10-2100 % Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	96.65 98.50	99.69 99.66	3578 15707	326 871		1.04 0.42	2.92 2.74
PR-4 - Missed Appointments								•
PR-4-02-2100 Average Delay Days – Total PR-4-03-2100 Missed Appt. – Customer	Parity with VZ Retail No Standard	17.45 1.44	3.00 2.41	333 29190	5 1616	50.02	22.54	
PR-4-04-2100	Parity with VZ Retail Parity with VZ Retail	3.29 0.60	0.19 0.37	5874 23316	539 1077		0.80 0.24	3.86 0.96
PR-4-08-2100	No Standard Parity with VZ Retail	3.15	0.06	4291	1616 359		0.96	3.28
PR-4-11-2100	Parity with VZ Retail	0.51	0.27	19355	740		0.27	0.90
PR-5 - Facility Missed Orders PR-5-01-2100 % Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.07	0.00	29190	1616		0.07	1.04
PR-5-02-2100 % Orders Held for Facilities > 15 Days PR-5-03-2100 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	29190 29190	1616 1616			
PR-6 - Installation Quality								
PR-6-01-2100 % Installation Troubles reported within 30 Days PR-6-02-2100 % Installation Troubles reported within 7 Days	Parity with VZ Retail Parity with VZ Retail	3.76 2.29	3.44 2.31	22792 22792	1600 1600		0.49 0.39	0.66 -0.05
PR-6-03-2100 % Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	4.28	2.88	22792	1600			
PR-8 - Open Orders in a Hold Status PR-8-01-2100	Parity with VZ Retail	0.17	0.00	29190	1616		0.11	1.61
PR-8-02-2100 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.11	0.00	29190	1616		0.08	1.30
POTS - Business								
PR-1 - Average Interval Offered PR-1-01-2110 Average Interval Offered – Total No Dispatch	Parity with VZ Retail	1.46	1.13	1563	101	4.52	0.46	0.71
PR-1-03-2110 Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail	5.13	2.56	682	16	8.15	2.06	1.25
PR-2 - Average Completed Interval PR-2-01-2110 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	1.45	1.28	1466	89	6.16	0.67	0.25
PR-2-03-2110 Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail	4.37	2.15	593	13	4.72	1.32	1.68
POTS - Residence								
PR-1 - Average Interval Offered PR-1-01-2120 Average Interval Offered – Total No Dispatch	Parity with VZ Retail	0.92	1.88	18134	658	1.54	0.06	-15.71
PR-1-03-2120 Average Interval Offered – Dispatch (1-5 Lines)	Parity with VZ Retail	2.77	2.68	3185	339	0.90	0.05	1.75
PR-2 - Average Completed Interval PR-2-01-2120 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	0.90	1.89	17754	624	3.20	0.13	-7.60
PR-2-03-2120 Average Interval Completed – Dispatch (1-5 Lines)	Parity with VZ Retail	2.94	2.61	2985	313	7.60	0.45	0.73
Complex Services - 2 Wire Digital								
PR-1- Average Interval Offered PR-1-01-2341 Average Interval Offered – Total No Dispatch	Parity with VZ Retail	1.41	NA	82		1.56		
PR-1-02-2341 Average Interval Offered – Total Dispatch	Parity with VZ Retail	3.17	NA	90		2.02		
PR-2 - Average Completed Interval PR-2-01-2341 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	2.50	NA	68		9.89		
PR-2-02-2341 Average Interval Completed – Total Dispatch	Parity with VZ Retail	3.99	NA	68		7.77		
PR-4- Missed Appointment PR-4-02-2341 Average Delay Days – Total	Parity with VZ Retail	19.38	NA	8		31.14		
PR-4-03-2341	No Standard Parity with VZ Retail	8.99 5.71	NA NA	178 105				
PR-4-05-2341 % Missed Appt. – VZ – No Dispatch PR-4-08-2341 % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	2.74	NA NA	73				
PR-4-10-2341 % Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch PR-4-11-2341 % Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	8.57 3.45	NA NA	70 58				
PR-5 - Facility Missed Orders	-							
PR-5-01-2341 % Missed Appointment – Verizon – Facilities PR-5-02-2341 % Orders Held for Facilities > 15 Days	Parity with VZ Retail Parity with VZ Retail	1.12 0.00	NA NA	178 178				
PR-5-03-2341 % Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	178				
PR-6-1nstallation Quality PR-6-01-2341 % Installation Troubles reported within 30 Days	Parity with VZ Retail	0.00	NA NA	80				
PR-6-03-2341 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.50	NA	80				
PR-8- Open Orders in a Hold Status PR-8-01-2341 % Open Orders in a Hold Status > 30 Days PR-9-03-2341 % Open Orders in a Hold Status > 00 Days	Parity with VZ Retail	0.00	NA NA	178 178				
PR-8-02-2341 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	NA	1/8				
Complex Services - 2 Wire xDSL]							
PR-1 - Average Interval Offered PR-1-01-2342 Average Interval Offered – Total No Dispatch	Parity with VZ Retail	1.00	NA	2		1.41	,	
PR-1-01-2342 Average Interval Offered – Total No Dispatch PR-1-02-2342 Average Interval Offered – Total Dispatch	Parity with VZ Retail	NA	NA NA			1.41		
PR-2 - Average Completed Interval PR-2-01-2342 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	0.50	NA	2		0.71		
PR-2-02-2342 Average Interval Completed – Total No Dispatch continued	Parity with VZ Retail	NA NA	NA NA			0.71		
ormino a								

Actual Performance

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - EASTERN RESALE PROVISIONING

Metric #		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-4-02-2342	PR-4 - Missed Appointment Average Delay Days - Total	Parity with VZ Retail	NA	NA					
PR-4-03-2342 PR-4-04-2342	% Missed Appt. – VZ – Dispatch	No Standard Parity with VZ Retail	0.00	NA NA	1				
PR-4-05-2342 PR-4-08-2342	% Missed Appt. – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00	NA NA	3				
PR-4-10-2342 PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch % Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	2				
	PR-5 - Facility Missed Orders								
PR-5-02-2342		Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	4				
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	NA	4				
PR-6-01-2342	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	200.00	NA	4				
PR-6-03-2342		No Standard	1450.00	NA	4				
PR-8-01-2342	PR-8 - Open Orders in a Hold Status % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	50.00	NA	4				
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	25.00	NA	4				
	POTS & Complex Aggregate								
PR-1-10-2103	PR-1 - Average Interval Offered Average Interval Offered - Disconnects - No Dispatch	Parity with VZ Retail	4.08	1.44	11716	1524	4.97	0.14	19.51
	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	5.27	0.20	55	5	5.23	2.44	
PR-2-10-2103	PR-2 - Average Completed Interval Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	3.68	1.30	10321	1454	4.78	0.13	17.78
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	4.87	0.20	45	5	5.01	2.36	17.70
	RESALE MAINTENANCE								
	POTS - Maintenance		Actual Pe	erformance	Actual P	erformance			
Metric #	MD 0. Truth David Date	Standard	VZ	CLEC Aggregate	vz	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-02-2100	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with VZ Retail	0.74	0.47	693356	29049		0.05	5.26
MR-2-04-2100	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.09 1.51	0.05 0.66	693356 5843	29049 152		0.02	2.24
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.82	0.41	693356	29049			
	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	5.94	6.62	5114	136		2.05	-0.33
MR-3-03-2100	% Missed Repair Appointment – Central Office % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	8.42 2.26	0.00	641 5715	15 120		7.25	1.16
MR-3-04-2100 MR-3-05-2100	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	3.16 24.40	2.34 27.78	4341 754	128 18		1.57 10.24	0.52 -0.33
	MR-4 - Trouble Duration Intervals	•							
	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	13.54 14.24	9.07 9.47	5755 5114	151 136	18.61 19.15	1.53 1.66	2.92 2.87
MR-4-04-2100	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	7.98 85.82	5.44 92.05	641 5755	15 151	12.19	3.18 2.88	0.80 2.17
MR-4-07-2100	% Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	46.02 11.86	25.62 6.61	3255 3255	121 121		4.61 2.99	4.42 1.75
	MR-5 - Repeat Trouble Reports	•							
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	14.01	8.61	5755	151		2.86	1.89
	Complex Services - 2 Wire Digital								
MR-2-02-2341	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop	Parity with VZ Retail	0.23	0.73	6647	137		0.41	-1.23
MR-2-03-2341 MR-2-04-2341	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.12 4.17	0.73 0.00	6647	137		0.30	-2.04
	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.95	0.73	6647	137			
MD 2 01 2241	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	26.67	0.00	15	1 1		AE 67	
MR-3-01-2341 MR-3-02-2341 MR-3-03-2341	% Missed Repair Appointment – Contral Office % Missed Repair Appointment – CPE /TOK/FOK	Parity with VZ Retail No Standard	26.67 12.50 15.87	100.00 0.00	8 63	1		45.67 35.08	
MR-3-04-2341		Parity with VZ Retail Parity with VZ Retail	15.38 37.50	0.00 100.00	13	1		37.44 51.35	
WIT-3-03-23-1	MR-4 - Trouble Duration Intervals	ranky with VZ Retail	37.50	100.00				31.33	
MR-4-01-2341 MR-4-02-2341	Mean Time To Repair – Total	Parity with VZ Retail Parity with VZ Retail	23.14 19.62	22.17 15.83	23	2	33.01	24.34	
MR-4-03-2341						1 1			
MR-4-04-2244	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	29.74	28.50	15 8 23	1 1 2	23.73 47.14	24.51 50.00	
MR-4-04-2341 MR-4-07-2341 MR-4-08-2341	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45	28.50 50.00 100.00	8 23 11			24.51 50.00 30.41 38.28	
MR-4-07-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	29.74 78.26	28.50 50.00	8 23	1 2		24.51 50.00 30.41	
MR-4-07-2341 MR-4-08-2341	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45	28.50 50.00 100.00	8 23 11	1 2		24.51 50.00 30.41 38.28	
MR-4-07-2341 MR-4-08-2341	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45 18.18	28.50 50.00 100.00 50.00	8 23 11 11	1 2		24.51 50.00 30.41 38.28 29.65	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45 18.18	28.50 50.00 100.00 50.00	8 23 11 11 23	2 2 2		24.51 50.00 30.41 38.28 29.65	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74	28.50 50.00 100.00 50.00 0.00 0.00	8 23 11 11 23 23 13186 13186	1 2		24.51 50.00 30.41 38.28 29.65	0.10 0.07
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-04-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74	28.50 50.00 100.00 50.00	8 23 11 11 23	2 2 2		24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-2-05-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours % Out of Service > 24 Hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate MR-3 - Missed Repair Appointments	Parity with VZ Retail No Standard No Standard	29.74 78.26 45.45 18.18 21.74 0.08 0.04 0.00 1.03	28.50 50.00 100.00 50.00 0.00 0.00 0.00 NA 0.00	8 23 11 11 23 23 13186 13186 16 13186	1 2 2 2 2 2 2		24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-01-2342 MR-3-01-2342 MR-3-02-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 Hours % Out of Service > 24 Hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop	Parity with VZ Retail No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 0.08 0.04 0.00 1.03	28.50 50.00 100.00 50.00 0.00 0.00 NA 0.00 NA NA	8 23 11 11 11 23 23 13186 13186 16 13186	1 2 2 2 2 2 2		24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-01-2342 MR-3-02-2342 MR-3-02-2342 MR-3-02-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 2 Wire xDSL ## Out of Service > 3 Wissequent Reports ## Out of Service > 3 Wissequent Reports ## Out of Service > 3 Wissed Repair Appointments ## Missed Repair Appointment - Contral Office ## Missed Repair Appointment - Central Office ## Missed Repair Appointment - CPE /TOK/FOK ## Missed Repair Appointment - NO Double Dispatch	Parity with VZ Retail No Standard No Standard Parity with VZ Retail No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.82 13.33	28.50 50.00 100.00 50.00 0.00 0.00 NA 0.00 NA NA NA	23 11 11 11 23 23 13186 16 13186 16 13186 15 136	1 2 2 2 2 2 2		24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-01-2342 MR-3-02-2342 MR-3-02-2342 MR-3-02-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 2 Wire xDSL ## Out of Service > 3 Wissequent Reports ## Out of Service > 3 Wissequent Reports ## Out of Service > 3 Wissequent Reports ## Out of Service > 3 Wissequent Service > 3 Wissed Repair Appointments ## Missed Repair Appointment - Copt ## Missed Repair Appointment - Central Office ## Missed Repair Appointment - CPE /TOK/FOK ## Missed Repair Appointment - No Double Dispatch ## Missed Repair Appointment - No Double Dispatch ## Missed Repair Appointment - Double Dispatch	Parity with VZ Retail No Shandard No Standard No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.82	28.50 50.00 100.00 50.00 0.00 0.00 NA 0.00 NA NA NA	23 11 11 11 23 23 13186 13186 16 13186 15 11 5 136	1 2 2 2 2 2 2		24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-04-2342 MR-2-05-2342 MR-3-01-2342 MR-3-03-2342 MR-3-05-2342 MR-3-05-2342 MR-4-01-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Out of Service > 2 Wire xDSL ## Out of Service > 2 Wir	Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03	28.50 50.00 100.00 50.00 0.00 0.00 NA NA NA NA NA	23 11 11 11 23 23 13186 13186 13186 13186 15 15 1 1 1 1 1 1 1 1 1	1 2 2 2 2 2 2	21,44	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-01-2342 MR-3-03-2342 MR-3-05-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 2 Wire xDSL ## Out of Service > 3 Wissed Report Rate ## Out of Service > 3 Wissed Report Reports ## Out of Service > 3 Wissed Report Appointments ## Missed Repair Appointment — Copt ## Missed Repair Appointment — Copt ## Missed Repair Appointment — Out of Service > 3 Wissed Repair Appointment — No Double Dispatch ## Missed Repair Appointment — No Double Dispatch ## Missed Repair Appointment — No Double Dispatch ## Missed Repair Appointment — Double Dispatch ## Missed Repair Appointment — Double Dispatch ## Missed Repair Appointment — Out of Dispatch ## Missed Repair Appointment — No Double Dispatch ## Missed Repair Appointment — Double Dispatch ## Missed Repair Appointment — Out Dispatch ## Missed Repair Appointment — Double Dispatch ## Missed Repair Appointment — Out Dispatch #	Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.82 13.33 100.00 28.97 36.24 12.99	28.50 50.00 100.00 50.00 0.00 0.00 NA 0.00 NA NA NA NA NA	23 11 11 23 23 13186 13186 13186 14 15 13186 15 15 15 15 15 15 15 15 15 15 15 15 15	1 2 2 2 2 2 2	47.14	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-01-2342 MR-3-05-2342 MR-3-05-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-07-2342 MR-4-07-2342 MR-4-07-2342 MR-4-07-2342 MR-4-07-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 2 Wire xDSL ## Out of Service > 2 Hours	Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.82 13.33 100.00 28.97 36.24 12.99 50.00 86.67	28.50 50.00 100.00 50.00 0.00 0.00 NA NA NA NA NA NA NA	23 11 11 23 23 23 23 23 23 23 23 23 23 23 23 23	1 2 2 2 2 2 2	21.44 21.69	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-01-2342 MR-3-05-2342 MR-3-05-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-07-2342 MR-4-07-2342 MR-4-07-2342 MR-4-07-2342 MR-4-07-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Complex Services - 2 Wire xDSL ## Out of Services - 2 Hours ## Out of Services - 2 Hours ## Out of Services - 2 Hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours	Parity with VZ Retail No Standard No Standard No Standard Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74	28.50 50.00 100.00 50.00 0.00 0.00 0.00 NA 0.00 NA NA NA NA NA NA NA	23 11 11 23 23 13186 13186 16 13186 15 1 19 15 1 11 15 16 11 15	1 2 2 2 2 2 2	21.44 21.69	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-02-2342 MR-3-02-2342 MR-3-05-2342 MR-4-01-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-02-2342 MR-4-03-2342 MR-4-03-2342 MR-4-08-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 12 hours % Out of Service > 24 Hours ### Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate	Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.82 13.33 100.00 28.97 36.24 12.99 50.00 86.67	28.50 50.00 100.00 50.00 0.00 0.00 NA NA NA NA NA NA NA	23 11 11 23 23 23 23 23 23 23 23 23 23 23 23 23	1 2 2 2 2 2 2	21.44 21.69	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-02-2342 MR-3-02-2342 MR-3-05-2342 MR-4-01-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-02-2342 MR-4-03-2342 MR-4-03-2342 MR-4-08-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 12 hours % Out of Service > 24 Hours ### MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate	Parity with VZ Retail No Standard No Standard Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 21.74 21.74 21.74 21.74 21.74 22.77 20.00 8.82 13.33 100.00 8.82 13.33 100.00 8.62 12.99 8.667 46.67	28.50 50.00 100.00 50.00 0.00 0.00 0.00 NA NA NA NA NA NA NA NA NA NA NA NA	8 23 11 11 23 23 13186 13186 13186 15 15 15 15 15 16 11 5 15 15 15 15 15 15	1 2 2 2 2 2 2	21.44 21.69	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-03-2342 MR-2-05-2342 MR-3-02-2342 MR-3-02-2342 MR-3-05-2342 MR-4-01-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-02-2342 MR-4-03-2342 MR-4-03-2342 MR-4-08-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 12 hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate - Central Office % Subsequent Reports % CPETONFOK Trouble Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop % Missed Repair Appointment - CPE TONFOK % Missed Repair Appointment - OPE TONFOK % Missed Repair Appointment - Double Dispatch % Missed Repair Appointment - Double Dispatch % Missed Repair Appointment - Double Dispatch MR-4 - Trouble Duration Intervals Mean Time To Repair - Total Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 24 Hours MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days POTS/Complex Services Combined	Parity with VZ Retail No Standard No Standard Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 21.74 21.74 21.74 21.74 21.74 22.77 20.00 8.82 13.33 100.00 8.82 13.33 100.00 8.62 12.99 8.667 46.67	28.50 50.00 100.00 50.00 0.00 0.00 0.00 NA NA NA NA NA NA NA NA NA NA NA NA	8 23 11 11 23 23 13186 13186 13186 15 15 15 15 15 16 11 5 15 15 15 15 15 15	1 2 2 2 2 2 2	21.44 21.69	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-04-2342 MR-3-01-2342 MR-3-02-2342 MR-3-05-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-04-2342 MR-4-04-2342 MR-4-04-2342 MR-4-08-2342 MR-4-08-2342 MR-4-08-2342	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 12 hours % Out of Service > 24 Hours ### MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate	Parity with VZ Retail No Standard No Standard Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.62 13.33 100.00 28.97 36.24 12.99 50.00 86.67	28.50 50.00 100.00 50.00 0.00 0.00 0.00 NA NA NA NA NA NA NA NA NA NA NA NA	8 23 11 11 23 23 13186 13186 13186 15 15 15 15 15 16 11 5 15 15 15 15 15 15	1 2 2 2 2 2 2	21.44 21.69	24.51 50.00 30.41 38.28 29.65 30.41	
MR-4-07-2341 MR-4-08-2341 MR-5-01-2341 MR-2-02-2342 MR-2-04-2342 MR-3-02-2342 MR-3-03-2342 MR-3-05-2342 MR-3-05-2342 MR-4-01-2342 MR-4-02-2342 MR-4-02-2342 MR-4-04-2342 MR-4-04-2342 MR-4-04-2342 MR-4-04-2342 MR-4-04-2342	## Cleared (all troubles) within 24 Hours ## Out of Service > 12 hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Out of Service > 24 Hours ## Cleared (all troubles) ## Complex Services - 2 Wire xDSL ## Complex Services - 2 Wire xDSL ## Cleared (all troubles) ## Cleared (all trouble	Parity with VZ Retail	29.74 78.26 45.45 18.18 21.74 21.74 0.08 0.04 0.00 1.03 27.27 0.00 8.62 13.33 100.00 28.97 36.24 12.99 50.00 86.67 46.67	28.50 50.00 100.00 50.00 0.00 0.00 0.00 NA NA NA NA NA NA NA	8 23 11 11 23 23 23 13186 13186 13186 15 13186 15 15 1 15 15 15 16	1 1 2 2 2 2 2 2 2 2 2 3 3 3 3 3 3 3 3 3	21.44 21.69	24.51 50.00 30.41 38.28 29.65	0.07

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - WESTERN RESALE PROVISIONING

### ### ### ### ### ### ### ### ### ##	POTS - Provisioning - Total			erformance		Observations	Standard		
Part April Design Desi	PR-1 - Average Interval Offered					CLEC Aggregate			Z-Score
Proceedings	PR-1-04-2100 Average Interval Offered - Dispatch (6-9 Lines) PR-1-05-2100 Average Interval Offered - Dispatch (>= 10lines)					1		8.91	
## 100 Part of the company of the	PR-2 - Average Completed Interval PR-2-04-2100 Average Interval Completed - Dispatch (6-9 Lines)		9.67	19.00	12	1	8.13	8.46	
PRINCIPATION Companies Description Companies Principation Principation Companies Principation Principation Companies Principation Co	PR-2-05-2100 Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail	12.75	NA	4		11.64		
PR-9-0-1-10 Completed a Day of 10-large AD Completed Source (1-10-large) Completed and Source (1	PR-3-01-2100 % Completed in 1 Day (1-5 Lines - No Dispatch)								
## 343-210 Company of Company o	PR-3-03-2100 % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	96.94	97.79	5789	226		1.17	0.73
## 25 - 1	PR-3-05-2100 % Completed in 2 Days (1-5 Lines - Dispatch)		18.75	46.41	1579				
PR-3-0-2-12-10	PR-3-06-2100 % Completed in 3 Days (1-5 Lines - Dispatch)								
PR-5-10-200	PR-3-08-2100 % Completed in 5 Days (1-5 Lines – No Dispatch)		98.74		5789				1.08
Pictor P									
Picture Pict		Parity with VZ Retail	8.85	4.88	221	8	31.75	11.43	
PR-6-01-02-00 National Agent Version From From Vision Profession	PR-4-03-2100 % Missed Appt. – Customer	No Standard	1.39	1.68	13556				1 18
### PR-9-1-210	PR-4-05-2100 % Missed Appt. – VZ – No Dispatch	Parity with VZ Retail	0.72	0.00	11161	391			
### PR-50-1210 Single Options Project Single Options Single Optio	PR-4-10-2100 % Missed Appt. – VZ – Standard Interval (W Coded) Orders – Dispatch	Parity with VZ Retail	5.44	4.17	1857	168			
PR-5-01-200 State Appointment - Vertican - Facileties Party with X Rate 0.41 0.50 1.3550 597 0.27 0.21 0.24 0.24 0.24 0.25		Parity with VZ Retail	0.70	0.00	9535	336		0.46	1.51
PR-5-02-02-03 Foundation Condition of Cond	PR-5-01-2100 % Missed Appointment – Verizon – Facilities								
PR-91-01-02-02-02-02-02-02-02-02-02-02-02-02-02-	PR-5-02-2100 % Orders Held for Facilities > 15 Days PR-5-03-2100 % Orders Held for Facilities > 60 Days							0.04	0.24
PR-8-01-210 Standardon Trubbe reported within 7 Days						1			
PR-4.0-100 No. Dome Diseas a 18 Rat Saltara > 0 Days PR-4.0-100 No. Dome Diseas a 18 Rat Saltara > 0 Days PR-4.0-100 No. Dome Diseas a 18 Rat Saltara > 0 Days PR-4.0-100 No. Dome Diseas a 18 Rat Saltara > 0 Days PR-4.0-100 No. Dome Diseas a 18 Rat Saltara > 0 Days PR-4.0-100 No. Dome Diseas a 18 Rat Saltara > 0 Days PR-4.0-100 No. Dome Diseas PR-	PR-6-02-2100 % Installation Troubles reported within 7 Days	Parity with VZ Retail	3.12	4.97	10246	523			-2.15 -2.37
PR-8-01-210 Complete in Interval State > 0 Days	·	No Standard	4.54	4.40	10246	523			
## PR-10-1210 Persynthrol Officed Persynth V2 Read 1.26 1.31 894 58 4.41 0.60 0.08 PR-10-1210 Persynthrol Officed - Total ND Dipatch Persynthrol V2 Read 4.38 3.50 302 12 4.06 1.20 0.74 PR-20-1210 Persynthrol Officed - Dispatch (1.5 Lines) Persynthrol V2 Read 4.38 3.50 302 12 4.06 1.20 0.74 PR-20-20-2110 Persynthrol Officed - Dispatch (1.5 Lines) Persynthrol V2 Read 1.22 1.119 ESS1 S.3 4.49 0.56 0.55 PR-10-20-2110 Persynthrol Officed - Dispatch (1.5 Lines) Persynthrol V2 Read Persyn	PR-8-01-2100 % Open Orders in a Hold Status > 30 Days					597			
PR-1-0-1-210 Promps interval Offered Dispatch 1-Lines Promps Pr		Parity with VZ Retail	0.10	0.00	13556	597		0.13	0.76
PR-1-1-12-10 Newsge interval Cifered - Total No Depatch Press No. 12 1.31 694 696 4.41 0.60 0.00	·								
PR2-01-210 PR2-01-210 Presidence PR2-01-210 PR2	PR-1-01-2110 Average Interval Offered - Total No Dispatch								
PR2-01-2110 Average Interval Completed - Total No Dispatch Parky with VZ Retail 1.22 1.19 651 53 4.49 0.64 0.05	· · · · · · · · · · · · · · · · · · ·	Parity with VZ Retail	4.38	3.50	302	12	4.06	1.20	0.74
PR-1-01-210 PR-1-02-210 Party usin VZ Retail S. 0.0 NA 16 1.86	PR-2-01-2110 Average Interval Completed - Total No Dispatch					53			0.05
PR-1-1-2210 Rereage Interval Officered Total No Dispatch Party with VZ Resial 2.89 2.43 1415 168 0.99 0.05 0.51		Parity with VZ Retail	4.15	3./5	269	8	4.04	1.45	
PR-1-1-2/20 Average Interval Clifford - Total No Dispatch Party with VZ Retail Part	·								
PR-2-01-2120 Average Interval Completed Interval Park years Pa	PR-1-01-2120 Average Interval Offered – Total No Dispatch								
PR-20-1210 Average Interval Completed - Dispatch (1-5 Lines)	, <u> </u>	Parity with VZ Retail	2.89	2.43	1415	156	0.99	0.08	5.51
PR-1-01-2491 Average Interval Offered	PR-2-01-2120 Average Interval Completed – Total No Dispatch								
PR-1-01-244 Average Interval Offered - Total No Dispatch Party with VZ Retail Party		Parity With VZ Retail	2.99	2.51	1310	145	2.70	0.24	1./8
PR-10-2341 Average Interval Offered - Total No Dispatch Parly with VZ Retail 2.33 NA 9 1.94 Parly with VZ Retail NA NA Parly with VZ Retail Parly with VZ Retail NA NA Parly with VZ Retail Parly with VZ Retail NA NA Parly with VZ Retail									
PR-2 - Average Completed Interval PR-2 - Average Interval Completed - Total No Dispatch Party with VZ Retail 5.00 NA 16 1.86	PR-1-01-2341 Average Interval Offered – Total No Dispatch								
PR-2-01-2341 Average Interval Completed — Total No Dispatch PR-2-02-2341 Average Interval Completed — Total No Dispatch PR-2-02-2341 Average Interval Offered — Total No Dispatch PR-2-02-2341 Average Interval Offered — Total No Dispatch PR-3-03-2341 PR-3-03		ranty with VZ (Cetail	4.02	IVA	- ''		1.07		
PR-4-0-2-2341	PR-2-01-2341 Average Interval Completed – Total No Dispatch								
PR-40-22341 Nersage Delay Days — Total PR-40-3241 Nersage Delay Days — Total PR-40-3241 Nersage Delay Days — Total PR-40-42341 Nersage Delay Days — Nersage Delay Days — Delay	·	•							-
PR-40-42341 % Missed Apt VZ - No Dispatch PR-40-52341 % Missed Apt VZ - No Dispatch PR-40-82341 % Missed Apt VZ - Std. Int. (W Coded) Orders - Dispatch PR-41-102341 % Missed Apt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-41-112341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-5-10-12341 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-10-12342 % Missed Appt VZ - Std. Int. (W Coded) Orders - No Dispatch PR-10-12342 No Dispatch PR-10-12							1.73		
PR-8-02-2341 % Installation Troubles reported within 30 Days PR-8-02-2341 % Installation Troubles reported within 30 Days PR-8-02-2341 % Open Orders in a Hold Status > 30 Days	PR-4-04-2341 % Missed Appt. – VZ – Dispatch		11.54	NA	26				
PR-4-11-2341 % Interest % Missed Apt VZ - Std. Int. (W Coded) Orders - No Dispatch Parity with VZ Retail 0.00 NA 7	PR-4-08-2341 % Missed Appt. – Customer – Due to Late Order Confirmation	No Standard		NA	•				
PR-5-01-2341 % Missed Appointment - Verticon - Facilities Parity with VZ Retail 0.00					25 7				
PR-5-02-2341 % Orders Held for Facilities > 15 Days Partly with VZ Retail 0.00 NA 33 PR-5-03-2341 % Orders Held for Facilities > 60 Days Partly with VZ Retail Partly with VZ Retail Partly with VZ Retail Partly with VZ Retail No Standard Partly with VZ Retail Partly with VZ Retail No Standard Partly with VZ Retail Partly with VZ Retail No Standard Partly with VZ Retail		D-0	6.06	NA	22				
PR-6- Installation Quality PR-6- Installation Quality PR-6- Installation Troubles reported within 30 Days PR-6- 03-2341 % Installation Troubles reported within 30 Days - PR-6- 03-2341 % Installation Troubles reported within 30 Days - PR-8- Open Orders in a Hold Status PR-8- Open Orders in a H	PR-5-02-2341 % Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	NA	33				
PR-6-01-2341 % Installation Troubles reported within 30 Days PR-6-03-2341 % Installation Troubles reported within 30 Days PR-6-03-2341 % Installation Troubles reported within 30 Days PR-8-01-2341 % Open Orders in a Hold Status > 30 Days PR-8-01-2341 % Open Orders in a Hold Status > 30 Days PR-8-02-2341 % Open Orders in a Hold Status > 90 Days Parity with VZ Retail 0.00 NA 33 PR-8-02-2341 MR-102-2342 MR-102-23	·	ranty with VZ Retail	0.00	INA	- 33				
PR-8-	PR-6-01-2341 % Installation Troubles reported within 30 Days								
PR-8-01-2341 % Open Orders in a Hold Status > 30 Days Parity with VZ Retail 0.00 NA 33 PR-8-02-2341 % Open Orders in a Hold Status > 30 Days Parity with VZ Retail 0.00 NA 33 Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NA NA Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NA NA Parity with VZ Retail NA NA Parity with VZ Retail Parity with VZ Retail NA NA Parity with VZ Retail NA Parity w	,	DIBDUPIC ON	7.41	AWI		1			
Complex Services - 2 Wire xDSL	PR-8-01-2341 % Open Orders in a Hold Status > 30 Days		0.00	NA NA					
PR-1 - Average Interval Offered PR-1-01-2342 Average Interval Offered - Total No Dispatch PR-1-02-2342 Average Interval Offered - Total Dispatch PR-1-02-2342 Average Interval Offered - Total Dispatch PR-2-01-2342 Average Interval Completed - Total No Dispatch PR-2-01-2342 Average Interval Completed - Total No Dispatch PR-2-01-2342 Average Interval Completed - Total Dispatch PR-3-01-2342 Average Interval Offered - Total Dispatch PR-3-01-2342 Average Interval Completed - Total Dispatch		r anty with VZ Ketail	0.00	AWI	<i>ა</i> ა	1			
PR-1-01-2342 Average Interval Offered - Total No Dispatch Parity with VZ Retail NA NA NA NA NA NA NA N									
PR-1-02-2342 Average Interval Offered - Total Dispatch	PR-1-01-2342 Average Interval Offered – Total No Dispatch	Parity with VZ Retail	NA	NA				1	
PR-2-01-2342 Average Interval Completed - Total No Dispatch PR-2-02-2342 Average Interval Completed - Total Dispatch Parity with V2 Retail NA NA PR-2-02-2342 Average Interval Completed - Total Dispatch Parity with V2 Retail NA NA	PR-1-02-2342 Average Interval Offered – Total Dispatch		NA	NA					
PR-2-02-2342 Average Interval Completed - Total Dispatch Parity with VZ Retail NA NA	PR-2-01-2342 Average Interval Completed – Total No Dispatch					I I			
continued	PR-2-02-2342 Average Interval Completed – Total Dispatch continued	Parity with VZ Retail	NA	NA		Ι Τ			

Actual Performance

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - WESTERN RESALE PROVISIONING

Metric#	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-4-02-2342	Parity with VZ Retail No Standard	NA NA	NA NA					
PR-4-04-2342 % Missed Appt. – VZ – Dispatch	Parity with VZ Retail Parity with VZ Retail	NA	NA NA					
PR-4-05-2342 % Missed Appt. – VZ – No Dispatch PR-4-08-2342 % Missed Appt. – Customer – Due to Late Order Confirmation	No Standard Parity with VZ Retail	NA NA	NA					
PR-4-10-2342 Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch PR-4-11-2342 Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail	NA NA	NA NA					
PR-5 - Facility Missed Orders PR-5-01-2342	Parity with VZ Retail	NA	NA NA					
PR-5-02-2342 % Orders Held for Facilities > 15 Days PR-5-03-2342 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	NA NA	NA NA					
PR-6 - Installation Quality	<u>-</u>							
PR-6-01-2342 % Installation Troubles reported within 30 Days PR-6-03-2342 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	NA NA	NA NA					
PR-8 - Open Orders in a Hold Status PR-8-01-2342 % Open Orders in a Hold Status > 30 Davs	7							
PR-8-02-2342 % Open Orders in a Hold Status > 30 Days PR-8-02-2342 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	NA NA	NA NA					
POTS & Complex Aggregate								
PR-1 - Average Interval Offered PR-1-10-2103 Average Interval Offered — Disconnects — No Dispatch	Parity with VZ Retail	2.88	1.34	3867	420	4.91	0.25	6.10
PR-1-11-2103 Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	2.61	5.67	33	3	4.70	2.83	0.10
PR-2 - Average Completed Interval PR-2-10-2103 Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	2.62	1.30	3632	407	5.20	0.27	4.86
PR-2-11-2103 Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	2.29	5.00	31	2	4.65	3.39	
RESALE MAINTENANCE								
POTS - Maintenance			Performance		erformance	Standard	0E =	7.0-
MR-2 - Trouble Report Rate	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation	Sampling Error	Z-Score
MR-2-02-2100 Network Trouble Report Rate – Loop MR-2-03-2100 Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	1.01 0.07	0.49 0.03	482127 482127	25789 25789		0.06 0.02	8.20 1.89
MR-2-04-2100 % Subsequent Reports MR-2-05-2100 % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	1.20 0.72	0.74 0.32	5266 482127	136 25789			
MR-3 - Missed Repair Appointments MR-3-01-2100 Missed Repair Appointment - Loop	Parity with VZ Retail	6.24	1.59	4885	126		2.18	2.13
MR-3-02-2100 % Missed Repair Appointment — Central Office MR-3-03-2100 % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail	1.26	0.00 2.44	318 3462	9 82		3.77	2.13
MR-3-04-2100 % Missed Repair Appointment — No Double Dispatch MR-3-05-2100 % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	3.42 22.94	0.88 4.76	3923 715	114 21		1.73 9.31	1.47 1.95
<u>-</u>	_							
MR-4-01-2100 Mean Time To Repair – Total MR-4-02-2100 Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	15.24 15.91	13.35 14.13	5203 4885	135 126	17.89 18.11	1.56 1.63	1.21 1.09
MR-4-03-2100 Mean Time To Repair – Central Office Trouble MR-4-04-2100 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	4.90 84.24	2.38 92.59	318 5203	9 135	9.25	3.13	2.63
MR-4-07-2100	Parity with VZ Retail Parity with VZ Retail	46.54 9.52	46.73 3.74	2069 2069	107 107		4.95 2.91	-0.04 1.99
MR-5 - Repeat Trouble Reports MR-5-01-2100 % Repeat Reports within 30 Days	Parity with VZ Retail	12.65	13.33	5203	135		2.90	-0.23
Complex Services - 2 Wire Digital]	12.00	10.00	02.00	100		2.00	0.20
MR-2 - Trouble Report Rate								
MR-2-02-2341 Network Trouble Report Rate – Loop MR-2-03-2341 Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.13 0.13	0.43 0.43	3007 3007	234 234		0.25 0.25	-1.19 -1.19
MR-2-04-2341	No Standard No Standard	0.00 1.13	33.33 0.85	8 3007	3 234			
MR-3 - Missed Repair Appointments	_							
MR-3-01-2341 % Missed Repair Appointment – Loop MR-3-02-2341 % Missed Repair Appointment – Central Office MR-3-03-2341 % Missed Repair Appointment – CPE /TOK/FOK	Parity with VZ Retail Parity with VZ Retail No Standard	25.00 25.00 23.53	0.00 0.00 0.00	4 4 34	1 1 2		48.41 48.41	
MR-3-04-2341 % Missed Repair Appointment — No Double Dispatch MR-3-05-2341 % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	0.00 40.00	0.00	3 5	1 1			
MR-4 - Trouble Duration Intervals	ranky with V2 Retail	40.00	0.00	<u> </u>				
MR-4-01-2341 Mean Time To Repair – Total MR-4-02-2341 Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	14.05 17.48	44.17 70.02	8	2	9.90 9.62	7.82 10.76	
MR-4-03-2341 Mean Time To Repair – Central Office Trouble MR-4-04-2341 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	10.62 75.00	18.32 50.00	4 8	1 2	10.23	11.43 34.23	
MR-4-07-2341	Parity with VZ Retail Parity with VZ Retail	0.00	100.00 50.00	1	2			
MR-5 - Repeat Trouble Reports MR-5-01-2341	Parity with 1/7 Day - "	25.00	0.00	8	1 0 1		24.00	
Complex Services - 2 Wire xDSL	Parity with VZ Retail	23.00	0.00	U			34.23	
MR-2 - Trouble Report Rate								
MR-2-02-2342 Network Trouble Report Rate – Loop MR-2-03-2342 Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.00	NA NA	436 436				
MR-2-05-2342 % CPE/TOK/FOK Trouble Reports MR-2-05-2342 % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	NA 0.00	NA NA	436				
MR-3 - Missed Repair Appointments	_							
MR-3-01-2342 % Missed Repair Appointment – Loop MR-3-02-2342 % Missed Repair Appointment – Central Office	Parity with VZ Retail Parity with VZ Retail	NA NA	NA NA					
MR-3-03-2342 % Missed Repair Appointment — CPE /TOK/FOK MR-3-04-2342 % Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	NA NA	NA NA					
MR-3-05-2342 % Missed Repair Appointment — Double Dispatch MR-4 - Trouble Duration Intervals	Parity with VZ Retail	NA	NA		1 1			
MR-4-01-2342 Mean Time To Repair – Total MR-4-02-2342 Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	NA NA	NA NA					
MR-4-03-2342 Mean Time To Repair – Central Office Trouble MR-4-04-2342 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	NA NA	NA NA					
MR-4-07-2342 % Out of Service > 12 hours MR-4-08-2342 % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	NA NA	NA NA					
MR-5 - Repeat Trouble Reports								
MR-5-01-2342 Repeat Reports within 30 Days	Parity with VZ Retail	NA	NA					
POTS/Complex Services Combined								
MR-4 - Trouble Duration Intervals MR-4-06-2103	Parity with VZ Retail	70.13	52.34	2069	107		4.54	3.92
Legend Notations defined on Legend sheet - last page								

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance UNE ORDERING - POTS / SPECIAL SERVICES

Metric #	POTS Loop/Pre-Qualified Complex/LNP	Standard	CLEC Aggregate Performance Observations	Difference
	OR-1 - Order Confirmation Timeliness			
OR-1-01-3331 OR-1-02-3331	Av. Local Service Request Confirmation - LSRC - Flow-Through % On Time LSRC - Flow-Through	No Standard 95% within 2 hours	0.07 99.65 12891	4.65
OR-1-03-3331	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	14.34	4.00
OR-1-04-3331	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours No Standard	97.94 12354	2.94
OR-1-05-3331 OR-1-06-3331	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through % On Time LSRC >=6 Lines - Electronic	95% within 72 hours	14.50 99.17 602	4.17
OR-1-07-3331	Average LSRC Time < 6 Lines - Fax	No Standard	NA	
OR-1-08-3331 OR-1-09-3331	% On Time LSRC < 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax	95% within 48 hours No Standard	NA NA	
OR-1-10-3331	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA	
	OR-2 - Reject Timeliness			
OR-2-01-3331	Average Local Service Request -LSR Reject - Time - Flow-Through	No Standard	0.13	
OR-2-02-3331 OR-2-03-3331	% On Time LSR Reject - Flow-Through Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	95% within 2 hours No Standard	98.61 1805 12.67	3.61
OR-2-04-3331	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.54 3006	3.54
	Average LSR Reject Time >= 6 Lines - Electronic % On Time LSR Reject >= 6 Lines - Electronic	No Standard 95% within 72 hours	14.08 99.67 303	4.67
OR-2-07-3331	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA SSS	1.07
OR-2-08-3331	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax	95% within 48 hours No Standard	NA NA	
	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA NA	
	OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days			
OR-7-01-3100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS Platform	95%	100.00 1442	5.00
OR-7-01-3332	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop/LNP	95%	99.82 1096	4.82
	POTS Platform			
	OR-1 - Order Confirmation Timeliness			
OR-1-02-3140	Av. Local Service Request Confirmation -LSRC -Flow-Through % On Time LSRC - Flow-Through	No Standard 95% within 2 hours	0.10 99.74 1905	4.74
OR-1-03-3140	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	16.61	
OR-1-04-3140	% On Time LSRC < 6 Lines - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	95% within 24 hours No Standard	97.50 841 24.13	2.50
	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	95.65 46	0.65
OR-1-07-3140	Average LSRC Time < 6 Lines - Fax	No Standard	NA NA	
OR-1-08-3140 OR-1-09-3140	% On Time LSRC < 6 Lines - Fax Average LSRC Time >= 6 Lines - Fax	95% within 48 hours No Standard	NA NA	
OR-1-10-3140	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA	
	OR-2 - Reject Timeliness			
OR-2-01-3140	Average Local Service Request -LSR Reject - Time -Flow-Through % On Time LSR Reject - Flow-Through	No Standard 95% within 2 hours	0.03 100.00 359	5.00
OR-2-03-3140	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	10.20	3.00
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours No Standard	97.86 889 20.37	2.86
OR-2-06-3140	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 37	5.00
OR-2-07-3140	Average LSR Reject Time < 6 Lines - Fax	No Standard 95% within 48 hours	NA NA	
OR-2-08-3140 OR-2-09-3140	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax	No Standard	NA NA	
OR-2-10-3140	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA	
	Complex Services - 2 Wire Digital			
OD 4 00 0044	OR-1 - Order Confirmation Timeliness	No Considerat	10.51	
OR-1-03-3341 OR-1-04-3341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow - Through	No Standard 95% within 72 hours	19.51 100.00 145	5.00
OR-1-05-3341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA	
OR-1-06-3341 OR-1-07-3341	% On Time LSRC >=6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax	95% within 72 hours No Standard	NA NA	
OR-1-08-3341	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA	
OR-1-09-3341 OR-1-10-3341	Average LSRC Time >= 6 Lines - Fax % On Time LSRC >= 6 Lines - Fax	No Standard 95% within 96 hours	NA NA	
	•			
	OR-2 - Reject Timeliness Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	14.79	
OR-2-04-3341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 21	5.00
OR-2-05-3341 OR-2-06-3341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	NA NA	
OR-2-07-3341	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	
OR-2-08-3341 OR-2-09-3341	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax	95% within 96 hours No Standard	NA NA	
OR-2-10-3341	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA	
	Complex Services - 2 Wire xDSL			
	OR-1 - Order Confirmation Timeliness			
OR-1-03-3342 OR-1-04-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through % On Time LSRC < 6 Lines - Electronic - No Flow - Through	No Standard 95% within 72 hours	98.76 241	3.76
OR-1-05-3342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA	2.70
OR-1-07-3342	% On Time LSRC >=6 Lines - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Fax	95% within 72 hours No Standard	NA NA	
OR-1-08-3342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA	
OR-1-09-3342 OR-1-10-3342	Average LSRC Time >= 6 Lines - Fax % On Time LSRC >= 6 Lines - Fax	No Standard 95% within 96 hours	NA NA	
10 0042		· · · · · · · · · · · · · · · · · · ·		
OR-2-03-3342	OR-2 - Reject Timeliness Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	18.64	
OR-2-04-3342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 58	5.00
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	No Standard 95% within 72 hours	NA NA	
OR-2-07-3342	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA	
	% On Time LSR Reject < 6 Lines - Fax Average LSR Reject Time >=6 Lines - Fax	95% within 96 hours No Standard	NA NA	
OR-2-10-3342	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA NA	
	continued			

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CLEC Aggregate Performance UNE ORDERING - POTS / SPECIAL SERVICES

	Special Services	1	CLEC Aggrega	ate				
Metric #		Standard	Performance Obs	servations	Difference			
OR-1-03-3214	OR-1 - Order Confirmation Timeliness Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard	3112.40					
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 Average LSRC Time < 6 Lines -DS3 - Electronic - No Flow-Through	No Standard No Standard	89.39 21.77					
OR-1-03-3213	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% within 48 hours	0.00	1	-95.00			
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 95% within 48 hours	31.62	136	-63.38			
OR-1-04-3213 OR-1-05-3214	% On Time < 6 Lines -DS3 - Electronic - No Flow-Through Average LSRC Time >= 6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	95% Within 48 nours No Standard	100.00 NA	2	5.00			
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	27.25					
OR-1-05-3213 OR-1-06-3214	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through % On Time LSRC >=6 Lines - Non DS0, DS1, DS3 - Electronic - No Flow-Through	No Standard 95% within 72 hours	NA 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	100.00	2	5.00			
	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through Average LSRC Time < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours No Standard	NA 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 Average LSRC Time < 6 Lines -DS3 - Fax	No Standard No Standard	66.37					
OR-1-07-3213	% On Time LSRC < 6 Lines - Non DS0, DS1, DS3 - Fax	95% within 72 hours	NA NA					
OR-1-08-3210	% On Time LSRC < 6 Lines -DS0 - Fax	95% within 72 hours	NA					
	% On Time LSRC < 6 Lines -DS1 - Fax	95% within 72 hours 95% within 72 hours	76.92	13	-18			
	% On Time LSRC < 6 Lines -DS3 - Fax Average LSRC Time >= 6 Lines - Non DS0,DS1,DS3 - Fax	95% Within 72 hours No Standard	NA 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 Average LSRC Time >= 6 Lines -DS3 - Fax	No Standard No Standard	NA NA					
OR-1-09-3213 OR-1-10-3214	Average LSRC Time >= 6 Lines -DS3 - Fax % On Time LSRC >= 6 Lines - Non DS0, DS1, DS3 - Fax	No Standard 95% within 96 hours	NA 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 % On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours 95% within 96 hours	NA NA					
OK-1-10-3213	NOTITITIE ESINC 2= 0 LINES 1033 1 PAX	95% Willin 96 Hours	INA					
	OR-2 - Reject Timeliness							
	Average LSR Reject < 6 Lines - Electronic - No Flow-Through % On Time LSR Reject < 6 Lines - Electronic - No Flow Through	No Standard 95% within 48 hours	61.99 59.09	66	-35.91			
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA NA	00	-35.91			
OR-2-06-3200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA					
OR-2-07-3200	Average LSR Reject Time < 6 Lines - Fax % On Time LSR Reject < 6 Lines - Fax	No Standard 95% within 72 hours	281.28 62.50	8	-32.50			
	Average LSR Reject Time >=6 Lines - Fax	No Standard	495.38		-32.50			
OR-2-10-3200	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	0.00	1	-95.00			
	POTS / Special Services - Aggregate	1						
	1 0107 Special Services - Aggregate	_						
	OR-3 - Percent Rejects							
OR-3-01-3000	% Rejects	No Standard	21.87	30780				
OP 4 04 2000	OR-4 - Timeliness of Completion Notification Completion Notification - Average Response Time	VZ No Standard	3.77		Difference			
OR-4-02-3000	Completion Notification - % On Time	97% by next business day at noon		23262	-10.68			
OR-4-03-3000	% Orders Excluded from % On Time Measurement	No Standard No Standard	0.00 2	23262				
OR-4-04-3000 OR-4-05-3000	Work Completion Notice - Avg Response Time Work Completion Notice - % On Time	No Standard 97% by next business day at noon	100.00	23648	3.00			
						Standard		
		VZ	CLEC Aggregate		LEC Aggregate	Deviation	Sampling Error	Z-Score
OR-4-06-3000	Avg Duration - Work Completion -SOP to Bill Comp % SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail 9.93 Parity with VZ Retail 1.32		24123	14112 14112	132.50	1.14 0.10	-21.30 -15.39
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	No Standard 3.32	6.46 3	24123	14112		0.10	10.00
		VZ	CLEC		Difference			_
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn		1861	3.98			
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn		1939	5.00			
OR-4-11-3000	% SOP Comp Ord wout a BCN and PCN w/in 3 Bus Days	Not more than 5%	0.00	1939	5.00			
	OR-5 - Percent Flow-Through	=						
OR-5-01-3000	% Flow Through - Total % Flow Through - Simple	No Standard No Standard		29717 28688				
OR-5-02-3000 OR-5-03-3000	% Flow Through - Achieved	95%		21845	-25.29			
		_						
OD 6 04 2000	OR-6 - Order Accuracy % Accuracy - Orders	95% of Orders without Errors	97.56	697	2.56			
OR-6-02-3000	% Accuracy - Orders % Accuracy - Opportunities (each field reported separately)	No Standard		6966	2.56			
	% Accuracy – Local Service Request Confirmation	Not more that 5% of LSRCs resent due to VZ error		18549	4.95			
	OR-8 - Acknowledgement Timeliness							
OR-8-01-3000	% Acknowledgement on time	95% in 2 hours	99.79	19220	4.79			
				- 1				
OR-9-01-3000	OR-9 - Order Acknowledgement Completeness % Acknowledgement Completeness	99%	100.00	19220	1.00			
22.2. 5000			100.00		1.00			
3000	OR-10 - Lost Order Trouble Tickets	No Standard	7.46	220				
3000	% Lost Order Trouble Tickets	No Standard	7.46	228				

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CLEC Aggregate Performance
UNE PROVISIONING - POTS / SPECIAL SERVICES

POTS - Provisioning	1	Actual Pe	rformance	Number of (Observations			
Metric #	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered PR-1-01-3111 Average Interval Offered – Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.31	5.58	8974	1233	3.81	0.12	-36.90
PR-1-01-3122 Average Interval Offered – Total No Dispatch - Other (Switch & INP) PR-1-01-3140 Average Interval Offered – Total No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	1.31	NA 1.88	8974 8974	1064	3.81 3.81	0.12	-4.61
PR-1-03-3112 Average Interval Offered – Dispatch (1-5 Lines) - Loop PR-1-03-3140 Average Interval Offered – Dispatch (1-5 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	5.05 5.05	4.59 2.88	3086 3086	302 104	5.98 5.98	0.36 0.60	1.28 3.64
PR-1-04-3112 Average Interval Offered – Dispatch (6-9 Lines) - Loop PR-1-04-3140 Average Interval Offered – Dispatch (6-9 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	8.00 8.00	5.92 6.00	195 195	12	8.15 8.15	2.42 8.17	0.86
PR-1-05-3112 Average Interval Offered – Dispatch (>= 10 Lines) - Loop PR-1-05-3140 Average Interval Offered – Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	10.31 10.31	6.82 2.00	97 97	11	19.86 19.86	6.32 19.96	0.55
PR-2 - Average Completed Interval								
PR-2-01-3111 Average Interval Completed - Total No Dispatch - Hot Cut Loop PR-2-01-3122 Average Interval Completed - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	1.22 1.22	5.70 NA	8407 8407	1090	4.18 4.18	0.13	-33.29
PR-2-01-3140 Average Interval Completed – Total No Dispatch - Platform PR-2-03-3112 Average Interval Completed – Dispatch (1-5 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	1.22 4.82	1.78	8407	1006	4.18	0.14	-4.02
PR-2-03-3112 Average Interval Completed - Dispatch (1-5 Lines) - Platform PR-2-04-3112 Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	4.82	4.85 2.93	2603 2603	249 96	4.76 4.76	0.32	-0.10 3.82
PR-2-04-3140 Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	6.56 6.56	6.13 6.00	140 140	8	5.40 5.40	1.96 5.42	
PR-2-05-3112 Average Interval Completed - Dispatch (>= 10 Lines) - Loop PR-2-05-3140 Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	11.73 11.73	6.14 2.00	66 66	7	24.45 24.45	9.72 24.63	
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142 % Completed in 1 Day (1-5 Lines - No Dispatch) PR-3-02-3142 % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	73.93 84.95	54.27 88.51	50243 50243	914 914		1.47 1.19	-13.42 2.98
PR-3-03-3142 % Completed in 3 Days (1-5 Lines - No Dispatch) PR-3-04-3142 % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	94.94 9.61	95.08 9.38	50243 12048	914 96		0.73 3.02	0.19 -0.08
PR-3-05-3142 % Completed in 2 Days (1-5 Lines - Dispatch) PR-3-06-3142 % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	21.98 69.75	35.42 86.46	12048 12048	96 96		4.24 4.71	3.17 3.55
PR-3-07-3142 % Completed in 4 Days (1-5 Lines - Total) PR-3-08-3142 % Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with VZ Retail Parity with VZ Retail	93.40 98.15	95.64 96.28	62291 50243	1010 914		0.79	2.84 -4.16
PR-3-09-3142 % Completed in 5 Days (1-5 Lines – Dispatch) PR-3-10-3142 % Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	90.30 97.86	96.88 96.34	12048 62291	96 1010		3.03 0.46	2.17 -3.31
PR-4 - Missed Appointments								
PR-4-02-3100 Average Delay Days – Total PR-4-03-3100 Missed Appointment – Customer	Parity with VZ Retail No Standard	6.72 1.66	5.55 3.93	2544 113966	11 4939	26.84	8.11	0.14
PR-4-04-3113 % Missed Appointment – Verizon – Dispatch - Loop New	Parity with VZ Retail Parity with VZ Retail	8.67	0.49	20649	1628		0.72 2.38	11.29 3.05
PR-4-04-3140 % Missed Appointment – Verizon – Dispatch - Platform PR-4-05-3123 % Missed Appointment – Verizon – No Dispatch - Other	Parity with VZ Retail Parity with VZ Retail	8.67 0.81	1.42 0.00	20649 93317	141 1399		0.24	3.35
PR-4-05-3140 % Missed Appointment – Verizon – No Dispatch - Platform PR-4-07-3540 % On Time Performance - LNP	95% On Time	0.81	0.06 99.58	93317	1771 3097		0.22	3.49 4.58
PR-4-08-3111 % MA – Customer – Due to Late Order Conf Hot Cut Loop PR-4-08-3123 % MA – Customer – Due to Late Order Conf Other (Switch & INP)	No Standard No Standard		0.32 0.20		2539 3027			
PR-4-08-3140 % MA – Customer – Due to Late Order Conf Platform PR-4-10-3113 % MA – VZ – Std. Interval (W Coded) Orders – Disp Loop New	No Standard Parity with VZ Retail	8.69	0.05 0.95	15328	1912 317		1.60	4.84
PR-4-10-3140 % MA – VZ – Std. Interval (W Coded) Orders – Disp Platform PR-4-11-3123 % MA – VZ – Std. Interval (W Coded) Orders – No Disp Other	Parity with VZ Retail Parity with VZ Retail	8.69 0.66	0.93	15328 77548	108 190		2.72 0.59	2.85 1.12
PR-4-11-3140 MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform	Parity with VZ Retail	0.66	0.10	77548	1030		0.25	2.20
PR-5- Facility Missed Orders PR-5-01-3112 Missed Appointment – Verizon – Facilities - Loop	Parity with VZ Retail	0.34	0.13	113966	3026		0.11	1.96
PR-5-01-3140 % Missed Appointment – Verizon – Facilities - Platform PR-5-02-3112 % Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.34	0.00	113966 113966	1912 3026		0.13	2.53
PR-5-02-3140 % Orders Held for Facilities > 15 Days - Platform PR-5-03-3112 % Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	113966 113966	1912 3026			
PR-5-03-3140 % Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	113966	1912			
PR-6 - Installation Quality PR-6-01-3112 % Installation Troubles reported within 30 Days - Loop	Parity with VZ Retail	4.04	4.74	95204	8739		0.22	-3.19
PR-6-01-3140 % Installation Troubles reported within 30 Days - Platform PR-6-02-3112 % Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail Parity with VZ Retail	4.04 2.48	0.00 3.06	95204 95204	2569 8739		0.39 0.17	10.26 -3.30
PR-6-02-3140 % Installation Troubles reported within 7 Days - Platform PR-6-03-3112 % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	Parity with VZ Retail No Standard	2.48 4.05	0.00 3.57	95204 95204	2569 8739		0.31	7.98
PR-6-03-3121 % Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other	No Standard	4.05	NA NA	95204	6735			
PR-8 - Open Orders in a Hold Status	T post-out 1/7 post-1	0.11	0.00	112066	4939		0.05	2.20
PR-8-01-3100 % Open Orders in a Hold Status > 30 Days PR-8-02-3100 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.06	0.00	113966 113966	4939		0.05 0.04	2.28 1.69
PR-9 - Hot Cuts								
PR-9-01-3114 % On Time Performance - Hot Cuts PR-9-02-3520 % Early Cuts - Lines	95% w/in cut over window No Standard		98.15 0.14		2644 4158		L	3.15
PR-9-03-3520 % Early Cuts - Orders PR-9-04-3520 % Defective Cuts - Lines	No Standard No Standard		0.19		2644 4158			
PR-9-05-3520 % Defective Cuts - Orders PR-9-06-3520 % Late Cuts - Lines	No Standard No Standard		0.00 3.30		2644 4158			
PR-9-07-3520	No Standard No Standard		1.85 22.10		2644 1			
PR-9-09-3520 % Supplemented or Cancelled Orders at VZ Request	No Standard		0.00		2644			
Complex Services - 2 Wire Digital	1							
PR-1 - Average Interval Offered	_							
PR-1-01-3341 Average Interval Offered – Total No Dispatch PR-1-02-3341 Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.30 3.75	4.67 5.05	1975 499	6	0.96 2.02	0.39 0.21	-6.16
PR-2 - Average Completed Interval	Tuny mar v2 recan	0.70	0.00	100		2.02	0.21	0.10
PR-2-01-3341 Average Interval Completed — Total No Dispatch PR-2-02-3341 Average Interval Completed — Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.32 4.37	3.50 6.31	1927 364	4 83	2.09 3.91	1.05 0.48	-4.08
PR-3 - Completed within X Days	r anty with V2 (total)	4.07	0.51	304	05	0.01	0.40	4.00
PR-3-10-3341 Completed with 6 Days (1-5 lines) Total	Parity with VZ Retail	96.30	83.91	5187	87		2.04	-6.07
PR-4 - Missed Appointments						10.10	4.50	
PR-4-02-3341 Average Delay Days – Total PR-4-03-3341 % MA – Customer	Parity with VZ Retail No Standard	5.23 4.84	2.75 19.67	71 2560	8 122	12.12	4.52	4.00
PR-4-04-3341 % MA – VZ – Dispatch PR-4-05-3341 % MA – VZ – No Dispatch	Parity with VZ Retail Parity with VZ Retail	10.80 0.26	6.56 NA	611 1949	122		3.08	1.38
PR-4-08-3341 % MA – Customer – Due to Late Order Confirmation PR-4-10-3341 % MA – VZ – Std. Interval (W Coded) Orders – Dispatch	No Standard Parity with VZ Retail	11.45	0.82 7.41	550	122 108		3.35	1.21
PR-4-11-3341 % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.26	NA	1929				
PR-5 - Facility Missed Orders PR-5-01-3341	Parity with VZ Retail	0.74	4.10	2560	122		0.79	-4.23
PR-5-02-3341 % Orders Held for Facilities > 15 Days PR-5-03-3341 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	2560 2560	122 122			
PR-6 - Installation Quality				. **				
PR-6-01-3341 % Installation Troubles reported within 30 Days PR-6-03-3341 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	2.50 6.36	4.88 4.88	519 519	123 123		1.57	-1.51
PR-8 - Open Orders in a Hold Status	No Standard	0.00	7.00	513	123			
PR-8-01-3341 % Open Orders in a Hold Status > 30 Days PR-8-02-3341 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.08	0.00	2560 2560	122 122		0.26	0.31
continued	I ality with VZ Retall	0.00	0.00	2000	122			

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance
UNE PROVISIONING - POTS / SPECIAL SERVICES

	1							
Complex Services - 2 Wire xDSL Metric #	Standard	Actual Pe	erformance CLEC	Number of 0	Observations CLEC	Standard	Sampling Error	Z-Score
PR-1 - Average Interval Offered PR-1-01-3342 Average Interval Offered — Total No Dispatch	Parity with VZ Retail	1.15	Aggregate 4.09	13	Aggregate 23	Deviation 1.21	0.42	-7.00
PR-1-02-3342 Average Interval Offered – Total Dispatch	Parity with VZ Retail	2.00	5.55	2	507	1.41	1.00	-3.55
PR-2 - Average Completed Interval PR-2-01-3342 Average Interval Completed – Total No Dispatch	Parity with VZ Retail	0.90	6.86	10	14	0.88	0.36	-16.36
PR-2-02-3342 Average Interval Completed – Total Dispatch PR-2-13-3342 Avg. Interval Completed-DD-2 Test & Serial#	Parity with VZ Retail No Standard	2.00 4.00	5.97 NA	2 3938	405	1.41	1.00	-3.97
PR-2-14-3342 Avg. Interval Completed-DD-2 Test Total PR-2-15-3342 Avg. Interval Completed-No DD-2 Test & Serial#	No Standard No Standard		NA 14.50		149			
PR-2-16-3342 Avg. Interval Completed-No DD-2 Test & 800# Prov PR-2-17-3342 Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard No Standard		10.78 NA		322			
PR-3 - Completed within X Days								
PR-3-10-3342 % Completed w/in 6 Days (1-5 lines) Total	Parity with VZ Retail	96.30	89.18	5187	416		0.96	7.40
PR-4 - Missed Appointments PR-4-02-3342 Average Delay Days – Total	Parity with VZ Retail	NA	11.21		29			
PR-4-03-3342	No Standard Parity with VZ Retail	0.00	10.14 4.39	16 4	661 661			
PR-4-05-3342 % MA – VZ – No Dispatch PR-4-08-3342 % MA – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00	NA 0.15	12	661			
PR-4-10-3342 % MA – VZ – Std. Interval (W Coded) Orders – Dispatch PR-4-11-3342 % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	0.00 0.00	2.32 NA	2 10	517			
PR-4-14-3342 % Completed On Time -DD-2 Test & Serial# PR-4-15-3342 % Completed On Time -DD-2 Test Total	95% on Time 95% on Time	83.50	NA NA	7764				
PR-4-16-3342 % Completed On Time -No DD-2 Test & Serial# PR-4-16-3342 % Completed On Time -No DD-2 Test & Sorial#	95% on Time 95% on Time 95% on Time		93.96		149 322			-1.04 0.34
PR-4-18-3342 Completed On Time -No DD-2 Test & 800# P10V	95% on Time		95.34 NA		322			0.34
PR-5 - Facility Missed Orders PR-5-01-3342 Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.00	0.76	16	661			
PR-5-02-3342 % Orders Held for Facilities > 15 Days PR-5-03-3342 % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	16 16	661 661			
PR-6 - Installation Quality								
PR-6-01-3342 % Installation Troubles reported within 30 Days PR-6-03-3342 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	263.64 2772.73	5.87 10.09	11 11	664 664			
PR-8 - Open Orders in a Hold Status								
PR-8-01-3342 % Open Orders in a Hold Status > 30 Days PR-8-02-3342 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	12.50 6.25	0.15 0.00	16 16	661 661		8.37 6.12	1.48 1.02
	_							
POTS & Complex Aggregate								
PR-1 - Average Interval Offered PR-1-10-3133 Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail	3.78	4.49	44857	4248	5.27	0.08	-8.39
PR-1-11-3133 Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	4.00	4.58	177	12	4.19	1.25	-0.46
PR-2 - Average Completed Interval PR-2-10-3133 Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	3.45	4.43	40494	3962	5.22	0.09	-11.28
PR-2-11-3133 Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	3.71	5.00	154	7	3.95	1.53	
Special Services - Provisioning	1							
PR-1 - Average Interval Offered	•							
PR-1-01-3200 Average Interval Offered – Total No Dispatch PR-1-02-3200 Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	5.56 8.21	NA 14.50	630 323	6	5.61 7.44	3.07	
PR-1-06-3210 Average Interval Offered – DS0 PR-1-07-3211 Average Interval Offered – DS1	Parity with VZ Retail Parity with VZ Retail	6.38 7.24	NA 17.40	729 172	5	6.20 7.45	3.38	
PR-1-08-3213 Average Interval Offered – DS3 PR-1-09-3511 Average Interval Offered – Total - EEL Backbone	Parity with VZ Retail Parity with VZ Retail	10.00 7.24	NA NA	5 172		10.39 7.45	0.00	
PR-1-09-3512 Average Interval Offered – Total - EEL Loop PR-1-09-3530 Average Interval Offered – Total - IOF	Parity with VZ Retail Parity with VZ Retail	7.24 10.00	NA 0.00	172 5	1	10.39 10.39	11.38	
PR-1-10-3200 Average Interval Offered — Disconnects — No Dispatch PR-1-11-3200 Average Interval Offered — Disconnects — Dispatch	Parity with VZ Retail Parity with VZ Retail	5.58 4.94	3.25 NA	384 52	8	6.43 3.63	2.30	
PR-2 - Average Completed Interval	Tality Will V2 Netali	4.54	INA	32		3.03		
PR-2-01-3200 Average Interval Completed — Total No Dispatch PR-2-02-3200 Average Interval Completed — Total Dispatch	Parity with VZ Retail Parity with VZ Retail	6.99 9.56	NA 0.00	302 236	1	8.49 11.03	11.05	
PR-2-06-3210 Average Interval Completed – DS0 PR-2-07-3211 Average Interval Completed – DS1	Parity with VZ Retail Parity with VZ Retail	8.23 8.27	NA NA	382 112		10.04 9.20	11.00	
PR-2-07-3211 Average Interval Completed – DS3 PR-2-09-3511 Average Interval Completed – DS3 PR-2-09-3511 Average Interval Completed – Total EEL Backbone	Parity with VZ Retail	9.20	NA NA	5		10.83		
PR-2-09-3512 Average Interval Completed – Total EEL Loop	See Legend See Legend See Legend		NA					
PR-2-09-3530 Average Interval Completed – Total IOF PR-2-10-3200 Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	5.76	0.00 3.57	204	7	6.19	2.38	
PR-2-11-3200 Average Interval Completed – Disconnects – Dispatch PR-4 - Missed Appointments	Parity with VZ Retail	5.64	NA	28		3.64		
PR-4-01-3200 % Missed Appointment – Verizon – Specials	Parity with VZ Retail	11.80	6.78	839	118		3.17	1.58
PR-4-01-3510 Missed Appointment – Verizon – Total - EEL PR-4-01-3530 M Missed Appointment – Verizon – Total - IOF	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	11.80 11.80	0.00 7.50	839 839	13	25.40	9.02	1.31
PR-4-02-3200 Average Delay Days – Specials PR-4-02-3510 Average Delay Days – Total - EEL	Parity with VZ Retail	12.07 12.07	NA	99 99	8	25.43 25.43	9.35	
PR-4-02-3530 Average Delay Days – Total - IOF PR-4-03-3200 Missed Appointment – Customer	Parity with VZ Retail No Standard	12.07 23.36	NA 3.82	99 839	131	25.43		
PR-4-03-3510 % Missed Appointment – Customer - EEL PR-4-08-3200 % MA – Customer – Due to Late Order Confirmation	No Standard No Standard	23.36	NA 0.00	839	31			
PR-4-09-3200 % MA – Verizon – Standard Interval (W Coded) Orders –Specials PR-4-09-3510 % MA – Verizon – Standard Interval (W Coded) Orders –Total - EEL	Parity with VZ Retail Parity with VZ Retail	11.44 11.44	0.00 NA	769 769	5		14.28	
PR-4-09-3530 MM A - Verizon - Standard Interval (W Coded) Orders -Total - IOF	Parity with VZ Retail	11.44	0.00	769	1		31.85	
PR-5-01-3200	Parity with VZ Retail	1.43	3.82	839	131		1.12	-2.14
PR-5-02-3200	Parity with VZ Retail Parity with VZ Retail	0.72 0.00	0.76 0.00	839 839	131 131		0.79	-0.05
PR-6 - Installation Quality	1			300-	1		0.51	0.51
PR-6-01-3200 % Installation Troubles reported within 30 Days PR-6-03-3200 % Installation Troubles reported within 30 Days – FOK/TOK/CPE	Parity with VZ Retail No Standard	0.55 0.10	5.13 0.00	7065 7065	195 195		0.54	-8.51
PR-7 - Jeopardy Reports PR-7-01-3510 % Orders with Jeopardy Status - EEL	See Cuidelines		I NA					
PR-7-01-3510	See Guidelines		I WW		1			
PR-8-01-3200 % Open Orders in a Hold Status > 30 Days PR-8-01-3510 % Open Orders in a Hold Status > 30 Days - EEL	Parity with VZ Retail Parity with VZ Retail	1.79 1.79	0.00 NA	839 839	118		1.30	1.37
PR-8-01-3510 % Open Orders in a Hold Status > 30 Days - EEL PR-8-01-3530 % Open Orders in a Hold Status > 30 Days - IOF PR-8-02-3200 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	1.79	0.00	839	13		3.71 0.76	0.48 0.79
PR-8-02-3510 % Open Orders in a Hold Status > 90 Days - EEL	Parity with VZ Retail	0.60 0.60	0.00 NA 0.00	839 839	118			
PR-8-02-3530 Open Orders in a Hold Status > 90 Days - IOF	Parity with VZ Retail	0.60	0.00	839	13		2.16	0.28
Legend Notations defined on Legend sheet - last page	1							

CLEC Aggregate Performance
UNE MAINTENANCE - POTS / SPECIAL SERVICES

POTS - Maintenance		Actual Pe	erformance	Number of C	Observations			
Metric # MR-2 - Trouble Report Rate	Standard	vz	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-02-3112 Network Trouble Report Rate – Loop MR-2-02-3140 Network Trouble Report Rate – Platform	Parity with VZ Retail Parity with VZ Retail	0.78 0.78	0.66 0.16	3133809 3133809	159418 3828		0.02 0.14	5.20 4.37
MR-2-03-3112 Network Trouble Report Rate – Central Office - Loop MR-2-03-3140 Network Trouble Report Rate – Central Office - Platform MR-2-04-3112 % Subsequent Reports - Loop	Parity with VZ Retail Parity with VZ Retail No Standard	0.08 0.08 3.70	0.09 0.03 0.00	3133809 3133809 27783	159418 3828 1200		0.01 0.04	-2.27 1.13
MR-2-04-3140 % Subsequent Reports - Platform MR-2-05-3112 % CPE/TOK/FOK Trouble Report Rate - Loop	No Standard No Standard	3.70 0.78	0.00 0.52	27783 3133809	7 159418			
MR-2-05-3140 CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.78	0.39	3133809	3828			
MR-3 - Missed Repair Appointments MR-3-01-3112 Missed Repair Appointment - Loop MR-3-01-3140 Missed Repair Appointment - Platform	Parity with VZ Retail Parity with VZ Retail	13.48 13.48	3.42 16.67	24351 24351	1052 6		1.08 13.94	9.35
MR-3-02-3112	Parity with VZ Retail Parity with VZ Retail	9.24 9.24	6.76 100.00	2403 2403	148		2.45 28.97	1.01
MR-3-03-3112 Missed Repair Appointment — CPE /TOK/FOK - Loop MR-3-03-3140 Missed Repair Appointment — CPE /TOK/FOK - Platform	No Standard No Standard	7.51 7.51	4.55 6.67	24316 24316	836 15			
MR-3-04-3112 Missed Repair Appointment — No Double Dispatch - Loop MR-3-04-3140 Missed Repair Appointment — No Double Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	8.59 8.59	1.59 25.00	18710 18710	1007 4		0.91 14.01	7.72
MR-3-05-3112	Parity with VZ Retail Parity with VZ Retail	37.58 37.58	18.24 33.33	4590 4590	159 3		3.91 27.97	4.95
MR-4 - Trouble Duration Intervals MR-4-01-3112 Mean Time To Repair – Total - Loop	Parity with VZ Retail	19.99	14.71	26754	1200	24.48	0.72	7.31
MR-4-01-3140 Mean Time To Repair – Total - Platform MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop	Parity with VZ Retail Parity with VZ Retail	19.99 20.89	19.88 14.69	26754 24351	7 1052	24.48 24.80	9.25 0.78	7.95
MR-4-02-3140 Mean Time to Repair - Loop Trouble - Platform MR-4-03-3112 Mean Time To Repair - Central Office Trouble - Loop	Parity with VZ Retail Parity with VZ Retail	20.89 10.83	16.16 14.87	24351 2403	6 148	24.80 18.72	10.12 1.59	-2.55
MR-4-03-3140 Mean Time To Repair – Central Office Trouble - Platform MR-4-04-3112 % Cleared (all troubles) within 24 Hours - Loop	Parity with VZ Retail Parity with VZ Retail	10.83 74.58	42.20 90.83	2403 26754	1 1200	18.72	18.72 1.28	12.65
MR-4-04-3140 % Cleared (all troubles) within 24 Hours - Platform MR-4-06-3140 % Out of Service > 4 hours - Platform	Parity with VZ Retail Parity with VZ Retail	74.58 75.95	71.43 66.67	26754 15964	7 6		16.46 17.45	
MR-4-07-3112 % Out of Service > 12 hours - Loop MR-4-07-3140 % Out of Service > 12 hours - Platform	Parity with VZ Retail Parity with VZ Retail	58.76 58.76	61.28 66.67	15964 15964	940		1.65 20.10	-1.53
MR-4-08-3112 % Out of Service > 24 Hours - Loop MR-4-08-3140 % Out of Service > 24 Hours - Platform MR-4-09-3112 Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	24.56 24.56	9.15 33.33	15964 15964 18710	940	22.41	1.44 17.58 0.72	10.67 6.78
MR-4-09-3112 Mean Time To Repair - No Double Dispatch - Loop MR-4-10-3112 Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	18.29 33.91	13.38 25.30	4590	1007 159	33.20	2.68	3.21
MR-5 - Repeat Trouble Reports MR-5-01-3112	Parity with VZ Retail	15.32	17.67	26754	1200		1.06	-2.21
MR-5-01-3140 % Repeat Reports within 30 Days - Platform	Parity with VZ Retail	15.32	42.86	26754	7		13.62	
Complex Services - 2 Wire Digital]							
MR-2 - Trouble Report Rate MR-2-02-3341 Network Trouble Report Rate – Loop	Parity with VZ Retail	0.22	0.32	48820	5858		0.06	-1.67
MR-2-03-3341 Network Trouble Report Rate – Central Office MR-2-04-3341 Network Trouble Report Rate – Central Office	Parity with VZ Retail No Standard	0.12 6.25	0.14	48820 176	5858 27		0.05	-0.33
MR-2-05-3341 % CPE/TOK/FOK Trouble Report Rate	No Standard	0.89	0.50	48820	5858			
MR-3 - Missed Repair Appointments MR-3-01-3341 % Missed Repair Appointment – Loop	Parity with VZ Retail	38.68	15.79	106	19		12.13	1.89
MR-3-02-3341 % Missed Repair Appointment – Central Office MR-3-03-3341 % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard	11.86 18.20	12.50 10.34	59 434	8 29		12.18	0.54
MR-3-04-3341 % Missed Repair Appointment — No Double Dispatch MR-3-05-3341 % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	13.79 48.00	9.52 33.33	87 75	21 6		8.38 21.20	0.51
MR-4- Trouble Duration Intervals MR-4-01-3341 Mean Time To Repair – Total	Parity with VZ Retail	29.06	21.95	165	27	42.31	8.78	0.81
MR-4-02-3341 Mean Time to Repair - Loop Trouble MR-4-03-3341 Mean Time To Repair - Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	31.93 23.91	27.36 9.10	106 59	19 8	36.94 50.50	9.20 19.03	0.50
MR-4-04-3341 % Cleared (all troubles) within 24 Hours MR-4-07-3341 % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail	69.70 46.34	59.26 61.54	165 82	27 26		9.54 11.22	-1.09 -1.35
MR-4-08-3341 % Out of Service > 24 Hours MR-4-09-3341 Mean Time To Repair - No Double Dispatch	Parity with VZ Retail Parity with VZ Retail	26.83 18.31	38.46 16.27	82 87	26 21	26.16	9.97 6.36	-1.17 0.32
MR-4-10-3341 Mean Time To Repair - Double Dispatch MR-5 - Repeat Trouble Reports	Parity with VZ Retail	42.31	41.85	75	6	53.31	22.62	
MR-5-01-3341 % Repeat Reports within 30 Days	Parity with VZ Retail	16.97	18.52	165	27		7.79	-0.20
Complex Services - 2 Wire xDSL]							
MR-2 - Trouble Report Rate	1	0.40	0.40	40000	20000		0.00	44.00
MR-2-02-3342 Network Trouble Report Rate – Loop MR-2-03-3342 Network Trouble Report Rate – Central Office MR-2-04-3342 % Subsequent Reports	Parity with VZ Retail Parity with VZ Retail No Standard	0.12 0.07 0.00	0.46 0.10 0.00	49332 49332 94	20989 20989 119		0.03 0.02	-11.86 -1.66
MR-2-05-3342 CPE/TOK/FOK Trouble Report Rate	No Standard	1.34	0.71	49332	20989			
MR-3 - Missed Repair Appointments MR-3-01-3342 % Missed Repair Appointment – Loop	Parity with VZ Retail	43.33	9.28	60	97		8.14	4.18
MR-3-02-3342 % Missed Repair Appointment – Central Office MR-3-03-3342 % Missed Repair Appointment — CPE /TOK/FOK	Parity with VZ Retail No Standard Parity with VZ Retail	26.47 16.34	13.64 6.67	34 661	22 150		12.07	1.06
MR-3-04-3342 Missed Repair Appointment — No Double Dispatch MR-3-05-3342 Missed Repair Appointment — Double Dispatch	Parity with VZ Retail	27.85 85.71	2.15 38.46	79 14	93 26		6.86 11.60	3.75 4.07
MR-4 - Trouble Duration Intervals MR-4-01-3342 Mean Time To Repair – Total	Parity with VZ Retail	35.10	25.29	94	119	29.82	4.11	2.38
MR-4-02-3342 Mean Time to Repair - Loop Trouble MR-4-03-3342 Mean Time To Repair - Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	37.24 31.32	26.67 19.23	60 34	97 22	23.48 38.69	3.86 10.59	2.74 1.14
MR-4-04-3342 % Cleared (all troubles) within 24 Hours MR-4-07-3342 % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail	46.81 83.33	64.71 67.59	94 90	119 108		6.89 5.32	2.60 2.96
MR-4-08-3342 % Out of Service > 24 Hours MR-4-09-3342 Mean Time To Repair - No Double Dispatch	Parity with VZ Retail Parity with VZ Retail	53.33 30.84	36.11 19.28	90 79	108 93	26.40	7.12 4.04	2.42 2.86
MR-4-10-3342 Mean Time To Repair - Double Dispatch	Parity with VZ Retail	56.44	46.80	14	26	38.32	12.70	0.76
MR-5 - Repeat Trouble Reports MR-5-01-3342 8 Repeat Reports within 30 Days	Parity with VZ Retail	48.94	15.97	94	119		6.90	4.78
Special Services - Maintenance	1							
MR-2 - Trouble Report Rate	_							
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 CPE/TOK/FOK/CC Trouble Report Rate	Parity with VZ Retail No Standard	0.19 0.26	2.31 2.31	165754 165754	1778 1778		0.10	-20.58
MR-4 - Trouble Duration Intervals MR-4-01-3200 Mean Time To Repair - Total	Parity with VZ Retail	5.15	14.00	312	41	5.20	0.86	-10.24
MR-4-02-3200 Mean Time to Repair - Loar MR-4-04-3200 Mean Time to Repair - Loop Trouble MR-4-04-3200 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	6.35 98.08	7.79 80.49	146 312	28 41	6.43	1.33 2.28	-1.08 -7.72
MR-4-06-3200	Parity with VZ Retail Parity with VZ Retail	50.64 7.05	71.79 23.08	312 312	39 39		8.49 4.35	-2.49 -3.69
MR-4-08-3200 % Out of Service > 24 Hours	Parity with VZ Retail	1.92	17.95	312	39		2.33	-6.88
MR-5 - Repeat Trouble Reports MR-5-01-3200 Repeat Reports within 30 Days	Parity with VZ Retail	8.01	4.88	312	41		4.51	0.69
Legend Notations defined on Legend sheet - last page]							

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - NOVA UNE PROVISIONING - POTS

Metric #	POTS - Provisioning PR-1 - Average Interval Offered	Standard	Actual Po	erformance CLEC Aggregate	Number of	Observations CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1-01-3111 PR-1-01-3122	Average Interval Offered – Total No Dispatch - Hot Cut Loop Average Interval Offered – Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	1.29 1.29	6.21 NA	3546 3546	166	3.20 3.20	0.25	-19.36
PR-1-01-3140 PR-1-03-3112	Average Interval Offered – Total No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	1.29 5.02	2.94	3546 1062	161 20	3.20 4.83	0.26 1.09	-6.40
PR-1-03-3140	Average Interval Offered – Dispatch (1-5 Lines) - Loop Average Interval Offered – Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	5.02	6.00	1062	6	4.83	1.98	0.80
PR-1-04-3112 PR-1-04-3140	Average Interval Offered – Dispatch (6-9 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	6.67 6.67	5.75 6.00	92 92	1	6.03	3.08 6.06	
PR-1-05-3112 PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) - Loop Average Interval Offered – Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	11.12 11.12	7.00 NA	52 52	4	25.95 25.95	13.46	
	PR-2 - Average Completed Interval								
PR-2-01-3111 PR-2-01-3122	Average Interval Completed – Total No Dispatch - Hot Cut Loop Average Interval Completed – Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	1.20	6.16 NA	3296 3296	146	3.37 3.37	0.29	-17.40
PR-2-01-3140 PR-2-03-3112	Average Interval Completed – Total No Dispatch - Platform Average Interval Completed – Dispatch (1-5 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	1.20 5.18	2.86 5.73	3296 840	155 11	3.37 4.34	0.28 1.32	-5.99 -0.42
PR-2-03-3140 PR-2-04-3112	Average Interval Completed – Dispatch (1-5 Lines) - Platform Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	5.18 5.31	6.80	840 64	5	4.34 3.43	1.95	
PR-2-04-3140 PR-2-05-3112	Average Interval Completed - Dispatch (6-9 Lines) - Platform Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	5.31 12.22	6.00 7.50	64 37	1 2	3.43 30.56	3.46 22.19	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	12.22	NA	37		30.56		
PR-3-01-3142	PR-3 - Completed within X Days - Platform & Other (Switch & INP) % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	68.26	31.43	15773	140		3.95	-9.32
PR-3-02-3142 PR-3-03-3142	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	81.54 92.93	82.86 85.71	15773 15773	140		3.29 2.18	0.40 -3.32
PR-3-04-3142 PR-3-05-3142	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	3.61	0.00	2467 2467	5		8.35 12.44	0.02
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	8.43 30.08	40.00 40.00	2467	5		20.53	
PR-3-07-3142 PR-3-08-3142	% Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with VZ Retail Parity with VZ Retail	88.56 97.65	84.83 86.43	18240 15773	145 140		2.65 1.29	-1.41 -8.73
PR-3-09-3142 PR-3-10-3142	% Completed in 5 Days (1-5 Lines – Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	76.53 97.21	40.00 84.83	2467 18240	5 145		18.97	-9.02
	PR-4 - Missed Appointments								
PR-4-03-3100	Average Delay Days – Total % Missed Appointment – Customer	Parity with VZ Retail No Standard	3.41 1.96	3.75 7.78	1126 31764	4 437	10.03	5.02	
PR-4-04-3113 PR-4-04-3140	% Missed Appointment – Verizon – Dispatch - Loop New % Missed Appointment – Verizon – Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	17.75 17.75	3.67 0.00	4810 4810	109 9		3.70 12.75	3.80
PR-4-05-3123 PR-4-05-3140	% Missed Appointment – Verizon – No Dispatch - Other % Missed Appointment – Verizon – No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	1.01 1.01	0.00	26954 26954	87 232		1.07 0.66	0.94 1.53
PR-4-07-3540 PR-4-08-3111	% On Time Performance - LNP % MA – Customer – Due to Late Order Conf Hot Cut Loop	95% On Time No Standard		NA 0.31		318			
PR-4-08-3123 PR-4-08-3140	% MA – Customer – Due to Late Order Conf Other (Switch & INP) % MA – Customer – Due to Late Order Conf Platform	No Standard No Standard		0.00		196 241			
PR-4-10-3113 PR-4-10-3140	% MA – VZ – Std. Interval (W Coded) Orders – Disp Loop New % MA – VZ – Std. Interval (W Coded) Orders – Disp Loop New	Parity with VZ Retail Parity with VZ Retail	17.92 17.92	3.70 0.00	3706 3706	27		7.41 14.51	1.92
PR-4-11-3123 PR-4-11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform % MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform	Parity with VZ Retail Parity with VZ Retail	0.84 0.84	0.00	22276 22276	31 162		1.64 0.72	0.51 1.17
11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform PR-5- Facility Missed Orders	s way will v∠ Retail	0.04	0.00		102		0.12	1.17
PR-5-01-3112 PR-5-01-3140	% Missed Appointment – Verizon – Facilities - Loop	Parity with VZ Retail Parity with VZ Retail	0.45 0.45	1.53 0.00	31764 31764	196 241		0.48 0.43	-2.25 1.04
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	31764	196		0.43	1.04
PR-5-02-3140 PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.00	0.00	31764 31764	241 196			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Panty With VZ Retail	0.00	0.00	31764	241			
PR-6-01-3112	PR-6 - Installation Quality % Installation Troubles reported within 30 Days - Loop	Parity with VZ Retail	5.07	2.13	30004	1640		0.56	5.28
PR-6-01-3140 PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail Parity with VZ Retail	5.07 3.29	0.00 1.28	30004 30004	474 1640		1.02 0.45	4.99 4.44
PR-6-02-3140 PR-6-03-3112	% Installation Troubles reported within 7 Days - Platform % Installation Troubles reported within 30 Days – FOK/TOK/CPE - Loop	Parity with VZ Retail No Standard	3.29 5.31	0.00 2.20	30004 30004	474 1640		0.83	3.98
PR-6-03-3121	% Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other	No Standard	5.31	NA	30004				
PR-8-01-3100	PR-8 - Open Orders in a Hold Status % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.03	0.00	31764	437		0.08	0.36
PR-8-02-3100	•	Parity with VZ Retail	0.01	0.00	31764	437		0.05	0.21
PR-9-01-3114	PR-9 - Hot Cuts % On Time Performance - Hot Cuts	95% w/in cut over window		94.56		349			-0.44
PR-9-02-3520 PR-9-03-3520	% Early Cuts - Lines % Early Cuts - Orders	No Standard No Standard		0.25 0.57		808 349			
PR-9-04-3520 PR-9-05-3520	% Defective Cuts - Lines % Defective Cuts - Orders	No Standard No Standard		0.00		808 349			
PR-9-06-3520 PR-9-07-3520	% Late Cuts - Lines % Late Cuts - Orders	No Standard No Standard		3.59 5.44		808 349			
PR-9-08-3520 PR-9-09-3520	Average Duration of Service Interruption % Supplemented or Cancelled Orders	No Standard No Standard		NA 0.00		349			
	Complex Services - 2 Wire Digital								
	PR-1 - Average Interval Offered								
PR-1-01-3341 PR-1-02-3341	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.15 4.17	4.00 5.05	1381	2 82	0.67	0.47	.3 78
F10-1-02-0041		Pality Will V2 Retail	4.17	3.00	230	02	1.01	0.23	-5.76
PR-2-01-3341 PR-2-02-3341	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.14 4.63	0.00 6.63	1371 163	1 60	0.65 2.08	0.65 0.31	-6.37
. 11-2-02-0041	·	. way will v∠ Ketall	4.03	0.05	103	00	2.00	0.01	3.31
PR-3-10-3341	PR-3 - Completed within X Days % Completed win 6 Days (1-5 lines) Total	Parity with VZ Retail	93.47	80.33	1577	61		3.22	4.08
PR-4-02-3341	PR-4 - Missed Appointments Average Delay Days - Total	Parity with VZ Retail	2.54	1.43	35	7	2.07	107	
PR-4-02-3341 PR-4-03-3341 PR-4-04-3341	Average Delay Days – Total % MA – Customer % MA – VZ – Dispatch	No Standard Parity with VZ Retail	3.98	19.54	1657	87	3.07	4.03	1.05
PR-4-05-3341	% MA – VZ – No Dispatch	Parity with VZ Retail No Standard	12.27 0.07	8.05 NA	277 1380	87		4.03	1.05
PR-4-08-3341 PR-4-10-3341	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch	Parity with VZ Retail	12.40	1.15 9.09	258	87 77		4.28	0.77
PR-4-11-3341	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.07	NA	1378	1			
PR-5-01-3341	PR-5 - Facility Missed Orders % Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.66	5.75	1657	87		0.89	-5.72
PR-5-02-3341 PR-5-03-3341	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	1657 1657	87 87			
	PR-6 - Installation Quality								
PR-6-01-3341 PR-6-03-3341	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	2.78 7.54	4.60 4.60	252 252	87 87		2.04	-0.89
	PR-8 - Open Orders in a Hold Status								
PR-8-01-3341 PR-8-02-3341	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.12 0.00	0.00	1657 1657	87 87		0.38	0.32
	Complex Services - 2 Wire xDSL								
	PR-1 - Average Interval Offered								
PR-1-01-3342 PR-1-02-3342	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.89 2.00	4.27 5.53	9 2	11 228	1.17	0.53 1.00	-6.43 -3.53
	·	, any wall V£ Neidli	2.00	5.35			1.41		5.55
PR-2-01-3342 PR-2-02-3342	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch Average Interval Completed - Total Dispatch	Parity with VZ Retail Parity with VZ Retail	0.67 2.00	11.40 6.09	6	5 170	0.82	0.50 1.00	-4.08
PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	No Standard	5.47	NA	1071	170	1.41	1.00	-4.08
PR-2-14-3342 PR-2-15-3342	Avg. Interval Completed-DD-2 Test Total Avg. Interval Completed-No DD-2 Test & Serial#	No Standard No Standard		NA 11.65		110			
PR-2-16-3342 PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov Avg. Interval Completed-No DD-2 Test& No 800#	No Standard No Standard		10.50 NA		109			
DD 6	PR-3 - Completed within X Days		00:-		15			4.55	0.00
PK-3-10-3342	% Completed win 6 Days (1-5 lines) Total continued	Parity with VZ Retail	93.47	94.22	1577	173		1.98	0.38

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - NOVA UNE PROVISIONING - POTS

	UNE PROVISIONING - POTS		Actual Performance	Number of Observations		
Metric #	PR-4 - Missed Appointments	Standard	VZ CLEC Aggregate	VZ CLEC Aggregate	Standard Deviation	Z-Score
PR-4-02-3342	Average Delay Days – Total	Parity with VZ Retail	NA 13.73	22		
PR-4-03-3342 PR-4-04-3342	% MA – Customer % MA – VZ – Dispatch	No Standard Parity with VZ Retail	0.00 12.69 0.00 6.81	10 323 3 323		
PR-4-05-3342 PR-4-08-3342	% MA – VZ – No Dispatch % MA – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00 NA 0.00	7 323		
PR-4-10-3342	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch	Parity with VZ Retail	0.00 2.05	2 244		
PR-4-11-3342 PR-4-14-3342	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch % Completed On Time -DD-2 Test & Serial#	Parity with VZ Retail 95% on Time	0.00 NA 75.03 NA	6 2339		
PR-4-15-3342 PR-4-16-3342	% Completed On Time -DD-2 Test Total % Completed On Time -No DD-2 Test & Serial#	95% on Time 95% on Time	NA 92.73	110		-2.27
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	95% on Time	92.66	109		-2.34
PR-4-18-3342	% Completed On Time -No DD-2 Test& No 800#	95% on Time	NA NA			
PR-5-01-3342	PR-5 - Facility Missed Orders % Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.00 0.93	10 323		
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00 0.00	10 323		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00 0.00	10 323		
PR-6-01-3342	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	300.00 5.28	6 322		
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	3566.67 7.76	6 322		
	PR-8 - Open Orders in a Hold Status					
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00 0.00 0.00 0.00	10 323 10 323		
1111010210042	76 Open Orders in a Hold Status 2-90 Days	Tuny will 12 rectal	0.00 0.00	10 323		
	POTS & Complex Aggregate					
PR-1-10-3133	PR-1 - Average Interval Offered Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail	3.60 3.32	14467 605	5.55 0.23	1.22
PR-1-11-3133	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	4.12 2.75	42 4	3.39 1.77	
	PR-2 - Average Completed Interval					
PR-2-10-3133 PR-2-11-3133	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail Parity with VZ Retail	3.34 3.42 3.66 4.00	13501 560 32 2	5.57 0.24 2.78 2.03	-0.33
	UNE MAINTENANCE					
	POTS - Maintenance		Actual Performance	Number of Observations		
Metric #		Standard	VZ CLEC Aggregate	VZ CLEC Aggregate	Standard Sampling Error Deviation	Z-Score
MR-2-02-3112	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop	Parity with VZ Retail	0.64 0.43	1290128 25266	0.05	4.21
MR-2-02-3140	Network Trouble Report Rate – Platform	Parity with VZ Retail	0.64 0.15	1290128 1331	0.22	2.24
MR-2-03-3112 MR-2-03-3140	Network Trouble Report Rate – Central Office - Loop Network Trouble Report Rate – Central Office - Platform	Parity with VZ Retail Parity with VZ Retail	0.07 0.10 0.07 0.00	1290128 25266 1290128 1331	0.02 0.07	-1.69 0.99
MR-2-04-3112 MR-2-04-3140	% Subsequent Reports - Loop % Subsequent Reports - Platform	No Standard No Standard	7.75 0.00 7.75 0.00	9995 134 9995 2		
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	No Standard	0.75 0.60	1290128 25266		
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.75 0.45	1290128 1331		
MR-3-01-3112	MR-3 - Missed Repair Appointments	Parity with VZ Retail	25.17 11.11	8269 108	4.20	3.35
MR-3-01-3140	% Missed Repair Appointment – Loop % Missed Repair Appointment – Platform	Parity with VZ Retail	25.17 0.00	8269 2	30.69	
MR-3-02-3112 MR-3-02-3140	% Missed Repair Appointment – Central Office - Loop % Missed Repair Appointment – Central Office - Platform	Parity with VZ Retail Parity with VZ Retail	14.20 23.08 14.20 NA	951 26 951	6.94	-1.28
MR-3-03-3112	% Missed Repair Appointment — CPE /TOK/FOK - Loop	No Standard	14.11 8.55	9655 152		
MR-3-03-3140 MR-3-04-3112	Missed Repair Appointment — CPE /TOK/FOK - Platform Missed Repair Appointment — No Double Dispatch - Loop	No Standard Parity with VZ Retail	14.11 16.67 19.37 4.08	9655 6 5834 98	4.03	3.80
MR-3-04-3140 MR-3-05-3112	% Missed Repair Appointment – No Double Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	19.37 NA 54.13 56.00	5834 1853 25	10.03	-0.19
MR-3-05-3112 MR-3-05-3140	% Missed Repair Appointment – Double Dispatch - Loop % Missed Repair Appointment – Double DispatchPlatform	Parity with VZ Retail	54.13 56.00	1853 25 1853 2	35.25	·v.18
	MR-4 - Trouble Duration Intervals					
MR-4-01-3112 MR-4-01-3140		Parity with VZ Retail Parity with VZ Retail	30.77 21.37 30.77 32.88	9220 134 9220 2	31.39 2.73 31.39 22.20	3.44
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	Parity with VZ Retail	32.40 20.99	8269 108	31.64 3.06	3.72
MR-4-02-3140 MR-4-03-3112	Mean Time to Repair - Loop Trouble - Platform Mean Time To Repair - Central Office Trouble - Loop	Parity with VZ Retail Parity with VZ Retail	32.40 32.88 16.56 22.98	8269 2 951 26	31.64 22.38 24.93 4.96	-1.29
MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Platform	Parity with VZ Retail	16.56 NA	951	24.93 4.33	
MR-4-04-3112 MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	Parity with VZ Retail Parity with VZ Retail	54.54 70.90 54.54 50.00	9220 134 9220 2	35.21	3.78
MR-4-06-3140 MR-4-07-3112	% Out of Service > 4 hours - Platform % Out of Service > 12 hours - Loop	Parity with VZ Retail Parity with VZ Retail	88.63 100.00 76.40 77.14	6368 2 6368 105	22.45 4.18	-0.18
MR-4-07-3112 MR-4-08-3112	% Out of Service > 12 hours - Platform	Parity with VZ Retail	76.40 100.00	6368 2	30.03	
MR-4-08-3140	% Out of Service > 24 Hours - Loop % Out of Service > 24 Hours - Platform	Parity with VZ Retail Parity with VZ Retail	44.13 30.48 44.13 50.00	6368 105 6368 2	4.89 35.12	2.79
MR-4-09-3112 MR-4-10-3112	Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	29.33 19.80 49.12 35.87	5834 98 1853 25	28.77 2.93 40.10 8.07	3.25 1.64
		. ,				
MR-5-01-3112	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days - Loop	Parity with VZ Retail	17.48 26.12	9220 134	3.30	-2.61
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	Parity with VZ Retail	17.48 50.00	9220 2	26.86	
	Complex Complex 2 Min Division					
	Complex Services - 2 Wire Digital					
	MR-2 - Trouble Report Rate					
MR-2-02-3341 MR-2-03-3341	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.22 0.27 0.04 0.17	24908 4058 24908 4058	0.08 0.04	-0.58 -3.61
MR-2-04-3341 MR-2-05-3341	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	10.67 0.00 0.63 0.59	75 18 24908 4058		
2-00-3341	•	- so standard	0.00 0.09	27000 4030		
MR-3-01-3341	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	46.43 18.18	56 11	16.45	1.72
MR-3-02-3341 MR-3-03-3341	% Missed Repair Appointment – Central Office	Parity with VZ Retail	27.27 14.29 26.11 12.60	11 7	21.53	
MR-3-04-3341	% Missed Repair Appointment — CPE /TOK/FOK % Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	26.11 12.50 18.18 7.14	15/ 24 22 14	13.19	0.84
MR-3-05-3341	% Missed Repair Appointment — Double Dispatch	Parity with VZ Retail	56.82 50.00	44 4	25.87	
MD 4 04 00	MR-4 - Trouble Duration Intervals	D-0	44.67	67 1 40	6466 4440	1.40
MR-4-01-3341 MR-4-02-3341	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	44.67 24.46 41.71 33.67	67 18 56 11	54.56 14.48 41.56 13.71	1.40 0.59
MR-4-03-3341 MR-4-04-3341	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	59.74 9.99 53.73 50.00	11 7 67 18	99.23 47.98 13.24	-0.28
MR-4-07-3341	% Out of Service > 12 hours	Parity with VZ Retail	74.07 58.82	27 17	13.57	1.12
MR-4-08-3341 MR-4-09-3341	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	55.56 47.06 34.57 17.18	27 17 22 14	15.38 34.58 11.82	0.55 1.47
	Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	50.29 49.95	44 4	62.33 32.55	
	MR-5 - Repeat Trouble Reports					
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with VZ Retail	20.90 16.67	67 18	10.79	0.39
	Commission 2 Mins and C					
	Complex Services - 2 Wire xDSL					
MD 5	MR-2 - Trouble Report Rate		0.40	04047		0.46
MR-2-02-3342 MR-2-03-3342		Parity with VZ Retail Parity with VZ Retail	0.13 0.38 0.08 0.08	31017 12531 31017 12531	0.04 0.03	-6.48 0.13
MR-2-04-3342 MR-2-05-3342	% Subsequent Reports	No Standard No Standard	0.00 0.00 1.47 0.50	66 57 31017 12531		
2 00-0042		140 Gianuaru	1.47 0.00	31011 12001		
MR-3-01-3342		Parity with VZ Retail	47.50 14.89	40 47	10.74	3.04
MR-3-02-3342 MR-3-03-3342		Parity with VZ Retail No Standard	26.92 30.00	26 10	16.50	-0.19
MR-3-04-3342	% Missed Repair Appointment — No Double Dispatch	Parity with VZ Retail	19.30 12.70 29.82 2.33	456 63 57 43	9.24	2.97
MR-3-05-3342	% Missed Repair Appointment — Double Dispatch	Parity with VZ Retail	100.00 64.29	8 14		
MD 44:	MR-4 - Trouble Duration Intervals		0747	'	00.04	0.55
MR-4-01-3342 MR-4-02-3342	Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	37.17 35.53 38.82 37.23	66 57 40 47	33.04 5.97 24.85 5.34	0.28 0.30
MR-4-03-3342 MR-4-04-3342	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	34.64 27.54 46.97 49.12	26 10 66 57	43.18 16.07 9.02	0.44
MR-4-07-3342	% Out of Service > 12 hours	Parity with VZ Retail	79.37 83.33	63 54	7.50	-0.53
MR-4-08-3342 MR-4-09-3342	Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	53.97 50.00 31.63 24.68	63 54 57 43	9.24 28.50 5.76	0.43 1.21
MR-4-10-3342	Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	72.19 68.85	8 14	42.46 18.82	0.18
	MR-5 - Repeat Trouble Reports					
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VZ Retail	46.97 17.54	66 57	9.02	3.26
	Legend Notations defined on Legend sheet - last page					

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - CENTRAL UNE PROVISIONING - POTS

Metric #	POTS - Provisioning PR-1 - Average Interval Offered	Standard	Actual P	erformance CLEC Aggregate	Number of	Observations CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1-01-3111 PR-1-01-3122	Average Interval Offered - Total No Dispatch - Hot Cut Loop Average Interval Offered - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	1.43	5.46 NA	2751 2751	405	3.93 3.93	0.21	-19.27
PR-1-01-3140 PR-1-03-3112	Average Interval Offered – Total No Dispatch - Platform Average Interval Offered – Dispatch (1-5 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	1.43 5.24	1.60 4.66	2751 1032	416 121	3.93 5.83	0.21 0.56	-0.82 1.04
PR-1-03-3140 PR-1-04-3112	Average Interval Offered – Dispatch (1-5 Lines) - Platform Average Interval Offered – Dispatch (6-9 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	5.24 10.62	3.12 6.00	1032 45	33 3	5.83 12.37	1.03 7.38	2.06
PR-1-04-3140 PR-1-05-3112	Average Interval Offered – Dispatch (6-9 Lines) - Platform Average Interval Offered – Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	10.62 9.17	NA 6.00	45 24	4	12.37 10.26	5.54	
PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	9.17	NA NA	24	·	10.26		
PR-2-01-3111	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.30	5.66	2577	355	3.92	0.22	-19.65
PR-2-01-3122 PR-2-01-3140	Average Interval Completed – Total No Dispatch - Other (Switch & INP) Average Interval Completed – Total No Dispatch - Other (Switch & INP) Average Interval Completed – Total No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	1.30	NA 1.56	2577 2577	388	3.92	0.22	-1 22
PR-2-03-3112 PR-2-03-3140	Average Interval Completed – Dispatch (1-5 Lines) - Loop Average Interval Completed – Dispatch (1-5 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	4.99 4.99	5.16 3.30	894 894	103 27	5.30 5.30	0.55 1.04	-0.31 1.63
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	8.35	6.00	34	2	7.09	5.16	1.63
PR-2-04-3140 PR-2-05-3112	Average Interval Completed - Dispatch (6-9 Lines) - Platform Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	8.35 10.33	NA 5.00	34 18	3	7.09 15.62	9.74	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	10.33	NA	18		15.62		
PR-3-01-3142	PR-3 - Completed within X Days - Platform & Other (Switch & INP) % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	75.69	57.22	16058	360		2.29	-8.08 2.55
PR-3-02-3142 PR-3-03-3142	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	85.18 94.74	90.00 94.44	16058 16058	360 360		1.19	-0.25
PR-3-04-3142 PR-3-05-3142	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	10.63 22.08	0.00 7.41	4402 4402	27 27		5.95 8.01	-1.79 -1.83
PR-3-06-3142 PR-3-07-3142	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	70.10 93.56	74.07 95.61	4402 20460	27 387		8.84 1.26	0.45 1.63
PR-3-08-3142 PR-3-09-3142	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with VZ Retail Parity with VZ Retail	98.12 91.14	96.67 100.00	16058 4402	360 27		0.72 5.49	-2.00 1.62
PR-3-10-3142	· · · · · · · · · · · · · · · · · · ·	Parity with VZ Retail	97.72	96.90	20460	387		0.77	-1.07
PR-4-02-3100	PR-4 - Missed Appointments Average Delay Days – Total	Parity with VZ Retail	6.34	12.33	861	3	26.73	15.46	1
PR-4-03-3100 PR-4-04-3113	% Missed Appointment – Customer % Missed Appointment – Verizon – Dispatch - Loop New	No Standard Parity with VZ Retail	1.71 7.98	4.62 0.33	38857 7531	1840 608		1.14	6.70
PR-4-04-3140 PR-4-05-3123	% Missed Appointment – Verizon – Dispatch - Platform % Missed Appointment – Verizon – No Dispatch - Other	Parity with VZ Retail Parity with VZ Retail	7.98 0.83	2.56 0.00	7531 31326	39 517		4.35 0.40	1.25 2.06
PR-4-05-3140 PR-4-07-3540	% Missed Appointment – Verizon – No Dispatch - Platform % On Time Performance - LNP	Parity with VZ Retail 95% On Time	0.83	0.00 NA	31326	676		0.35	2.35
PR-4-08-3111 PR-4-08-3123	% MA – Customer – Due to Late Order Conf Hot Cut Loop % MA – Customer – Due to Late Order Conf Other (Switch & INP)	No Standard No Standard		0.38		782 1125			
PR-4-08-3140 PR-4-10-3113	% MA – Customer – Due to Late Order Conf Platform % MA – VZ – Std. Interval (W Coded) Orders – Disc Loop New	No Standard Parity with VZ Retail	7.90	0.27 0.00 1.60	5444	715 125		2.44	2.58
PR-4-10-3140 PR-4-11-3123	% MA – VZ – Std. Interval (W Coded) Orders – Disp Platform % MA – VZ – Std. Interval (W Coded) Orders – No Disp Other	Parity with VZ Retail Parity with VZ Retail	7.90 0.61	0.00	5444 25847	33 78		4.71 0.88	1.68 0.69
PR-4-11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform	Parity with VZ Retail	0.61	0.00	25847	396		0.39	1.55
PR-5-01-3112	PR-5- Facility Missed Orders % Missed Appointment – Verizon – Facilities - Loop	Parity with VZ Retail	0.42	0.00	38857	1125		0.20	2.15
PR-5-01-3140 PR-5-02-3112	% Missed Appointment – Verizon – Facilities - Elatform % Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.42 0.42 0.01	0.00	38857 38857	715 1125		0.24 0.03	1.72
PR-5-02-3140 PR-5-03-3112	% Orders Held for Facilities > 15 Days - Loop % Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.01	0.00	38857	715		0.03	0.26
	% Orders Held for Facilities > 60 Days - Loop % Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	38857 38857	1125 715			
DD 0 04 0440	PR-6 - Installation Quality		0.04		04504	0704			0.74
PR-6-01-3140	% Installation Troubles reported within 30 Days - Loop % Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	2.81	6.03 0.00	31561 31561	2721 990		0.33 0.53	-9.74 5.27
PR-6-02-3112 PR-6-02-3140	% Installation Troubles reported within 7 Days - Loop % Installation Troubles reported within 7 Days - Platform	Parity with VZ Retail	1.69 1.69	3.45 0.00	31561 31561	2721 990		0.26 0.42	-6.86 4.06
PR-6-03-3112 PR-6-03-3121	% Installation Troubles reported within 30 Days – FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other	No Standard No Standard	2.59 2.59	5.00 NA	31561 31561	2721			
	PR-8 - Open Orders in a Hold Status								
PR-8-01-3100 PR-8-02-3100	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.11 0.06	0.00	38857 38857	1840 1840		0.08	1.39
	PR-9 - Hot Cuts	•							
PR-9-01-3114 PR-9-02-3520	% On Time Performance - Hot Cuts % Early Cuts - Lines	95% w/in cut over window No Standard	1	97.99 0.36		794 1109		L	2.99
PR-9-03-3520 PR-9-04-3520	% Early Cuts - Orders % Defective Cuts - Lines	No Standard No Standard		0.38		794 1109			
PR-9-05-3520 PR-9-06-3520	% Defective Cuts - Orders % Late Cuts - Lines	No Standard No Standard		0.00 5.68		794 1109			
PR-9-07-3520 PR-9-08-3520	% Late Cuts - Orders Average Duration of Service Interruption	No Standard No Standard		2.02 NA		794			
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard		0.00		794			
	Complex Services - 2 Wire Digital								
PR-1-01-3341	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch	Parity with VZ Retail	1.30	5.00	192	2	1.74	1.24	
PR-1-02-3341	Average Interval Offered – Total Dispatch	Parity with VZ Retail	3.46	5.47	149	15	2.19	0.59	-3.39
PR-2-01-3341	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with VZ Retail	1.38	5.00	172	2	1.90	1.35	
PR-2-02-3341	Average Interval Completed – Total Dispatch	Parity with VZ Retail	4.23	6.31	107	13	2.56	0.75	-2.77
PR-3-10-3341	PR-3 - Completed within X Days % Completed win 6 Days (1-5 lines) Total	Parity with VZ Retail	96.46	86.67	2008	15		4.79	2.04
	PR-4 - Missed Appointments	,				1			
PR-4-02-3341 PR-4-03-3341	Average Delay Days – Total % MA – Customer	Parity with VZ Retail No Standard	4.84 10.72	12.00	25 373	1 18	7.30	7.44	
PR-4-04-3341 PR-4-05-3341	% MA – VZ – Dispatch % MA – VZ – No Dispatch	Parity with VZ Retail Parity with VZ Retail	11.92	5.56 NA	193 180	18		7.99	0.80
PR-4-08-3341 PR-4-10-3341	% MA – Customer – Due to Late Order Confirmation % MA – VZ – Std. Interval (W Coded) Orders – Dispatch	No Standard Parity with VZ Retail	11.98	0.00	192	18 16		8.45	0.68
PR-4-11-3341	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail	1.11	NA	180	16		0.45	0.00
PR-5-01-3341	PR-5 - Facility Missed Orders W Missed Appointment - Verizon - Facilities	Parity with VZ Retail	1.07	0.00	373	18		2.48	0.43
PR-5-01-3341 PR-5-02-3341 PR-5-03-3341	% Missed Appointment – Verizon – Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.00	0.00	373 373	18 18 18		4.40	0.40
PR-5-03-33#1	PR-6 - Installation Quality	Panty With VZ Retail	0.00	0.00	3/3	10			
PR-6-01-3341 PR-6-03-3341	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	3.33 6.67	5.56 0.00	150 150	18 18		4.48	-0.50
FR-0-03-33#1	PR-8 - Open Orders in a Hold Status	No Statidard	0.07	0.00	130	10			
PR-8-01-3341 PR-8-02-3341	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	373 373	18 18			
r ix-o-uz-o341		Parity with VZ Retail	0.00	0.00	313	10			
	Complex Services - 2 Wire xDSL								
PR-1-01-3342	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with VZ Retail	2.50	4.63	2	8	0.71	0.56	
PR-1-02-3342	Average Interval Offered – Total Dispatch	Parity with VZ Retail	NA	5.68		168		1	
PR-2-01-3342	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with VZ Retail	2.00	5.80	2	5			
PR-2-02-3342 PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	Parity with VZ Retail No Standard	NA 3.62	5.92 NA	1595	147			
PR-2-14-3342 PR-2-15-3342	Avg. Interval Completed-DD-2 Test Total Avg. Interval Completed-No DD-2 Test & Serial#	No Standard No Standard		NA 25.13		32			
PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov Avg. Interval Completed-No DD-2 Test& No 800#	No Standard No Standard		9.48 NA		114			
	PR-3 - Completed within X Days	-							
PR-3-10-3342	% Completed w/in 6 Days (1-5 lines) Total continued	Parity with VZ Retail	96.46	88.74	2008	151		1.56	-4.95

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - CENTRAL UNE PROVISIONING - POTS

	UNE PROVISIONING - POTS		Actual Pe	rformance	Number of 0	Observations			
Metric #	PR-4 - Missed Appointments	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard	Deviation	Z-Score
PR-4-02-3342	Average Delay Days – Total	Parity with VZ Retail	NA	2.60		5			
PR-4-03-3342 PR-4-04-3342	% MA – Customer % MA – VZ – Dispatch	No Standard Parity with VZ Retail	0.00 NA	6.60 2.54	2	197 197			
PR-4-05-3342 PR-4-08-3342	% MA – VZ – No Dispatch % MA – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00	NA 0.51	2	197			
PR-4-10-3342	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch	Parity with VZ Retail	NA	3.01		166			
PR-4-11-3342 PR-4-14-3342	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch % Completed On Time -DD-2 Test & Serial#	Parity with VZ Retail 95% on Time	0.00 85.42	NA NA	2 3161				
PR-4-15-3342 PR-4-16-3342	% Completed On Time -DD-2 Test Total % Completed On Time -No DD-2 Test & Serial#	95% on Time 95% on Time		NA 96.88		32			1.88
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	95% on Time		95.61		114			0.61
PR-4-18-3342	% Completed On Time -No DD-2 Test& No 800#	95% on Time		NA					
PR-5-01-3342	PR-5 - Facility Missed Orders % Missed Appointment – Verizon – Facilities	Parity with VZ Retail	0.00	1.02	2	197			
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2	197			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00		197			
PR-6-01-3342	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	300.00	5.50	1	200			
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	3300.00	12.00	1	200			
	PR-8 - Open Orders in a Hold Status	i							
PR-8-01-3342 PR-8-02-3342	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.51	2 2	197 197			
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10-3133	Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail	4.02 3.48	4.03 5.67	14477 42	1418	5.28 2.43	0.15 1.45	-0.07
PR-1-11-3133	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	3.48	5.67	42	3	2.43	1.45	
PR-2-10-3133	PR-2 - Average Completed Interval Average Interval Completed - Disconnects - No Dispatch	Parity with VZ Retail	3.66	3.94	12729	1315	5.11	0.15	-1.89
PR-2-11-3133	Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	3.56	6.00	41	1	2.44	2.47	1.00
	UNE MAINTENANCE								
		Ì							
Metric #	POTS - Maintenance	1	Actual Pe VZ	rformance CLEC Aggregate	Number of 0	Observations CLEC Aggregate	Standard	Sampling Error	Z-Score
ween C B	MR-2 - Trouble Report Rate	Standard		-cco Aggregate	**	-cco Aggregate	Deviation	Jumping Error	acore
MR-2-02-3112 MR-2-02-3140	Network Trouble Report Rate – Loop	Parity with VZ Retail Parity with VZ Retail	0.91 0.91	0.76 0.14	668198 668198	62296 733		0.04	3.80 2.20
MR-2-03-3112	Network Trouble Report Rate - Central Office - Loop	Parity with VZ Retail	0.07	0.08	668198	62296		0.01	-0.85
MR-2-03-3140 MR-2-04-3112	% Subsequent Reports - Loop	Parity with VZ Retail No Standard	0.07 1.54	0.14	668198 6679	733 525		0.10	-0.62
MR-2-04-3140	% Subsequent Reports - Platform	No Standard No Standard	1.54	0.00	6679	2			
MR-2-05-3112 MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Loop % CPE/TOK/FOK Trouble Report Rate - Platform	No Standard No Standard	0.82 0.82	0.58 0.14	668198 668198	62296 733			
	MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment – Loop	Parity with VZ Retail	9.75	2.11	6083 6083	473		1.42	5.40
MR-3-01-3140 MR-3-02-3112	% Missed Repair Appointment – Platform % Missed Repair Appointment – Central Office - Loop	Parity with VZ Retail Parity with VZ Retail	9.75 5.88	0.00 5.77	493	1 52		29.67 3.43	0.03
MR-3-02-3140 MR-3-03-3112	% Missed Repair Appointment – Central Office - Platform % Missed Repair Appointment — CPE /TOK/FOK - Loop	Parity with VZ Retail No Standard	5.88 3.74	100.00 2.49	493 5484	1 362		23.55	
MR-3-03-3140	% Missed Repair Appointment — CPE /TOK/FOK - Platform	No Standard	3.74	0.00	5484	1			
MR-3-04-3112 MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	4.49 4.49	0.91	4612 4612	440 1		1.03 20.71	3.46
MR-3-05-3112 MR-3-05-3140	% Missed Repair Appointment – Double Dispatch - Loop % Missed Repair Appointment – Double Dispatch Platform	Parity with VZ Retail Parity with VZ Retail	29.50 29.50	11.43 100.00	1268 1268	70 1		5.60 45.62	3.23
MII (0 00 0140		Tuny war 12 recui	20.00	100.00	1200			40.02	
MR-4-01-3112	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total - Loop	Parity with VZ Retail	14.28	14.17	6576	525	15.84	0.72	0.15
MR-4-01-3140 MR-4-02-3112	Mean Time To Repair – Total - Platform	Parity with VZ Retail Parity with VZ Retail	14.28	30.86 14.09	6576 6083	2 473	15.84 15.95	11.20 0.76	0.99
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	Parity with VZ Retail	14.84	19.52	6083	1	15.95	15.95	
MR-4-03-3112 MR-4-03-3140	Mean Time To Repair - Central Office Trouble - Platform	Parity with VZ Retail Parity with VZ Retail	7.33 7.33	14.93 42.20	493 493	52 1	12.37 12.37	1.80 12.38	-4.21
MR-4-04-3112 MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Loop	Parity with VZ Retail Parity with VZ Retail	85.17 85.17	92.00 50.00	6576 6576	525 2		1.61 25.13	4.24
MR-4-06-3140	% Out of Service > 4 hours - Platform	Parity with VZ Retail	67.70	100.00	4272	2		33.07	
MR-4-07-3112 MR-4-07-3140	% Out of Service > 12 hours - Platform	Parity with VZ Retail Parity with VZ Retail	48.10 48.10	63.08 100.00	4272 4272	409 2		2.59 35.34	-5.79
MR-4-08-3112 MR-4-08-3140	% Out of Service > 24 Hours - Loop % Out of Service > 24 Hours - Platform	Parity with VZ Retail Parity with VZ Retail	12.36 12.36	8.07 50.00	4272 4272	409		1.70 23.28	2.52
MR-4-09-3112	Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail	13.03	13.07	4612	440 70	14.82	0.74	-0.06
MR-4-10-3112	·	Parity with VZ Retail	22.87	23.61	1268	70	19.19	2.30	-0.32
MR-5-01-3112	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days - Loop	Parity with VZ Retail	15.54	18.29	6576	525		1.64	-1.67
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	Parity with VZ Retail	15.54	50.00	6576	2		25.62	
		i							
	Complex Services - 2 Wire Digital								
	MR-2 - Trouble Report Rate								
MR-2-02-3341 MR-2-03-3341	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.22	0.61	14258 14258	990 990		0.15 0.16	-2.54 0.92
MR-2-04-3341 MR-2-05-3341	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	2.90 1.26	0.00 0.20	69 14258	7 990			
2-00-304T	,	Dispirate over	1.40	3.20	1-12-00	880			
MR-3-01-3341	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	32.26	16.67	31	6		20.85	
MR-3-02-3341 MR-3-03-3341	% Missed Repair Appointment – Central Office % Missed Repair Appointment – CPE /TOK/FOK	Parity with VZ Retail	5.56	0.00	36 180	1		23.23	
MR-3-04-3341	% Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	11.11	20.00	180 49	5		15.39	
MR-3-05-3341	% Missed Repair Appointment — Double Dispatch	Parity with VZ Retail	33.33	0.00	18	2		35.14	
MR-4-01-3341	MR-4 - Trouble Duration Intervals Mean Time To Repair – Total	Parity with VZ Retail	17.28	16.75	67	7	25.91	10.29	
MR-4-02-3341	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	22.09	19.05	31	6	30.90	13.78	
MR-4-03-3341 MR-4-04-3341	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	13.14 82.09	2.92 71.43	36 67	7	20.23	20.51 15.23	
MR-4-07-3341 MR-4-08-3341	% Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	30.23 11.63	57.14 28.57	43 43	7		18.72 13.07	
MR-4-09-3341	Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail	13.69	13.19	49	5	21.10	9.91	
мк-4-10-3341	Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	27.05	25.64	18	2	34.80	25.94	
MR-5-01-2244	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	10.45	28.57	67	7		12.15	
0 01-0041		, ussy wall VZ Neidll	10.40	20.01	UI.			12.10	
	Complex Services - 2 Wire xDSL								
	· · ·	•							
MR-2-02-3342	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop	Parity with VZ Retail	0.19	0.79	4693	3917		0.09	-6.33
MR-2-03-3342 MR-2-04-3342	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.06	0.18	4693 12	3917 38		0.05	-2.10
MR-2-05-3342		No Standard	1.47	1.05	4693	3917			
	MR-3 - Missed Repair Appointments								
MR-3-01-3342 MR-3-02-3342	% Missed Repair Appointment – Loop	Parity with VZ Retail Parity with VZ Retail	44.44 66.67	6.45 0.00	9	31 7		18.81 32.53	2.02
MR-3-03-3342	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	11.59	2.44	69	41			1.00
MR-3-04-3342 MR-3-05-3342	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	42.86 60.00	3.45 11.11	7 5	29 9		20.84 27.33	1.89
	MR-4 - Trouble Duration Intervals		_						
		Parity with VZ Retail	31.87	15.94	12	38	18.63	6.17	2.58
MR-4-01-3342	Mean Time To Repair – Total	Parity with VZ Retail	31.46	17.48 9.14	9	31	20.42 15.46	7.73 10.67	1.81
MR-4-02-3342 MR-4-03-3342	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with VZ Retail	33.09						
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail	41.67	81.58	12	38 35		16.33	2.44
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342 MR-4-08-3342	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	41.67 100.00 58.33	81.58 57.14 20.00	12 12 12	35 35		16.49	2.32
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 hours Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	41.67 100.00	81.58 57.14	12	35	22.55 13.34		
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342 MR-4-08-3342 MR-4-09-3342	Mean Time to Repair - Long Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 12 hours Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	41.67 100.00 58.33 33.70	81.58 57.14 20.00 14.84	12 12 7	35 35 29	22.55 13.34	16.49 9.50	2.32
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342 MR-4-08-3342 MR-4-09-3342 MR-4-10-3342	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 24 hours Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	41.67 100.00 58.33 33.70	81.58 57.14 20.00 14.84	12 12 7	35 35 29	22.55 13.34	16.49 9.50	2.32
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342 MR-4-08-3342 MR-4-09-3342 MR-4-10-3342	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (alt troubles) within 24 Hours % Out of Service > 12 hours % Out of Service > 12 hours % Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	41.67 100.00 58.33 33.70 29.31	81.58 57.14 20.00 14.84 19.49	12 12 7 5	35 35 29 9	22.55 13.34	16.49 9.50 7.44	2.32 1.98

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - EASTERN UNE PROVISIONING - POTS

Metric #	POTS - Provisioning PR-1 - Average Interval Offered	Standard	Actual P	Performance CLEC Aggregate	Number of	Observations CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1-01-3111 PR-1-01-3122	Average Interval Offered – Total No Dispatch - Hot Cut Loop Average Interval Offered – Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	1.46 1.46	5.45 NA	1563 1563	614	4.52 4.52	0.22	-18.53
PR-1-01-3140 PR-1-03-3112	Average Interval Offered – Total No Dispatch - Platform Average Interval Offered – Dispatch (1-5 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	1.46 5.13	1.89 4.68	1563 682	381 140	4.52 8.15	0.26 0.76	-1.67 0.60
PR-1-03-3140 PR-1-04-3112	Average Interval Offered – Dispatch (1-5 Lines) - Platform Average Interval Offered – Dispatch (6-9 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	5.13 7.43	2.48 6.00	682 40	58 3	8.15 4.84	1.11 2.90	2.38
PR-1-04-3140 PR-1-05-3112	Average Interval Offered – Dispatch (6-9 Lines) - Platform Average Interval Offered – Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	7.43 8.94	NA 10.00	40 16	1	4.84 6.77	6.98	
PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	8.94	2.00	16	1	6.77	6.98	
PR-2-01-3111	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.45	5.56	1466	552	6.16	0.31	-13.36
PR-2-01-3122 PR-2-01-3140	Average Interval Completed – Total No Dispatch - Other (Switch & INP) Average Interval Completed – Total No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	1.45 1.45	NA 1.70	1466 1466	359	6.16 6.16	0.36	-0.69
PR-2-03-3112 PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Loop Average Interval Completed - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	4.37 4.37	4.66 2.46	593 593	122 57	4.72 4.72	0.47	-0.62 2.92
PR-2-04-3112 PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Loop Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	5.97 5.97	6.00 NA	30 30	2	4.52 4.52	3.30	E.UE
PR-2-05-3112 PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Loop Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	12.14 12.14	NA 2.00	7 7	1	10.22 10.22	10.93	
1112000140	PR-3 - Completed within X Days - Platform & Other (Switch & INP)	Tuny wat 12 recui	12.14	2.00			TOLLE	10.00	
PR-3-01-3142 PR-3-02-3142	% Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	74.81 86.48	61.01 87.74	12129 12129	318 318		2.47	-5.60 0.65
PR-3-03-3142 PR-3-04-3142	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	96.70 12.66	98.74 15.79	12129 3578	318 57		1.01	2.01 0.71
PR-3-05-3142 PR-3-06-3142	% Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	32.62 89.13	45.61 96.49	3578 3578	57 57		6.26 4.16	2.08
PR-3-07-3142 PR-3-08-3142	% Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	97.03 98.52	98.93 99.37	15707 12129	375 318		0.89	2.14
PR-3-09-3142 PR-3-10-3142	% Completed in 5 Days (1-5 Lines – Dispatch) % Completed in 6 Days (1-5 Lines – Total)	Parity with VZ Retail Parity with VZ Retail	96.65 98.50	100.00 99.47	3578 15707	57 375		2.40 0.64	1.39
110-10-0142	·	Pality Will VZ Retail	30.50	35.47	13707	3/3		0.04	1.55
PR-4-02-3100 PR-4-03-3100	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer	Parity with VZ Retail No Standard	17.45 1.44	3.00 2.83	333 29190	1 2364	50.02	50.10	
PR-4-04-3113	% Missed Appointment – Verizon – Dispatch - Loop New	Parity with VZ Retail Parity with VZ Retail	3.29	0.12	5874	843		0.66	4.83
PR-4-04-3140 PR-4-05-3123	% Missed Appointment – Verizon – Dispatch - Platform % Missed Appointment – Verizon – No Dispatch - Other (Missed Appointment – Verizon – No Dispatch - Other	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	3.29 0.60	0.00	5874 23316	81 763		2.00 0.28	1.65 2.11
PR-4-05-3140 PR-4-07-3540	% Missed Appointment – Verizon – No Dispatch - Platform % On Time Performance - LNP % MA – Customer – Due to Late Order Conf Hot Cut Loop	Parity with VZ Retail 95% On Time No Standard	0.60	0.00 NA	23316	677		0.30	1.99
PR-4-08-3111 PR-4-08-3123 PR-4-08-3140	% MA – Customer – Due to Late Order Conf Hot Cut Loop % MA – Customer – Due to Late Order Conf Other (Switch & INP) % MA – Customer – Due to Late Order Conf Platform	No Standard		0.15 0.19		1360 1606 759			
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp Loop New	No Standard Parity with VZ Retail	3.15	0.00	4291	758 140		1.50	2.10
PR-4-10-3140 PR-4-11-3123	% MA – VZ – Std. Interval (W Coded) Orders – Disp Platform % MA – VZ – Std. Interval (W Coded) Orders – No Disp Other	Parity with VZ Retail Parity with VZ Retail	3.15 0.51	0.00	4291 19355	61 72		2.25 0.84	1.40 0.61
PR-4-11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform	Parity with VZ Retail	0.51	0.00	19355	367		0.38	1.36
PR-5-01-3112	PR-5- Facility Missed Orders % Missed Appointment – Verizon – Facilities - Loop	Parity with VZ Retail	0.07	0.00	29190	1606		0.07	1.03
PR-5-01-3140 PR-5-02-3112	% Missed Appointment – Verizon – Facilities - Platform % Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.07	0.00	29190 29190	758 1606		0.10	0.72
PR-5-02-3140 PR-5-03-3112	% Orders Held for Facilities > 15 Days - Platform % Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	29190 29190	758 1606			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	29190	758			
PR-6-01-3112	PR-6 - Installation Quality % Installation Troubles reported within 30 Days - Loop	Parity with VZ Retail	3.76	5.08	22792	3877		0.33	-3.98
PR-6-01-3140 PR-6-02-3112	% Installation Troubles reported within 30 Days - Platform % Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail Parity with VZ Retail	3.76 2.29	0.00 3.59	22792 22792	830 3877		0.67 0.26	5.60 -4.96
PR-6-02-3140 PR-6-03-3112	% Installation Troubles reported within 7 Days - Platform % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	Parity with VZ Retail No Standard	2.29 4.28	0.00 3.46	22792 22792	830 3877		0.53	4.34
PR-6-03-3121	% Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other	No Standard	4.28	NA	22792				
PR-8-01-3100	PR-8 - Open Orders in a Hold Status % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.17	0.00	29190	2364		0.09	1.93
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.11	0.00	29190	2364		0.07	1.55
PR-9-01-3114	PR-9 - Hot Cuts % On Time Performance - Hot Cuts	95% w/in cut over window	,	99.31		1450			4.31
PR-9-02-3520 PR-9-03-3520	% Early Cuts - Lines % Early Cuts - Orders	No Standard No Standard		0.00		2036 1450			
PR-9-04-3520 PR-9-05-3520	% Defective Cuts - Lines % Defective Cuts - Orders	No Standard No Standard		0.00		2036 1450			
PR-9-06-3520 PR-9-07-3520	% Late Cuts - Lines % Late Cuts - Orders	No Standard No Standard		0.84		2036 1450			
PR-9-08-3520 PR-9-09-3520	Average Duration of Service Interruption % Supplemented or Cancelled Orders	No Standard No Standard		0.00		1450			
	Complex Services - 2 Wire Digital	I							
	PR-1 - Average Interval Offered	_							
PR-1-01-3341 PR-1-02-3341	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	1.41 3.17	5.00 4.60	82 90	2 10	1.56 2.02	1.12 0.67	-2.12
	PR-2 - Average Completed Interval	_							
PR-2-01-3341 PR-2-02-3341	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	2.50 3.99	4.00 4.83	68 68	1 6	9.89 7.77	9.96 3.31	
	PR-3 - Completed within X Days	-							
PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total	Parity with VZ Retail	99.06	100.00	1060	7		3.66	
PR-4-02-3341	PR-4 - Missed Appointments Average Delay Days – Total	Parity with VZ Retail	19.38	NA	8		31.14		
PR-4-03-3341 PR-4-04-3341	% MA – Customer % MA – VZ – Dispatch	No Standard Parity with VZ Retail	8.99 5.71	36.36 0.00	178 105	11 11		7.35	0.78
PR-4-05-3341 PR-4-08-3341	% MA – VZ – No Dispatch % MA – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	2.74	NA 0.00	73	11			
PR-4-10-3341 PR-4-11-3341	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	8.57 3.45	0.00 NA	70 58	11		9.08	0.94
	PR-5 - Facility Missed Orders	-							
PR-5-01-3341 PR-5-02-3341	% Missed Appointment – Verizon – Facilities % Orders Held for Facilities > 15 Days	Parity with VZ Retail Parity with VZ Retail	1.12 0.00	0.00	178 178	11 11		3.27	0.34
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	178	11			
PR-6-01-3341	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	0.00	0.00	80	11			
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.50	18.18	80	11			
PR-8-01-3341	PR-8 - Open Orders in a Hold Status % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	178	11			
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	178	11			
	Complex Services - 2 Wire xDSL								
PR-1-01-3342	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with VZ Retail	1.00	5.00	2	9 1	1.41	1.41	
PR-1-01-3342 PR-1-02-3342	Average Interval Offered – I otal No Dispatch Average Interval Offered – Total Dispatch	Parity with VZ Retail Parity with VZ Retail	1.00 NA	5.44		95	1.97	1.41	
PR-2-01-3342	PR-2 - Average Completed Interval	Parity with VZ Retail	0.50	5.00	2	2	0.71	0.71	
PR-2-01-3342 PR-2-02-3342 PR-2-13-3342	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch Avg. Interval Completed-DD-2 Test & Serial#	Parity with VZ Retail	0.50 NA	5.00 5.91	818	74	0.71	0.71	
PR-2-14-3342	Avg. Interval Completed-DD-2 Test Total	No Standard No Standard	3.24	NA NA	818				
PR-2-15-3342 PR-2-16-3342	Avg. Interval Completed-No DD-2 Test & Serial# Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard No Standard		10.71		7 70			
PK-2-17-3342	Avg. Interval Completed-No DD-2 Test& No 800#	No Standard		NA					
PR-3-10-3342	PR-3 - Completed within X Days % Completed win 6 Days (1-5 lines) Total	Parity with VZ Retail	99.06	82.89	1060	76		1.15	-14.11
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Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - EASTERN UNE PROVISIONING - POTS

			Actual Per	formance	Number of C	Observations			
Metric #	SD 4 Minut Annahamanta	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard	Deviation	Z-Score
PR-4-02-3342	PR-4 - Missed Appointments Average Delay Days – Total	Parity with VZ Retail	NA	9.00		1			
PR-4-03-3342 PR-4-04-3342	% MA – Customer % MA – VZ – Dispatch	No Standard Parity with VZ Retail	0.00	7.00 1.00	1	100 100			
PR-4-05-3342 PR-4-08-3342	% MA – VZ – No Dispatch % MA – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	0.00	NA 0.00	3	100			
PR-4-10-3342	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch	Parity with VZ Retail	NA	1.11		90			
PR-4-11-3342 PR-4-14-3342	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch % Completed On Time -DD-2 Test & Serial#	Parity with VZ Retail 95% on Time	90.76	NA NA	2 1515				
PR-4-15-3342 PR-4-16-3342	% Completed On Time -DD-2 Test Total % Completed On Time -No DD-2 Test & Serial#	95% on Time 95% on Time		NA 100.00		7			5.00
PR-4-17-3342	% Completed On Time -No DD-2 Test & 800# Prov	95% on Time		98.57		70			3.57
PR-4-18-3342	% Completed On Time -No DD-2 Test& No 800#	95% on Time		NA					
nn - 04 0040 I	PR-5 - Facility Missed Orders		0.00	0.00	4	100			
PR-5-02-3342	% Missed Appointment – Verizon – Facilities % Orders Held for Facilities > 15 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	4	100 100			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	4	100			
PR-6-01-3342	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	200.00	5.94		101			
PR-6-01-3342 PR-6-03-3342	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	1450.00	12.87	4	101			
	PR-8 - Open Orders in a Hold Status								
PR-8-01-3342 PR-8-02-3342	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	50.00 25.00	0.00	4	100 100		25.50 22.08	1.96 1.13
-K-0-UZ-334Z	% Open Orders in a Hold Status > 90 Days	Panty with VZ Retail	25.00	0.00	4	100		22.00	1.13
ı	POTS & Complex Aggregate	Ì							
·-		<u>.</u> I							
PR-1-10-3133	PR-1 - Average Interval Offered Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail	4.08	5.20	11716	2058	4.97	0.12	-9.43
PR-1-11-3133	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	5.27	3.00	55	1	5.23	5.28	
	PR-2 - Average Completed Interval	1							
PR-2-10-3133 PR-2-11-3133	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail Parity with VZ Retail	3.68 4.87	5.03 3.00	10321 45	1974 1	4.78 5.01	0.12 5.07	-11.50
-									
	UNE MAINTENANCE								
	POTS - Maintenance		Actual Per	formance	Number of C	Observations			
Metric #	MD 0. Treath December Date	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-02-3112	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop	Parity with VZ Retail	0.74	0.66	693356	62123		0.04	2.08
MR-2-02-3140 MR-2-03-3112	Network Trouble Report Rate – Platform Network Trouble Report Rate – Central Office - Loop	Parity with VZ Retail Parity with VZ Retail	0.74	0.16 0.10	693356 693356	1274 62123		0.24	2.42
MR-2-03-3140	Network Trouble Report Rate – Central Office - Platform	Parity with VZ Retail	0.09	0.00	693356	1274		0.01	1.08
MR-2-04-3112	% Subsequent Reports - Loop % Subsequent Reports - Platform	No Standard No Standard	1.51 1.51	0.00	5843 5843	473 2			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	No Standard	0.82	0.47	693356	62123			
-	% CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.82	0.55	693356	1274			
MR-3-01-3112	MR-3 - Missed Repair Appointments	Parity with VZ Retail	5.94	1.46	5114	412		1.21	3.70
MR-3-01-3140	% Missed Repair Appointment – Loop % Missed Repair Appointment – Platform	Parity with VZ Retail	5.94	1.46 50.00	5114	2		16.72	
MR-3-02-3112 MR-3-02-3140	% Missed Repair Appointment – Central Office - Loop % Missed Repair Appointment – Central Office - Platform	Parity with VZ Retail Parity with VZ Retail	8.42 8.42	1.64 NA	641 641	61		3.72	1.82
MR-3-03-3112 MR-3-03-3140	% Missed Repair Appointment — CPE /TOK/FOK - Loop % Missed Repair Appointment — CPE /TOK/FOK - Platform	No Standard No Standard	2.26 2.26	4.48 0.00	5715 5715	290 7			
MR-3-04-3112	% Missed Repair Appointment - No Double Dispatch - Loop	Parity with VZ Retail	3.16	0.97	4341	414		0.90	2.43
MR-3-04-3140 MR-3-05-3112	% Missed Repair Appointment – No Double Dispatch - Platform % Missed Repair Appointment – Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	3.16 24.40	50.00 5.77	4341 754	2 52		12.37 6.16	3.03
	% Missed Repair Appointment – Double DispatchPlatform	Parity with VZ Retail	24.40	NA NA	754	JZ		0.10	3.03
	MR-4 - Trouble Duration Intervals								
MR-4-01-3112	Mean Time To Repair – Total - Loop Mean Time To Repair – Total - Platform	Parity with VZ Retail Parity with VZ Retail	13.54 13.54	12.75 5.18	5755 5755	473	18.61 18.61	0.89 13.16	0.89
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	Parity with VZ Retail	14.24	12.91	5114	412	19.15	0.98	1.35
MR-4-03-3112	Mean Time to Repair - Loop Trouble - Platform Mean Time To Repair – Central Office Trouble - Loop	Parity with VZ Retail Parity with VZ Retail	14.24 7.98	5.18 11.66	5114 641	2 61	19.15 12.19	13.55 1.63	-2.26
MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Platform	Parity with VZ Retail	7.98	NA	641		12.19		
MR-4-04-3112 MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Loop % Cleared (all troubles) within 24 Hours - Platform	Parity with VZ Retail Parity with VZ Retail	85.82 85.82	96.19 100.00	5755 5755	473 2		1.67 24.67	6.21
MR-4-06-3140	% Out of Service > 4 hours - Platform % Out of Service > 12 hours - Loop	Parity with VZ Retail Parity with VZ Retail	65.65 46.02	0.00 55.61	3255 3255	1 383		47.49 2.69	-3.56
MR-4-07-3140	% Out of Service > 12 hours - Platform	Parity with VZ Retail	46.02	0.00	3255	1		49.85	
MR-4-08-3140	% Out of Service > 24 Hours - Loop % Out of Service > 24 Hours - Platform	Parity with VZ Retail Parity with VZ Retail	11.86 11.86	4.18 0.00	3255 3255	383 1		1.75 32.34	4.40
MR-4-09-3112	Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	12.44 23.30	11.73 20.83	4341 754	414 52	18.75 20.84	0.96 2.99	0.73
_									
MR-5-01-3112	MR-5 - Repeat Trouble Reports			4440	5755	473			-0.09
		Parity with VZ Retail	14.01	14.16				1.66	
	% Repeat Reports within 30 Days - Loop % Repeat Reports within 30 Days - Platform	Parity with VZ Retail Parity with VZ Retail	14.01 14.01	50.00	5755	2		1.66 24.55	
MR-5-01-3140	% Repeat Reports within 30 Days - Platform				5755	2			
MR-5-01-3140					5755	2			
MR-5-01-3140	% Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate	Parity with VZ Retail	14.01	50.00	5755	2		24.55	0.00
MR-5-01-3140	% Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.23 0.12	0.21 0.00	5755 5755 6647 6647	2 486 486			0.09 0.74
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-04-3341	%. Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Locy Network Trouble Report Rate — Cortral Office % Subsequent Report Rate — Cortral Office % Subsequent Report Rate — Cortral Office % Subsequent Report Rate — Cortral Office	Parity with VZ Retail Parity with VZ Retail	0.23 0.12 4.17	50.00	6647 6647 24	486		24.55	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-04-3341 MR-2-05-3341	% Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % CPE/TOX/FOK Trouble Report Rate	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard	0.23 0.12	0.21 0.00 0.00	5755 6647 6647	486 486 1		24.55	
MR-2-02-3341 MR-2-02-3341 MR-2-03-3341 MR-2-05-3341 MR-3-01-3341	% Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Contral Office % Subsequent Reports % Subsequent Reports % CPET/OFKO'R Touble Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointments % Missed Repair Appointments	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard Parity with VZ Retail	0.23 0.12 4.17 0.95	0.21 0.00 0.00 0.62	5755 5755 6647 6647 24 6647	486 486 1		24.55	
MR-5-01-3140 MR-5-01-3140 MR-2-02-3341 MR-2-04-3341 MR-2-05-3341 MR-3-01-3341 MR-3-02-3341	% Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Report % CPETOKFOK Trouble Report Rate MR3 - Missed Repair Appointments % Missed Repair Appointment - Loop Missed Repair Appointment - Central Office % Missed Repair Appointment - Central Office	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard Parity with VZ Retail Parity with VZ Retail	0.23 0.12 4.17 0.95	0.21 0.00 0.00 0.62	5755 6647 6647 24 6647 15 8	486 486 1		0.22 0.16	
MR-2-02-3341 MR-2-02-3341 MR-2-04-3341 MR-2-05-3341 MR-3-01-3341 MR-3-03-3341 MR-3-04-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Curral Office % Subsequent Report Rate — Curral Office % Subsequent Report Rate MR-3 - Missed Report Rate MR-3 - Missed Report Rate MR-3 - Missed Report Appointments % Missed Report Appointment — Certain Office % Missed Report Appointment — Company Company % Missed Report Re	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard Parity with VZ Retail No Standard Parity with VZ Retail	0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38	0.21 0.00 0.00 0.62 0.00 NA 0.00 0.00	5755 6647 6647 24 6647 15 8 63 13	486 486 1		0.22 0.16	
MR-2-02-3341 MR-2-02-3341 MR-2-04-3341 MR-2-05-3341 MR-3-01-3341 MR-3-03-3341 MR-3-04-3341	% Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Schenger Report Report Rate - Central Office % Control Report Report Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment - Central Office % Missed Repair Appointment - Central Office % Missed Repair Appointment - Central Office % Missed Repair Appointment - Obe Code Dispatch % Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - No Double Dispatch	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard Parity with VZ Retail Parity with VZ Retail No Standard	0.23 0.12 4.17 0.95 26.67 12.50 15.87	0.21 0.00 0.00 0.62 0.00 0.00 0.62	5755 6647 6647 24 6647 15 8 63	486 486 1		0.22 0.16	
MR-2-02-3341 MR-2-02-3341 MR-2-04-3341 MR-2-05-3341 MR-3-01-3341 MR-3-03-3341 MR-3-05-3341 MR-3-05-3341	S. Ropeat Reports within 30 Days - Platform MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Control Office Students - Central Office MR-3 - Missed Repair Appointment - Cooperat Office MR-3 - Missed Repair Appointment - Control Office Students - Central Office MR-4 - Trouble Duration Intervals MR-4 - Trouble Duration Intervals	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38 37.50	0.21 0.00 0.00 0.62 0.00 NA 0.00 0.00 NA	5755 5755 6647 6647 24 6647 15 8 63 13 8	486 486 1	33.01	0.22 0.16 45.67	
MR-5-01-3140 MR-2-02-3341 MR-2-04-3341 MR-2-05-3341 MR-3-02-3341 MR-3-02-3341 MR-3-03-3341 MR-3-05-3341 MR-3-05-3341 MR-3-05-3341 MR-3-05-3341 MR-3-05-3341	%. Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Lory Network Trouble Report Rate — Correl Office %. Subsequent Reports %. CPETOKFOK Trouble Report Rate MR-3 - Missed Repair Appointments %. Missed Repair Appointment — Correl Office %. Missed Repair Appointment — CORP TroUKFOK %. Missed Repair Appointment — CORP TroUKFOK %. Missed Repair Appointment — CoRP TroUKFOK %. Missed Repair Appointment — Double Depatch %. Missed Repair Appointment — Double Depatch MR-4 - Trouble Depatrion Intervals Missel Repair Depatrion Intervals Missel Trouble Depatrion Intervals Missel Trouble Repair - Loop Trouble Mean Trine To Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard Parity with VZ Retail	0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38 37.50	0.21 0.00 0.00 0.62 0.00 NA 0.00 0.00 NA 18.20	5755 5755 5755 6647 6647 24 6647 15 8 63 13 8	486 486 1	33.01 23.73	0.22 0.16	
MR-2-02-3341 MR-2-03-3341 MR-2-04-3341 MR-2-05-3341 MR-3-02-3341 MR-3-03-3341 MR-3-05-3341 MR-3-05-3341 MR-4-01-3341 MR-4-01-3341	% Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Network Trouble Report Rate — Contral Office % Subsequent Reports % Subsequent Reports % Subsequent Reports % Self-CIPO/RFO Trouble Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment — Central Office % Missed Repair Appointment — Central Office % Missed Repair Appointment — OE TROKFOK % Missed Repair Appointment — No Double Dispatch MR-4 - Trouble Duration Intervals MR-4 - Trouble Duration Intervals MR-4 - Trouble Duration Intervals	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard Parity with VZ Retail No Standard Parity with VZ Retail	0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38 37.50	0.21 0.00 0.00 0.00 0.62 0.00 NA 0.00 NA 0.00 NA	5755 5755 5755 6647 6647 24 6647 15 8 63 13 8	486 486 1	33.01 23.73 47,14	24.55 0.22 0.16 45.67 37.44	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-05-3341 MR-3-02-3341 MR-3-02-3341 MR-3-02-3341 MR-3-05-3341 MR-3-05-3341 MR-3-05-3341 MR-4-07-3341 MR-4-03-3341	% Ropeat Reports within 30 Days - Platform MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Network Trouble Report Rate — Central Office % Subsequent Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment — Central Office % Missed Repair Appointment — Central Office % Missed Repair Appointment — Central Office % Missed Repair Appointment — Ober Trouble Depatch % Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — No Double Dispatch MR-4 - Trouble Duration Intervals Moen Time To Repair — Total Mean Time To Repair — Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard Parity with VZ Retail	0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38 37.50 23.14 19.62 29.74 78.26 45.45	0.21 0.00 0.00 0.00 0.62 0.00 0.00 0.00 0.00	6647 6647 6647 24 6647 15 8 8 13 8 23 15 8	486 486 1 1 486 1 1 3 1 1 1 1 1		24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13 52.01	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-05-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	% Ropeat Reports within 30 Days - Platform MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Control Office % Subsequent Report Rate - Central Office % Subsequent Report % DEFFORE/TO Trouble Report Rate MR-3 - Missed Repair Appointment - Loop % Missed Repair Appointment - Loop % Missed Repair Appointment - Certal Office % Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - No Double Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair - Loop Torluble % Clared all books with 24 Hours % Out of Service > 24 Hours Mana Time To Repair - No Double Dispatch - Loop	Parity with VZ Feetall Parity with VZ Feetall Parity with VZ Feetall Parity with VZ Feetall No Standard No Standard No Standard No Standard No Standard No Standard Parity with VZ Feetall	0.23 0.12 4.17 0.96 26.67 12.50 15.87 15.38 37.50 23.14 19.62 29.74 29.74 18.18 11.18	0.21 0.00 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 24 6647 15 8 8 3 13 8 23 15 8 23 11 11 11 11	2 496 496 1 496 1 3 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13	
MR-5-01-3140 MR-2-02-3341 MR-2-02-3341 MR-2-05-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate - Lorp Network Trouble Report Rate - Lory Subsequent Report Rate - Central Office \$ Subsequent Report Rate - Central Office \$ Subsequent Report Rate - Central Office \$ Subsequent Report Report Rate MR-3 - Missed Repair Appointments \$ Messed Repair Appointment - Lorders! Office \$ Missed Repair Appointment - COS # TOKFOK \$ Missed Repair Appointment - COS # TOKFOK \$ Missed Repair Appointment - Double Dispatch \$ Missed Repair Sepair - Double Dispatch - Loop Mean Time To Repair - Central Office Trouble \$ Out of Service > 12 hours \$ Out of Service > 24 hours Mean Time To Repair - Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard Parity with VZ Retail	0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38 37.50 23.14 23.14 19.62 29.74 78.26 45.45 18.18	0.21 0.00 0.00 0.00 0.00 0.00 NA 0.00 NA 0.00 NA 18.20 NA 100.00 100.00 100.00	6647 6647 6647 24 6647 15 8 63 13 8	486 486 1 1 486 1 1 3 1 1 1 1 1	47.14	24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13 52.01 40.28	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-01-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	% Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Network Trouble Report Rate — Contral Office % Subsequent Report % Subsequent Report % Subsequent Report MR-3 - Missed Repair Appointments % Missed Repair Appointment — Central Office % Missed Repair Appointment — Central Office % Missed Repair Appointment — Central Office % Missed Repair Appointment — Do Double Dispatch % Missed Repair Appointment — No Double Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair — Central Office Trouble Mana Time To Repair — Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 24 Hours Mean Time To Repair — Central Office Trouble Mean Time To Repair — AD Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop Mean Time To Repair — No Double Dispatch — Loop	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail	0.23 0.12 0.12 0.17 0.09 0.667 12.50 15.87 15.87 15.38 37.50 23.14 19.62 29.74 78.26 11.42 46.63	0.21 0.00 0.00 0.00 0.00 0.00 NA 0.00 0.00 18.20 18.20 18.20 19.00 100.0	6647 6647 6647 24 6647 15 8 63 13 13 8 23 11 11 11 13 8	486 486 1 1 486 1 1 3 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13 42.13 42.13 42.19 43.67	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-01-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate - Lorp Network Trouble Report Rate - Lory Subsequent Report Rate - Central Office \$ Subsequent Report Rate - Central Office \$ Subsequent Report Rate - Central Office \$ Subsequent Report Report Rate MR-3 - Missed Repair Appointments \$ Messed Repair Appointment - Lorders! Office \$ Missed Repair Appointment - COS # TOKFOK \$ Missed Repair Appointment - COS # TOKFOK \$ Missed Repair Appointment - Double Dispatch \$ Missed Repair Sepair - Double Dispatch - Loop Mean Time To Repair - Central Office Trouble \$ Out of Service > 12 hours \$ Out of Service > 24 hours Mean Time To Repair - Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Feetall Parity with VZ Feetall Parity with VZ Feetall Parity with VZ Feetall No Standard No Standard No Standard No Standard No Standard No Standard Parity with VZ Feetall	0.23 0.12 4.17 0.96 26.67 12.50 15.87 15.38 37.50 23.14 19.62 29.74 29.74 18.18 11.18	0.21 0.00 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 24 6647 15 8 8 3 13 8 23 15 8 23 11 11 11 11	486 486 1 1 486 1 1 3 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13 52.01 40.28	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-04-3341 MR-3-01-3341 MR-3-01-3341 MR-3-03-3341 MR-3-03-3341 MR-4-02-3341 MR-4-02-3341 MR-4-02-3341 MR-4-02-3341 MR-4-02-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Lore Network Trouble Report Rate - Central Office Network Trouble Report Rate - Central Office Network Trouble Report Rate - Central Office % CPETOK/FOK Trouble Report Rate MR-3 - Missaed Repair Appointments % Missaed Repair Appointment - Central Office % Missaed Repair Appointment - Central Office % Missaed Repair Appointment - Double Dispatch % Missaed Repair Appointment - Double Dispatch % Missaed Repair Appointment - Double Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair - Total Mean Time To Repair - Central Office Trouble Mean Time To Repair - Central Office Trouble Mana Time To Repair - Double Dispatch - Loop MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail	0.23 0.12 0.12 0.17 0.09 0.667 12.50 15.87 15.87 15.38 37.50 23.14 19.62 29.74 78.26 11.42 46.63	0.21 0.00 0.00 0.00 0.00 0.00 NA 0.00 0.00 18.20 18.20 18.20 19.00 100.0	6647 6647 6647 24 6647 15 8 63 13 13 8 23 11 11 11 13 8	486 486 1 1 486 1 1 3 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13 42.13 42.13 42.13	
MR-5-01-3140 MR-2-02-3341 MR-2-03-331 MR-2-03-331 MR-2-03-331 MR-3-01-3341 MR-3-01-3341 MR-4-01-3341 MR-4-02-3341 MR-4-02-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office Network Trouble Report Rate - Central Office Network Trouble Report Rate - Central Office % CPE/TOK/FOK Trouble Report Rate MR-3 - Missaed Repair Appointment 5 % Missaed Repair Appointment - Central Office % Missaed Repair Appointment - Central Office % Missaed Repair Appointment - Deutral Office % Missaed Repair Appointment - Double Dispatch % Missaed Repair Appointment - Double Dispatch % Missaed Repair Appointment - Double Dispatch MR-4 - Trouble Duration Intervals Mean Time To Repair - Central Office Trouble Mean Time To Repair - Central Office Trouble % Out of Sarvice > 24 Hours Mean Time To Repair - Houble Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days Complex Services - 2 Wire xDSL	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail	0.23 0.12 0.12 0.17 0.09 0.667 12.50 15.87 15.87 15.38 37.50 23.14 19.62 29.74 78.26 11.42 46.63	0.21 0.00 0.00 0.00 0.00 0.00 NA 0.00 0.00 18.20 18.20 18.20 19.00 100.0	6647 6647 6647 24 6647 15 8 63 13 13 8 23 11 11 11 13 8	486 486 1 1 486 1 1 3 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13 42.13 42.13 42.13	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-2-05-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	%. Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Subsequent Reports %. CPERTOKFOK Trouble Reports %. CPERTOKFOK Trouble Report Rate MR-3 - Missed Repair Appointments %. Missed Repair Appointment — Copter Office %. Missed Repair Appointment — CPE TROKFOK %. Missed Repair Appointment — CPE TROKFOK %. Missed Repair Appointment — Double Dispatch %. Missed Repair Reporting — Copter Trouble Mean Time To Repair - Copter Trouble Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble %. Cleared (all troubles) within 24 Hours %. Out of Service > 12 hours %. Out of Service > 22 Hour Double Dispatch - Loop Man-3 Time To Repair - Double Dispatch - Loop Man-4 Trouble Reports %. Repair Report within 30 Days Complex Services - 2 Wire xDSL. MR-2 - Trouble Report Rate	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NS Standard NS Standard NS Standard NS Standard Parity with VZ Retail NS Standard Parity with VZ Retail	0.23 0.12 0.17 0.19 0.19 0.19 0.19 0.19 0.19 0.19 0.19 1.250	0.21 0.00 0.00 0.00 0.62 0.00 0.00 0.00 NA 0.00 NA 18.20 18.20 18.20 NA 19.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	6647 6647 6647 24 6647 15 8 63 13 13 15 8 23 23 21 11 11 13 8	2 496 496 11 496 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13 5201 42.13 19.63	0.74
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	% Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate - Locy Network Trouble Report Rate - Locy Selbesquark Report Report Rate - Corral Office % Subsequark Report Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment - Copert Office % Missed Repair Appointment - COPE TROKFOK % Missed Repair Appointment - COPE TROKFOK % Missed Repair Appointment - COPE TROKFOK % Missed Repair Appointment - Double Dispatch % Missed Repair Report - Trouble Mean Time To Repair - Loop Trouble Mean Time To Repair - Loop Trouble Mean Time To Repair - Loop Trouble % Cleared (all roubles) within 24 Hours % Out of Service > 24 Hours MR-3 - Trouble Reports % Repeat Trouble Reports % Repair Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NS Standard Parity with VZ Retail	14.01 0.22 0.12 4.17 0.95 26.67 15.87 15.87 15.87 15.87 15.87 15.80 21.74 22.14 23.14 24.65 29.74 26.63 21.74	0.21 0.00 0.00 0.62 0.00 0.00 0.00 NA 0.00 NA 18.20 18.20 18.20 18.20 NA 0.00 NA 0.00 NA 0.00 NA	6647 6647 6647 6647 6647 18 8 8 18 8 19 11 11 11 11 11 11 11 11 11 11 11 11	2 496 496 496 11 496 11 11 11 11 11 11 11 11 11 11 11 11 11	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13 42.13 42.13 42.13	
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-01-3341 MR-4-01-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Loop Network Trouble Report Rate - Certral Office % Comment - Certral Office % Comment - Certral Office % Comment - Certral Office % Missed Repair Appointments % Missed Repair Appointment - Certral Office % Missed Repair Appointment - Certral Office % Missed Repair Appointment - One Double Dispatch % Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - No Double Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair - Loop Trouble Mana Time To Repair - Loop Trouble Mana Time To Repair - Certral Office Trouble % Cleared (all troubles) within 24 Hours % Cleared (all troubles) within 24 Hours Mana Time To Repair - Loop Double Dispatch - Loop Mana Time To Repair - Double Dispatch - Loop Mana Time To Repair - Double Dispatch - Loop Mana Time To Repair - Double Dispatch - Loop MR-5 - Repeat Trouble Reports % Repeat Trouble Reports % Repeat Trouble Reports % Repeat Trouble Reports % Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard Parity with VZ Retail	0.23 0.12 0.12 0.15 0.15 0.15 0.15 0.15 0.15 0.15 0.15	0.21 0.00 0.00 0.00 0.02 0.00 0.00 0.00	6647 6647 6647 6647 15 8 8 3 13 18 23 23 23 23 23 23 23 23	2 486 466 466 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13	-5.72
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-02-3341 MR-4-02-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341	% Repeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Subsequent Reports % CPEFORMON Trouble Reports % Missed Repair Appointments % Missed Repair Appointments % Missed Repair Appointment — Control Office % Missed Repair Appointment — Control Office % Missed Repair Appointment — CPE TROKFOK % Missed Repair Appointment — CPE TROKFOK % Missed Repair Appointment — Double Depatch MR-3 - Trouble Depatric Intervals Missed Repair Appointment — Double Depatch % Missed Repair Appointment — Double Depatch MR-4 - Trouble Depatric Intervals Mean Time To Repair - Loop Trouble Mean Time To Repair - Loop Trouble Mann Time To Repair - Loop Trouble Mann Time To Repair - Loop Trouble Mann Time To Repair - Mo Double Depatch - Loop Mind Tree To Repair - No Double Depatch - Loop Mann Time To Repair - No Double Depatch - Loop Mann Time To Repair - No Double Depatch - Loop MR-5 - Repeat Trouble Reports % Repeat Meports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate	Parity with VZ Retail	14.01 0.23 0.12 4.17 0.95 26.67 12.50 15.87 15.38 19.62 23.14 19.62 23.74 28.74 24.64 11.42 46.83	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	6647 6647 6647 6647 6647 6647 15 8 3 13 15 15 15 15 23 11 11 11 13 8 23	2 486 466 466 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13	-5.72
MR-5-01-3140 MR-2-02-3241 MR-2-03-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Loop Subsequent Reports %. CPERTOKFOK Trouble Report Rate MR-3 - Missed Repair Appointments %. Missed Repair Appointments %. Missed Repair Appointment — COPETOKFOK %. Missed Repair Appointment — COPETOKFOK %. Missed Repair Appointment — COPETOKFOK %. Missed Repair Appointment — Double Dispatch %. Missed Repair Sepair — Loop Mean Time To Repair — Coertal Office Trouble %. Cleared (all roubles) within 24 Hours %. Out of Service > 24 Hours %. Out of Service > 24 Hours MR-3 - Trouble Reports %. Repeat Trouble Reports %. Repeat Report Rate MR-3 - Trouble Report Rate Network Trouble Report Rate MR-3 - Trouble Report Rate MR-3 - Missed Repoir Appointments %. Missed Repair Appointments %. Missed Repair Appointments	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NS Standard Parity with VZ Retail	14.01 0.22 0.12 4.17 0.95 26.67 15.87 15.87 15.87 15.87 15.87 15.87 15.87 15.88 27.74 21.44 21.74 21.74 21.74 21.74 21.74 21.74	0.21 0.00 0.00 0.00 0.00 0.00 0.00 NA 0.00 NA 0.00 NA 18.20 18.20 18.20 NA 0.00 0.00 NA 0 NA	6647 6647 6647 6647 6647 6647 15 8 3 13 15 15 15 15 23 11 11 11 13 8 23	2 486 466 466 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 42.13 42.13 42.13	-5.72
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-01-3341	S. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office Studengurit Reports Studengurit Reports Studengurit Reports Studengurit Reports Studengurit Reports Studengurit Reports MR-3 - Missed Repair Appointments Missed Repair Appointment - Central Office Missed Repair Appointment - Central Office Missed Repair Appointment - Del Trouble Report Reports Missed Repair Appointment - Obe Dubbe Dispatch Missed Repair Appointment - No Dubbe Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair - Loop Trouble Mana Time To Repair - Loop Trouble Mana Time To Repair - Central Office Trouble Mean Time To Repair - Loop Dubbe Dispatch Missed Repoir - March Office Trouble Mana Time To Repair - Loop Dubbe Dispatch Missed Report - Services - 24 Hours Mana Time To Repair - Loop Dubbe Dispatch - Loop Mana Time To Repair - Dubbe Dispatch - Loop Missed - Report Reports Report Reports Report Report Missed Dispatch MR-3 - Repeat Trouble Reports MR-3 - Repeat Reports MR-3 - Trouble Report Rate Network Trouble Report Rate MR-3 - Missed Repoir Appointments Missed Repair Appointment - Loop Missed Report Raport Missed Report Raport Missed Report Rate	Parity with VZ Retail	14.01 0.23 0.12 4.7 0.95 26.67 12.59 12.59 13.50 37.50 23.14 19.62 23.14 19.62 4.74 19.62 21.74 0.08 0.04 0.04 0.04 0.04 0.04 0.04 0.	0.21 0.00 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 6647 6647 15 83 13 13 13 13 13 13 13 13 13 23 23 23 23 23 23 23 23 23 23 23 23 23	2 496 496 496 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13 52.01 40.28 19.63 42.13	-5.72 -0.65
IR-5-01-3140 IR-2-02-3341 IR-2-02-3341 IR-2-03-3341 IR-3-03-3341 IR-3-03-3341 IR-3-03-3341 IR-4-03-3341 IR-3-03-3342 IR-3-03-3342 IR-3-03-3342	S. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office Stubsequent Report Studies - Central Office Stubsequent Report Studies Report Rate - Central Office Stubsequent Report Studies Report MR-3 - Missed Repair Appointments Missed Repair Appointment - Central Office Missed Repair Appointment - Central Office Missed Repair Appointment - Office Trouble Report Missed Repair Appointment - Double Dispatch Missed Repair Appointment - Nobuble Dispatch Missed Repair Appointment - Nobuble Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair - Central Office Trouble Mana Time To Repair - Central Office Trouble Moan Time to Repair - Loop Trouble Mana Time To Repair - Central Office Trouble Mana Time To Repair - Loop Dubble Dispatch - Loop MR-5 - Repeat Trouble Reports % Repeat Reports within 3D Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate MR-2 - Trouble Report Rate MR-3 - Missed Repair Appointments S. Subsequent Reports % Missed Repair Appointment - Copt of Office % Missed Repair Appointment - Copt of Office % Missed Repair Appointment - Copt of Obuble Dispatch	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail No Standard Parity with VZ Retail	14.01 0.23 0.12 0.12 4.17 0.95 26.67 12.50 15.87 15.38 13.38 11.42 46.83 11.42 46.83 21.74 0.08 0.04 0.00 1.03	0.00 0.	6647 6647 6647 6647 15 8 3 13 15 15 16 3 13 13 13 13 13 13 13 13 13 13 13 13 1	2 486 466 466 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 33.72 24.51 42.13 52.01 40.28 19.63 42.13	-5.72 -0.65
MR-501-3140 MR-501-3140 MR-202-3341 MR-203-3341 MR-303-3341 MR-401-3341 MR-402-3341 MR-403-3341 MR-403	"S. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate — Loop Network Trouble Report Rate — Loop Network Trouble Report Rate — Central Office Network Trouble Report Rate — Central Office **S. CPETTOK-FOK Trouble Report Rate MR-3 - Missed Repair Appointments **Missed Repair Appointment — Central Office **Missed Repair Appointment — Central Office **Missed Repair Appointment — Central Office **Missed Repair Appointment — Double Dispatch **Missed Repair Report Total MR-4 - Trouble Puration Intervals Mana Time To Repair — Total Missed Repair Appointment — South **S. Cleared (all toubles) within 24 Hours **S. Out of Service > 24 Hours MR-5 - Repair - Nobel Dispatch — Loop MR-5 - Repair Report Missed Suppointments **W. Repair Report Rate MR-2 - Trouble Report Rate MR-2 - Trouble Report Rate MR-3 - Missed Repair Rappointments **S. Missed Repair Appointments **S. Missed Repair Appointment — Cooptrol Office **S. Missed Repair Appointments **S. Missed Repair Appointment — Cooptrol Office **S. Missed Repair Appointments **Missed Repair Appointments	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NS Standard Parity with VZ Retail NS Standard Parity with VZ Retail NS Standard Parity with VZ Retail NS Standard	14.01 0.22 0.12 4.17 0.95 26.67 15.59 15.38 37.50 27.47 15.59 15.38 27.49 15.40 20.40 2	0.00 0.	6647 6647 6647 6647 15 8 8 13 18 8 23 11 11 11 13 18 23 23 11 11 11 13 18 13 18 13 13 14 15 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18	2 496 496 496 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92	24.55 0.22 0.16 45.67 37.44 42.13 52.01 42.13 42.13 42.13 42.13 42.13	-5.72 -0.65
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342 MR-3-03-3342	Se. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Lore Network Trouble Report Rate - Central Office Network Trouble Report Rate MR-3 - Missaed Repair Appointments Set Missaed Repair Appointment - Central Office Set Missaed Repair Appointment - Loop Set Missaed Repair Appointment - Central Office Missaed Repair Appointment - Deutral Office Missaed Repair Appointment - Double Dispatch MR-4 - Trouble Duration Intervals Man Time To Repair - Contail Office Trouble Mean Time to Repair - Loop Office Trouble Man Time To Repair - Central Office Trouble Man Time To Repair - Central Office Trouble Man Time To Repair - Central Office Trouble Man Time To Repair - Double Dispatch - Loop Man Time To Repair - Double Dispatch - Loop Missaed Repair Reports within 30 Days Complex Services - 2 Wire xDSL MR-2 - Trouble Report Rate MR-2 - Trouble Report Rate Missaed Repair Appointments Se Subsequent Deutral Office Se Unissed Repair Appointment Missaed Repair Appointment Missaed Repair Appointment - Central Office Se Missaed Repair Appointment - Code Dispatch	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail	14.01 0.22 0.12 0.12 0.19 0.09 26.67 12.59 13.8 37.50 23.14 19.62 45.46 45.46 18.11 11.42 46.83 40.00 1.00 0.00 1.00 0.00 0.00 0.00 0.0	0.21 0.00 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 6647 15 8 8 13 13 13 15 15 15 15 15 15 15 15 15 15 15 15 15	2 495 496 496 496 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47.14 18.92 42.61	24.55 0.22 0.16 45.67 37.44 42.13 52.01 42.13 52.01 42.13 42.13 42.13 19.63	-5.72 -5.05 -1.06
MR-5-01-3140 MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-3-03-3341 MR-3-03-3341 MR-4-03-3341 MR-3-03-3342 MR-3-	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Comment of the Report Rate - Central Office % Comment of the Report Rate - Central Office % Comment of the Report Rate - Central Office % Missed Repair Appointment - Oestral Office % Missed Repair Appointment - Central Office % Missed Repair Appointment - Central Office % Missed Repair Appointment - Oestral Office % Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - No Double Dispatch MR-4 - Trouble Duration Intervals Mana Time to Repair - Loop Trouble Mana Time to Repair - Loop Trouble Mana Time to Repair - Loop Trouble Mana Time to Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Cleared (all troubles) within 24 Hours % Cleared (all troubles) within 24 Hours Mana Time To Repair - No Double Dispatch - Loop Mana Time To Repair - Double Dispatch - Loop MR-5 - Repeat Trouble Reports % Repeat Trouble Reports % Repeat Reports within 30 Days Comment of Comment of Central Office % Missed Repair Appointments % Missed Repair Appointment - Central Office % Missed Repair Appointment -	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail NS Standard NS Standard NS Standard NS Standard Parity with VZ Retail NS Standard Parity with VZ Retail	14.01 0.23 0.12 4.7 4.7 0.95 26.67 12.50 12.50 12.50 12.50 12.50 13.23 14.10 19.62 23.14 19.62 24.74 19.62 21.74 0.08 0.04 0.04 0.04 0.04 0.04 0.04 0.	0.00 0.	6647 6647 6647 6647 15 8 3 13 15 15 16 3 13 13 13 13 13 13 13 13 13 13 13 13 1	2 486 466 466 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47,14 18,92 42,61 21,44 21,44 21,69	24.55 0.22 0.16 45.67 37.44 45.67 33.72 24.51 42.13 52.01 40.28 19.63 42.13 0.06 0.04 18.24 12.63	-5.72 -0.65
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-05-3341 MR-2-05-3341 MR-3-05-3341 MR-3-05-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-4-03-3341 MR-3-05-3341 MR-3-05-3341 MR-4-03-3341 MR-4-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate — Loop Network Trouble Report Rate — Loop Network Trouble Report Rate — Certral Office Scheepauer Report Rate — Certral Office % Description of the Report Rate MR-3 - Missed Repair Appointments % Missed Repair Appointment — Loop % Missed Repair Appointment — Certral Office % Missed Repair Appointment — No TroKFOK % Missed Repair Appointment — Double Dispatch % Out of Service > 12 hours % Out of Service > 24 hours % Out of Service > 24 hours % Repair Report Missed Service & Double Dispatch – Loop Missed Report Report % Repair Report Reports % Repair Report	Parity with VZ Retail Parity with VZ Patesil Parity with VZ Patesil No Standard No Standard No Standard No Standard Parity with VZ Retail	14.01 0.22 0.12 0.12 4.17 4.17 0.05 26.67 12.50 15.38 37.50 27.47 15.50 15.38 27.40 15.62 29.74 15.62 29.74 16.62 20.74 16.62 20.74 20.	90.00 0.21 0.00 0.00 0.62 0.00 0.00 0.00 0.00 0.0	6647 6647 6647 6647 15 8 8 8 8 8 15 15 8 8 23 11 11 13 13 8 23 11 11 13 13 13 14 15 15 15 15 15 15 15 15 15 15 15 15 15	2 496 496 496 496 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47,14 18,92 42,61	24.55 0.22 0.16 45.67 37.44 42.13 33.72 44.51 42.13 42.13 42.13 42.13 12.63	-5.72 -0.65 1.49 1.06
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-01-3341 MR-3-01-3341 MR-3-01-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3341 MR-3-03-3342	Se. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Certral Office Network Trouble Report Rate MR-3 - Missaed Repair Appointment 5 Self-TON-FOK Trouble Report Rate MR-3 - Missaed Repair Appointment — Certral Office Self-Missaed Repair Appointment — Certral Office Missaed Repair Appointment — Certral Office Missaed Repair Appointment — Certral Office Missaed Repair Appointment — Double Dispatch MR-4 - Trouble Duration Intervals Man Time To Repair — Total Mean Time To Repair — Total Mean Time To Repair — Double Dispatch Self-Missaed Repair Appointment — Double Dispatch Man Time To Repair — Double Dispatch — Loop Man Time To Repair — Double Dispatch — Loop MR-3 - Repair Trouble Reports We Repair — Report Missaed — Certral Office MR-2 - Trouble Report Rate MR-2 - Trouble Report Rate MR-3 - Missaed Repair Appointment Self-Missaed Repair Appointment MR-3 - Missaed Repair Appointment — Certral Office MR-3 - Missaed Repair Appointment — Certral Office MR-4 - Trouble Duration Intervals Man Time To Repair — Total MR-4 - Trouble Duration Intervals Man Time To Repair — Coulled Hours MR-4 - Trouble Duration Intervals Man Time To Repair — Total Man Time To Repair — Appointment — Outle Man Time To Repair — Appointment — Outle Man T	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard Parity with VZ Retail	14.01 14.01 0.22 0.12 0.12 4.17 1.19 2.6,67 1.2,59 1.3,11 1.3,11 1.3,12 1.3,14 1.	90.00 0.21 0.00 0.00 0.62 0.00 0.62 0.00 0.00 0.	6647 6647 6647 6647 15 8 8 13 13 13 13 15 15 16 11 11 13 13 18 13 18 13 18 13 18 13 18 13 18 13 18 18 18 18 18 18 18 18 18 18 18 18 18	2 495 496 496 496 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47,14 18,92 42,61 21,44 21,44 21,69	24.55 0.22 0.16 45.67 37.44 45.67 34.49 42.13 52.01 42.13 42.13 42.13 42.13 42.13 42.13 42.13 42.13	-5.72 -0.65 1.49 2.18 2.54 4.05
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-2-03-3341 MR-3-03-3341	%. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Corral Office \$ Subsequent Reports \$ CPERTON/FOK Trouble Report Rate MR-3 - Missed Repair Appointments \$ Missed Repair Appointment — Copert Office \$ Missed Repair Appointment — COPE TROK/FOK \$ Missed Repair Appointment — CPE TROK/FOK \$ Missed Repair Appointment — Double Dispatch \$ More Time To Repair — Central Office Trouble \$ Cleared (all troubles) within 24 Hours \$ Out of Service > 12 hours \$ Out of Service > 24 Hours \$ Out of Service > 24 Hours \$ Missed Repair Appointment — Double Dispatch - Loop Missed Repair Appointment — Central Office \$ Missed Repair Appointments \$ Missed Repair Appointment — Central Office \$ M	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard Parity with VZ Retail	14.01 0.23 0.12 0.12 4.17 0.95 26.67 12.50 15.87 15.38 19.62 23.14 19.62 23.14 28.74 28.74 28.74 29.74 29.74 20.00 0.00 0.00 1.03 22.77 22.77 23.97 24.97 25.97 25.97 26.97 26.97 27 27 27 27 27 27 27 27 27 28 29 29 20 20 20 20 20 20 20 20 20 20 20 20 20	0.21 0.00 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 6647 6647 15 8 8 63 13 8 8 8 8 23 23 11 11 11 13 13 13 15 15 15 15 16 11 15 16 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18	2 496 496 496 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47,14 18,92 42,61 21,44 21,44 21,69	24.55 0.22 0.16 45.67 37.44 45.67 37.44 42.13 52.01 42.13 52.01 42.13 42.13 42.13 42.13 42.13 53.72 42.13 50.06 0.04 18.24	-6.72 -0.65 1.49 1.06 2.18 2.24 2.24 2.24
MR-5-01-3140 MR-2-02-3341 MR-2-03-3341 MR-3-01-3341 MR-3-01-3342	Se. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate — Loop Network Trouble Report Rate — Certral Office Network Trouble Report Rate MR-3 - Missaed Repair Appointment 5 Self-TON-FOK Trouble Report Rate MR-3 - Missaed Repair Appointment — Certral Office Self-Missaed Repair Appointment — Certral Office Missaed Repair Appointment — Certral Office Missaed Repair Appointment — Certral Office Missaed Repair Appointment — Double Dispatch MR-4 - Trouble Duration Intervals Man Time To Repair — Total Mean Time To Repair — Total Mean Time To Repair — Double Dispatch Self-Missaed Repair Appointment — Double Dispatch Man Time To Repair — Double Dispatch — Loop Man Time To Repair — Double Dispatch — Loop MR-3 - Repair Trouble Reports We Repair — Report Missaed — Certral Office MR-2 - Trouble Report Rate MR-2 - Trouble Report Rate MR-3 - Missaed Repair Appointment Self-Missaed Repair Appointment MR-3 - Missaed Repair Appointment — Certral Office MR-3 - Missaed Repair Appointment — Certral Office MR-4 - Trouble Duration Intervals Man Time To Repair — Total MR-4 - Trouble Duration Intervals Man Time To Repair — Coulled Hours MR-4 - Trouble Duration Intervals Man Time To Repair — Total Man Time To Repair — Appointment — Outle Man Time To Repair — Appointment — Outle Man T	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard Parity with VZ Retail	14.01 0.22 0.12 0.12 0.19 0.95 26.67 15.87 15.	90.00 0.21 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 6647 6647 15 8 8 13 13 13 13 15 15 16 11 11 13 13 18 13 18 13 18 13 18 13 18 13 18 13 18 18 18 18 18 18 18 18 18 18 18 18 18	2 495 496 496 496 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47,14 18.92 42.61 21.44 21.69 9.99	24.55 0.22 0.16 45.67 37.44 33.72 42.13 42.13 42.13 42.13 42.13 42.13 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89	-5.72 -0.65 1.49 2.18 2.54 4.05 1.98
MR-5-01-3140 MR-2-02-3341 MR-3-03-3341 MR-3-03-3342 MR-4-03-3342	S. Ropeat Reports within 30 Days - Platform Complex Services - 2 Wire Digital MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office Network Trouble Report Rate - Central Office Network Trouble Report Rate MR-3 - Missaed Repair Appointments S. CPETOK/FOK Trouble Report Rate MR-3 - Missaed Repair Appointment - Central Office S. Missaed Repair Appointment - Central Office S. Missaed Repair Appointment - Despective Report Report Missaed Repair Appointment - Despective Report Missaed Repair Appointment - Double Dispatch MR-4 - Trouble Duration Intervals Mana Time To Repair - Central Office Trouble Mean Time To Repair - Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop MR-5 - Repeat Trouble Reports S. Repeat Trouble Report Rate MR-2 - Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate Network Trouble Report Rate S. Missaed Repair Appointments Missaed Repair Appointments Missaed Repair Appointments Missaed Repair Appointments Missaed Repair Appointment Missaed Repair	Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail No Standard No Standard No Standard No Standard Parity with VZ Retail	14.01 0.23 0.12 0.12 4.7 0.96 26.67 12.59 13.83 13.83 14.82 14.82 14.82 14.82 14.83 14.83 14.83 14.83 14.83 14.83 15.83 16.8	90.00 0.21 0.00 0.00 0.00 0.00 0.00 0.00	6647 6647 6647 6647 15 8 8 3 13 15 15 8 8 23 15 15 8 23 15 15 11 11 11 13 8 23 15 15 15 15 15 15 15 15 15 15 15 15 15	2 495 496 496 496 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	47,14 18.92 42.61 21.44 21.69 9.99	24.55 0.22 0.16 45.67 37.44 33.72 42.13 42.13 42.13 42.13 42.13 42.13 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89 7.70 8.89	-5.72 -0.65 1.49 2.18 2.54 4.06 1.98

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - WESTERN UNE PROVISIONING - POTS

Metric #	POTS - Provisioning PR-1 - Average Interval Offered	Standard	Actual F	Performance CLEC Aggregate	Number of VZ	Observations CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1-01-3111 PR-1-01-3122	Average Interval Offered – Total No Dispatch - Hot Cut Loop Average Interval Offered – Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail Parity with VZ Retail	1.26 1.26	6.59 NA	694 694	29	4.41 4.41	0.84	-6.38
PR-1-01-3140 PR-1-03-3112	Average Interval Offered – Total No Dispatch - Platform Average Interval Offered – Dispatch (1-5 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	1.26 4.38	1.32 3.83	694 302	104 18	4.41 4.06	0.46 0.99	-0.13 0.56
PR-1-03-3140 PR-1-04-3112	Average Interval Offered – Dispatch (1-5 Lines) - Platform Average Interval Offered – Dispatch (6-9 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	4.38 8.71	2.50 6.00	302 17	6	4.06 8.66	1.67 8.91	
PR-1-04-3140 PR-1-05-3112	Average Interval Offered – Dispatch (6-9 Lines) - Platform Average Interval Offered – Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	8.71 11.80	NA 6.50	17 5	2	8.66 8.96	7.50	
PR-1-05-3140	Average Interval Offered – Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	11.80	NA NA	5	-	8.96		
PR-2-01-3111	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	1.22	7.25	651	20	4.49	1.02	-5.92
PR-2-01-3122 PR-2-01-3140	Average Interval Completed – Total No Dispatch - Other (Switch & INP) Average Interval Completed – Total No Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	1.22	NA 1.32	651 651	102	4.49	0.48	-0.21
PR-2-03-3112 PR-2-03-3140	Average Interval Completed – Dispatch (1-5 Lines) - Loop Average Interval Completed – Dispatch (1-5 Lines) - Platform	Parity with VZ Retail Parity with VZ Retail	4.15 4.15	3.27 2.67	269 269	11 6	4.04	1.24	0.71
PR-2-04-3112 PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform Average Interval Completed - Dispatch (6-9 Lines) - Platform Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	9.67	NA	12 12	- 6	8.13	1.07	
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail Parity with VZ Retail	9.67 12.75	NA 6.50 NA	4	2	8.13 11.64	10.08	
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	12.75	NA	4		11.64		
PR-3-01-3142	PR-3 - Completed within X Days - Platform & Other (Switch & INP) % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail Parity with VZ Retail	80.96	54.74	5789	95 95		4.06	-6.46 1.32
PR-3-02-3142 PR-3-03-3142	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	89.48 96.94	93.68 98.95	5789 5789	95		3.17 1.78	1.13
PR-3-04-3142 PR-3-05-3142	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail Parity with VZ Retail	9.25 18.75	0.00 50.00	1579 1579	6		11.85 15.96	
PR-3-06-3142 PR-3-07-3142	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail Parity with VZ Retail	86.83 96.92	83.33 99.01	1579 7368	6 101		13.83 1.73	1.21
PR-3-08-3142 PR-3-09-3142	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with VZ Retail Parity with VZ Retail	98.74 95.19	98.95 100.00	5789 1579	95 6		1.15 8.75	0.18
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	98.48	99.01	7368	101		1.23	0.43
PR-4-02-3100	PR-4 - Missed Appointments Average Delay Days – Total	Parity with VZ Retail	8.85	2.00	221	3	31.75	18.45	
PR-4-03-3100 PR-4-04-3113	% Missed Appointment – Customer % Missed Appointment – Verizon – Dispatch - Loop New	No Standard Parity with VZ Retail	1.39 5.89	2.75 1.96	13556 2395	255 51		3.33	1.18
PR-4-04-3140 PR-4-05-3123	% Missed Appointment – Verizon – Dispatch - Platform % Missed Appointment – Verizon – No Dispatch - Other	Parity with VZ Retail Parity with VZ Retail	5.89 0.72	9.09 0.00	2395 11161	11 11		7.11 2.55	-0.45 0.28
PR-4-05-3140 PR-4-07-3540	% Missed Appointment – Verizon – No Dispatch - Platform % On Time Performance - LNP	Parity with VZ Retail 95% On Time	0.72	0.55 NA	11161	182		0.63	0.27
PR-4-08-3111 PR-4-08-3123	% MA – Customer – Due to Late Order Conf Hot Cut Loop % MA – Customer – Due to Late Order Conf Other (Switch & INP)	No Standard No Standard		4.17 0.00		48 62			
PR-4-08-3140 PR-4-10-3113	% MA – Customer – Due to Late Order Conf Platform % MA – VZ – Std. Interval (W Coded) Orders – Disp Loop New	No Standard Parity with VZ Retail	5.44	0.00	1857	193 21		4.98	1.09
PR-4-10-3140 PR-4-11-3123	% MA – VZ – Std. Interval (W Coded) Orders – Disp Platform % MA – VZ – Std. Interval (W Coded) Orders – No Disp Other	Parity with VZ Retail Parity with VZ Retail	5.44 0.70	16.67 0.00	1857 9535	6 3		9.27 4.81	.,,,,
PR-4-11-3140	% MA – VZ – Std. Interval (W Coded) Orders – No Disp Orner % MA – VZ – Std. Interval (W Coded) Orders – No Disp Platform	Parity with VZ Retail	0.70	0.97	9535	103		0.83	-0.33
PR-5-01-3112	PR-5- Facility Missed Orders % Missed Appointment – Verizon – Facilities - Loop	Parity with VZ Retail	0.41	1.61	13556	62		0.81	-1 48
PR-5-01-3140 PR-5-02-3112	% Missed Appointment – Verizon – Facilities - Platform % Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail	0.41	0.00	13556 13556	193 62		0.46 0.13	0.89
PR-5-02-3140 PR-5-03-3112	% Orders Held for Facilities > 15 Days - Days % Orders Held for Facilities > 15 Days - Platform % Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail Parity with VZ Retail	0.01	0.00	13556	193		0.13	0.14
PR-5-03-3112 PR-5-03-3140	% Orders Held for Facilities > 60 Days - Loop % Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	13556 13556	62 193			
DD 6 04 2442	PR-6 - Installation Quality		F 62	4.65	10246	207		1.10	0.04
PR-6-01-3112 PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail Parity with VZ Retail	5.62 5.62	4.65 0.00	10246 10246	387 270		1.19	0.81 3.96
PR-6-02-3112 PR-6-02-3140	% Installation Troubles reported within 7 Days - Loop % Installation Troubles reported within 7 Days - Platform	Parity with VZ Retail Parity with VZ Retail	3.12 3.12	3.36 0.00	10246 10246	387 270		0.90 1.07	-0.26 2.91
PR-6-03-3112 PR-6-03-3121	% Installation Troubles reported within 30 Days – FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days – FOK/TOK/CPE - Other	No Standard No Standard	4.54 4.54	1.55 NA	10246 10246	387			
PR-8-01-3100	PR-8 - Open Orders in a Hold Status	Parity with VZ Retail		0.00	40550	l orr II			0.50
PR-8-01-3100 PR-8-02-3100	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.14 0.10	0.00	13556 13556	255 255		0.24	0.59 0.50
	PR-9 - Hot Cuts								-2.84
PR-9-01-3114 PR-9-02-3520	% On Time Performance - Hot Cuts % Early Cuts - Lines	95% w/in cut over window No Standard	v	92.16 0.00		51 205		l.	-2.84
PR-9-03-3520 PR-9-04-3520	% Early Cuts - Orders % Defective Cuts - Lines	No Standard No Standard		0.00		51 205			
PR-9-05-3520 PR-9-06-3520	% Defective Cuts - Orders % Late Cuts - Lines	No Standard No Standard		0.00 13.66		51 205			
PR-9-07-3520 PR-9-08-3520	% Late Cuts - Orders Average Duration of Service Interruption	No Standard No Standard		7.84 22.10		51 1			
PR-9-09-3520	% Supplemented or Cancelled Orders	No Standard		0.00		51			
	Complex Services - 2 Wire Digital								
PR-1-01-3341	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with VZ Retail	2.33	NA	9		1.94		
PR-1-02-3341	Average Interval Offered – Total Dispatch	Parity with VZ Retail	4.82	4.80	17	5	1.67	0.85	
PR-2-01-3341	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with VZ Retail	2.43	NA	7		1.90		
PR-2-02-3341	Average Interval Completed – Total Dispatch	Parity with VZ Retail	5.00	3.75	16	4	1.86	1.04	
PR-3-10-3341	PR-3 - Completed within X Days % Completed win 6 Days (1-5 lines) Total	Parity with VZ Retail	98.69	100.00	534	4		5.71	
	PR-4 - Missed Appointments								·
PR-4-02-3341 PR-4-03-3341	Average Delay Days – Total % MA – Customer	Parity with VZ Retail No Standard	2.00 6.06	NA 20.00	3	5	1.73		
PR-4-04-3341 PR-4-05-3341	% MA – VZ – Dispatch % MA – VZ – No Dispatch	Parity with VZ Retail Parity with VZ Retail	11.54	0.00 NA	26 7	5		15.60	
	% MA – Customer – Due to Late Order Confirmation % MA – VZ – Std. Interval (W Coded) Orders – Dispatch	No Standard Parity with VZ Retail	8.00	0.00	25	5 4		14.61	
PR-4-11-3341	% MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.00	NA	7				
PR-5-01-3341	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities	Parity with VZ Retail	6.06	0.00	33	5		11.45	
PR-5-02-3341 PR-5-03-3341	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	33	5			
	PR-6 - Installation Quality	,							
PR-6-01-3341 PR-6-03-3341	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with VZ Retail No Standard	3.70 7.41	16.67 0.00	27 27	6		8.52	
0-03-03#1	PR-8 - Open Orders in a Hold Status			, 0.00	-1	, , ,			
PR-8-01-3341 PR-8-02-3341	% Open Orders in a Hold Status > 30 Days % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.00	0.00	33 33	5		-	
. IN-U-UZ-3341		i uniy willi vZ Retall	0.00	0.00	33				
	Complex Services - 2 Wire xDSL								
PR-1-01-3342	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with VZ Retail	NA	0.00		2			
PR-1-02-3342	Average Interval Offered – Total Dispatch	Parity with VZ Retail	NA	4.50	-	8			
PR-2-01-3342	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with VZ Retail	NA	0.00		2			
PR-2-02-3342 PR-2-13-3342	Avg. Interval Completed-DD-2 Test & Serial#	Parity with VZ Retail No Standard	NA 3.21	5.83 NA	447	6			
PR-2-14-3342 PR-2-15-3342	Avg. Interval Completed-DD-2 Test Total Avg. Interval Completed-No DD-2 Test & Serial#	No Standard No Standard		NA NA					
PR-2-16-3342 PR-2-17-3342	Avg. Interval Completed-No DD-2 Test & 800# Prov	No Standard No Standard		12.28 NA		29			
	PR-3 - Completed within X Days								
PR-3-10-3342	% Completed w/in 6 Days (1-5 lines) Total continued	Parity with VZ Retail	98.69	62.50	534	8		4.05	

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance - WESTERN UNE PROVISIONING - POTS

	UNE PROVISIONING - POTS		Actual Pe	Actual Performance		Number of Observations			
Metric #		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard	Deviation	Z-Score
PR-4-02-3342	PR-4 - Missed Appointments Average Delay Days – Total	Parity with VZ Retail	NA	NA					
PR-4-03-3342 PR-4-04-3342	% MA – Customer % MA – VZ – Dispatch	No Standard Parity with VZ Retail	NA NA	18.18 0.00		33 33			
PR-4-05-3342 PR-4-08-3342	% MA – VZ – No Dispatch % MA – Customer – Due to Late Order Confirmation	Parity with VZ Retail No Standard	NA	NA 0.00		33			
PR-4-10-3342 PR-4-11-3342	% MA – VZ – Std. Interval (W Coded) Orders – Dispatch % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch	Parity with VZ Retail Parity with VZ Retail	NA NA	0.00 NA		9			
PR-4-14-3342 PR-4-15-3342	% Completed On Time -DD-2 Test & Serial# % Completed On Time -DD-2 Test Total	95% on Time 95% on Time	87.14	NA NA	739				
PR-4-16-3342 PR-4-17-3342	% Completed On Time -No DD-2 Test & Serial#	95% on Time 95% on Time		NA					1.55
PR-4-17-3342 PR-4-18-3342	% Completed On Time -No DD-2 Test & 800# Prov % Completed On Time -No DD-2 Test& No 800#	95% on Time 95% on Time		96.55 NA		29			1.55
	PR-5 - Facility Missed Orders								
PR-5-01-3342 PR-5-02-3342	% Missed Appointment – Verizon – Facilities % Orders Held for Facilities > 15 Days	Parity with VZ Retail Parity with VZ Retail	NA NA	0.00		33 33			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	NA	0.00		33			
PR-6-01-3342	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity with VZ Retail	NA	15.15		33			
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	NA	15.15		33	•		
PR-8-01-3342	PR-8 - Open Orders in a Hold Status % Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	NA	0.00		33			
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	NA	0.00		33			
		1							
	POTS & Complex Aggregate	l							
PR-1-10-3133	PR-1 - Average Interval Offered Average Interval Offered – Disconnects – No Dispatch	Parity with VZ Retail	2.88	3.73	3867	62	4.91	0.63	-1.35
PR-1-11-3133	Average Interval Offered – Disconnects – Dispatch	Parity with VZ Retail	2.61	6.00	33	3	4.70	2.83	
PR-2-10-3133	PR-2 - Average Completed Interval Average Interval Completed – Disconnects – No Dispatch	Parity with VZ Retail	2.62	4.79	3632	38	5.20	0.85	-2.56
PR-2-11-3133	Average Interval Completed – Disconnects – Dispatch	Parity with VZ Retail	2.29	6.00	31	2	4.65	3.39	
	UNE MAINTENANCE								
	POTS - Maintenance			rformance	Number of C		Standard		
Metric #	MR-2 - Trouble Report Rate	Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Deviation	Sampling Error	Z-Score
MR-2-02-3112 MR-2-02-3140	Network Trouble Report Rate – Loop Network Trouble Report Rate – Platform	Parity with VZ Retail Parity with VZ Retail	1.01 1.01	0.61 0.20	482127 482127	9733 490		0.10 0.45	3.97 1.79
MR-2-03-3112	Network Trouble Report Rate – Central Office - Loop	Parity with VZ Retail	0.07	0.09	482127	9733		0.03	-1.01
MR-2-03-3140 MR-2-04-3112	Network Trouble Report Rate – Central Office - Platform % Subsequent Reports - Loop	Parity with VZ Retail No Standard	0.07 1.20	0.00	482127 5266	490 68		0.12	0.57
MR-2-04-3140 MR-2-05-3112	% Subsequent Reports - Platform % CPE/TOK/FOK Trouble Report Rate - Loop	No Standard No Standard	1.20 0.72	0.00	5266 482127	9733			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.72	0.20	482127	490			
	MR-3 - Missed Repair Appointments Missed Repair Appointment – Loop	Parity with VZ Retail	6.24	13.56	4885	59		3.17	-2.31
MR-3-01-3140 MR-3-02-3112	Missed Repair Appointment – Platform Missed Repair Appointment – Central Office - Loop	Parity with VZ Retail Parity with VZ Retail	6.24 1.26	0.00	4885 318	1 9		24.19 3.77	
MR-3-02-3140 MR-3-03-3112	% Missed Repair Appointment – Central Office - Platform % Missed Repair Appointment — CPE /TOK/FOK - Loop	Parity with VZ Retail No Standard	1.26	NA 9.38	318 3462	32			
MR-3-03-3112 MR-3-03-3140 MR-3-04-3112	% Missed Repair Appointment — CPE /TOK/FOK - Platform % Missed Repair Appointment — No Double Dispatch - Loop	No Standard Parity with VZ Retail	3.76 3.42	0.00 7.27	3462 3923	1 55		2.47	-1.56
MR-3-04-3140	% Missed Repair Appointment – No Double Dispatch - Platform	Parity with VZ Retail Parity with VZ Retail	3.42	0.00	3923	1		18.18	
MR-3-05-3112 MR-3-05-3140	% Missed Repair Appointment – Double Dispatch - Loop % Missed Repair Appointment – Double DispatchPlatform	Parity with VZ Retail	22.94 22.94	33.33 NA	715 715	12		12.24	-0.85
	MR-4 - Trouble Duration Intervals	1							
MR-4-01-3112 MR-4-01-3140	Mean Time To Repair – Total - Loop Mean Time To Repair – Total - Platform	Parity with VZ Retail Parity with VZ Retail	15.24 15.24	19.37 1.32	5203 5203	68 1	17.89 17.89	2.18 17.89	-1.89
MR-4-02-3112 MR-4-02-3140	Mean Time to Repair - Loop Trouble - Loop Mean Time to Repair - Loop Trouble - Platform	Parity with VZ Retail Parity with VZ Retail	15.91 15.91	20.37 1.32	4885 4885	59 1	18.11 18.11	2.37 18.11	-1.88
MR-4-03-3112 MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Loop Mean Time To Repair – Central Office Trouble - Platform	Parity with VZ Retail Parity with VZ Retail	4.90 4.90	12.84 NA	318 318	9	9.25 9.25	3.13	
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop % Cleared (all troubles) within 24 Hours - Platform	Parity with VZ Retail Parity with VZ Retail	84.24 84.24	83.82 100.00	5203 5203	68 1		4.45 36.44	-0.09
MR-4-06-3140 MR-4-07-3112	% Out of Service > 4 hours - Platform	Parity with VZ Retail Parity with VZ Retail	70.13 46.54	0.00 55.81	2069 2069	1 43		45.78 7.69	-1.21
MR-4-07-3140 MR-4-08-3112	% Out of Service > 12 hours - Platform % Out of Service > 24 Hours - Loop	Parity with VZ Retail Parity with VZ Retail	46.54 9.52	0.00 11.63	2069	1 43		49.89 4.52	-0.47
MR-4-08-3140	% Out of Service > 24 Hours - Platform	Parity with VZ Retail	9.52	0.00	2069 2069	1		29.36	
MR-4-09-3112 MR-4-10-3112	Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	14.54 25.23	16.82 32.44	3923 715	55 12	15.71 27.65	2.13 8.05	-1.07 -0.90
MD 5 04 0440	MR-5 - Repeat Trouble Reports	Parity with VZ Retail	40.05	00.50	5000			1.00	4.00
MR-5-01-3112 MR-5-01-3140	% Repeat Reports within 30 Days - Loop % Repeat Reports within 30 Days - Platform	Parity with VZ Retail Parity with VZ Retail	12.65 12.65	20.59 0.00	5203	68 1	•	4.06 33.24	-1.96
	Complex Consises 2 Mire Dinitel	1							
	Complex Services - 2 Wire Digital	ļ							
MR-2-02-3341	MR-2 - Trouble Report Rate Network Trouble Report Rate – Loop	Parity with VZ Retail	0.13	0.31	3007	324		0.21	-0.82
MR-2-03-3341 MR-2-04-3341	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with VZ Retail No Standard	0.13	0.00	3007 8	324 1		0.21	0.62
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.13	0.00	3007	324			
MR-3-01-3341	MR-3 - Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with VZ Retail	25.00	0.00	4	1		48.41	
MR-3-01-3341 MR-3-02-3341 MR-3-03-3341	% Missed Repair Appointment – Central Office	Parity with VZ Retail No Standard	25.00 25.00	NA NA	4	'			
MR-3-04-3341	% Missed Repair Appointment — CPE /TOK/FOK % Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	No Standard Parity with VZ Retail Parity with VZ Retail	0.00 40.00	0.00 NA	3	1			
wix-3-03-3341		ransy with v∠ Kétáil	40.00	INA	Ü				
MR-4-01-3341	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total	Parity with VZ Retail	14.05	17.07	8	1	9.90	10.50	
MR-4-02-3341 MR-4-03-3341	Mean Time to Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with VZ Retail Parity with VZ Retail	17.48 10.62	17.07 NA	4	1	9.62 10.23	10.76	
MR-4-04-3341 MR-4-07-3341	% Cleared (all troubles) within 24 Hours % Out of Service > 12 hours	Parity with VZ Retail Parity with VZ Retail	75.00 0.00	100.00 100.00	8 1	1		45.93	
MR-4-08-3341 MR-4-09-3341	% Out of Service > 24 Hours Mean Time To Repair - No Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	0.00 4.39	0.00 17.07	1 3	1	0.76	0.88	
	Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail	19.85	NA NA	5		7.69		
MR-5-01-3341	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	25.00	0.00	8	1		45.93	
		,							·
	Complex Services - 2 Wire xDSL								
	MR-2 - Trouble Report Rate	ì							
MR-2-02-3342 MR-2-03-3342	Network Trouble Report Rate – Loop Network Trouble Report Rate – Central Office	Parity with VZ Retail Parity with VZ Retail	0.00	0.44 0.22	436 436	1370 1370			
MR-2-04-3342 MR-2-05-3342	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard No Standard	NA 0.00	0.00 0.80	436	9 1370			
	MR-3 - Missed Repair Appointments	•							
MR-3-01-3342 MR-3-02-3342	% Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with VZ Retail Parity with VZ Retail	NA NA	0.00		6 3			
MR-3-03-3342 MR-3-04-3342	% Missed Repair Appointment — Certain John St. Missed Repair Appointment — CPE /TOK/FOK % Missed Repair Appointment — No Double Dispatch	No Standard Parity with VZ Retail	NA NA	9.09 0.00		11 7			
MR-3-04-3342 MR-3-05-3342	% Missed Repair Appointment — No Double Dispatch % Missed Repair Appointment — Double Dispatch	Parity with VZ Retail Parity with VZ Retail	NA NA	0.00		2			
	MR-4 - Trouble Duration Intervals	ì							
MR-4-02-3342	Mean Time To Repair – Total Mean Time to Repair - Loop Trouble	Parity with VZ Retail Parity with VZ Retail	NA NA	21.81 19.65		9			
MR-4-03-3342 MR-4-04-3342	Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VZ Retail Parity with VZ Retail	NA NA	26.14 55.56		3 9		L T	
MR-4-07-3342 MR-4-08-3342	% Out of Service > 12 hours % Out of Service > 24 Hours	Parity with VZ Retail Parity with VZ Retail	NA NA	57.14 57.14		7			
MR-4-09-3342	Mean Time To Repair - No Double Dispatch - Loop Mean Time To Repair - Double Dispatch - Loop	Parity with VZ Retail Parity with VZ Retail	NA NA	20.57 26.15		7 2			
	MR-5 - Repeat Trouble Reports	, any wall V£ Neidli		20.10				1	
MR-5-01-3342	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with VZ Retail	NA	11.11		9			
	Legend Notations defined on Legend sheet - last page								

Carrier to Carrier Performance Standards and Reports December 2001 Verizon Virginia

CLEC Aggregate Performance TRUNKS

ORDERING	1		Aggre	gate Interconn	nection			
Metric #	Standard		Actual Performance	gate interconn	Number of Observations	Difference		
OR 1 - Order Confirmation Timeliness OR-1-11-5020 Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks	No Standard		1.00		OBOO! VALIONS		1	
OR-1-12-5020 % On Time FOC <= 192 Forecasted Trunks	95% in 10 Bus Days		100.00		2	5.00		
OR-1-13-5000 % On Time Design Layout Record (DLR) OR-1-19-5020 % On Time Response - Request for inbound (VZ-CLEC augment) <=192 Trunks	95% in 11 Bus Days 95% in Schedule Compliance		100.00 NA		2	5.00		
OR-1-19-5030 % On Time Response - Request for inbound (VZ-CLEC augment) > 192 Trunks	95% in Schedule Compliance		NA				ļ	
OR-2 - Reject Timeliness OR-2-11-5020 Average Trunk ASR Reject Time <= 192 Forecasted Trunks	No Standard		3.00				1	
OR-2-12-5020 % On Time Trunk ASR Reject <= 192 Forecasted Trunks	95% within 10 Bus Days		100.00		2	5.00		
	-							
PROVISIONING		Actual Pe VZ	rformance CLEC	Number of VZ	Observations CLEC	Standard	Sampling Error	Z-Score
PR-1 - Average Interval Offered		. **	Aggregate	**	Aggregate	Deviation	Sampling Error	2-00016
PR-1-09-5020 Average Interval Offered – Total <= 192 Forecasted Trunks PR-1-09-5030 Average Interval Offered – Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD Parity with IXC / FGD	12.50 11.09	NA 9.64	28 43	28	3.61 4.52	1.10	1.32
PR-2 - Average Interval Completed	runy marino / rob	11.00	0.01			1.02		1102
PR-2-09-5020 Average Interval Completed – Total <= 192 Forecasted Trunks	Parity with IXC / FGD	16.23	NA	22		23.01		
PR-2-09-5030 Average Interval Completed – Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD	NA	NA					
PR-4 - Missed Appointment PR-4-01-5000 Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.00	0.00	5967	4120			
PR-4-02-5000 Average Delay Days – Total PR-4-03-5000 % Missed Appointment – Customer	Parity with IXC / FGD No Standard	NA 25.36	NA 36.26	5967	4120			
PR-4-09-50000 MMA – VZ – Std. Interval (W Coded) Orders –Total	Parity with IXC / FGD	0.00	NA	888	4120			
PR-5 - Facility Missed Orders	_							
PR-5-01-5000 % Missed Appointment – Verizon – Facilities PR-5-02-5000 % Orders Held for Facilities > 15 Days	Parity with IXC / FGD Parity with IXC / FGD	0.00	0.00	5967 5967	4120 4120			
PR-5-03-5000 % Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	5967	4120			
PR-6 - Installation Quality			0.00	5007	4400		0.05	0.57
PR-6-01-5000 % Installation Troubles reported within 30 Days PR-6-03-5000 % Inst. Troubles reported within 30 Days - FOK/TOK/CPE	Parity with IXC / FGD No Standard	0.05 0.00	0.02 0.00	5967 5967	4120 4120		0.05	0.57
PR-8 - Average Days Held on Pending Orders								
PR-8-01-5000 % Open Orders in a Hold Status > 30 Days PR-8-02-5000 % Open Orders in a Hold Status > 90 Days	Parity with VZ Retail Parity with VZ Retail	0.07 0.07	0.00	5967 5967	4120 4120		0.05 0.05	1.31
7 TO 02 0000 70 Open Orders in a Hold Gladas > 30 Days	Tany mar v2 rotal	0.07	0.00	3301	4120		0.03	1.01
MAINTENANCE	1							
MR-2 - Trouble Report Rate	-							
MR-2-01-5400 Network Trouble Report Rate – Total	Parity with IXC / FGD	0.02	0.01	243642	185685		0.00	2.19
MR-4 - Trouble Duration Intervals	_							
MR-4-01-5000 Mean Time To Repair – Total MR-4-04-5000 % Cleared (all troubles) within 24 Hours	Parity with IXC / FGD Parity with IXC / FGD	3.79 97.56	3.44 100.00	41 41	15 15	6.71	2.03 4.66	0.17 0.52
MR-4-05-5000 % Out of Service > 2 Hours MR-4-06-5000 % Out of Service > 4 hours	Parity with IXC / FGD Parity with IXC / FGD	39.02 24.39	26.67 20.00	41 41	15 15		14.72 12.96	0.84
MR-4-07-5000 % Out of Service > 12 hours MR-4-08-5000 % Out of Service > 24 Hours	Parity with IXC / FGD Parity with IXC / FGD	4.88 2.44	6.67 0.00	41 41	15 15		6.50 4.66	-0.28 0.52
MR-5 - Repeat Trouble Report Rates	Talky will IXC/TOD	2.44	0.00	41	10		4.00	0.52
MR-5-01-5400	Parity with IXC / FGD	9.76	33.33	41	15		8.96	-2.63
	_							
NETWORK PERFORMANCE			Actual Performance		Number of Observations			
NP-1 - Percent Final Trunk Group Blockage	No Standard					ì		
NP-1-01-5000 % FTG Exceeding Blocking Standard - Common Final Trunks NP-1-01-5400 % FTG Exceeding Blocking Standard - Dedicated Final Trunks	No Standard		1.20 2.04		166 98			
NP-1-02-5000 % FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks NP-1-02-5400 % FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks	No Standard No Standard		1.20 6.12		166 98			
NP-1-03-5400 Number Dedicated FTG Exceeding Blocking Standard – 2 Months NP-1-04-5400 Number Dedicated FTG Exceeding Blocking Standard – 3 Months	No Standard See Guidelines		0.00		98 98			
NP-2 - Collocation Performance						<u> </u>		
NP-2-01-6110 % On Time Response to Request for Collocation - New	95% On Time		100.00		12	5.00		
NP-2-01-6120 % On Time Response to Request for Collocation - Augment NP-2-02-6110 Average Interval - Physical Collocation - New	95% On Time No Standard		100.00 NA		6	5.00		
NP-2-02-6120 Average Interval - Physical Collocation - Augment NP-2-03-6110 Average Interval - SCOPE - New	No Standard No Standard		115.25 16.00		2			
NP-2-03-6120 Average Interval - SCOPE - Augment NP-2-04-6110 Average Interval - CCOE - VZ Equipment is Secure - New	No Standard No Standard		109.00 NA		8			
NP-2-04-6120 Average Interval - CCOE - VZ Equipment is Secure - Augment	No Standard		NA					
NP-2-05-6110 Average Interval - CCOE - VZ Equipment is Unsecured - New NP-2-05-6120 Average Interval - CCOE - VZ Equipment is Unsecured - Augment	No Standard No Standard		NA NA					
NP-2-06-6110 Average Interval - Virtual Collocation - New NP-2-06-6120 Average Interval - Virtual Collocation - Augment	No Standard No Standard		NA NA					
NP-2-07-6110 % On Time - New NP-2-07-6120 % On Time - Augment	95% On Time 95% On Time		100.00 100.00		2 12	5.00 5.00		
NP-2-08-6110 Average Delay Days - New NP-2-08-6120 Average Delay Days - Augment	No Standard No Standard		NA NA			5.00		
	INO Standard		INA				1	
NP-5 - Network Outage Notification NP-5-01-5000 % Network Outage Notices Sent within 30 Minutes	Parity with VZ Retail	79.17	79.17	24	24		11.72	
NP-6 - NXX Updates								
NP-6-01-5000 % NXX Updates Installed by the LERG Effective Date	Parity with VZ Retail	100.00	100.00	2	39			
Logand Notations defined on Logand sheet Leat sage	٦							
Legend Notations defined on Legend sheet - last page	_							

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 Facilties not available: Negotiated

* PO-1-XX-EDI =During the month of December there were 2 EnView EDI

Facilities Available: Negotiated
Facilities Check: 72 Hours

failures. In accordance with the Guidelines, the transactions associated with these failures have been excluded from the performance results. On December 19, there was an EnView EDI reject CSR transaction with a response time of 4,294,966.47 seconds. It is excluded from the reported CLEC Aggregate results for PO-1-07 Average Response Time-Rejected Query-EDI. In addition, from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001, Wholesale PO-1-07 Average Response Time- Rejected Query-EDI transactions, were invalid due to a failure of the network connection from Enview to EDI and are excluded from the metric calculation. (Inclusion of these transactions would have produced a performance result of 677.95 for CLEC Aggregate PO-1-07 EDI.) Also, due to the EnView EDI network failure, wholesale data for EDI transactions for PO-1 thru PO-1-06, PO-1-08, PO-1-09 metrics were not available from 6am to 10pm on December 26, 2001 and from 6am to 10:45am on December 27, 2001.